



Integration Service: ServiceNow Cases SyncPack

Version 1.0.0

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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.

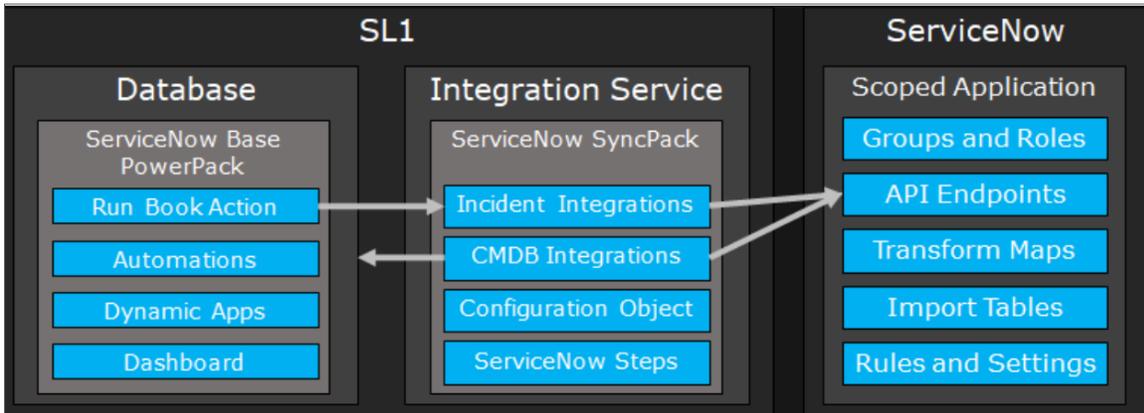
NOTE: For checklists that cover installation and deployment steps for specific configurations of the Integration Service, ServiceNow, and SL1, see [Appendix A: Checklists for Deployment](#).

This chapter covers the following topics:

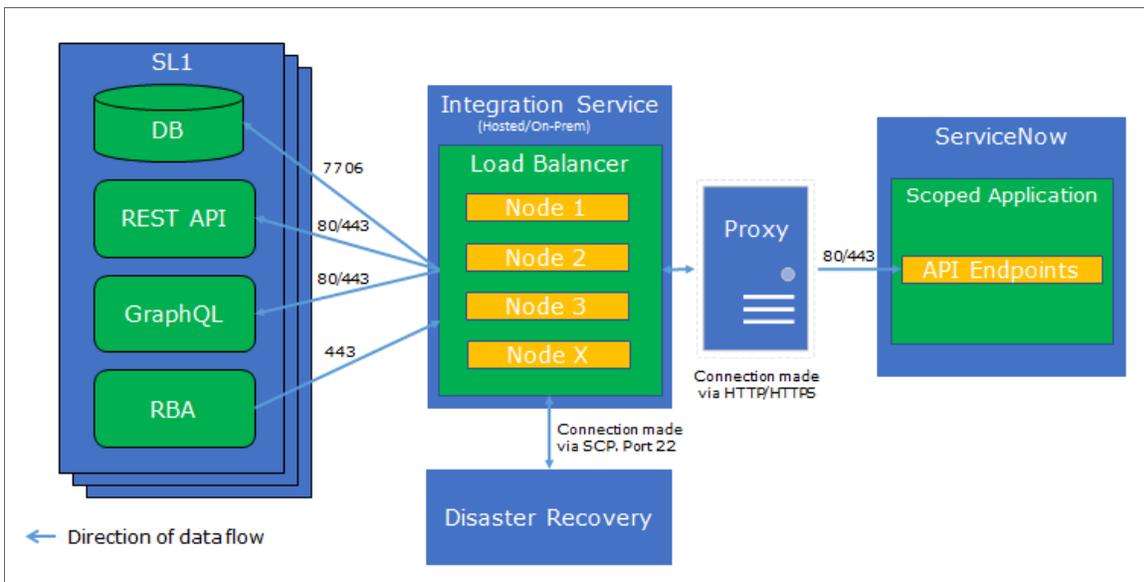
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Architecture Overview for ServiceNow SyncPacks

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:



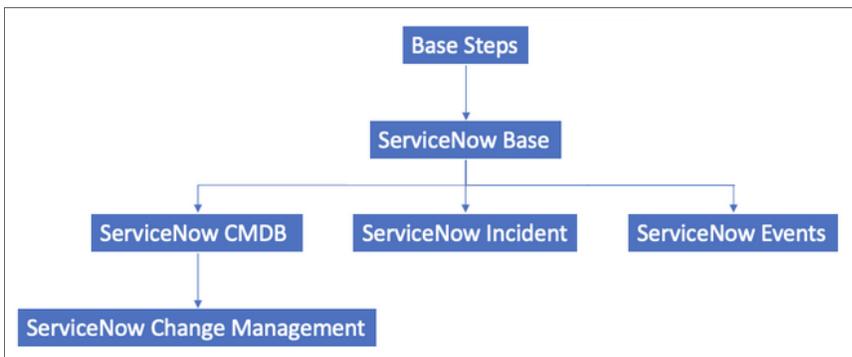
SL1 and ServiceNow Terminology

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 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.

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

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:

This page contains the following errors:

error on line 1 at column 1: Document is empty

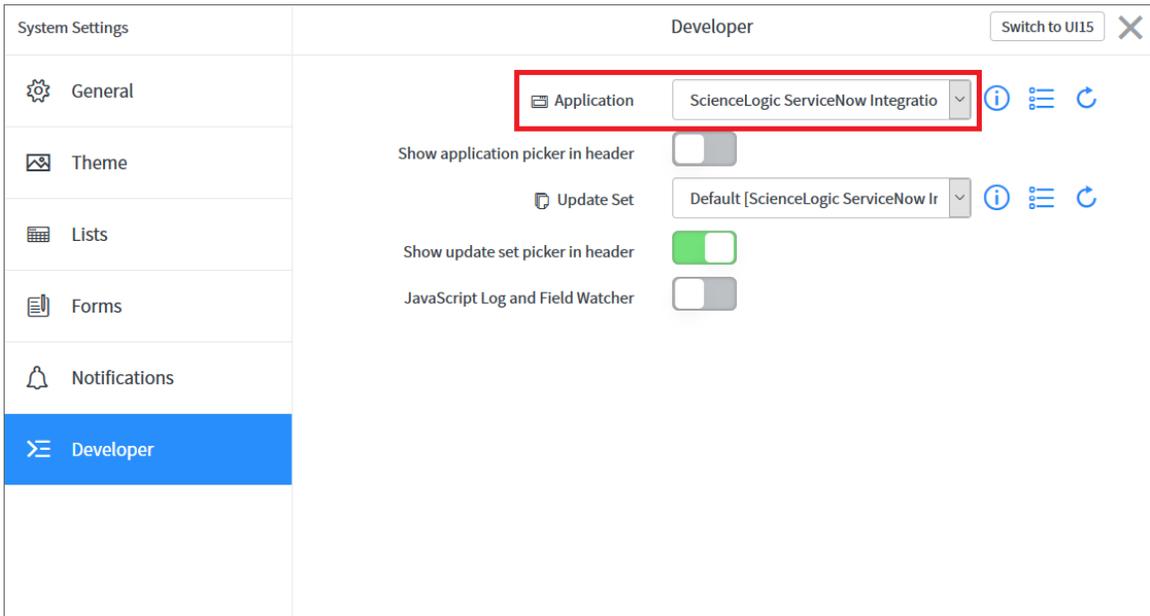
Below is a rendering of the page up to the first error.

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:

The screenshot shows the 'Cross scope privilege' form in ServiceNow. The form is titled 'Cross scope privilege' and 'New record'. It contains several fields: 'Source Scope' (ScienceLogic ServiceNow Integration), 'Application' (ScienceLogic ServiceNow Integration), 'Target Scope' (Global), 'Operation' (Read), 'Target Name' (cmd_ci_endpoint_storage_fc), and 'Status' (Allowed). A 'Submit' button is visible at the bottom left.

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:

<i>Downloading, Importing, and Installing the SyncPack</i>	13
<i>Contents of the ServiceNow Base SyncPack</i>	14

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

Chapter

3

ServiceNow Cases SyncPack

Overview

This chapter describes the *ServiceNow Cases SyncPack*, which contains a set of integration applications and other utilities that you can use with ServiceNow cases.

This chapter covers the following topics:

<i>Downloading, Importing, and Installing the SyncPack</i>	16
<i>Integration Applications Included in the SyncPack</i>	17

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.

Integration Applications Included in the SyncPack

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

Integration Application

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

Integration Applications (Internal)

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

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:

<i>CMDB-Only ServiceNow Integration with Single SL1, no Domain Separation in ServiceNow</i>	19
<i>CMDB-Only ServiceNow Integration with Single SL1 and Domain-Separated ServiceNow</i>	22
<i>CMDB-Only ServiceNow Integration with Multiple SL1 Systems, no Domain-Separated ServiceNow</i>	26
<i>Incident-Only ServiceNow Integration with Single SL1, no Domain Separation in ServiceNow</i>	30

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:

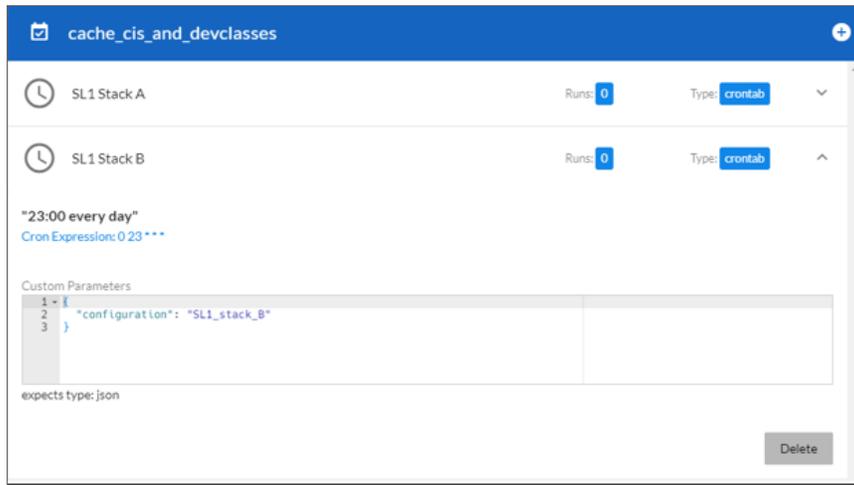
- Username
- Password
- Web Service Access Only
- GMT Time Zone
- x_sclo_scilogic.Admin role assigned

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:
 - o Cache ServiceNow CIs and SL1 Device Classes
 - o 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:
 - o Sync Discovery Requirements
 - o 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.

Appendix

B

Certified Application Objects

Overview

This appendix describes the tables, endpoints, and roles that were created in ServiceNow as part of the "ScienceLogic SL1 : CMDB & Incident Automation" application. This application is also known as the "Certified Application" or the "Scoped Application".

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Roles

Two Roles were added with the ScienceLogic update set, Admin (x_sclo_scilogic.Admin) and User (x_sclo_scilogic.User). Both give access to SL1.

Role	Inherited Roles	Other Inherited Roles	Role Definition
x_sclo_scilogic.Admin			Role for ScienceLogic Service Accounts.
	itil		Can perform standard actions for an ITIL help desk technician. This is the default "Technician" role. Can open, update, close incidents, problems, changes, config management items. By default, only users with the itil role can have tasks assigned to them
		Dependency_view	A special role to be applied both on the \$ngbsm UI page and on the BSMPProcessor. This role is required to access the dependency views module. By default, ITIL includes this role to avoid regressions.
		cmdb_query_builder	Can access the CMDB Query Builder application to create, run, and save queries on the CMDB.
		template_editor	
		view_changer	Can switch active views.
		app_service_user	Can view and retrieve information using API from application service maps (cmdb_ci_service_discovered).
		certification	Can work on Certification tasks.
	import_transformer		Can manage Import Set Transform Maps and run transforms.
x_sclo_scilogic.User			General user account that allows read-only access to SL1.

Tables

Name	Label	Extends	Comments
x_sclo_scilogic_event	Event	(empty)	Event information
x_sclo_scilogic_event_severity	Event Severity Look Rules	Data Lookup Matcher Rules	Look up table for event Severity
x_sclo_scilogic_incident	Import Incident	Import Set Row	Import / staging events before transform to Event and Incident
x_sclo_scilogic_import_installed_software	Import Installed Software	Import Set Row	Import / staging events before transform to Software Instance
x_sclo_scilogic_org_ven_mfg	Import ORG VEN MFG	Import Set Row	Import / staging events before transform to core_company
x_sclo_scilogic_import_discovery_dependent	Import Discovery Dependent	Import Set Row	Import / staging events before transform to Discovery Dependent table
x_sclo_scilogic_discovery_dependent	Discovery Dependent	(empty)	Discovery Dependent Information
x_sclo_scilogic_catalog_item_templates	Catalog item Templates	(empty)	Templates use to fill out catalog items
x_sclo_scilogic_import_service_request	Import Service Request	Import Set Row	Import / staging events before transform to Service Requests

Table Columns (cmdb_ci)

Name	Label	Type	Comments
x_sclo_scilogic_id	SL1 ID	Integer	Unique ID
x_sclo_scilogic_region	SL1 Region	String	Unique String of SL1 Platform
x_sclo_scilogic_url	SL1 URL	URL	URL to SL1 Platform
x_sclo_scilogic_monitored	SL1 Monitored	True/False	Device currently synced with SL1 Platform

Table Columns (core_company)

Name	Label	Type	Comments
x_sclo_scilogic_id	SL1 ID	String	Unique ID
x_sclo_scilogic_region	SL1 Region	String	Unique String of SL1 Platform
x_sclo_scilogic_monitored	SL1 Monitored	True/False	Organization currently synced with SL1 Platform

Table Columns (cmdb_group)

Name	Label	Type	Comments
x_sclo_scilogic_id	SL1 ID	String	Unique ID
x_sclo_scilogic_region	SL1 Region	String	Unique String of SL1 Platform

Script Includes

Name	API Name	Comments
CatalogUtils	x_sclo_scilogic.catalogUtils	Catalog Script include scripts
ChangeUtils	x_sclo_scilogic.changeUtils	Change Script include scripts
DeviceUtils	x_sclo_scilogic.DeviceUtils	Device Script include scripts
EventUtils	x_sclo_scilogic.EventUtils	Event Script include scripts
GeneralUtils	x_sclo_scilogic.GeneralUtils	General Script include scripts

Event Registry

Suffix	Event name	Table	Comments
device_monitoring	x_sclo_scilogic.device_monitoring	Configuration Item [cmdb_ci]	Event for Device Monitoring
Remove_monitoring	x_sclo_scilogic.remove_monitoring	Configuration Item [cmdb_ci]	Event for Remove Monitoring

Scripted Actions

Name	Event name	Comments
Device Monitoring Catalog item	x_sclo_scilogic.device_monitoring	Action used to submit Catalog item via Event.
Device Removal Catalog item	x_sclo_scilogic.remove_monitoring	Action used to submit Catalog item via Event.

Data Lookup Definitions

Name	Source Table	Matcher Table	Comments
Event Severity	Import Incident [x_sclo_scilogic_incident]	Event Severity Lookup Rules [x_sclo_scilogic_event_severity]	Lookup for ScienceLogic Severity to Impact and Urgency

System Properties

Suffix	Name	Comments
CatalogItemDiscovery	x_sclo_scilogic.CatalogItemDiscovery	Unique value (sys_id)
CatalogItemRemove	x_sclo_scilogic.CatalogItemRemove	Unique value (sys_id)
closeCode	x_sclo_scilogic.closeCode	Value to use for Close Code for Incident Transform
Contact type	x_sclo_scilogic.Contact Type	Value to use for Contact type for Incident Transform
deviceLogging	x_sclo_scilogic.deviceLogging	Turn on Logging
deviceLoggingParam	x_sclo_scilogic.deviceLoggingParm	Add additional parameters beyond the default errors
discoverySource	x_sclo_scilogic.discoverySource	Discovery Source to be used by Integration Service
notResolved	x_sclo_scilogic.notResolved	Value of Reopened Incident
stateNew	x_sclo_scilogic.stateNew	Value of New Incident
StateResolved	x_sclo_scilogic.stateResolved	Value of Resolved Incident

Catalog Item

Name	Comments
Device Discovery	Role for ScienceLogic Service Accounts.
Monitoring Removal	General user account that allows read only access to ScienceLogic Application.

Catalog UI Policies

Catalog item	Short description	Comments
Device Discovery	Catalog Template	Updates form based on Select template
Device Discovery	Create Virtual Device	Updates form based on Request type
Device Discovery	Create Virtual Device (Retired)	
Device Discovery	Device Discovery	Updates form based on Request type
Device Discovery	Device Discovery (Retired)	
Monitoring Removal	Hide Overview variables not required	Hide variables not required for the Monitoring Removal request
Device Discovery	Port Scan	Hide scan ports that are not default
Device Discovery	Port Scan (Retired)	
Device Discovery	Region	Updates form based on Organization
Device Discovery	Region (Retired)	
Monitoring Removal	Region via Organization	Updates form based on Organization
Device Discovery	Save as Template	Updates form based on Save as template

Variable Sets

Title	Internal name	Comments
Create_virtual_device	create_virtual_device	
Discovery Overview	discovery_overview	

Title	Internal name	Comments
Discovery Sesion - Basic Settings	discovery_sesion_basic_settings	
Discovery Session - Detection and Scanning	discovery_session_detection_and_scanning	
Discovery Session - IP & Credentials	discovery_session_ip_credentials	
Monitoring Removal	monitoring_removal	
Service Catalog item Template	service_catalog_item_template	

Catalog Client Scripts

Name	Catalog item	Type	Comments
Hide Request Type Options	Monitoring Removal	onLoad	Shared variable hide options that don't apply
Hide Request Type Options	Device Discovery	onLoad	Shared variable hide options that don't apply
Region	Monitoring Removal	onChange	Update Region field based on Company Region
Region	Monitoring Removal	onChange	Update Region field based on Company Region

Workflows

Name	Table	Comments
SL1 Monitoring Removal	Requested Item [sc_req_item]	Workflow for Removal of devices from SL1 process
SL1 Discovery Session	Requested Item [sc_req_item]	Workflow for Discovery session process

Scripted REST Resources

Name		Comments	
Business Services	/api/x_sclo_scilogic/v1/sciencelogic/business_service	GET	This GET api will pull all ScienceLogic monitored Configuration items specific to Business Services class from the CMDB. It will be ordered via the sys_id field to ensure the same order every time.
CMDB Group	/api/x_sclo_scilogic/v1/sciencelogic/cmdb_group	POST	Use this API to create cmdb_groups & add a CI to them.
Change Requests	/api/x_sclo_scilogic/v1/sciencelogic/change_requests	GET	This GET api will pull Active Change Requests or Change Tasks based on the record_type supplied that have ScienceLogic monitored CI attached. It will be ordered via the sys_id field to ensure the same order every time.
Classification	/api/x_sclo_scilogic/v1/sciencelogic/classification	GET	This GET api will pull all required CMDB information to build JSON payloads.
Companies	/api/x_sclo_scilogic/v1/sciencelogic/companies	GET	This GET api will pull all Active Companies that are ScienceLogic monitored. It will be ordered via the sys_id field to ensure the same order every time.
Configuration Items	/api/x_sclo_scilogic/v1/sciencelogic/configuration_Items	GET	This GET api will pull all ScienceLogic monitored Configuration items from the CMDB. It will be ordered via the sys_id field to ensure the same order every time.
Device IdentificationEngine	/api/x_sclo_scilogic/v1/sciencelogic/IdentificationEngine	POST	Use this API to create or update configuration items within the CMDB via ScienceLogic.

Name		Comments	
File Systems	/api/x_sclo_scilogic/v1/sciencelogic/file_systems	GET	This GET api will pull all ScienceLogic monitored Configuration items specific to File systems class from the CMDB. It will be ordered via the sys_id field to ensure the same order every time.
Import Set	/api/x_sclo_scilogic/v1/sciencelogic/import_set	POST	This POST API will post to the target import set table and create a record for each cmdb_ci.
Incidents	/api/x_sclo_scilogic/v1/sciencelogic/incidents	GET	This GET api will pull all incidents. It will be ordered via the sys_id field to ensure the same order every time.
Installed Software	/api/x_sclo_scilogic/v1/sciencelogic/installed_software	GET	This GET api will pull all Servicenow Software packages and installed instances from the CMDB. It will be ordered via the sys_id field to ensure the same order every time.
Manufacture	/api/x_sclo_scilogic/v1/sciencelogic/manufactures	POST	This POST API will pull all Manufactures.
Model	/api/x_sclo_scilogic/v1/sciencelogic/models	POST	This POST API will pull all Model.
Network Adapters	/api/x_sclo_scilogic/v1/sciencelogic/network_adapters	GET	This GET api will pull all ScienceLogic monitored Configuration items specific to Network Adapter class from the CMDB. It will be ordered via the sys_id field to ensure the same order every time.
Service Request	/api/x_sclo_scilogic/v1/sciencelogic/service_request	GET	This GET api will pull all ServiceRequest items from the CMDB associated with Device Discovery Catalog item. It will be ordered via the sys_id field to ensure the same order every time.
Classification	/api/x_sclo_scilogic/v2/sciencelogic/classification	GET	This GET api will pull all required CMDB information to build JSON payloads.

Transform Maps

Name	Source Table	Target Table	Comments
ScienceLogic Discovery Dependent	Import Discovery Dependent	Discovery Dependent	Import / staging table for Catalog Dependents
ScienceLogic Event	Import Incident	Event	Import / staging table for Events.
ScienceLogic Incident	Import Incident	Incident [incident]	Import / staging table for Incident
ScienceLogic Organization	Import ORG VEN MFG []	Company [core_company]	Import / staging table for Organization
ScienceLogic Service Request	Import Service Request []	Request Item [sc_req_item]	Import / staging table for Request item

Transform Scripts

Name	Transform Map	Order	Comments
onBefore	ScienceLogic Event	100	Check Action
onAfter	ScienceLogic Event	100	Check Action; Get Resolved Validation script include
onBefore	ScienceLogic Incident	100	Check Action, event workflow script include
onAfter	ScienceLogic Incident	100	Check Action, Affected CI script include

Appendix

C

ServiceNow API Endpoints

Overview

This appendix describes the customized ServiceNow API Endpoints that were created for the Integration Service ServiceNow SyncPacks. These scripted endpoints reduce the amount of REST calls that the Integration Service makes to ServiceNow.

Please note that for pagination, the following Query parameters are not required: `sysparm_offset` and `sysparm_limit`. The default settings are:

- `sysparm_offset=0`
- `sysparm_limit` = ServiceNow defines the default upper limits for data export. It will check the following properties at *System Properties > Import Export*: `glide.json.export.limit`, `glide.ui.export.limit`, and then `glide.ui.export.war.threshold`.

For example, if you have 200 total records and you want to pull the records in 100-record chunks, then the first pull would be `sysparm_offset=0` & `sysparm_limit=100` and the second pull would be `sysparm_offset=100` & `sysparm_limit=100`. For more information, see the ServiceNow documentation for [Export Limits](#).

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Business Services

HTTP Method

GET

Pagination

Enabled

Resource Path

`/api/x_sclo_scilogic/v1/sciencelogic/business_service`

Default Resource Path

`/api/x_sclo_scilogic/sciencelogic/business_service`

This operation pulls all the fields from just the Business Service (**cmdb_ci_service**) table. The return is ordered by **sys_id**, so the results display in the same order every time. The results are filtered by the **SL1 monitored** and **SL1 ID** field on the ServiceNow side. This operation requires the region to be supplied by the requester, and it will only return region-supplied configuration items.

Headers	
Key	Value
Content-Type	application/json
Accept	application/json

Parameters	
Key	Value
region (required)	ScienceLogic
sysparm_offset	0
sysparm_limit	glide.json.export.limit, glide.ui.export.limit, glide.ui.export.war.threshold

Example (Request URL)

`https://<your Instance>.service-now.com/api/x_sclo_scilogic/v1/ sciencelogic/business_service`

Example (Response)

```
{
  "results": [
    {
      "operational_status": "1",
      "sys_updated_on": "2019-02-06 19:32:34",
      "discovery_source": "Other Automated",
      "first_discovered": "2019-02-06 19:31:19",
      "sys_updated_by": "admin",
      "sys_created_on": "2019-02-06 19:31:19",
      "sys_domain": "global",
      "used_for": "Production",
      "sys_created_by": "is4user1",
      "sys_domain_path": "/",
      "install_status": "1",
      "name": "One Service to rule them",
      "subcategory": "Service",
      "busines_criticality": "1 - most critical",
      "last_discovered": "2019-02-06 19:31:19",
      "sys_class_name": "cmdb_ci_service",
      "sys_id": "52da95dcdb6323009f7dd7a0cf961918",
      "sys_class_path": "/!/#C",
      "comments": "Postman",
      "sys_mod_count": "1",
      "x_sclo_scilogic_id": "1570",
      "model_id": "e8aaeb3f3763100044e0bfc8bcbe5d20",
      "cost_cc": "USD",
      "x_sclo_scilogic_monitored": "true",
      "category": "Business Service",
      "service_classification": "Technical Service",
      "x_sclo_scilogic_region": "ScienceLogic"
    }
  ],
  "sysparm_offset": 0,
  "sysparm_limit": 100,
  "return_count": 1,
  "total_count": 1
}
```

Change Requests

HTTP Method

GET

Resource Path

```
/api/x_sclo_scilogic/v1/sciencelogic/change_requests?record_type=change_request&state=1&region=ScienceLogic
```

Default Resource Path

```
/api/x_sclo_scilogic/v1/sciencelogic/change_requests?record_type=change_request&state=1&region=ScienceLogic
```

This scripted API was built for pulling Change Requests or Change Tasks and formatting a JSON object response with the required information to create a maintenance schedule in SL1. The GET queries the **task_ci** table to find configuration items that are monitored by SL1 and are the correct record type. The GET operation returns all records with their configuration items in formatted JSON strings that include planned start and end time.

Headers	
Key	Value
Content-Type	application/json
Accept	application/json

Parameters	
Key	Value
record_type (required)	change_request
state	-5
region (required)	ScienceLogic
sysparm_offset	0
sysparm_limit	glide.json.export.limit, glide.ui.export.limit, glide.ui.export.war.threshold

HTTP Status

Code	Value
200	OK
400	Query parameter \region\ is not defined and is required.

Fixed Internal Query

State:

```
`task.sys_class_name=' + recordType + `task.state=' + state + `^ci_item.x_sclo_scilogic_monitored=true^ci_item.x_sclo_scilogic_region=' + region
```

Non-State:

```
`task.active=true^task.sys_class_name=' + recordType + `ci_item.x_sclo_scilogic_monitored=true^ci_item.x_sclo_scilogic_region=' + region
```

Example

https://<your Instance>.service-now.com/api/x_sclo_scilogic/v1/sciencelogic/change_requests?record_type=change_request&state=-5®ion=ScienceLogic

Example (Response)

```
{
  "results": [
    {
      "sys_id": "48ebaba0db962f00dc44f00fbf961961",
      "number": "CHG0030001",
      "state_value": "-5",
      "state": "New",
      "short_description": "Test Change",
      "planned_start_date": "2019-01-01 06:00:01",
      "planned_end_date": "2019-01-01 18:00:01",
      "device": [
        {
          "sys_id": "d83dac0adb4dab00dc44f00fbf961919",
          "name": "Postman Test Server 11",
          "id": "11",
          "region": "ScienceLogic"
        }
      ]
    }
  ]
}
```

Classification version 1

HTTP Method

GET

Pagination

Enabled

Resource Path

`/api/x_sclo_scilogic/v1/sciencelogic/classification`

Default Resource Path

`/api/x_sclo_scilogic/sciencelogic/classification`

To support the identification and reconciliation framework, SL1 requires a large amount of information to know how to correctly fill out the JSON formatted string defined by the Identification Engine documentation. This operation uses the **getTableExtension()** function to find all the tables extended from the **cmdb_ci** table and then goes through each table one by one. This operation collects information about each class, such as which fields are required to identify and if it considers another class to help find uniqueness. This operation then finds all the associated metadata. Finally, the operation pulls a list of all field names from the table. By default the **criterion_attributes** and **attributes** are not included and require "action=attributes" as a parameter in the API call to be passed.

Headers	
Key	Value
Content-Type	application/json
Accept	application/json

Parameters	
Key	Value
action	attributes

Attributes require x_sclo_scilogic.Admin be added to **sys_dictionary.*** (read) ACL to allow the API to access field names on each class table.

Fixed Internal Query

Example

```
https://<your Instance>.service-now.com/api/x_sclo_scilogic/sciencelogic/  
classification
```

Example (Response)

```
{  
  "results": [  
    {  
      "class_label": "Storage Area Network",  
      "class_table": "cmdb_ci_san",  
      "criterion_attributes": [  
        ""  
      ],  
      "independent": "false",  
      "containment_rule": [  
  
      ],  
      "hosting_rule": [  
  
      ],  
      "reference_rule": [  
  
      ],  
      "attributes": [  
        "asset",  
        "asset_tag",  
        "assigned",  
        "assigned_to",  
        "assignment_group",  
        "attributes",  
        "can_print",  
        "category",  
        "change_control",  
        "checked_in",  
        "checked_out",  
        "comments",  
        "company",  
        "correlation_id",  
        "cost",  
        "cost_cc",  
        "cost_center",  
        "delivery_date",  
        "department",  
        "discovery_source",  
        "dns_domain",  
        "due",  
        "due_in",  
        "fault_count",  
        "first_discovered",  
        "fqdn",  
        "gl_account",  
        "install_date",  
        "install_status",  
        "invoice_number",
```

```
"ip_address",
"justification",
"last_discovered",
"lease_id",
"location",
"mac_address",
"maintenance_schedule",
"managed_by",
"manufacturer",
"model_id",
"model_number",
"monitor",
"name",
"operational_status",
"order_date",
"owned_by",
"po_number",
"purchase_date",
"san_id",
"schedule",
"serial_number",
"short_description",
"skip_sync",
"start_date",
"subcategory",
"supported_by",
"support_group",
"sys_class_name",
"sys_class_path",
"sys_created_by",
"sys_created_on",
"sys_domain",
"sys_domain_path",
"sys_id",
"sys_mod_count",
"sys_updated_by",
"sys_updated_on",
"unverified",
"vendor",
"warranty_expiration",
"x_sclo_scilogic_id",
"x_sclo_scilogic_monitored",
"x_sclo_scilogic_region",
"x_sclo_scilogic_url"
]
}
]
```

Classification version 2

HTTP Method

GET

Pagination

Enabled

Resource Path

`/api/x_sclo_scilogic/v2/sciencelogic/classification`

Default Resource Path

`/api/x_sclo_scilogic/sciencelogic/classification`

To support the identification and reconciliation framework, SL1 requires a large amount of information to know how to correctly fill out the JSON formatted string defined by the Identification Engine documentation. This operation uses the **getTableExtension()** function to find all the tables extended from the **cmdb_ci** table and then goes through each table one by one. This operation collects information about each class, such as which fields are required to identify and if it considers another class to help find uniqueness. This operation then finds all the associated metadata. Finally, the operation pulls a list of all field names from the table. By default the **criterion_attributes** and **attributes** are not included and require "action=attributes" as a parameter in the API call to be passed.

Headers	
Key	Value
Content-Type	application/json
Accept	application/json

Parameters	
Key	Value
action	attributes
sysparm_offset	0
sysparm_limit	glide.json.export.limit, glide.ui.export.limit, glide.ui.export.war.threshold

Attributes require x_sclo_scilogic.Admin be added to **sys_dictionary.*** (read) ACL to allow the API to access field names on each class table.

Fixed Internal Query

Example

```
https://<your Instance>.service-now.com/api/x_sclo_scilogic/v2/sciencelogic/
classification
```

Example (Response)

```
{
  "results": [
    {
      "class_label": "Storage Area Network",
      "class_table": "cmdb_ci_san",
      "criterion_attributes": [
        ""
      ],
      "independent": "false",
      "containment_rule": [

    ],
    "hosting_rule": [

  ],
  "reference_rule": [

],
  "attributes": [
    "asset",
    "asset_tag",
    "assigned",
    "assigned_to",
    "assignment_group",
    "attributes",
    "can_print",
    "category",
    "change_control",
    "checked_in",
    "checked_out",
    "comments",
    "company",
    "correlation_id",
    "cost",
    "cost_cc",
    "cost_center",
    "delivery_date",
    "department",
    "discovery_source",
    "dns_domain",
    "due",
    "due_in",
    "fault_count",
    "first_discovered",
    "fqdn",
    "gl_account",
    "install_date",
    "install_status",
    "invoice_number",
```

```
"ip_address",
"justification",
"last_discovered",
"lease_id",
"location",
"mac_address",
"maintenance_schedule",
"managed_by",
"manufacturer",
"model_id",
"model_number",
"monitor",
"name",
"operational_status",
"order_date",
"owned_by",
"po_number",
"purchase_date",
"san_id",
"schedule",
"serial_number",
"short_description",
"skip_sync",
"start_date",
"subcategory",
"supported_by",
"support_group",
"sys_class_name",
"sys_class_path",
"sys_created_by",
"sys_created_on",
"sys_domain",
"sys_domain_path",
"sys_id",
"sys_mod_count",
"sys_updated_by",
"sys_updated_on",
"unverified",
"vendor",
"warranty_expiration",
"x_sclo_scilogic_id",
"x_sclo_scilogic_monitored",
"x_sclo_scilogic_region",
"x_sclo_scilogic_url"
]
}
]
```

CMDB Group

HTTP Method

POST

Pagination

Enabled

Resource Path

```
/api/x_sclo_scilogic/v1/sciencelogic/cmdb_group
```

Default Resource Path

```
/api/x_sclo_scilogic/sciencelogic/cmdb_group
```

This operation handles the intake of groups of devices from SL1 and converts the device groups to CMDB groups. This operation uses a standard formatted JSON string, and it checks for a **sys_id** of the group first by searching for a matching group. This process creates a group if a group is not supplied or found, and then it passes the JSON object to the ServiceNow CMDBGroupAPI, which sets the manual CI list of the group.

Headers	
Key	Value
Content-Type	application/json
Accept	application/json

Example (Request URL)

```
https://<your Instance>.service-now.com/api/x_sclo_scilogic/v1/sciencelogic/cmdb_group
```

Example (Body)

```
[
  {
    "items": [
      {
        "name": "test",
        "description": "",
        "group": "",
        "manualCIList":
        "d83dac0adb4dab00dc44f00fbf961919,2e6b7046db8dab00dc44f00fbf961929,7fb39667db
        a
        12380dc44f00fbf961901,77b39667dba12380dc44f00fbf961917,7bb39667dba12380dc44f0
        0
        fbf96191c",
        "region": "Cisco",
      }
    ]
  }
]
```

```
        "id": "1"
      }
    ]
  }
]
```

Example (Response)

```
{
  "result": [
    {
      "idList": [
      ],
      "partialCIListDueToACLFlag": false,
      "nextBatchStart": 0,
      "result": true
    },
    {
      "idList": [
      ],
      "partialCIListDueToACLFlag": false,
      "nextBatchStart": 0,
      "result": true
    }
  ]
}
```

Companies

HTTP Method

GET

Pagination

Enabled

Resource Path

`/api/x_sclo_scilogic/v1/sciencelogic/companies`

Default Resource Path

`/api/x_sclo_scilogic/sciencelogic/companies`

This operation supports Domain Separation enabled or not enabled. This operation pulls all the fields for from the company table that are not NULL values. The return is ordered by **sys_id**, so the results display in the same order every time. The results are filtered by the **SL1 Monitored** and **region** values. The region must be supplied by the requester, and it will only return region-specific companies.

Headers	
Key	Value
Content-Type	application/json
Accept	application/json

Parameters	
Key	Value
region (required)	ScienceLogic
domainSep	false
sysparm_offset	0
sysparm_limit	glide.json.export.limit, glide.ui.export.limit, glide.ui.export.war.threshold

HTTP Status

Code	Value
200	OK
400	Query parameter \region\ is not defined and is required.

Fixed Internal Query

Domain:

```
'x_sclo_scilogic_region=' + region + '^x_sclo_scilogic_monitored=true^sys_
domain!=global'
```

Non-Domain:

```
'^x_sclo_scilogic_monitored=true^x_sclo_scilogic_idISNOTEMPTY^x_sclo_scilogic_region''
+ region
```

Example

```
https://<your Instance>.service-now.com/api/x_sclo_scilogic/v1/sciencelogic/
companies?region=ScienceLogic&sysparm_offset=0&sysparm_limit=100
```

Example (Response)

```
{
  "results": [
    {
      "country": "USA",
      "notes": "What's on your digital horizon?",
      "city": "San Jose",
      "sys_updated_on": "2018-11-30 16:03:45",
      "sys_class_name": "core_company",
      "sys_id": "1ac84f95dbce2700dc44f00fbf9619c8",
      "sys_updated_by": "is4user1",
      "market_cap": "0",
      "street": "170 West Tasman Dr.",
      "sys_created_on": "2018-11-27 16:32:33",
      "state": "CA",
      "sys_created_by": "admin",
      "zip": "95134",
      "profits": "0",
      "revenue_per_year": "0",
      "sys_mod_count": "4",
      "x_sclo_scilogic_id": "1",
      "x_sclo_scilogic_monitored": "true",
      "phone": "18005532447",
      "name": "Cisco Systems, Inc.",
      "x_sclo_scilogic_region": "Cisco"
    }
  ],
  "sysparm_offset": 0,
  "sysparm_limit": 1,
  "return_count": 1,
  "total_count": 1
}
```

Configuration Items

HTTP Method

GET

Pagination

Enabled

Resource Path

`/api/x_sclo_scilogic/v1/sciencelogic/configuration_item`

Default Resource Path

`/api/x_sclo_scilogic/sciencelogic/configuration_item`

This operation pulls all the fields for any configuration item or class that are not Null values. The return is ordered by **sys_id**, so the results display in the same order every time. The results are filtered by the **SL1 monitored** and **SL1 ID** field on the ServiceNow side. This operation requires the region to be supplied by the requester and will only return region-supplied configuration items. Two classes have been filtered out: the network adapter (**cmdb_ci_network_adapter**) and file system (**cmdb_ci_file_system**). All devices require specific fields that must be populated to be included in the query. Two specific classes, the network adapter and file systems, have been separated out from the main configuration item pull. All requests work the same way. On the response, the operation returns all non-empty fields associated with each configuration item.

Headers	
Key	Value
Content-Type	application/json
Accept	application/json

Parameters	
Key	Value
region (required)	ScienceLogic
sysparm_offset	0
sysparm_limit	glide.json.export.limit, glide.ui.export.limit, glide.ui.export.war.threshold

HTTP Status	
Code	Value
200	OK
400	Query Parameter \region\ is not defined and is required.

Fixed Internal Query

```
'x_sclo_scilogic_monitored=true^x_sclo_scilogic_idISNOTEMPTY^x_sclo_scilogic_region='
+ region + 'sys_class_name!=cmdb_ci_network_adapter^ORsys_class_name!=cmdb_file_
system'
```

Example

```
https://<your Instance>.service-now.com/api/x_sclo_scilogic/v1/sciencelogic/
configuration_Items?region=ScienceLogic&sysparm_offset=5&sysparm_limit=11
```

Example (Response)

```
{
  "results": [
    {
      "operational_status": "1",
      "sys_updated_on": "2018-12-13 12:16:17",
      "discovery_source": "Other Automated",
      "first_discovered": "2018-10-10 21:06:23",
      "sys_updated_by": "admin",
      "sys_domain": "global",
      "sys_created_by": "is4user1",
      "sys_domain_path": "/",
      "install_status": "1",
      "name": "Test Class 1",
      "subcategory": "Computer",
      "last_discovered": "2018-12-13 12:16:17",
      "sys_class_name": "cmdb_ci_linux_server",
      "sys_id": "2e6b7046db8dab00dc44f00fbf961929",
      "sys_class_path": "/!!!/2/!(/!!!/0",
      "mac_address": "77:55:33:4C:2A:A3",
      "sys_mod_count": "1",
      "x_sclo_scilogic_id": "200",
      "serial_number": "HGFE6789",
      "model_id": "143d608edb4dab00dc44f00fbf9619f6",
      "ip_address": "10.10.10.0",
      "cost_cc": "USD",
      "x_sclo_scilogic_monitored": "true",
      "asset": "666b7046db8dab00dc44f00fbf96192a",
      "category": "Hardware",
      "x_sclo_scilogic_region": "ScienceLogic"
    }
  ],
  "sysparm_offset": 0,
  "sysparm_limit": 1,
  "return_count": 1,
  "total_count": 16
}
```

Device Identification Engine

HTTP Method

POST

Pagination

Enabled

Resource Path

`/api/x_sclo_scilogic/v1/sciencelogic/IdentificationEngine`

Default Resource Path

`/api/x_sclo_scilogic/sciencelogic/IdentificationEngine`

This operation handles all creates and updates to the CMDB. This operation incorporates Identification Engine and uses the Identification and Reconciliation framework to properly import devices into the CMDB as a configurable discovery source. SL1 uses the classification GET to populate the JSON object.

Headers	
Key	Value
Content-Type	application/json
Accept	application/json

Parameters	
Key	Value
test	true

Example (Request URL)

`https://<your Instance>.service-now.com/api/x_sclo_scilogic/v1/sciencelogic/IdentificationEngine?test=true`

Example (Body)

```
[
  {
    "items": [
      {
        "className": "cmdb_ci_linux_server",
        "values": {
```

```

        "name": "Postman Test Server 1",
        "serial_number": "9876EFGH",
        "mac_address": "BF:D4:D6:6E:56:F1",
        "ip_address": "10.10.10.4",
        "ram": "16000",
        "x_sclo_scilogic_region": "ScienceLogic",
        "x_sclo_scilogic_id": "1"
    }
}
],
{
    "items": [
        {
            "className": "cmdb_ci_linux_server",
            "values": {
                "name": "Postman Test Server 2",
                "serial_number": "HGFE6789",
                "mac_address": "87:54:3C:8C:2A:A3",
                "ip_address": "10.10.10.5",
                "ram": "16000",
                "x_sclo_scilogic_region": "ScienceLogic",
                "x_sclo_scilogic_id": "2"
            }
        }
    ]
}
]

```

Example Business Service (Body)

```

[
  {
    "items": [
      {
        "className": "cmdb_ci_service",
        "values": {
          "name": "Integration Service",
          "busines_criticality": "1 - most critical",
          "used_for": "Production",
          "operational_status": "1",
          "service_classification": "Technical Service",
          "comments": "Postman",
          "x_sclo_scilogic_region": "ScienceLogic",
          "x_sclo_scilogic_id": "1570"
        }
      },
      {
        "className": "cmdb_ci_linux_server",
        "values": {
          "name": "Postman Test Server",
          "serial_number": "7MDvqrSNyd",
          "manufacturer": "ScienceLogic, Inc.",
          "model_id": "",
          "mac_address": "EE:D6:0B:79:32:C7",
          "ip_address": "10.10.10.224",
          "ram": "16000",
          "x_sclo_scilogic_region": "ScienceLogic",
          "x_sclo_scilogic_id": "10"
        }
      }
    ]
  }
]

```

```

    }
  }
],
"relations": [
  {
    "type": "Depends on::Used by",
    "parent": 0,
    "child": 1
  }
]
}
]

```

Example (Response)

```

{
  "result": [
    {
      "items": [
        {
          "className": "cmdb_ci_linux_server",
          "operation": "NO_CHANGE",
          "sysId": "7fb39667dba12380dc44f00fbf961936",
          "identifierEntrySysId": "fb27f69cc3000200d8d4bea192d3ae67",
          "identificationAttempts": [
            {
              "identifierName": "Hardware Rule",
              "attemptResult": "SKIPPED",
              "attributes": [
                "serial_number",
                "serial_number_type"
              ],
              "searchOnTable": "cmdb_serial_number"
            },
            {
              "identifierName": "Hardware Rule",
              "attemptResult": "MATCHED",
              "attributes": [
                "serial_number"
              ],
              "searchOnTable": "cmdb_ci_hardware"
            }
          ]
        }
      ]
    }
  ],
  "relations": [
  ]
}
]
}

```

File Systems

HTTP Method

GET

Pagination

Enabled

Resource Path

`/api/x_sclo_scilogic/v1/sciencelogic/file_systems`

Default Resource Path

`/api/x_sclo_scilogic/sciencelogic/file_systems`

This operation pulls all the fields from the File System table. The return is ordered by **sys_id**, so the results display in the same order every time. The results are filtered by the **SL1 monitored** and **SL1 ID** field on the ServiceNow side. This operation requires the region to be supplied by the requester, it returns only region-supplied configuration items.

Headers	
Key	Value
Content-Type	application/json
Accept	application/json

Parameters	
Key	Value
region (required)	ScienceLogic
sysparm_offset	0
sysparm_limit	glide.json.export.limit, glide.ui.export.limit, glide.ui.export.war.threshold

HTTP Status	
Code	Value

200	OK
400	Query Parameter \region\ is not defined and is required.

Fixed Internal Query

```
`x_sclo_scilogic_monitored=true^x_sclo_scilogic_idISNOTEMPTY^x_sclo_scilogic_region='
+ region
```

Example

```
https://<your Instance>.service-now.com/api/x_sclo_scilogic/v1/sciencelogic/file_
systems?region=ScienceLogic&sysparm_offset=0&sysparm_limit=100
```

Example (Response)

```
{
  "results": [
    {
      "operational_status": "1",
      "sys_updated_on": "2018-11-12 21:59:52",
      "media_type": "fixed",
      "sys_created_by": "admin",
      "sys_domain_path": "/",
      "sys_class_name": "cmdb_ci_file_system",
      "computer": "d83dac0adb4dab00dc44f00fbf961919",
      "x_sclo_scilogic_monitored": "true",
      "x_sclo_scilogic_region": "ScienceLogic",
      "sys_updated_by": "admin",
      "sys_created_on": "2018-11-12 21:59:06",
      "sys_domain": "global",
      "install_status": "1",
      "name": "/root",
      "subcategory": "File Share",
      "sys_id": "afd30ba0dbf5a380dc44f00fbf961951",
      "file_system": "ntfs",
      "sys_class_path": "/!!!/!K/!!",
      "mount_point": "/root",
      "sys_mod_count": "3",
      "x_sclo_scilogic_id": "31",
      "label": "/root",
      "cost_cc": "USD",
      "category": "Resource"
    }
  ],
  "sysparm_offset": 0,
  "sysparm_limit": 100,
  "return_count": 1,
  "total_count": 1
}
```

Import Set

HTTP Method

POST

Resource Path

`/api/x_sclo_scilogic/v1/sciencelogic/import_set`

Default Resource Path

`/api/x_sclo_scilogic/sciencelogic/import_set`

This operation handles the custom intake of import sets before it reaches the transform map staging table, such as `x_sclo_scilogic_import_installed_software`. This operations is currently only used for importing installed software (`x_sclo_scilogic_import_installed_software`).

Headers	
Key	Value
Accept	application/json
Content-Type	application/json

Parameters	
Key	Value
record_type (required)	x_sclo_scilogic_import_installed_software

Example (Request URL)

`https://<your Instance>.service-now.com/api/x_sclo_scilogic/v1/sciencelogic/import_set`

Example (Body)

```
[
  {
    "records": [
      {
        "name": "acl-2.2.51-12.e17",
        "software": "671bafd8dba13700dc44f00fbf961953",
        "cmdb_ci": [
          "ff01a81edb1df300dc44f00fbf961947",
          "4011a81edb1df300dc44f00fbf961958",
          "f301a81edb1df300dc44f00fbf96193d",
          "7b01a81edb1df300dc44f00fbf961942",
          "c411a81edb1df300dc44f00fbf96195d",
```

```
    "7701a81edb1df300dc44f00fbf961922",
    "7b01681edb1df300dc44f00fbf9619e7",
    "fb01a81edb1df300dc44f00fbf961927"
  ],
  "active": true
}
]
}
```

Incidents

HTTP Method

GET

Pagination

Enabled

Resource Path

`/api/x_sclo_scilogic/v1/sciencelogic/incidents`

Default Resource Path

`/api/x_sclo_scilogic/sciencelogic/incidents`

This operation pulls all records from the incident table that are created by a specific **user_id** and its related events. The results are ordered by the **sys_id** of the incident, so the results display in the same order every time. This operation is also based on the incident being in an active state. This operation returns a pre-set of data and does not return everything on the Incident and Event (x_sclo_scilogic_event) tables.

Headers	
Key	Value
Content-Type	application/json
Accept	application/json

Parameters	
Key	Value
user_id (required)	is4user1
sysparm_offset	0
sysparm_limit	glide.json.export.limit, glide.ui.export.limit, glide.ui.export.war.threshold

HTTP Status	
Code	Value

200	OK
400	Query Parameter '\user_id\' is not defined and is required.

Fixed Internal Query

```
'sys_created_by=' + user_id + 'active=true'
```

Example

```
https://<your Instance>.service-now.com/api/x_sclo_
scilogic/v1/sciencelogic/incidents?user_id=is4user1&sysparm_offset=0&sysparm_limit=100
```

Example (Response)

```
{
  "results": [
    {
      "sys_id": "0141807bdbb16300dc44f00fbf9619fc",
      "number": "INC0010135",
      "state": "2",
      "state_label": "In Progress",
      "events": [
        {
          "event_id": "16908",
          "device": {
            "sys_id": {
            }
          }
        }
      ],
    },
    {
      "event_id": "16874",
      "device": {
        "sys_id": {
        }
      }
    },
    {
      "event_id": "16865",
      "device": {
        "sys_id": {
        }
      }
    }
  ],
  "sysparm_offset": 0,
  "sysparm_limit": 1,
  "return_count": 1,
  "total_count": 44
}
```

Installed Software

HTTP Method

GET

Pagination

Enabled

Resource Path

`/api/x_sclo_scilogic/v1/sciencelogic/installed_software`

Default Resource Path

`/api/x_sclo_scilogic/sciencelogic/installed_software`

This operation pulls all the fields from the software (cmdb_ci_spkg) table. The return is ordered by **sys_id**, so the results display in the same order every time. The results are filtered by the **SL1 monitored** field on the ServiceNow side. This operation requires the **region** to filter the installed software on devices.

Headers	
Key	Value
Content-Type	application/json
Accept	application/json

Parameters	
Key	Value
region	ScienceLogic
sysparm_offset	0
sysparm_limit	glide.json.export.limit, glide.ui.export.limit, glide.ui.export.war.threshold

HTTP Status	
Code	Value
200	OK

400

Query parameter `\'region\'` is not defined and are required.

Fixed Internal Query

`\'x_sclo_scilogic_monitored=true\'`

Example (Request URL)

`https://<your Instance>.service-now.com/api/x_sclo_scilogic/v1/sciencelogic/installed_software?sysparm_offset=0&sysparm_limit=100®ion=ScienceLogic`

Example (Response)

```
{
  "results": [
    {
      "operational_status": "1",
      "operational_status_label": "Operational",
      "sys_updated_on": "2019-05-01 06:00:09",
      "install_count": "2",
      "sys_updated_by": "system",
      "sys_created_on": "2019-03-29 19:42:58",
      "sys_domain": "global",
      "sys_created_by": "admin",
      "sys_domain_path": "/",
      "install_status": "1",
      "install_status_label": "Installed",
      "name": "Test_31",
      "subcategory": "Package",
      "sys_class_name": "cmdb_ci_spkg",
      "sys_class_name_label": "Software",
      "sys_id": "1e9608fcdb2cb740dc44f00fbf961949",
      "sys_class_path": "/!/#$",
      "key": "Test_31::_NULL",
      "license_available": "-2",
      "sys_mod_count": "1",
      "x_sclo_scilogic_id": "31",
      "model_id": "2c146728dbe8b740dc44f00fbf9619c6",
      "model_id_label": "Unknown",
      "cost_cc": "USD",
      "cost_cc_label": "USD",
      "x_sclo_scilogic_monitored": "true",
      "package_name": "Test_31",
      "category": "Software",
      "x_sclo_scilogic_region": "AutoGenerateClass",
      "installed_on": [
        {
          "sys_id": "5a271407dbfe6300dc44f00fbf96190f",
          "id": "10",
          "region": "ScienceLogic",
          "monitored": "true"
        },
        {
          "sys_id": "5a271407dbfe6300dc44f00fbf96190f",
          "id": "10",

```

```
        "region": "ScienceLogic",
        "monitored": "true"
    }
]
}
],
"sysparm_offset": 0,
"sysparm_limit": 100,
"return_count": 4,
"total_count": 4
}
```

Manufacturer

HTTP Method

POST

Pagination

Enabled

Resource Path

`/api/x_sclo_scilogic/v1/sciencelogic/manufacture`

Default Resource Path

`/api/x_sclo_scilogic/sciencelogic/manufactures`

This operation does not populate any data into ServiceNow. Instead, this operation takes an array of manufacturer names and attempts to line them up with manufacturers already in ServiceNow. Then the operation returns the sys_id of manufacturers it was able find based on matching name. If the Normalization Data Services Client is active on the target instance, this operation uses those tables to find a matching company record; otherwise the operation will match on whether name and manufacturer is true on the core_company table.

Headers	
Key	Value
Content-Type	application/json
Accept	application/json

Parameters	
Key	Value
region (required)	ScienceLogic

Example (Request URL)

`https://<your Instance>.service-now.com/api/x_sclo_scilogic/v1/sciencelogic/manufacture`

Example (Body)

```
{
  "manufactures": [
    "Cisco Systems Inc",
    "Cisco Systems, Incorporated",
```

```
"CiscoSystems",
"American Power Conversion Inc.",
"APC Corp",
"Apc",
"IBM",
"IBM CORP",
"International Business Machines",
"Juniper Systems",
"Juniper Networks,Inc",
"Juniper Solutions"
]
}
```

Example (Response)

```
{
  "result": {
    "Cisco Systems Inc": "",
    "Cisco Systems, Incorporated": "",
    "CiscoSystems": "",
    "American Power Conversion Inc.": "",
    "APC Corp": "",
    "Apc": "",
    "IBM": "",
    "IBM CORP": "",
    "International Business Machines": "",
    "Juniper Systems": "",
    "Juniper Networks,Inc": "",
    "Juniper Solutions": ""
  }
}
```

Model

HTTP Method

POST

Resource Path

`/api/x_sclo_scilogic/v1/sciencelogic/model`

Default Resource Path

`/api/x_sclo_scilogic/sciencelogic/models`

This operation does not populate any data into ServiceNow. Instead, this operation takes an array of model names and attempts to line them up with models already in ServiceNow and returns the `sys_id` of models it was able to find based on matching name.

Headers	
Key	Value
Content-Type	application/json
Accept	application/json

Parameters	
Key	Value
region (required)	ScienceLogic

Example (Request URL)

`https://<your Instance>.service-now.com/api/x_sclo_scilogic/v1/sciencelogic/models`

Example (Body)

```
{
  "models": [
    "4331 ISR",
    "7206VXR",
    "7609S",
    "AS5300",
    "ASR5000",
    "Catalyst 3560G-24TS",
    "Catalyst 4948",
    "Catalyst 6509-CatOS",
    "BIG-IP Viprion B4300",
    "F5 BIG-IP DNS",
```

```
"BIG-IP Wide IP Container",  
"BIG-IP Data Center Container"  
]  
}
```

Example (Response)

```
{  
  "result": {  
    "4331 ISR": "",  
    "7206VXR": "",  
    "7609S": "",  
    "AS5300": "",  
    "ASR5000": "",  
    "Catalyst 3560G-24TS": "",  
    "Catalyst 4948": "",  
    "Catalyst 6509-CatOS": "",  
    "BIG-IP Viprion B4300": "",  
    "F5 BIG-IP DNS": "",  
    "BIG-IP Wide IP Container": "",  
    "BIG-IP Data Center Container": ""  
  }  
}
```

Network Adapters

HTTP Method

GET

Pagination

Enabled

Resource Path

`/api/x_sclo_scilogic/v1/sciencelogic/network_adapters`

Default Resource Path

`/api/x_sclo_scilogic/sciencelogic/network_adapters`

This operation pulls all the fields from the network adapter table. The return is ordered by **sys_id**, so the results display in the same order every time. The results are filtered by the **SL1 monitored** and **SL1 ID** field on the ServiceNow side. This operation requires the region to be supplied by the requester, and it only returns region-supplied configuration items.

Headers	
Key	Value
Content-Type	application/json
Accept	application/json

Parameters	
Key	Value
region (required)	ScienceLogic
sysparm_offset	0
sysparm_limit	glide.json.export.limit, glide.ui.export.limit, glide.ui.export.war.threshold

HTTP Status	
Code	Value

200	OK
400	Query Parameter '\region\' is not defined and is required.

Fixed Internal Query

```
`x_sclo_scilogic_monitored=true^x_sclo_scilogic_idISNOTEMPTY^x_sclo_scilogic_region='
+ region
```

Example (Request URL)

```
https://<your Instance>.service-now.com/api/x_sclo_scilogic/v1/sciencelogic/network_
adapters?region=ScienceLogic&sysparm_offset=0&sysparm_limit=100
```

Example (Response)

```
{
  "results": [
    {
      "operational_status": "1",
      "sys_updated_on": "2018-11-12 21:29:23",
      "sys_updated_by": "admin",
      "sys_created_on": "2018-11-12 21:27:48",
      "sys_domain": "global",
      "sys_created_by": "admin",
      "cmdb_ci": "d83dac0adb4dab00dc44f00fbf961919",
      "sys_domain_path": "/",
      "install_status": "1",
      "name": "eth0",
      "subcategory": "Network",
      "sys_class_name": "cmdb_ci_network_adapter",
      "sys_id": "33ac36acdbb5a380dc44f00fbf961963",
      "netmask": "255.255.255.0",
      "sys_class_path": "/!//!8",
      "mac_address": "BF:D4:D6:6E:56:F1",
      "sys_mod_count": "3",
      "x_sclo_scilogic_id": "20",
      "ip_address": "10.10.10.4",
      "cost_cc": "USD",
      "x_sclo_scilogic_monitored": "true",
      "category": "Hardware",
      "x_sclo_scilogic_region": "ScienceLogic"
    }
  ],
  "sysparm_offset": 0,
  "sysparm_limit": 1,
  "return_count": 1,
  "total_count": 5
}
```

Service Requests

HTTP Method

GET

Pagination

Enabled

Resource Path

`/api/x_sclo_scilogic/v1/sciencelogic/service_request`

Default Resource Path

`/api/x_sclo_scilogic/sciencelogic/service_request`

This operation pulls all service requests that are tied to specific catalog item. Based on the request type it returns a formatted JSON object. It pulls all the required information for an SL1 Discovery session and creating a virtual device in SL1. Both requests require different information and are formatted accordingly.

The basic catalog item Device Discovery is set up as information collection to support the process within SL1. The Service Catalog has been simplified to its most basic form. The workflow moves the request into the correct state to be picked up by the GET request and then waits for its return before completing the workflow.

Headers	
Key	Value
Content-Type	application/json
Accept	application/json

Parameters	
Key	Value
region (required)	ScienceLogic
state	2
sysparm_offset	0
sysparm_limit	glide.json.export.limit, glide.ui.export.limit, glide.ui.export.war.threshold

HTTP Status	
Code	Value
200	OK
400	Query Parameter \region\ is not defined and is required.

Fixed Internal Query

State:

```
`request_item.active=true^request_item.cat_item=' + catalog + `^sc_item_option.item_option_new.name=Region^sc_item_option.value=' + region
```

Non-State:

```
`request_item.active=true^request_item.cat_item=' + catalog + `^sc_item_option.item_option_new.name=Region^sc_item_option.value=' + region + `^request_item.state=' + state
```

Example

```
https://<your Instance>.service-now.com/api/x_sclo_scilogic/v1/sciencelogic/ service_request?region=Cisco
```

Example (Response)

```
{
  "results": [
    {
      "number": "RITM0010018",
      "sysid": "00365de2db1a2340dc44f00fbf961941",
      "state": "2",
      "request_type": "Discover Device",
      "region": "Cisco",
      "log_all": "false",
      "ip_hostname_list": "167.132.14.15",
      "credentials": [
        {
          "Category": "Linux",
          "ID": "1"
        }
      ]
    },
    {
      "discover_non_snmp": "false",
      "model_devices": "true",
      "dhcp": "false",
      "device_model_cache_ttl_h": "2",
      "collection_server": "1",
      "organization": "1",
      "add_devices_to_device_groups": [
        "test"
      ]
    },
    {
      "device_template": "1",
      "initial_scan_level": "System Default (Recommended)",
      "scan_throttle": "System Default (Recommended)",
      "scan_ports": "21,22,23,25,80",
    }
  ]
}
```

```

    "port_scan_all": "System Default (Recommended)",
    "port_scan_timeout": "System Default (Recommended)",
    "interface_inventory_timeout": "600000",
    "maximum_allowed_interfaces": "10000",
    "bypass_interface_inventory": "false"
  },
  {
    "number": "RITM0010016",
    "sysid": "194447e8db162f00dc44f00fbf96195b",
    "state": "2",
    "request_type": "Discover Device",
    "region": "Cisco",
    "log_all": "false",
    "ip_hostname_list": "192.168.1.1",
    "credentials": [
      {
        "Category": "Linux",
        "ID": "1"
      }
    ]
  },
  {
    "discover_non_snmp": "false",
    "model_devices": "false",
    "dhcp": "false",
    "device_model_cache_ttl_h": "2",
    "collection_server": "1",
    "organization": "1",
    "add_devices_to_device_groups": [
    ],
    "device_template": "1",
    "initial_scan_level": "System Default (Recommended)",
    "scan_throttle": "System Default (Recommended)",
    "scan_ports": "21,22,23,25,80",
    "port_scan_all": "System Default (Recommended)",
    "port_scan_timeout": "System Default (Recommended)",
    "interface_inventory_timeout": "600000",
    "maximum_allowed_interfaces": "10000",
    "bypass_interface_inventory": "false"
  },
  {
    "number": "RITM0010014",
    "sysid": "250dae2cdbc22f00dc44f00fbf961954",
    "state": "2",
    "request_type": "create_virtual_device",
    "region": "Cisco",
    "collection_server": "1",
    "virtual_device_class": "1"
  }
]
}

```

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