



Cherwell Synchronization PowerPack

Release Notes Version 1.0.0

Overview

The *Cherwell Synchronization PowerPack* version 1.0.0 lets you manage the Federated CMDB integration between Cherwell Service Management (CSM) and ScienceLogic (SL1). Using this Synchronization PowerPack you can use SL1 PowerFlow to perform the following integrations between CSM and SL1:

- Incident Creation and Update Sync
- Configuration Item (CI) Creation and Update Sync
- Maintenance Window Sync
- Retirement of CIs from SL1 and CSM

NOTE: You should only use this PowerPack in conjunction with the *Cherwell Integration PowerPack*.

NOTE: The label "SyncPack" is used in place of "Synchronization PowerPack" in the PowerFlow user interface.

This document includes the following topics:

- [The features included in version 1.0.0](#)
- [The known issues in version 1.0.0](#)
- [Prerequisites](#)
- [Installing the Synchronization PowerPack](#)
- [Installing the Cherwell Integration PowerPack](#)

Included Features

The *Cherwell* Synchronization PowerPack version 1.0.0 includes the following new features:

- *Add 1 ScienceLogic SL1 Device to Cherwell*
- *Add and Update SL1 Devices to Cherwell Direct*
- *Add ScienceLogic SL1 Acknowledge Events to Cherwell*
- *Add ScienceLogic SL1 Classes to Cherwell*
- *Add ScienceLogic SL1 Devices to Cherwell*
- *Add ScienceLogic SL1 Manufacturers to Cherwell*
- *Add ScienceLogic SL1 Models to Cherwell*
- *Add ScienceLogic SL1 Raise and Clear Events to Cherwell*
- *Add ScienceLogic SL1 Relationships for 1 device to Cherwell*
- *Add ScienceLogic SL1 Relationships to Cherwell*
- *Add Update SL1 Device Relationships Direct To Cherwell*
- *Cherwell: Delete Old SL1 Maintenance Windows*
- *Cherwell: Retire CI in SL1 from Cherwell*
- *Create Maintenance Window in SL1 from Cherwell*
- *Update SL1 with Cherwell Ticket Details*

This Synchronization PowerPack also includes the following configuration object:

- ***Cherwell Integration Settings (cherwell_config)***. Contains default name-value pairs for the CSM and SL1 hosts, the CSM and SL1 users and passwords, the PowerFlow host, user, and password, and other keys and values.

TIP: To view release notes and manuals for previous versions of the SL1 PowerFlow Platform and PowerFlow Synchronization PowerPacks, see [SL1 PowerFlow Release Notes and Manuals](#).

Known Issues

This Synchronization PowerPack contains the following known issue:

- Because CSM version 9.7.0 runs automated processes in multiple threads, if Incident Creation is set up to use Organization Name as the Customer for the Incident, but the Organization does not already exist as a Customer in Cherwell, and multiple Events were created at the same time for that SL1 Organization, multiple records might be created for the same SL1 Organization. As a result, Incidents will not be created. For more information, see the "Troubleshooting the Cherwell Synchronization PowerPack" chapter in the ***Cherwell Synchronization PowerPack*** manual.
- You cannot sync advanced relationships with CSM version 9.7.0.
- The Synchronization PowerPack does not clear an SL1 Event if the corresponding Incident was resolved in CSM.

Prerequisites

The *Cherwell Synchronization PowerPack* version 1.0.0 requires the following:

- PowerFlow platform version 2.0.0 or later. For details on installing or upgrading PowerFlow, see the ***SL1 PowerFlow Platform*** manual.
- The *Cherwell Integration PowerPack* version 100 or later.
- SL1 version 8.14.0 or later. For details on upgrading SL1, see the appropriate SL1 [Release Notes](#).
- Cherwell Service Management (CSM) 9.7.0 or later.

Installing the Cherwell Synchronization PowerPack

A Synchronization PowerPack file has the **.whl** file extension type. You can download the Synchronization PowerPack file from the ScienceLogic Support site.

To locate and download the Synchronization PowerPack:

1. Go to the ScienceLogic Support site at <https://support.sciencelogic.com/s/>.
2. Click the Product Downloads tab and select *PowerPack*.
3. In the **Search PowerPacks** field, search for the Synchronization PowerPack and select it from the search results. The **Release Version** page appears.
4. On the PowerPack Versions tab, click the name of the Synchronization PowerPack version that you want to install. The **Release File Details** page appears.
5. Click the Download File button or click the name of the **.zip** file containing the **.whl** file for this Synchronization PowerPack to download the Synchronization PowerPack.

NOTE: Synchronization PowerPacks do not require a specific license. After you download a Synchronization PowerPack, you can import it to the PowerFlow platform using the PowerFlow user interface.

To import a Synchronization PowerPacks in the PowerFlow user interface:

1. On the **Synchronization PowerPacks** page, click [**Import Synchronization PowerPack**]. The **Import Synchronization PowerPack** page appears.
2. Click Browse and select the **.whl** file for the Synchronization PowerPack you want to install. You can also drag and drop a **.whl** file to the **Synchronization PowerPacks** page.

TIP: You can also drag and drop a **.whl** file to the **SyncPacks** page.

3. Click Import. PowerFlow registers and uploads the Synchronization PowerPack. The Synchronization PowerPack is added to the **Synchronization PowerPacks** page.

NOTE: You cannot edit the content package in a Synchronization PowerPack published by ScienceLogic. You must make a copy of a ScienceLogic Synchronization PowerPack and save your changes to the new Synchronization PowerPack to prevent overwriting any information in the original Synchronization PowerPack when upgrading.

To install a Synchronization PowerPack in the PowerFlow user interface:

1. On the **SyncPacks** page, click the Actions button for the Synchronization PowerPack you want to install and select *Activate & Install*. The **Activate & Install SyncPack** modal appears.

TIP: By default, the **SyncPacks** page displays only activated and installed PowerPacks. If you do not see the PowerPack that you want to install, click the toggle icon () on the **SyncPacks** page and select *Show All SyncPacks* to see a list of the uninstalled PowerPacks.

2. Click Yes to confirm the activation and installation. When the Synchronization PowerPack is activated, the **SyncPacks** page displays a green check mark icon for that Synchronization PowerPack. If the activation or installation failed, then a red exclamation mark icon appears.
3. For more information about the activation and installation process, click the check mark icon or the exclamation mark icon in the **Activated** column for that Synchronization PowerPack. For a successful installation, the "Activate & Install Synchronization PowerPack" PowerFlow application appears, and you can view the Step Log for the steps. For a failed installation, the **Error Logs** window appears.

Installing the Cherwell Integration PowerPack

To install the latest *Cherwell* PowerPack in SL1 :

1. If you have not done so already, upgrade your system to the 8.14.0 or later release of SL1 .
2. Search for and download the *Cherwell* PowerPack from the **PowerPacks** page on the [ScienceLogic Support Site](#).
3. In SL1 , go to the **PowerPack Manager** page (System > Manage > PowerPacks).
4. Click the **Actions** menu and choose *Import PowerPack*. The **Import PowerPack** modal appears.
5. Click Browse and navigate to the *Cherwell* PowerPack file from step 1 .
6. Select the PowerPack file and click Import. The **PowerPack Installer** modal page displays a list of the PowerPack contents.
7. Click Install. After the installation is complete, the *Cherwell* PowerPack appears on the **PowerPack Manager** page.

For more information about using the PowerPack, see the **Cherwell PowerPack** manual.

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