
CORMANT-EDIS

Version 2.10.1

Release Notes

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1. Introduction

Cormant-EDIS is a highly configurable system to perform two-way synchronization from external CMDB and service management systems. CMDB data is two-way synchronized with the Cormant-CS Assets module and external service management/ticket data two-way synchronized to the Workflow module. Cormant-EDIS is a full two-way ETL solution for customers who use Cormant-CS. Cormant-EDIS supports drop-in licensed modules to an ever-expanding range of external COTS and proprietary CMDB and service management/request systems.

1.1 Overview

This document is the Release Notes for Cormant-EDIS, version 2.1.0 and beyond. Version 1.0 and 2.0 were beta releases.

Cormant-EDIS is designed to support many external system interfaces with different interfaces delivered to various end-users, supporting many CMDB or Workflow Ticket systems.

1.2 Reference Documents

Three key sources of documentation for Cormant-EDIS exist.

- In the **Documentation folder** that comes as part of each Cormant-EDIS release are a number of useful "Getting Started" and "New Features" PDF files. These provide a slide show type overview to help with installation, access and use of Cormant-EDIS.
- **Cormant-EDIS Installation Guide.pdf** – provides full new and upgrade installation instructions. It is located in the Documentation directory of the release package.
- **Online help** provides documentation for Cormant-EDIS. Help is accessed under each module installed and is module-specific.

Once Cormant-EDIS is installed, the Cormant-EDIS screens plug-into the Cormant-CS UI. They are available (subject to Cormant-CS config permission) under a new top-level menu item "EDIS".

1.3 List of Modules

- **Asset File Sync** – transfers data from and to files whose data is formatted in a tabular manner such as CSV, XLS and XLSX files. This provides a way of automating the transfer of data between external applications that do not have an API or are not accessible due to network separation but do have data import capabilities. The from external sync process does analyze and compare the data to produce the usual conflicts.
- **ServiceNow CMDB** – allows transfer of Asset and CMDB data from and to ServiceNow via the ServiceNow's Asset and CMDB API's. Both table and scripted API's are supported.
- **ECM Workflow** – Private customer Workflow interface.
- **It:Admin** – Private customer CMDB interface
- **Insight Asset Manager** - allows transfer of Asset and CMDB data from and to Jira's Insight Asset Manager module (Now part of Jira Datacenter Server) via Jira's API.

- **ServiceNow ITSM** – allows transfer of ServiceNow ticketing to Cormant-CS's Workflow module.
- **vSphere** – allows VM data to be obtained from VCenter systems via the vSphere API. The module is able to create and move VM's between hosts in Cormant-CS, enabling users to see where VM's are and thus gauge the resources required by the host.

1.4 Release 2.10.1

Release covering all modules to work with Cormant-CS Version 12.3.0 and above. This release requires Cormant-CS 12.3.0 or later.

Minor bug release to fix a From Cormant-CS to External Sync Cloning error.

1.5 Release 2.10.0

Release covering all modules to work with Cormant-CS Version 12.3.0. This release requires Cormant-CS 12.3.0 or later.

Added ability to import data in Asser File Sync module for data sources with multiple lines per key.

1.6 Release 2.9.0

Release covering all modules to work with Cormant-CS Version 12.2.0. This release requires Cormant-CS 12.2.0 or later. There are no new features added.

1.7 Release 2.8.0

Release covering all modules to work with Cormant-CS Version 12.1.0. This release requires Cormant-CS 12.1.0 or later. There are no new features added.

1.8 Release 2.7.5

Release covering all modules to work with Cormant-CS Version 12.0.0. This release requires Cormant-CS 12.0.0 or later. There are no new features added.

1.9 Release 2.7.4

Minor bug release covering all modules. This release requires Cormant-CS 11.3.5 or later.

1.10 Release 2.7.3

General Bug release covering all modules. This release requires Cormant-CS 11.3.5 or later. Changes to module configurations via the User Interface are logged to the Configuration History log. The ability to sync Cormant-CS data to a new file has been added to Asset File Sync module.

1.11 Release 2.7.2

Bug release mainly covering the vSphere module.

1.12 Release 2.7.1

Minor bug release with improved EDIS service Logging to file to help support.

1.13 Release 2.7.0

New vSphere Module. Allows VM data to be obtained from VCenter systems via the vSphere API. The module is able to create and move VM's between hosts in

Cormant-CS enabling users to see where VM's are and thus gauge the resources required by the host.

1.14 Release 2.6.0

Addition of Multiple Keys to Service Now CMDB module.

1.15 Release 2.5.3

There was no public release of 2.5.2.

This release includes support for Service Now dot-walking access to tables and data. It also includes three other small changes.

1.16 Release 2.5.1

This release adds a new Cormant-EDIS module to Sync data from "Table Format" Files such as CSV and Excel's XLS and XLSX formats.

It also resolved one issue related to the Jira Insight sync module.

Release 2.5.0 was skipped and not released.

1.17 Release 2.4.2

This release resolved one issue related to the Jira Insight sync module.

1.18 Release 2.4.1

This release includes a number of general improvements affecting all modules. These include the ability to clone external endpoints and sync configurations, better conflict display, and performance improvements. There has also been added additional logging to track down issues with the EDIS Service.

We have also added new modules for Jira-Insight and for a Customer Custom Interface (It:Admin)

(There was no release of 2.3.0 or 2.4.0)

1.19 Release 2.2.1

This release includes date/time management to only synchronize records from Cormant-CS or an external CMDB that have been updated since the last synchronization time. The release also includes enhancements to work with the ServiceNow scripted API type.

(There was no 2.2.0 release)

1.20 Release 2.1.1

This release resolves a small number of issues raised by customers.

1.21 Release 2.1.0

This is the initial release.

2. Installation

The **Cormant-EDIS Installation Guide** in the Documentation folder of the release contains details about the installation process.

There are three components with Cormant-EDIS; some can be installed separately.

1. The user interface component must be installed on the same server as the Cormant-CS web is installed. This is because the Cormant-EDIS screens plug-into the Cormant-CS web UI architecture to save two different login/security/IIS systems requiring management.
2. Database tables. The Cormant-EDIS configuration and log database tables co-install with the Cormant-CS database. This is to support the plug-in screens. Typically, these tables will be installed as part of the user interface. In advanced installations, a SQL script may need to be executed on the SQL server. The installation guide provides full details.
3. Cormant-EDIS server. This can be installed on any machine. This provides the interface between the external target system and Cormant-CS and the Cormant-EDIS tables. It requires access to the Cormant-CS (10.3.0 or later) RESTful API, and the external system API. It is designed to be placed in a (potentially) less-secure, intermediate level server that can access an external system (perhaps in the cloud) and the internally secure Cormant-CS server.

2.1 Compatibility

Because Cormant-EDIS is a screen plug-in to Cormant-CS, and the Cormant-EDIS service uses the Cormant-CS RESTful API, there are compatibility matches between Cormant-CS and Cormant-EDIS.

Typically, if a later version of Cormant-CS exists than documented below, the latest version of Cormant-EDIS will be compatible, or a later version of Cormant-EDIS will be supplied on the Cormant customer portal, in the same location as the Cormant-CS release.

Cormant-EDIS Version	Cormant-CS Version(s)
2.2.1	10.4.2
2.4.1, 2.4.2	11.1, 11.2.1
2.5.1, 2.5.3	11.2.3+
2.5.8, 2.6.0, 2.7.0, 2.7.1, 2.7.2	11.3.0+
2.7.3, 2.7.4	11.3.5+
2.7.5	12.0.0
2.8.0	12.1.0
2.9.0	12.2.0
2.10.0, 2.10.1	12.3.0, 12.3.1, 12.3.2, 12.4.0

+ = any version from this one onwards.

2.2 Entering the License Key

Once Cormant-EDIS has been installed login to Cormant-CS as a Cormant-CS administrator and use the top-level EDIS menu items to enter Cormant-EDIS

license credentials. These are supplied by Cormant global finance and are different from the Cormant-CS license; however, they are paired and will only work with the correct (on file) Cormant-CS license.

2.3 Permissions

Cormant-EDIS requires Cormant-CS “Config” permission for Cormant-EDIS configuration. For day-to-day use, permission is controlled by Assets and Zone permissions so Cormant-EDIS change and conflict logs can be seen by users with permissions to the spaces controlled by those permissions.

3. Changes in 2.10.1

2.10.1 is released to work with 12.3.0+ which includes a number of REST API and Core User Interface changes requiring EDIS to be upgraded

3.1 Bug Fixes in 2.10.1

Item key	Module	Summary
EDIS-854	All Modules	Object reference error when cloning 'Sync To External' Sync Operation.

4. Changes in 2.10.0

2.10.0 is released to work with 12.3.0 which includes a number of REST API and Core User Interface changes requiring EDIS to be upgraded

4.1 New Features in 2.10.0

Item key	Module	Summary
EDIS-844	Asset File Sync	Drop the "Allow Multiple Rows per Key" field and add a new option to the "Rule for duplicated Keys" field
EDIS-840	Asset File Sync	For Assets File Sync Module, implement logic to allow processing multiple rows per key
EDIS-839	Asset File Sync	Sync Operation > Details tab, add extra settings to allow processing multiple rows per key

5. Changes in 2.8.0

2.8.0 is released to work with 12.1.0 which includes a number of REST API and Core User Interface changes requiring EDIS to be upgraded

5.1 New Features in 2.8.0

Item key	Module	Summary
EDIS-229	All Modules	How does a user know what module they are on. Maybe include a title?
EDIS-792	ServiceNow ITSM	clear Mandatory fields in ServiceNow ITSM UI to make it more flexible
EDIS-814	All Modules	Edis Conflicts. Add ability to select and delete conflicts.

5.2 Bug Fixes in 2.8.0

Item key	Module	Summary
EDIS-798	ServiceNow ITSM	Name of system-defined field in SN ITSM error notification may not match attribute name
EDIS-796	ServiceNow ITSM	Name of system-defined field in SN ITSM error notification may not match attribute name
EDIS-761	Asset File Sync	[Asset File Sync] Syncing To External large number of components generates a 'The query processor ran out of internal resources'
EDIS-807	All Modules	

		Username and Password fields are automatically set
EDIS-813	All Modules	Some text on the page is shown as code

6. Changes in 2.7.5

2.7.5 is released to work with 12.0.0 which includes a number of REST API and Core User Interface changes requiring EDIS to be upgraded

6.1 Bug Fixes in 2.7.5

Item key	Module	Summary
EDIS-791	All	Logs>Actions tab when doing any sort of filtered search the page takes ages....
CS-9945	ECM Workflow	On EDIS > ECM Workflow, an odd validation occurs when trying to save the Sync Operation when using a Custom Workflow attribute

7. Changes in 2.7.4

2.7.3 is released to sort out a number of issues across all modules.

7.1 Improvements in 2.7.4

Item key	Module	Summary
EDIS-773	All	Enhance EDIS Service logs

7.2 Bug Fixes in 2.7.4

Item key	Module	Summary
EDIS-770	It:Admin	It:admin Sync from external - when a dot walked field is used as source for template mapping an error occurs
EDIS-753	All	Clicking cancel out of Edit mode of a newly cloned sync operation shows data loss warning and console error

8. Changes in 2.7.3

2.7.3 is released to sort out a number of issues across all modules. Also the Sync to External file ability has been added to the Asset File Sync module, together with a new file format supporting Pipe delimited data. This release works with and requires Cormant-CS version 11.3.5 or later to be installed.

8.1 Improvements in 2.7.3

Item key	Module	Summary
EDIS-596	Asset File Sync	add ability to specify non-standard SFTP port in Asset File Sync module
EDIS-763	Asset File Sync	Implement like for Sync from in Asset File Sync module
EDIS-760	Asset File Sync	Copy the file to Build and move to Work External System
EDIS-740	Asset File Sync	Add a new file format with Pipe field delimiter
EDIS-726	Asset File Sync	Add Sync To External File feature
EDIS-712	Asset File Sync	In the Sync Operations > Filter & Attributes tab, add a new comparison option: LIKE
EDIS-719	Logging	Add configuration history logging for all EDIS modules
EDIS-705	Logging	log all EDIS configuration changes made via the UI to the CS Configuration Log
EDIS-627	vSphere	Add basic Sync From filtering for vSphere module

8.2 Bug Fixes in 2.7.3

Item key	Module	Summary
EDIS-299	General CMDB	Sync is checking template lookup for every record even when it is not required
EDIS-499	Insight Asset Management	the Sync From doesn't create a conflict when setting the Sync Action to "Overwrite If Source Is Not Empty"
EDIS-604	Insight Asset Management	Dot walking in Insight overwriting property when it should be raising a conflict
EDIS-642	Insight Asset Management	When modifying Filters & Attributes > Mapping Fields once saved the list disappears
EDIS-640	Insight Asset Management	[Sync From External] Overwrite Sync Action fails when the attributes in source and endpoint are selection list
EDIS-691	vSphere	Deletion of the configured Destination in the Post Sync Action will result to 'Unable to Complete Request' window
EDIS-699	Insight Asset Management	Sync To operation fails with "Value cannot be null. Parameter name: second" error
EDIS-700	General UI	Apply scroll on EDIS pages to fit in small screen
EDIS-715	Insight Asset Management	Error when creating new item in Insight
EDIS-732	Insight Asset Management	Dot walking in Insight Sync To operation, creates a conflict on matched values

EDIS-725	Asset File Sync	[Logs] When adding Match Field attributes, 'Mapping Field' is displayed on the logs description instead of 'Match Fields'
EDIS-764	General CMDB	Unexpected conflict on Space attribute when Sync Action is set to Overwrite if Source is Not Empty
EDIS-766	IT:Admin	EDIS sync From External creates a conflict or tries to overwrite where there are different types of Empty string
EDIS-721	Logs	Enum attributes are not displaying friendly values on configuration history
EDIS-723	General CMDB	Conflict created in Sync To External for field that is not supposed to be updated anyways
EDIS-750	IT:Admin	If a field Name includes a Space character an error is generated and the sync fails.

9. Changes in 2.7.2

Minor release fixing bugs to the vSphere module

9.1 Bug Fixes in 2.7.2

Item key	Module	Summary
EDIS-680	vSphere	Adding a new Post Sync Actions should have clean dialog fields
EDIS-698	vSphere	Sync error when getting invalid response
EDIS-689	vSphere	Logs still shows component is 'Moved' even though the template is not allowed on the destination location

10.Changes in 2.7.1

Minor release added ability to add additional logging to ServiceNow CMDB module and a couple of bugs

10.1 Improvements in 2.7.1

Item key	Module	Summary
EDIS-656	ServiceNow CMDB	Add more logs on EDIS - ServiceNow CMDB

10.2 Bug Fixes in 2.7.1

Item key	Module	Summary
EDIS-684	Asset File Sync	Unable to sync new records to CS, generates 'Could not cast or convert' error on the logs
EDIS-663	Logging Errors	EDIS log file shows truncated message for exceptions

11.Changes in 2.7.0

Added ServiceNow ITSM module, also Added vSphere module.

11.1 Improvements in 2.7.0

Item key	Module	Summary
EDIS-632	ServiceNow ITSM	Create new module for ServiceNow ITSM
EDIS-661	vSphere	Add ability to execute Post-Sync Move on EDIS service when matching external criteria
EDIS-660	vSphere	Add ability to execute Post-Sync Move on EDIS service when not found on external
EDIS-622	vSphere	Add vSphere module
EDIS-656	ServiceNow CMDB	Add more logging to file to EDIS Service

11.2 Bug Fixes in 2.7.0

Item key	Module	Summary
EDIS-344	EDIS Database Wizard	EDIS Database Wizard error Microsoft SQL Server Batch Parser is running Version 11.0.0.0

12.Changes in 2.6.0

Minor release added ability to add additional Key Fields to ServiceNow CMDB module and a few bugs.

12.1 Improvements in 2.6.0

Item key	Module	Summary
EDIS-481	ServiceNow CMDB	Add ability to add additional key Fields

12.2 Bug Fixes in 2.6.0

Item key	Module	Summary
EDIS-535	General UI	Add a restriction message when selecting an attribute group when configuring Filters and Attributes
EDIS-641	CMDB Modules	Error in EDIS Service when syncing Template to ServiceNow
EDIS-635	Conflicts - Actions	An error exception occurs when EDIS Service tries to update (resolve) conflicts
EDIS-633	EDIS Service	EDIS service should also run 64bit
EDIS-605	Conflicts - Actions	Conflicts are wrongly Resolved when Last Successful Sync is not cleared
EDIS-601	Asset File Sync	Action row numbers are not correct
EDIS-600	Insight Asset Manager	[Insight] Object reference error encountered on some attributes with no other Filters specified

13.Changes in 2.5.3

13.1 Dot walking in 2.5.3

Cormant have added the ability to use dot-walking field references to access data on referenced tables (applies to ServiceNow). There are additional API parameter names that can be configured. If you are using the Table API Endpoints, there is no need to change any of these. If you are using custom scripted API endpoints you will need to update to the parameter names defined by the Endpoint.

Interface Configuration	External Resources	Data Translation
Edit	Save	Cancel
Add Resource Clone Delete		
Resource Details		
Base API Path	/api/now/table	
Resource Label	Servers	
Resource Endpoint Name	alm_hardware	
Page Size	10000	
Filter Query Parameter	sysparm_query	
Display Value Query Parameter	sysparm_display_value	
Exclude Reference Link Query Parameter	sysparm_exclude_reference_link	
Fields Query Parameter	sysparm_fields	
Limit Query Parameter	sysparm_limit	
Offset Query Parameter	sysparm_offset	

Endpoint Parameter List

ServiceNow makes heavy use of “Referenced” tables to store data. This data can be retrieved so it can be stored in Cormant-CS by using the Dot-Walking naming convention heavily used in ServiceNow to gain access to this linked data. When defining fields in the External Resources tab fields on reference tables can be accessed using standard ServiceNow dot-walking naming structure:

<Field-Name-to-Referenced-Table>.<Field-Name-in-Referenced-Table>

Examples – location.name, location.country, model.display_name

External Fields

Field Label	Field Endpoint Name	Data Type	Max Length	
Unique Record Identifier	sys_id	Unique Record Identifier	32	⊖
Last Updated	sys_updated_on	Last Updated	19	⊖
serial number	serial_number	Alphanumeric	60	⊖
asset tag	asset_tag	Alphanumeric	40	⊖
Location	location	Alphanumeric	60	⊖
Model	model	Alphanumeric	60	⊖
location Name	location.name	Alphanumeric	100	⊖
Model.name	model.name	Alphanumeric	100	⊖
model.value	model.value	Alphanumeric	100	⊖
model display name	model.display_name	Alphanumeric	100	⊖
Model Category	model_category	Alphanumeric	100	⊖
Model Category Name	model_category.name	Alphanumeric	10	⊖
Add External Field				

Table: Examples of Field Endpoint Names defined in the External Resources tab

Dot-Walking can only be used for getting data from ServiceNow. When syncing data to ServiceNow, use the name of the field to a reference table. The field definition would just be the <Field-Name-to-Referenced-Table> example “location”, “model”. The data passed (from Cormant-CS) must match the default field for the Reference table. For instance, the data passed to location must match the location.name field on the reference table as this is the default display field for that table, and model would match to data that is found under the model.display_name field.

13.2 Other changes in 2.5.3

Item Key	Module	Summary
EDIS-599	Flat File Module	Assets File Sync module can only access files via SFTP in the users home/root folder. Fixed
EDIS-598	All modules	Add quartz switch to EDIS Config file. This reduces the size of logs as it removes scheduling data from the logs. Can be configured by the system administrator.
EDIS-594	EDIS/Upgrade	Error on upgrade from EDIS 2.5.1 to 2.5.1+. Fixed.

14.Changes in 2.5.1

14.1 Key changes in 2.5.1

This release is primarily to Add a new Module (**Assets File Sync**) that allows customers to sync the contents of tabular Files (CSV, XLS, XLSX File formats) to Cormant-CS. This will allow data from third party systems to be automatically imported into Cormant-CS. For instance, this module can be used to create components from supplier shipping notices into goods inward spaces in Cormant-CS.

We have also added a second Translation type for Spaces as well as the current Template Translations. This can be used to match address / location data to Cormant-CS Spaces.

14.1.1 New Assets File Sync module

The **Assets File Sync** module allows Tabular files of type CSV, XLS and XLSX to be synchronized to Cormant-CS. The module allows the syncing of files stored in different locations and with different file names and types. Some third-party systems produce regular updates with the name's of each version of the file being identified by the appending of dates or version numbers. Files that are to be processed can be specified using wildcards. The module can access files in Local folders, Network accessible folders (not mapped drives) and from SFTP file servers. Currently only one-way syncs from the tabular file to Cormant-CS are supported.

Setting up an Assets File Sync module file sync.

The EDIS>Module Configuration>**Interface Configuration** tab has no options available to configure. Instead, all configuration is done on the EDIS>Module Configuration>**External Resource** tab.

There are two types of file sync available based on the **Protocol** selected:

- **Local File System** – this allows files that are placed in a local folder on the EDIS Service Server.
 - "\\<Host Name or IP>\folder path" will also work.
 - Depending on host context both Forward Slashes "/" and Back Slashes "\" can be used.
- **SFTP** – this allows files stored on SFTP file servers to be accessed using the SFTP protocol and the following access options
 - **Username** and **Password**
 - **Username** and **RSA Key that does not have a Pass Phrase**
 - **Username** and **RSA Key that does have a Pass Phrase**
 - **Note:** RSA key files need to be in PEM / ssh.com format

Available file formats are **CSV** (Comma "," is the field/value separator, and **Excel** where file in either XLSX and XLS file formats are accepted. Include the file extension when entering the **File Name**.

Sync Operations are configured in the same way as other modules.

When processing a file, the Cormant-EDIS Service will copy the file(s) a set of local subfolders under the Cormant-EDIS Service's folder. These are:

- **Build**
 - A subfolder named with the sync ID (the **Sync Folder**) is created in the **Build** folder and the file(s) are initially copied to that Sync Folder.
 - Once the files are confirmed as successfully copied. The **Sync Folder** is moved to the **Work** folder
- **Work**
 - Once in the **Work** folder, the files are processed and the data is filtered and synchronized with Cormant-CS.
 - If for some reason the Cormant-EDIS service is unable to complete processing the files in the **Work** folder and move them out. The next time that Cormant-EDIS Service is able to run the **Assets File Sync** module's syncs any files in **Work** will be processed/reprocessed and then moved to the appropriate next folder.
- **Bad**
 - If an issue is encountered that prevents the Cormant-EDIS service from processing a file in the batch the **Sync Folder** is moved to the **Bad** folder
 - Conflicts are not issues that will cause the Cormant-EDIS Service to move the **Sync Folder** to the **Bad** folder.
- **Proc**
 - If all the files are successfully processed. The Sync Folder is moved to the **Proc** folder.

The **Assets File Sync** module may encounter known issues while processing files and will produce **Conflicts** to inform the user of the issue. The **Asset File Sync's Conflicts** include a reference to the file and row that caused the issue, so that users can easily find the row and understand the issue and correct it. These will be seen when a conflict is shown in the **Synchronization Conflict Details** dialog. If the user is intending to export **Conflicts**, they must make sure that the **Actions** tab's **Edis Module** field is set to **Assets File Sync**, if they want the File and Row references to be exported with the other conflict data.

14.1.2 New Location / Space Translation Type

A new translation type to match External Locations to Cormant-CS Spaces. This translation works in a very similar fashion to the current Device Model / Template translations.

To use Name the Translation and select the External Resource to use the translation with.

Select the Primary field and optionally a Secondary field.

Then select the Cormant-CS space attribute (note that only Space and Template attributes are available for selection).

Rows of translation data can be added row at a time, or imported via a CSV file. For import use the field headers: Primary Field, Secondary Field, Attribute Value.

14.2 Improvements in 2.5.1

Item key	Module	Summary
EDIS-562	All Modules	Add a new Translation type for Location / Space

14.3 Bugs fixed in 2.5.1

Item key	Module	Summary
EDIS-587	Jira Insight	EDIS Insight module terminates it's requests to Insight with resultsPerPage and it should be resultPerPage

15.Changes in 2.4.2

15.1 Bugs fixed in 2.4.2

Item key	Module	Summary
EDIS-532	Jira Insight	Overwrite Action does not update component but does cancel Conflict. When user has a conflict such as "External attribute does not match" and the user sets the Action to Overwrite. On the next run the Conflict is resolved but the value is not overwritten and both values remain different.

16.Changes in 2.4.1

16.1 Key changes in 2.4.1

In this release we have added new Cormant-EDIS modules for Jira-Insight and for a Customer Custom Interface (It:Admin). These modules are licensed individually.

Enhancements and Bugs affecting all modules are included in this release.

Further details of the new features of this release can be found in **Cormant-EDIS 2.4.1 New Features Training.PDF**.

16.1.1 Cloning External Resource Details and Fields

The Module Configuration > External Resources tab has a "Clone" button that allows a user to create a copy of an external resource – its Details and Field definitions. There may be several External resources which have the same field names. The clone feature makes it easier to set up resources with similar fields.

16.1.2 Cloning Sync Operations Details and Filters & Attribute Mappings

The Sync Operations > Details tab has a "Clone" button that allows a user to create a copy of a Sync Operation – Its Details and Filters & Attributes mappings. This will allow users set up and test a Sync operation and then to make a copy of the Sync Operation so that changes such as applying the sync to a different space with the minimum of effort and with reduced opportunity for error. This will prove particularly useful when changes are required to an existing Sync Operation. The Sync Operation can be copied, and changes made, leaving the existing sync as a backup / comparison.

Note: The Schedule of the Sync Operation is not copied and needs to be defined for each cloned Sync Operation.

16.1.3 Improved Conflict Display

On the Logs > Actions tab the display of Conflicts has been improved to display more details such as the name of the Cormant-CS component that is affected. These details are hyperlinked such that when clicked the component is opened in a new Cormant-CS Assets tab.

16.1.4 Improved Conflict Export

On the Logs > Actions tab the export of Conflicts has been improved to provide more details about the Conflicts.

There are two types of Cormant-EDIS module, and they create conflicts depending on the module type

- Asset related or CMDB conflicts are those created when updating data about the component.
- Task or Ticket or ITSM conflicts are those created when updating data about Workflow Tasks.

The conflict data displayed varies slightly depending on the type of module that is selected in the EDIS Module filter.

- If the user selects the default "All EDIS Modules" option, then the export output will be the same as seen in the EDIS conflicts grid.

- If the user selects an Asset type module the details will be those as seen in the "Sync Details" dialog for Asset type conflicts.
- If the user selects a Ticket type Module the details will be those as seen in the Sync Details dialog for Ticket type conflicts.

16.1.5 Improved Logging and Sync Performance

During testing, performance issues with large volume (70,000+items taking 48 hours) syncing had been identified. The sync service has been improved such that 70K items sync in about two hours. To help identify issues easier there has also been extra logging added, especially at DEBUG level to help with tracking down issues with the EDIS Service.

16.1.6 Switch off Quartz Logging for Debug Log Reviews

Quartz is part of the EDIS Service that controls the scheduling and running of Sync Operations. The service checks, every minute, if there is a Sync Operation due to run, and there is a large amount of DEBUG information that is recorded to file as part of these activities. This is very verbose and can hide Messages from the parts of the Service that gets data and processes it, which can be very annoying.

These Quartz debug level logs can be turned off.

- Edit the Cormant.Edis.Service.exe.config file in the Cormant-EDIS Service directory.
- Locate **<log4net>** and **<root>**
- between them insert the following lines (the tab spacing is optional)

```

<logger name="Quartz">
    <level value="OFF" />
</logger>
    
```

To turn back on and show the Quartz logs:

- Change to **<level value="ON" />**

16.2 Improvements in 2.4.1

Item key	Module	Summary
EDIS-315	All Modules	Show component related to conflict in the conflicts page table and allow filtering by it
EDIS-316	All Modules	Export detailed data about a conflict
EDIS-451	All Modules	move generic help from module Config text area to License text area
EDIS-452	All Modules	Copy Module and CS versions from module config text area to License text area
EDIS-465	All Modules	Add EDIS service logging to show progress of a Sync
EDIS-474	All Modules	Implement a copy/paste (or even a duplicate action) when configuring Sync Operations

EDIS-475	All Modules	Implement a copy/paste (or even a duplicate action) when configuring External Resources
EDIS-405	ServiceNow CMDB	Add ability to specify page size of external resource in ServiceNow
EDIS-386	JIRA - Insight	Create new Insight Asset Manager EDIS module
EDIS-420	JIRA - Insight	OAuth for Insight Asset Manager
EDIS-422	JIRA - Insight	Bearer token authentication for Insight Asset Manager
EDIS-423	JIRA - Insight	Adjust External Resource Configuration page to have Insight fields
EDIS-434	JIRA - Insight	Ensure the External Fields would work well when mapping using Dot-walking (e.g. Location.Name, Location.City, etc.)
EDIS-437	JIRA - Insight	Ensure filtering by "Last Updated" field works as expected for Insight
EDIS-438	JIRA - Insight	Implement Filtering From External for Insight (IQL, operator, comparison, etc.)
EDIS-464	JIRA - Insight	Implement a reliable way of finding reference objects on the Insight system
EDIS-486	JIRA - Insight	Implement a different OAuth/Token for Insight, since Personal Access Token is not available on the JIRA Data Center/Server version used by the Customer
EDIS-384	CCI IT:Admin	Create new it:admin EDIS module.
EDIS-439	CCI IT:Admin	API Key authentication for It:Admin module
EDIS-446	CCI IT:Admin	Ensure filtering by "Last Updated" field works as expected for It:Admin
EDIS-447	CCI IT:Admin	Adjust External Resource Configuration page to have It:Admin fields
EDIS-448	CCI IT:Admin	Adjust Sync Operation > Details page to have It:Admin specific fields

16.3 Bugs Fixed in 2.4.1

Item key	Module	Summary
EDIS-391	All Modules	When defining filters for a Sync Operation, the Space filter field is not working as it should
EDIS-394	All Modules	Error when upgrading EDIS DB tables
EDIS-395	All Modules	Error when removing EDIS DB tables

EDIS-466	All Modules	Empty External Key conflicts are always closed on subsequent runs of EDIS service
EDIS-472	All Modules	[CMDB Modules] External Key Empty conflicts are not created when Not Found action is set to "Skip"
EDIS-476	All Modules	On EDIS UI, the menu displays just EDIS Settings option
EDIS-487	All Modules	After setting the Overwrite Action for an existing conflict and running the sync again, the conflict is resolved but the log still mention a conflict exists
EDIS-489	All Modules	Last Successful Sync Date Time is not considered on Sync To, always syncing all components (affects all modules)
EDIS-492	All Modules	Syncing item that doesn't have key attribute throws non-friendly error
EDIS-509	All Modules	Error when there are two translations for the same CS attribute
EDIS-510	All Modules	Error when using selection-type attribute in sync From External mapping
EDIS-411	ServiceNow CMDB	Poor performance when syncing many records from SN
EDIS-508	ServiceNow CMDB	An Item with same key has already been added
EDIS-459	JIRA - Insight	Insight Sync From OR filter operators do not work as expected
EDIS-503	JIRA - Insight	[Insight] Syncing Date values from CS to Insight causes an error
EDIS-504	JIRA - Insight	[Insight] Cannot add Translation
EDIS-507	JIRA - Insight	[Insight] Conflict "Source External Field Empty" doesn't work for Insight

17.Changes in 2.2.1

17.1 Improvements in 2.2.1

Item key	Summary	Customer Case Reference #
EDIS-405	Add ability to specify page size of external resource in ServiceNow	
EDIS-387	Change the EDIS > Sync Operation UI to display the Last Successful Sync Date/Time field	
EDIS-361	Add debug log of the URL sent to external endpoint	
EDIS-360	A new configurable value is required to store the name for the Query section of a request	
EDIS-356	Improve EDIS pages/code to refer to a generic "Resource" instead of "Table"	
EDIS-354	Add ability to specify the system identifier field	
EDIS-351	EDIS Service will use different request Query Section Name for SNOW CMDB requests	
EDIS-237	Sync screens in EDIS need to be enhanced to support a "clear last sync time and perform full sync" related to EDIS-234	
EDIS-236	This is related to EDIS-234 and is to change Cormant-EDIS to query records from Cormant-CS that have changed since last run.	
EDIS-235	Based on EDIS-234, ensure that queries to SNOW CMDB use last run time to limit data.	
EDIS-234	Use last start/run date as part of query to Cormant-CS and external systems to limit data exchange.	

17.2 Bugs Fixed in 2.2.1

Item key	Summary	Customer Case Reference #
EDIS-403	Synchronization key set to Create Conflict when it is empty, creates new record instead of conflicts	
EDIS-402	sync silently fails when doing a large number of records from SNOW.	
EDIS-401	[SNOW] Update or Create of record doesn't work unless the Last Successful Sync Date Time is cleared	
EDIS-400	Error when trying to update a conflict action	
EDIS-399	[Sync From] Syncing 2100 and above records from ServiceNow generates an error	
EDIS-390	Some errors happens when trying to run the EdisDBRemove.sql script	

EDIS-379	Saving the Sync Operations in a specific scenario causes the `ForceRun` property to be wrongly updated	
EDIS-378	Saving the Sync Operations in a specific scenario cause the `LastSuccessfulSyncDateTime` property to be wrongly updated	
EDIS-355	Fix validation error preventing use of ServiceNow Scripted REST API	
EDIS-311	Not possible to select an action for conflicts	
EDIS-294	EDIS can only identify CormantCS as Database.	27943

18.Changes in 2.1.1

18.1 Improvements in this version

Item Key	Summary
EDIS-302	In the EDIS > Log > Actions (Conflicts) page, change the UI to also display the ITSM conflicts
EDIS-233	[Conflicts] Creating Conflicts for ITSM/Workflow synchronization has been added.

18.2 Bugs fixed in this version

Item Key	Summary
EDIS-296	EDIS is unable to connect to Customer Module. Fixed.
EDIS-292	Error when using HTTPS in External System URL for Customer Module. Fixed.
EDIS-285	For ITSM: 'Job Added' and 'Job was executed' logs every minute in the Sync Logs when the sync operation is set to Active. Fixed
EDIS-279	ITSM: Show a conflict when the device does not exist in the CS Assets on Decommission sync and Task is not created.
EDIS-271	ITSM: Device Details page is stuck in loading page after sync when there is no configured data translation. Fixed.
EDIS-270	[ECM Sync] The "Description" Task Attribute is not set correctly when the Task is created or updated
EDIS-268	ITSM throws an error when trying to sync a selection attribute. Fixed.
EDIS-323	Workflow sync: In Decommission Task, use "Device Component" attribute as the only required field instead of the existing ones.
EDIS-322	EDIS Customer Specific Workflow Module is missing a trailing "/" in the Endpoint URL's created. Fixed.
EDIS-319	Service Now Sync fails when SSL_CERTIFICATE_FILE_LOCATION configuration in Settings.config has value

19.Changes in 2.1.0

This is the initial release and therefore, no bug fix or enhancement list is supplied.