

Privileged Remote Access Integration for ServiceNow 23.1.4 Release Notes

May 23, 2023

Requirements:

- This BeyondTrust PRA Integration for ServiceNow 23.1.4 has been certified for production release.
- Requires Privileged Remote Access v18.x or later.

New Features and Enhancements:

- Expanded support for additional ticket types (any Task type).
- Workflow approval no longer requires choosing a single ticket type.
- Three new roles added to allow more granular control of app configuration, Jump To usage, and the ability to view PRA Session records in ServiceNow.
- The older 'user' role has been deprecated, but it remains functional for now.
- Sessions initiated from Jump To UI Macros and via workflow approval will now have the associated ticket number populated in the session's external key.

Notes:

- This version of the Privileged Remote Access ServiceNow integration has passed technical and marketing reviews as part of the ServiceNow certification process.
- This integration supports upgrades from any prior release.
- Published to the [ServiceNow Store](https://store.servicenow.com/sn_appstore_store.do#!/store/application/03b39cd74fdb7100237ca5017310c7d0/) at https://store.servicenow.com/sn_appstore_store.do#!/store/application/03b39cd74fdb7100237ca5017310c7d0/.
- Certified against ServiceNow San Diego, Tokyo, and Utah releases.