

September 2020

Version Information

Forescout eyeExtend for ServiceNow® version 3.0.
This section describes requirements for this version.

Forescout Requirements

- Forescout version 8.1 or 8.2.
- A module license for Forescout eyeExtend for ServiceNow. See [Forescout eyeExtend \(Extended Module\) Licensing Requirements](#) for details.

Supported Vendor Requirements

- ServiceNow Cloud Service version New York, Orlando, or Paris. For information about the vendor models (hardware/software) and versions (product/OS) that are validated for integration with this Forescout component, refer to the [Forescout Compatibility Matrix](#).

Forescout eyeExtend (Extended Module) Licensing Requirements

This Forescout eyeExtend module requires a valid license. Licensing requirements differ based on which licensing mode your deployment is operating in:

- [Per-Appliance Licensing Mode](#)
- [Flexx Licensing Mode](#)

To identify your licensing mode:

- From the Console, select **Help > About Forescout**.




Per-Appliance Licensing Mode

When installing the module, you are provided with a 90-day demo license.

If you would like to continue exploring the module before purchasing a permanent license, you can request a demo license extension. Consult with your ForeScout representative before requesting the extension. You will receive email notification and alerts at the Console before the demo period expires.

To continue working with the module after the demo period expires, you must purchase a permanent module license.

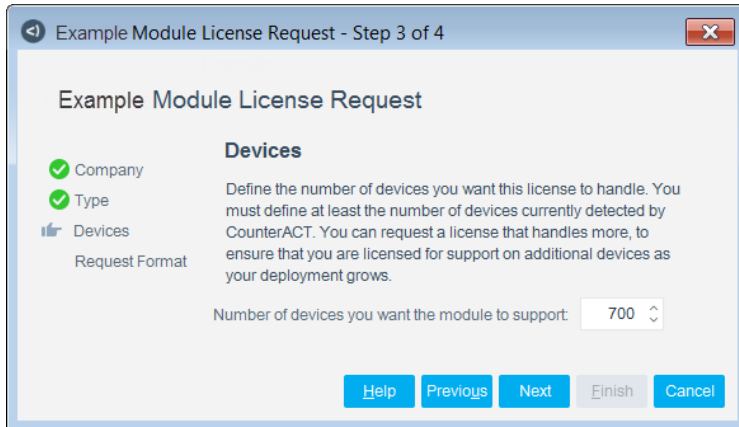
Demo license extension requests and permanent license requests are made from the Console.

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This module may have been previously packaged as a component of an Integration Module which contained additional modules. If you already installed this module as a component of an Integration Module, you can continue to use it as such. Refer to the section about module packaging in the ForeScout Administration Guide for more information.

Requesting a License

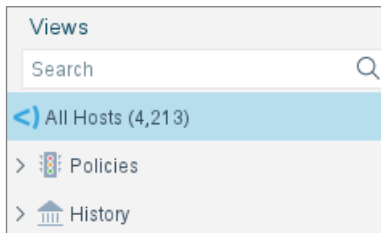
When requesting a demo license extension or permanent license, you are asked to provide the device *capacity* requirements. This is the number of devices that you want this license to handle. You must define at least the number of devices currently detected by the ForeScout platform. You can request a license that handles more to ensure that you are licensed for support on additional devices as your deployment grows.

Enter this number in the **Devices** pane of the Module License Request wizard, in the Console Modules pane.



To view the number of currently detected devices:

1. Select the **Home** tab.
2. In the Views pane, select the **All Hosts** folder. The number in parentheses displayed next to the **All Hosts** folder is the number of devices currently detected.




Flexx Licensing Mode

When you set up your Forescout deployment, you must activate a license file containing valid licenses for each feature you want to work with in your deployment, including eyeExtend modules. After the initial license file has been activated, you can update the file to add additional eyeExtend licenses or change endpoint capacity for existing eyeExtend modules. For more information on obtaining eyeExtend licenses, contact your Forescout sales representative.

No demo license is automatically installed during system installation.

License entitlements are managed in the [Forescout Customer Portal](#). After an entitlement has been allocated to a deployment, you can activate or update the relevant licenses for the deployment in the Console.

Each eyeExtend license has an associated capacity, indicating the number of endpoints the license can handle. The capacity of each eyeExtend license varies by module but does not exceed the capacity of the Forescout eyeSight license.

-  *Integration Modules, which package together groups of related licensed modules, are not supported when operating in Flexx Licensing Mode. Only eyeExtend modules, packaging individual licensed modules are supported. The eyeExtend Connect Module is an eyeExtend module even though it packages more than one module.*

More License Information

For more information on eyeExtend (Extended Module) licenses:

- **Per-Appliance Licensing.** Refer to the *Forescout Administration Guide*.
- **Flexx Licensing.** Refer to the *Flexx Licensing How-to Guide*.

You can also contact your Forescout sales representative for more information.

About This Release

This section describes updates and important information related to the component delivered in this version. This release also includes enhancements and fixes provided in previous versions. See [Previous Releases](#).

See also:

- [Feature Enhancements](#)
- [Fixed Issues](#)
- [Known Issues](#)
- [Access the Forescout Apps](#)
- [Upgrade from ServiceNow 1.x to 2.1 or 2.2](#)
- [Upgrade from ServiceNow 2.0 to 2.1 or 2.2](#)
- [Upgrade from ServiceNow 2.1 or 2.2 to 3.0](#)

Feature Enhancements

This section describes the new features and/or feature enhancements for this release.

Service Graph Connector for Forescout App

A new ServiceNow app called the “Service Graph Connector for Forescout” is introduced in this release to work in conjunction with the Forescout App for Asset Management. With the ServiceNow’s introduction of Service Graph, data transfer and transformation are more standardized and batched data payload processing is supported so the performance of CMDB Add/Update is improved.

ServiceNow REST API Rate Control

ServiceNow is most efficient when REST API requests are modest in size, but not too small as to overload the ServiceNow node queues - both in number of requests and the duration of the requests. Additional internal rate controls are added to match the typical ServiceNow deployment capacity. If you are experiencing ServiceNow Action timeouts prior to this release, this feature may alleviate those timeouts.

Fixed Issues

There are no new fixed issues for this version of Forescout eyeExtend for ServiceNow.

Known Issues

There are no new known issues for this version of Forescout eyeExtend for ServiceNow.

Access the Forescout Apps

You must install and configure both the Forescout platform and ServiceNow.

To access the Forescout Apps:

1. Go to <https://store.servicenow.com>.
2. Search for *Forescout App*. The following apps are available for this release:
 - Forescout App for Asset Management
 - Forescout App for IT Incidents
 - Forescout App for SOC Incidents
 - Service Graph Connector for Forescout
3. Select **More** to view the details of each app.
4. Select **Get** to download the Forescout apps you want.
5. Download and read the installation and configuration guides for each app you download. The guides are located under Supporting Links & Docs.

Upgrade from ServiceNow 1.x to 2.1 or 2.2

If you previously installed ServiceNow 1.x, you can upgrade to 2.1 or 2.2. Refer to the *Forescout eyeExtend for ServiceNow Configuration Guide* for details.

Upgrade from ServiceNow 2.0 to 2.1 or 2.2

If you previously installed ServiceNow 2.0, you can upgrade to 2.1 or 2.2. Refer to the *ForeScout eyeExtend for ServiceNow Configuration Guide* for details.

Upgrade from ServiceNow 2.1 to 2.2

You can upgrade from ServiceNow 2.1 to 2.2 without any additional steps.

Upgrade from ServiceNow 2.1 or 2.2 to 3.0

If you previously installed ServiceNow 2.1 or 2.2, you can upgrade to 3.0. Refer to the *ForeScout eyeExtend for ServiceNow Configuration Guide* for details.

How to Install


To install the module:


1. Navigate to one of the following ForeScout download portals, depending on the licensing mode your deployment is using:

- [Product Updates Portal](#) - **Per-Appliance Licensing Mode**
- [Customer Portal, Downloads Page](#) - **Flexx Licensing Mode**

To identify your licensing mode, select **Help > About ForeScout** from the Console.

2. Download the module `.fpi` file.
3. Save the file to the machine where the Console is installed.
4. Log into the Console and select **Options** from the **Tools** menu.
5. Select **Modules**. The Modules pane opens.
6. Select **Install**. The Open dialog box opens.
7. Browse to and select the saved module `.fpi` file.
8. Select **Install**. The Installation screen opens.
9. Select **I agree to the License Agreement** to confirm that you have read and agree to the terms of the License Agreement and select **Install**. The installation cannot proceed unless you agree to the license agreement.

 *The installation begins immediately after selecting Install and cannot be interrupted or canceled.*

 *In modules that contain more than one component, the installation proceeds automatically one component at a time.*

10. When the installation completes, select **Close** to close the window. The installed module is displayed in the Modules pane.

 *Some components are not automatically started following installation.*

More Release Information

This section provides additional release information.

Rollback Support

Rollback is not available for this module. This means that if you upgrade to this module version and the module does not operate as expected, you cannot roll it back to a previous release.

Previous Releases

Installing this release also installs fixes and enhancements provided in the releases listed in this section. To view Release Notes of previous version releases, see:

<https://www.forescout.com/company/resources/eyeextend-for-servicenow-release-notes-2-2-3/>

<https://www.forescout.com/company/resources/eyeextend-for-servicenow-release-notes-2-2-2/>

<https://www.forescout.com/company/resources/eyeextend-for-servicenow-release-notes-2-2-1/>

<https://www.forescout.com/company/resources/eyeextend-for-servicenow-release-notes-2-2-0/>

<https://www.forescout.com/company/resources/eyeextend-for-servicenow-release-notes-2-1-0/>

<https://www.forescout.com/company/resources/eyeextend-for-servicenow-2-0-release-notes/>

<https://www.forescout.com/company/resources/extended-module-for-servicenow-1-3-release-notes/>

Contact Information

Forescout Technologies, Inc.

190 West Tasman Drive

San Jose, CA 95134 USA

<https://www.Forescout.com/support/>

Toll-Free (US): 1.866.377.8771

Tel (Intl): 1.408.213.3191

Support: 1.708.237.6591

About the Documentation

- Refer to the Technical Documentation page on the Forescout website for additional documentation: <https://www.Forescout.com/company/technical-documentation/>
- Have feedback or questions? Write to us at documentation@forescout.com

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