

Workflow Automation 3.5 Release Notes

August 2020

Workflow Automation 3.5 includes new features, improves usability, and resolves several previous issues.

This hotfix resolves specific previous issues. This document outlines why you should install this hotfix.

This service pack improves usability and resolves several previous issues.

Many of these improvements were made in direct response to suggestions from our customers. We thank you for your time and valuable input. We hope you continue to help us ensure that our products meet all your needs. You can post feedback in the [Aegis forum](#) in Micro Focus Forums, our online community that also includes product information, blogs, and links to helpful resources.

The documentation for this product is available on the NetIQ website in HTML and PDF formats on a page that does not require you to log in. If you have suggestions for documentation improvements, click **comment on this topic** at the bottom of any page in the HTML version of the documentation posted at the [Directory and Resource Administrator Documentation](#) page. To download this product, see the [Product Upgrade](#) web site.

What's New?

This version of Workflow Automation includes the following new features and enhancements:

- ◆ [“New DRA Workflow Templates for Email Approval” on page 1](#)
- ◆ [“New Support in the ServiceNow Adapter” on page 1](#)

New DRA Workflow Templates for Email Approval

Workflow Automation now includes the following new DRA templates for email approval:

- ◆ DRA_Request_Form_With_Approval
- ◆ Request Group Approval

New Support in the ServiceNow Adapter

The ServiceNow Adapter now supports the following activities:

- ◆ **Service Catalog**
 - ◆ Create Service Catalog Request

- ◆ Update Service Catalog Request
- ◆ New Service Catalog Request Item
- ◆ Create Service Catalog Task
- ◆ **Change Requests**
 - ◆ New Change Request
 - ◆ Request Approval

The adapter is not an officially released and fully tested product.

Addressed Customer Issues

This release includes the following stabilizing fixes:

- ◆ Resolved an issue where the hourly cleanup in Workflow Automation caused dead locks when new work items were created. (ENG348748)
- ◆ Resolved an issue that returned an incorrect row value for the “Execute a SQL statement” activity. (ENG349579)
- ◆ Resolved an issue that would not process a form-saved password in workflow activities that used it. (ENG349670)
- ◆ Resolved an issue that prevented HTML links from displaying after executing an AeOC debug process. (ENG349677)
- ◆ Resolved an issue that prevented workflows from running on event triggers due to user permissions. (ENG350192)

Contact Information

Our goal is to provide documentation that meets your needs. If you have suggestions for improvements, please email Documentation-Feedback@netiq.com. We value your input and look forward to hearing from you.

For detailed contact information, see the [Support Contact Information Web site](#).

For general corporate and product information, see the [NetIQ Corporate Web site](#).

For interactive conversations with your peers and experts, become an active member of [Micro Focus Forums](#), our community Web site that offers product forums, product notifications, blogs, and product user groups.

Uninstalling This Hotfix

Complete the following steps to uninstall this hotfix.

To uninstall this hotfix:

- 1 Log on to the target computer with a local administrator account.
- 2 Open the Windows Control Panel window and start the **Programs and Features** program.
- 3 Select **View installed updates** from the left panel and locate the hotfix.
- 4 Select the hotfix and click **Uninstall** from the toolbar.

Modified Files

By default, this hotfix modifies the following files, which are located in the installation folder at `C:\Program Files\NetIQ\DRA`:

- ◆ `NetIQ.DRA.Console.Accounts.dll`
- ◆ `Accounts.dll`
- ◆ `DcLibDynamic70.dll`
- ◆ `EaSec.dll`

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