Integration Service: ServiceNow Base SyncPack

Version 3.0.0

Table of Contents

Chapter 1

Introduction to ServiceNow SyncPacks

Overview

This manual describes the *Integration Service: ServiceNow SyncPacks*. Previously, these SyncPacks were contained in the *ServiceNow SyncPack*, but with the release of Integration Service version 2.0.0, these SyncPacks were separated into their own self-contained packages to allow for easier uploading, installing, and upgrading.

The available SyncPacks for ServiceNow integration include:

- *ServiceNow Base SyncPack*
- *ServiceNow Incident SyncPack*
- *ServiceNow Configuration Management Database (CMDB) SyncPack*
- *ServiceNow Change Management SyncPack*

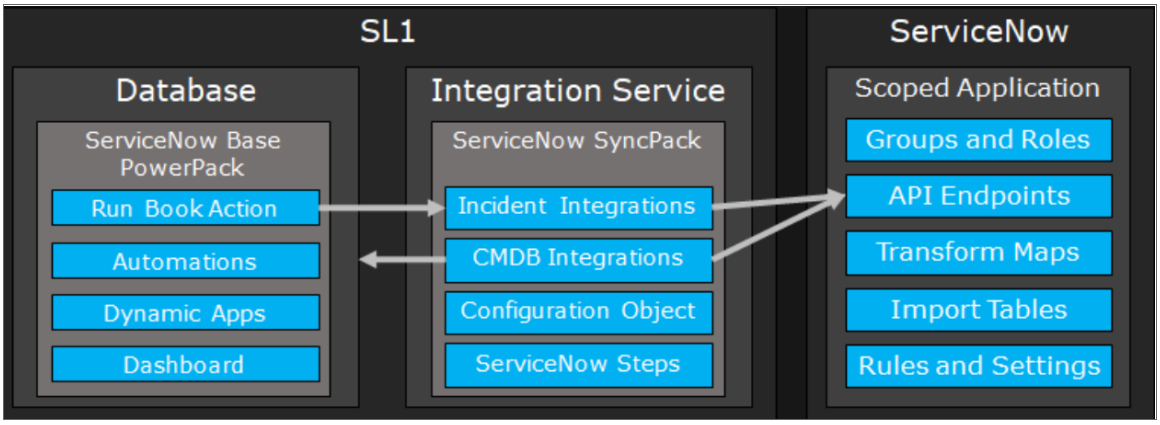
To locate the available ServiceNow SyncPacks, go to the ScienceLogic Support site at https://support.sciencelogic.com/s/. Click the **Product Downloads** tab, select **PowerPacks**, and then click the *Synchronization* link.

NOTE: For checklists that cover installation and deployment steps for specific configurations of the Integration Service, ServiceNow, and SL1, see *Appendix A: Checklists for Deployment*.

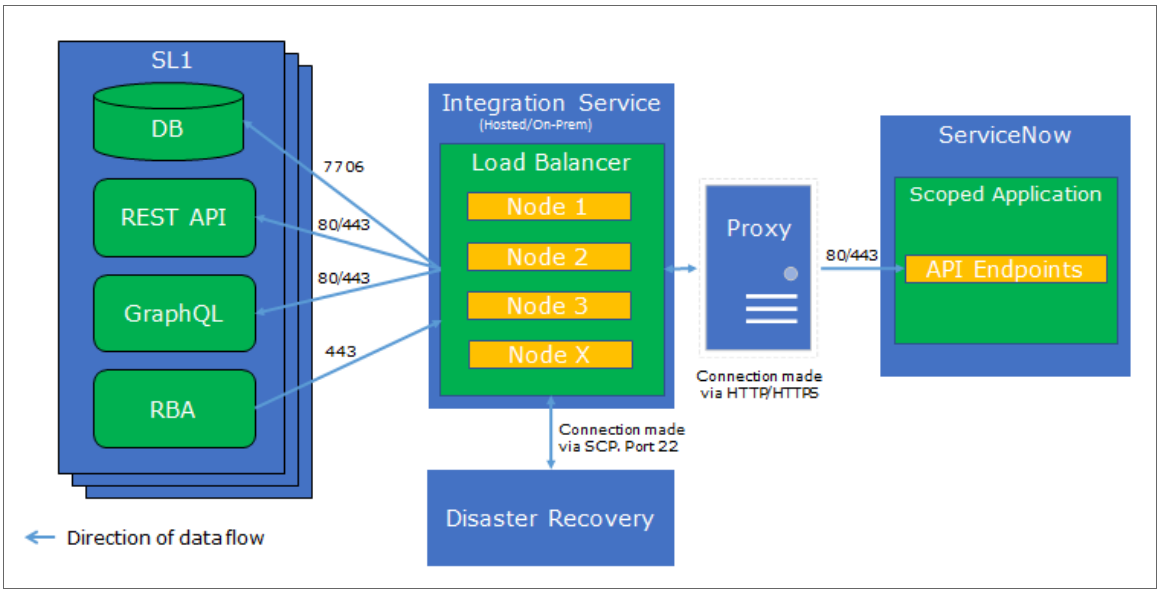
This chapter covers the following topics:

Architecture Overview for ServiceNow SyncPacks

The following diagram details the various elements that are contained in SL1 and the Integration Service, and how the Integration Service sits between the core SL1 platform and an external data platform:



The following diagram provides an example of the high-level architecture of an Integration Service system with High Availability, Disaster Recovery, and a proxy configured:



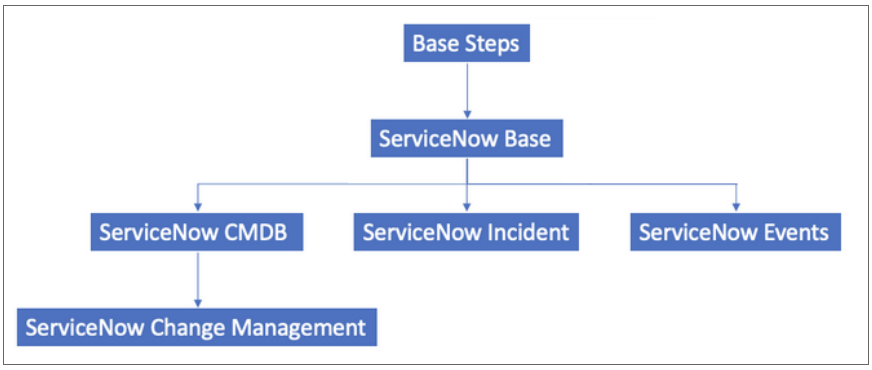
SL1 and ServiceNow Terminology

The following table lists the different names for the shared elements in SL1 and ServiceNow:

SL1	ServiceNow
Event	Incident
Device	CI (Configuration Item)
Asset	Asset
Organization	Company/Domain
Discovery Session	Service Catalog Request
Schedule	Maintenance Schedule
Topology	Dependency

Dependency Map for ServiceNow SyncPacks

The following graphic describes which SyncPacks require you to install one or more SyncPacks first before using those SyncPacks:



TIP: For more information about the Standard *Base Steps SyncPack*, see the ***Integration Service Platform*** manual.

Prerequisites for ServiceNow SyncPacks

This section describes the prerequisites for the ServiceNow SyncPacks. For more information about the specific software versions required by a ServiceNow SyncPack, see the chapter for that SyncPack in this manual.

To install the ScienceLogic ServiceNow SyncPacks, you must have administrator access to both SL1 and ServiceNow. Specifically, you will need:

- ScienceLogic root SSH access
- SSH access to the Integration Service
- ScienceLogic administrator access to the Administration Portal
- ServiceNow administrator access

Additional information related to uploading and installing the ServiceNow SyncPacks:

- If you want to upload and install multiple ServiceNow SyncPacks at the same time, you should upload *all* of the SyncPacks first, and then install them to address any dependencies between the SyncPacks.
- If you are upgrading from version 1.8.4 of the Integration Service, you can first move to version 2.5.0 of the *ServiceNow SyncPack*, then upgrade to version 2.0 of the Integration Service, and finally move to version 3.0.0 of the relevant ServiceNow SyncPacks.
- If you made customizations to version 2.5.0 or earlier of the *ServiceNow SyncPack*, you must make a copy of that SyncPack and save it as a new SyncPack to keep your customizations. For more information, see the ***Integration Service for Developers*** manual.
- If you are starting out with version 2.0.0 of the Integration Service platform, you should skip version 2.5.0 of the *ServiceNow SyncPack* and instead install version 3.0.0 of the relevant ServiceNow SyncPacks.
- There is no backwards compatibility after you upgrade a ServiceNow SyncPack from version 2.5.0 to 3.0.0.

NOTE: ScienceLogic highly recommends that you disable all firewall session-limiting policies. Firewalls will drop HTTPS requests, which results in data loss.

Allowing Cross-Scoped Access

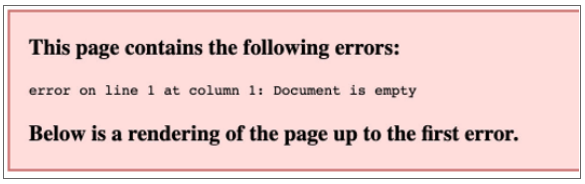
When using custom tables that are extended from the cmdb_ci table, you must configure cross-scope access for any custom tables created outside of the base ServiceNow deployment.

The following examples contain errors that might occur when cross-scope access is required.

Example of an API response:

```
{"results":[{"error":
{"message":"com.glide.script.fencing.access.ScopeAccessNotGrantedException: read
access to ui_test_hardware not granted","detail":""},"status":"failure"}
```

Example of navigating to a URL directly from a web browser when cross-scope access is required:

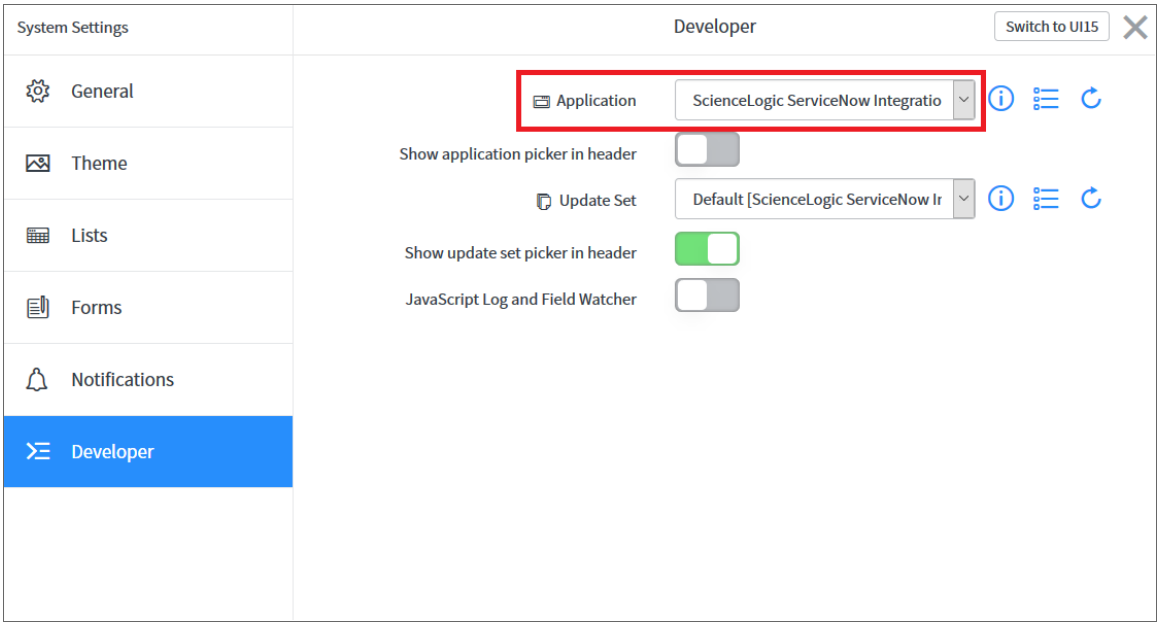


In this example, the table requires that you grant access to the ScienceLogic Scope to allow the API call to run correctly. In the above example, the target table is **u_test_hardware**.

NOTE: A ServiceNow account with System Administrator is required.

To grant access to the ScienceLogic Scope in ServiceNow:

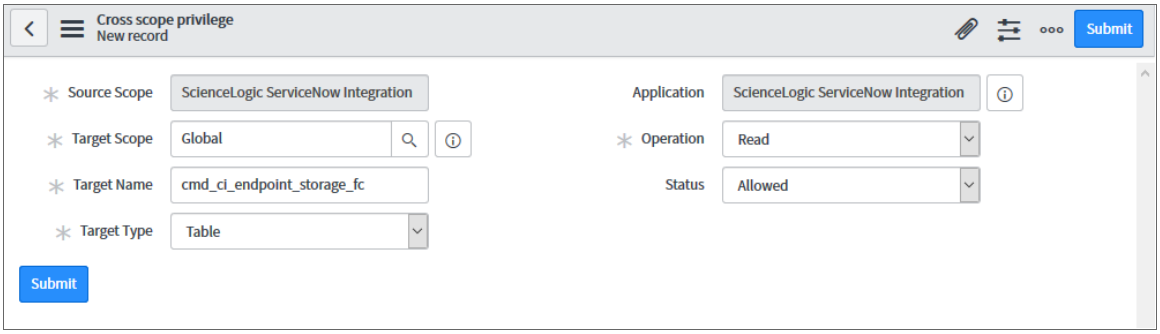
1. Log in to your ServiceNow instance.
2. Click the **Settings** icon ( ) and select the **Developer** tab. The **Developer System Settings** window appears:



3. From the **Application** drop-down list, select *ScienceLogic ServiceNow Integration*.
4. Close the **Developer System Settings** window and navigate to the **Cross scope privileges** page (System Applications > Application Cross-Scope Access).

NOTE: Make sure you are in the ScienceLogic ServiceNow Application scope and track these updates in an update set.

5. Click the **[New]** button to create a new record on the **Cross scope privileges** page:



6. Verify that the ***Source Scope*** and ***Application*** fields are set to *ScienceLogic ServiceNow Integration*. If they are not, repeats steps 2-3.
7. Complete the following fields:
   - ***Target Scope***. Specify the scope of the target table, such as *Global*.
   - ***Operation***. Select *Read*.
   - ***Target Name***. Specify the name of the target table.
   - ***Status***. Select *Allowed*.
   - ***Target Type***. Select *Table*.
8. Click the **[Submit]** button.

For more information, see https://docs.servicenow.com/bundle/madrid-application-development/page/build/applications/reference/c_CrossScopePrivilegeRecord.html.

Chapter 2

ServiceNow Base SyncPack

Overview

This chapter describes the *ServiceNow Base SyncPack*, which contains a set of integration applications, steps, a configuration object, and other utilities that are common to the entire ServiceNow Integration.

You must install the *ServiceNow Base SyncPack* before you can install any of the other ServiceNow SyncPacks.

This chapter covers the following topics:

Downloading, Importing, and Installing the SyncPack

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

Downloading the SyncPack

To locate and download the SyncPack:

1. Go to the ScienceLogic Support site at https://support.sciencelogic.com/s/.
2. Click the **Product Downloads** tab, select **PowerPacks**, and then click the *Synchronization* link.
3. On the **SyncPacks** page, select the SyncPack you want to install.
4. In the **Files** list, select the SyncPack **.whl** file and click **[Download]**.

NOTE: SyncPacks do not require a specific license. After you download a SyncPack, you can import it to your Integration Service using the Integration Service user interface.

Importing the SyncPack

NOTE: You must import and install the *ServiceNow Base SyncPack* before uploading and installing any of the other ServiceNow SyncPacks.

To import a SyncPack in the Integration Service user interface:

1. On the **SyncPacks** page, click **[Import SyncPack]**. The **Import SyncPack** page appears.
2. Click **[Browse]** and select the **.whl** file for the SyncPack you want to install.

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

3. Click **[Import]**. The Integration Service registers and uploads the SyncPack. The SyncPack is added to the **SyncPacks** page.

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

Installing the SyncPack

To install a SyncPack in the Integration Service user interface:

1. On the **SyncPacks** page, click the **[Actions]** button (⋮) for the SyncPack you want to install and select *Activate & Install*. The **Activate & Install SyncPack** modal appears.

> **TIP:** By default, the **SyncPacks** page only displays activated and installed SyncPacks. If you do not see the SyncPack 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 SyncPacks.

2. Click **[Yes]** to confirm the activation and installation. When the SyncPack is activated, the **SyncPacks** page displays a green check mark icon (✔) for that SyncPack. 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 SyncPack. For a successful installation, the "Activate & Install SyncPack" integration application appears, and you can view the Step Log for the steps. For a failed installation, the **Error Logs** window appears.

Contents of the ServiceNow Base SyncPack

This section lists the contents of the *ServiceNow Base SyncPack*.

Integration Application

- ***Cache SL1 Users***. Performs a query for all existing Integration Service users and writes them to a cache.

Configuration Object

- ***ServiceNow SyncPack***. Contains a set of sample configuration data, including the required block of SL1 hostname code needed for SL1 8.12.0 or later.

Steps

- Merge and Chunk Payloads for ServiceNow
- MySQL Multiple
- Optional QueryGQL Call
- Process IS Configs
- Query and Cache SL1 User Info

Appendix

A

Checklists for Deployment

Overview

This appendix describes the checklists for deploying the Integration Service and the ServiceNow SyncPacks, based on your environment and configuration.

This appendix includes the following topics:

CMDB-Only ServiceNow Integration with Single SL1, no Domain Separation in ServiceNow

1. Deploy the Integration Service ISO:
    - IP address, Netmask, Gateway, DNS, Hostname provided
    - Root password provided (this is the root user for the OS)
    - Start Docker services after installation:

      ```
      /opt/iservices/scripts/pull_start_iservices.sh
      ```

    - Validate that iservices are running:

      ```
      docker service ls
      ```

2. Activate the Configuration Management For Scoped Apps (CMDB) Plugin.
3. Install the ScienceLogic Certified Application and create a ServiceNow group and user account:
    - Username
    - Password
    - Web Service Access Only
    - GMT Time Zone
    - x_sclo_scilogic.Admin role assigned
4. Install the ServiceNow SyncPacks on the Integration Service.
5. Create the Integration Service configuration object using the "ServiceNow SyncPack" configuration object as a template.

Sync Devices from SL1 to ServiceNow

1. Align the configuration object to the following integration applications:
    - Cache ServiceNow CIs and SL1 Device Classes
    - Sync Devices from SL1 to ServiceNow
2. Run "Cache ServiceNow CIs and SL1 Device Classes" to retrieve all device class information from SL1 and ServiceNow. This will populate the device class mapping in the following step. This integration should be run at least every 23 hours.
3. Configure class and attribute mappings in "Sync Devices from SL1 to ServiceNow".
4. Run "Generate Required CI Relations for ServiceNow" to see if you are missing any service rules or class mappings and create any required maps, containment rules, and hosting rules.
5. Run "Sync Devices from SL1 to ServiceNow" either manually or on a schedule. This integration should be run at least every 23 hours. See documentation for more information.

Discover Devices from ServiceNow in SL1

1. Align the configuration object to the following integration applications:
    - Sync Discovery Requirements
    - Sync Discovery Session Requests from ServiceNow to SL1
    - Sync Discovery Session Status from SL1 to ServiceNow
2. Set additional configuration variables for each of the integrations applications above in the respective **Configuration** pane.
3. Run "Sync Discovery Requirements" to sync all discovery-dependent information from SL1 to ServiceNow.
4. Make sure that the Discovery request RITM is successfully created and approved in ServiceNow using the provided Service Catalogs.
5. Run "Sync Discovery Session Requests from ServiceNow to SL1" either manually or on a schedule to create and execute the discovery session in SL1.
6. After the discovery session has completed in SL1, run "Sync Discovery Session Status from SL1 to ServiceNow" either manually or on a schedule to update the status of the RITM in ServiceNow.

> **NOTE:** The following integration applications only sync CIs that are aligned with the devices that are already synced with ServiceNow. Before syncing any of the CIs below, you must first sync devices between SL1 and ServiceNow.

Sync Business Services from SL1 to ServiceNow

1. Align the configuration object to the following integration application:
    - Sync Business Services from SL1 to ServiceNow
2. Configure the service classification mappings in "Sync Business Services from SL1 to ServiceNow". These are defined in the **Configuration** pane.
3. Run "Sync Business Services from SL1 to ServiceNow" either manually or on a schedule.

Sync File Systems from SL1 to ServiceNow

1. Align the configuration object to the following integration application:
    - Sync File Systems from SL1 to ServiceNow
2. The parent CI must be synced in order to see these related CIs.
3. Run "Sync File Systems from SL1 to ServiceNow" either manually or on a schedule.

Sync Network Interfaces from SL1 to ServiceNow

1. Align the configuration object to the following integration application:

- Sync Network Interfaces from SL1 to ServiceNow

2. Determine additional filters for syncing network interfaces using the ***adapter_sync*** variable defined in the **Configuration** pane.
3. The parent CI must be synced in order to see these related CIs.
4. Run "Sync Network Interfaces from SL1 to ServiceNow" either manually or on a schedule. This integration application should be run at least every 23 hours if you would like to sync interface-level relationships with "Sync Advanced Topology from SL1 to ServiceNow".

Sync Installed Software from SL1 to ServiceNow

1. Align the configuration object to the following integration application:
    - Sync Software Packages from SL1 to ServiceNow
    - Sync Installed Software from SL1 to ServiceNow
2. The parent CI must be synced in order to see these related CIs.
3. First, run "Sync Software Packages from SL1 to ServiceNow". Verify that the integration has run successfully.
4. Run "Sync Installed Software from SL1 to ServiceNow" either manually or on a schedule.

Sync Maintenance Schedules from ServiceNow to SL1

1. Align the configuration object to the following integration application:
    - Sync Maintenance Schedules from ServiceNow to SL1
2. The parent CI must be synced in order to see these related CIs. The affected CI must have ***SL1 Monitored*** set to *True*.
3. If needed, configure the ***Request*** and ***Task state*** IDs in the **Configuration** pane. This is needed if the customer has custom IDs for certain change request or change task states.
4. Run "Sync Maintenance Schedules from ServiceNow to SL1" either manually or on a schedule.

Sync Advanced Topology from SL1 to ServiceNow

1. Align the configuration object to the following integration application:
    - Sync Advanced Topology from SL1 to ServiceNow
2. The parent CI must be synced in order to see these related CIs. Syncing Interface-level relationships (Layer 2, LLDP, and CDP) will require that "Sync Network Interfaces from SL1 to ServiceNow" is set to run at least every 23 hours.
3. Run "Sync Advanced Topology from SL1 to ServiceNow" either manually or on a schedule.

CMDB-Only ServiceNow Integration with Single SL1 and Domain-Separated ServiceNow

1. Deploy the Integration Service ISO:
    - IP address, Netmask, Gateway, DNS, Hostname provided
    - Root password provided (this is the root user for the OS)
    - Start Docker services after installation:

      ```
      /opt/iservices/scripts/pull_start_iservices.sh
      ```

    - Validate that iservices are running:

      ```
      docker service ls
      ```

2. Activate the Configuration Management For Scoped Apps (CMDB) Plugin.
3. Install the ScienceLogic Certified Application and create a ServiceNow group and user account:
    - Username
    - Password
    - Web Service Access Only
    - GMT Time Zone
    - x_sclo_scilogic.Admin role assigned
4. Install the ServiceNow SyncPacks on the Integration Service.
5. Create the Integration Service configuration object using the "ServiceNow SyncPack" configuration object as a template.

Sync Devices from SL1 to ServiceNow

1. Align the configuration object to following integration applications:
    - Sync Organizations from SL1 to ServiceNow Companies
    - Cache ServiceNow CIs and SL1 Device Classes
    - Sync Devices from SL1 to ServiceNow
2. In "Sync Organizations from SL1 to ServiceNow Companies" **Configuration** pane, set the ***Source_of_Truth*** to *ServiceNow* and set the ***Domain_Separation*** flag to *True*.
3. Run "Sync Organizations from SL1 to ServiceNow Companies".
4. Run "Cache ServiceNow CIs and SL1 Device Classes" to retrieve all device class information from SL1 and ServiceNow. This will populate the device class mapping in the following step. This integration application should be run at least every 23 hours.

5. Configure class and attribute mappings in "Sync Devices from SL1 to ServiceNow". Set ***Domain_Separation*** to *True*.
6. Run "Generate Required CI Relations for ServiceNow" to see if you are missing any service rules or class mappings, and then create any required maps, containment rules, and hosting rules.
7. Run "Sync Devices from SL1 to ServiceNow" either manually or on a schedule. This integration application should be run at least every 23 hours.

Discover Devices from ServiceNow in SL1

1. Align Configuration Object to following integration applications:
    - Sync Discovery Requirements
    - Sync Discovery Session Requests from ServiceNow to SL1
    - Sync Discovery Session Status from SL1 to ServiceNow
2. In "Sync Discovery Requirements" **Configuration** pane, set the ***Source_of_Truth*** to *ServiceNow*. Set ***Domain_Separation*** to *True*.
3. Run "Sync Discovery Requirements" to sync all discovery-dependent information from SL1 to ServiceNow and back to SL1.
4. Set additional configuration variables for each of the other integration applications above in the respective **Configuration** pane.
5. Discovery request RITM is successfully created and approved in ServiceNow using the provided Service Catalogs.
6. Run "Sync Discovery Session Requests from ServiceNow to SL1" either manually or on a schedule to create and execute the discovery session in SL1.
7. After the discovery session completes in SL1, run "Sync Discovery Session Status from SL1 to ServiceNow" either manually or on a schedule to update the status of the RITM in ServiceNow.

NOTE: Domain separation requires that "Sync Organizations from SL1 to ServiceNow Companies" is configured with ***Domain_Separation*** enabled and ***Source_of_Truth*** set to *ServiceNow*. In a domain-separated ServiceNow environment, this integration application must be properly configured and run successfully before syncing any additional CI items. SL1 organizations that are linked to a ServiceNow company will have the ***crm_id*** populated with the ServiceNow Company ***sys_id***.

NOTE: The following integrations only sync CIs that are aligned with the devices that are already synced with ServiceNow. Before syncing any of the CIs below, you must first sync devices between SL1 and ServiceNow.

Sync Business Services from SL1 to ServiceNow

1. Align the configuration object to the following integration application:

- Sync Business Services from SL1 to ServiceNow

2. Configure the service classification mappings in "Sync Business Services from SL1 to ServiceNow". These are defined in the **Configuration** pane.
3. Ensure that ***Domain_Separation*** is set to *True* in the **Configuration** pane.
4. Run "Sync Business Services from SL1 to ServiceNow" either manually or on a schedule.

Sync File Systems from SL1 to ServiceNow

1. Align the configuration object to the following integration application:
    - Sync File Systems from SL1 to ServiceNow
2. Ensure that ***Domain_Separation*** is set to *True* in the **Configuration** pane.
3. The parent CI must be synced in order to see these related CIs.
4. Run "Sync File Systems from SL1 to ServiceNow" either manually or on a schedule.

Sync Network Interfaces from SL1 to ServiceNow

1. Align the configuration object to the following integration application:
    - Sync Network Interfaces from SL1 to ServiceNow
2. Determine additional filters for syncing network interfaces using the ***adapter_sync*** variable defined in the **Configuration** pane.
3. Ensure that ***Domain_Separation*** is set to *True* in the **Configuration** pane.
4. The parent CI must be synced in order to see these related CIs.
5. Run "Sync Network Interfaces from SL1 to ServiceNow" either manually or on a schedule. This integration application should be run at least every 23 hours if you would like to sync interface-level relationships with "Sync Advanced Topology from SL1 to ServiceNow".

Sync Installed Software from SL1 to ServiceNow

1. Align the configuration object to the following integration application:
    - Sync Software Packages from SL1 to ServiceNow
    - Sync Installed Software from SL1 to ServiceNow
2. The parent CI must be synced in order to see these related CIs.
3. First, run "Sync Software Packages from SL1 to ServiceNow". Verify that the integration has run successfully.
4. Run "Sync Installed Software from SL1 to ServiceNow" either manually or on a schedule.

Sync Maintenance Schedules from ServiceNow to SL1

1. Align the configuration object to the following integration application:

    - Sync Maintenance Schedules from ServiceNow to SL1

2. The parent CI must be synced in order to see these related CIs. The affected CI must have ***SL1 Monitored*** set to *True*.
3. If needed, configure the ***Request*** and ***Task state*** IDs in the **Configuration** pane. This is needed if the customer has custom IDs for certain change request or change task states.
4. Run "Sync Maintenance Schedules from ServiceNow to SL1" either manually or on a schedule.

Sync Advanced Topology from SL1 to ServiceNow

1. Align the configuration object to the following integration application:
    - Sync Advanced Topology from SL1 to ServiceNow
2. Ensure that ***Domain_Separation*** is set to *True* in the **Configuration** pane.
3. The parent CI must be synced in order to see these related CIs. Syncing Interface-level relationships (Layer 2, LLDP, and CDP) will require that "Sync Network Interfaces from SL1 to ServiceNow" is set to run at least every 23 hours.
4. Run "Sync Advanced Topology from SL1 to ServiceNow" either manually or on a schedule.

CMDB-Only ServiceNow Integration with Multiple SL1 Systems, no Domain-Separated ServiceNow

NOTE: Depending on the size of your SL1 stacks and the number of SL1 stacks you have, you may need to consider a "multi-tenant" configured IS. This is a more advanced deployment model. Please contact a ScienceLogic representative for more information.

1. Deploy the Integration Service ISO:
    - IP address, Netmask, Gateway, DNS, Hostname provided
    - Root password provided (this is the root user for the OS)
    - Start Docker services after installation:

      ```
      /opt/iservices/scripts/pull_start_iservices.sh
      ```

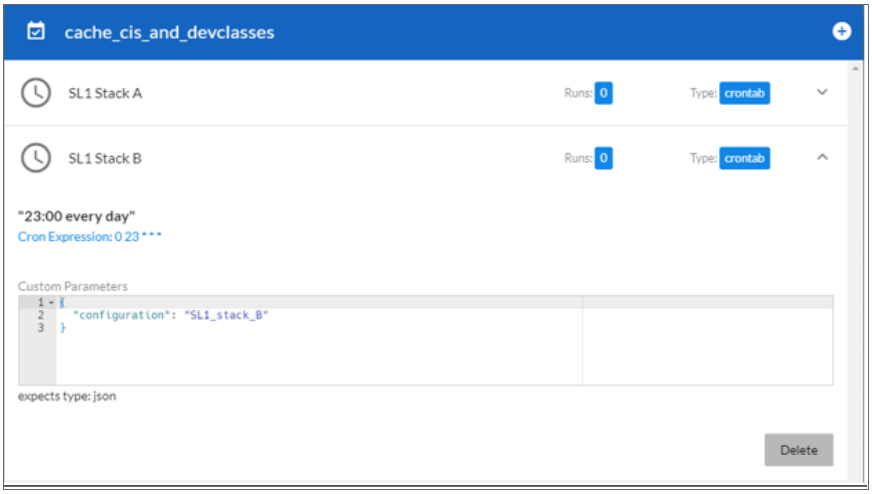
    - Validate that iservices are running:

      ```
      docker service ls
      ```

2. Activate the Configuration Management For Scoped Apps (CMDB) Plugin.
3. Install the ScienceLogic Certified Application and create a ServiceNow group and user account:
    - Username
    - Password
    - Web Service Access Only
    - GMT Time Zone
    - x_sclo_scilogic.Admin role assigned
4. Install the ServiceNow SyncPacks on the Integration Service.
5. Create the Integration Service configuration object using the "ServiceNow SyncPack" configuration object as a template:

NOTE: The key difference between integrating a single SL1 stack on the Integration Service and integrating multiple SL1 stacks on the Integration Service is how you run the integration application. Running the integration application with multiple SL1 stacks involves creating an individual configuration object for each SL1 stack. Then, create an individual schedule for each configuration object. Each schedule should use a configuration object that is specific to a single SL1 stack.

When creating the schedule, populate the custom parameters with the configuration object ID. For example:



Sync Devices from SL1 to ServiceNow

1. Create a schedule for each SL1 stack for the following Integrations following the note above:
    - Cache ServiceNow CIs and SL1 Device Classes
    - Sync Devices from SL1 to ServiceNow
2. Wait for the "Cache ServiceNow CIs and SL1 Device Classes" to retrieve all device class information from SL1 and ServiceNow. This will populate the device class mapping in the following step. This integration should be run at least every 23 hours.
3. Configure class and attribute mappings in "Sync Devices from SL1 to ServiceNow". If each SL1 stack has different class and attribute mapping requirements, you will need to specify the mappings in each schedule's custom parameters for this application.
4. Run "Generate Required CI Relations for ServiceNow" to see if you are missing any service rules or class mappings and create any required maps, containment rules, and hosting rules. By default, these will pull from the mappings set in "Sync Devices from SL1 to ServiceNow". If you have defined different mappings for each SL1 stack, you will need to also specify these mappings in each schedule's custom parameters for this application.
5. Run "Sync Devices from SL1 to ServiceNow" with a schedule where each schedule uses the configuration object for a SL1 stack. This integration application should be run at least every 23 hours.

Discover Devices from ServiceNow in SL1

1. Create a schedule for each SL1 stack for the following integration applications:
    - Sync Discovery Requirements
    - Sync Discovery Session Requests from ServiceNow to SL1

- Sync Discovery Session Status from SL1 to ServiceNow

2. If any additional configuration variables are needed, these will need to be set in the custom parameters section for each schedule
3. Run "Sync Discovery Requirements" on a schedule to sync all discovery-dependent information from SL1 to ServiceNow.
4. Verify that the discovery request RITM is successfully created and approved in ServiceNow using the provided Service Catalogs.
5. Run "Sync Discovery Session Requests from ServiceNow to SL1"on a schedule where each schedule uses the configuration object for a SL1 stack to create and execute the discovery session in SL1.
6. Once the discovery session has completed in SL1, run "Sync Discovery Session Status from SL1 to ServiceNow" via schedule where each schedule uses the configuration object for a SL1 stack to update the status of the RITM in ServiceNow.

The following integration applications only sync CIs that are aligned with the devices that are already synced with ServiceNow. Before syncing any of the CIs below, you must first sync devices between SL1 and ServiceNow.

Sync Business Services from SL1 to ServiceNow

1. Create a schedule for each SL1 stack for the following integration application:
    - Sync Business Services from SL1 to ServiceNow
2. Configure service classification mappings in "Sync Business Services from SL1 to ServiceNow" application. These are defined in the **Configuration** pane.
3. Run "Sync Business Services from SL1 to ServiceNow" on a schedule where each schedule uses the configuration object for a SL1 stack.

Sync File Systems from SL1 to ServiceNow

1. Create a schedule for each SL1 stack for the following integration application:
    - Sync File Systems from SL1 to ServiceNow
2. The parent CI must be synced in order to see these related CIs.
3. Run "Sync File Systems from SL1 to ServiceNow" on a schedule where each schedule uses the configuration object for a SL1 stack.

Sync Network Interfaces from SL1 to ServiceNow

1. Create a schedule for each SL1 stack for the following integration application:
    - Sync Network Interfaces from SL1 to ServiceNow

2. Determine additional filters for syncing network interfaces using the ***adapter_sync*** variable defined in the **Configuration** pane.
3. The parent CI must be synced in order to see these related CIs.
4. Run "Sync Network Interfaces from SL1 to ServiceNow" on a schedule where each schedule uses the configuration object for a SL1 stack. This integration application should be run at least every 23 hours if you would like to sync interface-level relationships with "Sync Advanced Topology from SL1 to ServiceNow".

Sync Installed Software from SL1 to ServiceNow

1. Create a schedule for each SL1 stack for the following integration application:
    - Sync Software Packages from SL1 to ServiceNow
    - Sync Installed Software from SL1 to ServiceNow
2. The parent CI must be synced in order to see these related CIs.
3. "Sync Software Packages from SL1 to ServiceNow" must run on a schedule before "Sync Installed Software from SL1 to ServiceNow". Verify that the software packages have been synced before continuing.
4. After the software packages have been synced, run "Sync Installed Software from SL1 to ServiceNow" on a schedule where each schedule uses the configuration object for a SL1 stack.

Sync Maintenance Schedules from ServiceNow to SL1

1. Create a schedule for each SL1 stack for the following integration application:
    - Sync Maintenance Schedules from ServiceNow to SL1
2. The parent CI must be synced in order to see these related CIs. The affected CI must have the ***SL1 Monitored*** field set to *True*.
3. If needed, configure the ***Request*** and ***Task state*** IDs in the **Configuration** pane. This is needed if the customer has custom IDs for certain change request or change task states.
4. Run "Sync Maintenance Schedules from ServiceNow to SL1" on a schedule where each schedule uses the configuration object for a SL1 stack.

Sync Advanced Topology from SL1 to ServiceNow

1. Create a schedule for each SL1 stack for the following integration application:
    - Sync Advanced Topology from SL1 to ServiceNow
2. The parent CI must be synced in order to see these related CIs. Syncing Interface-level relationships (Layer 2, LLDP, and CDP) will require that you set "Sync Network Interfaces from SL1 to ServiceNow" to run at least every 23 hours.
3. Run "Sync Advanced Topology from SL1 to ServiceNow" on a schedule where each schedule uses the configuration object for a SL1 stack.

Incident-Only ServiceNow Integration with Single SL1, no Domain Separation in ServiceNow

1. Deploy the Integration Service ISO:
    - IP address, Netmask, Gateway, DNS, Hostname provided
    - Root password provided (this is the root user for the OS)
    - Start Docker services after installation:

      ```
      /opt/iservices/scripts/pull_start_iservices.sh
      ```

    - Validate that iservices are running:

      ```
      docker service ls
      ```

2. Install the ScienceLogic Certified Application and create a ServiceNow group and user account:
    - Username
    - Password
    - Web Service Access Only
    - GMT Time Zone
3. Install the ServiceNow SyncPacks on the Integration Service.
4. Create the Integration Service configuration object using the "ServiceNow SyncPack" configuration object as a template:
    - Align the configuration object to the following integration applications:
        - Create or Update ServiceNow Incident from SL1 Event
        - Update ServiceNow Incident when SL1 Event is Acknowledged
        - Update ServiceNow Incident when SL1 Event is Cleared
        - Sync Incident State from ServiceNow to SL1 Event
    - Only the following Integration should be run manually or scheduled:
        - Sync Incident State from ServiceNow to SL1 Event
5. Install the ServiceNow Base PowerPack and configure SL1:
    - Use the "ServiceNow RBA – Example" credential as a template to create a new credential that points to the Integration Service instance.
    - Align the newly-created credential to the "ServiceNow – Add/Update/Clear Incident" Run Book Action.
    - Ensure that all Run Book Actions and Run Book Policies are enabled.

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