SL1 PowerFlow Platform Release Notes

Version 2.6.1

Overview

SL1 PowerFlow Platform version 2.6.1 addresses a number of issues that caused some PowerFlow applications to fail or to experience timeouts.

> **NOTE:** Unless mentioned elsewhere in the documentation, PowerFlow SyncPacks do not require a specific version of the PowerFlow Platform.

This document covers the following topics:

Issues Addressed 3

Known Issues 3

System Requirements 5

Installing or Upgrading PowerFlow 7

Issues Addressed

The following issues were addressed in this release:

- To improve security, removed the following ciphers from TLS-supported ciphers:
  - TLS1.2 TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384 secp256r1 256
  - TLS1.2 TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA256 secp256r1 256 (Case: 00364881) (Jira ID: INT-5716)
- Improved the handling of internal database calls for API keys to reduce the number of timeouts and 401 errors that occurred when using API keys. (Case: 00360742) (Jira ID: INT-5648)
- Addressed an issue where steprunners were restarted frequently due to custom SyncPack exceptions. (Case: 00360740) (Jira ID: INT-5636)

Also, the following update was made to the "Base Steps" SyncPack version 1.5.2:

- MySQL-based queries now utilize SSL by default (if enabled by the server). You can add the following environment variables to the steprunner to control the database SSL settings:
  - DB_SSL_CA
  - DB_SSL_CERT
  - DB_SSL_DISABLED
  - DB_SSL_KEY
  - DB_SSL_VERIFY_CERT
  - DB_SSL_VERIFY_IDENTITY (Case 00368774. Jira ID: INT-5711)

In addition, the SL1 PowerFlow **powerflowcontrol** (pfctl) command-line utility version 2.7.7 added better support for running the **autoheal** action on a five-node cluster. For more information, see the *SL1 PowerFlow powerflowcontrol (pfctl) release notes*.

TIP: To view release notes and manuals for all versions of the SL1 PowerFlow Platform, see SL1 PowerFlow Platform Documentation. To view release notes and manuals for PowerFlow SyncPacks, see SL1 PowerFlow SyncPack Documentation.

Known Issues

This release contains the following known issues:

- The journald volatile storage takes part of the memory based on the environment memory size, which might cause undesired behavior in environments where the memory is highly used by PowerFlow services. PowerFlow uses journald volatile storage, which means that all logs are kept only in memory. (Case: 00347339) (Jira ID: INT-5565)

Total Memory	Maximum memory used by journald
16 GB	About 800 MB
24 GB	About 1.2 GB
32 GB	About 1.6 GB
64 GB	About 3.2 GB

To check the size of journal logs on any PowerFlow version 2.2.x or later single node, run the following command:

```
du -sh /run/log/journal
```

For PowerFlow version 2.2.x, you can control those settings by updating the **/etc/docker/daemon/json** file and setting the `log-opts` max size in the `json-file` logging driver. For more information, see https://docs.docker.com/config/containers/logging/json-file/.

For PowerFlow version 2.3 or later nodes, you can clear logs with the following command (this is automatically done when you run the **healthcheck** action):

```
journalctl --vacuum-time=7d
```

You can also configure journald logs settings by using the following command to enforce small size and time limits:

```
sudo sed -i -e '/RuntimeMaxUse=/s/.*/RuntimeMaxUse=800M/' -e
'/MaxRetentionSec/s/.*/MaxRetentionSec=2week/'
/etc/systemd/journald.conf && sudo systemctl restart systemd-journald
```

NOTE: PowerFlow updates journald volatile limits to the following values, which can be changed if you want retain fewer or more logs:

`RuntimeMaxUse=800M`

`MaxRetentionSec=2week`

- If you get the "Error: No such option: --version Did you mean --json?" error message when running the `pfctl --version command`, you might have an older version of pfctl that was installed as a different user. To resolve this, be sure to install the powerflowcontrol (pfctl) utility version 2.7.7 as root with sudo, and remove any other versions installed by other users (isadmin or ec2-user): (Case: 00360512) (Jira ID: INT-5707)

```
su isadmin
```

```
pip3 uninstall -y iservicecontrol
```

- For upgrades from PowerFlow version 2.2.x systems that have the **localpkg_gpgcheck=1** option enabled in **/etc/yum.conf**, the SL RPM Public Key is required. Please contact your ScienceLogic Customer Success Manager (CSM) or create a new Service Request case at https://support.sciencelogic.com/s in the "PowerFlow" category to request access to that key.

- To avoid authentication issues, do not use the dollar sign ($) character as the first character in any of the passwords related to PowerFlow. You can use the $ character elsewhere in the password if needed.
- In PowerFlow version 2.4.0 and later, if you enabled the latest authentication updates for the backend services, the RabbitMQ API is no longer available externally from the cluster. As a result, remote API requests directly to RabbitMQ might not work (the RabbitMQ user interface is still completely operational). As a workaround, if you require remote access to the RabbitMQ API, you can return to legacy behavior by setting the following **gui** environment variable: `force_auth_validation: true`. Alternatively, you may perform any api requests to rabbit directly from within the container. Remote RabbitMQ API access for internal authentication users will be enabled in a future release of PowerFlow.
- The **Workflow Health and Interconnectivity** widget on the **PowerFlow Control Tower** page displays diagrams for PowerFlow applications and SyncPacks that have been deleted. To work around this issue, run the "PowerFlow Control Tower HealthCheck" application or wait for the next scheduled run of the application.

- If your PowerFlow system uses self-signed certificates, you will need to manually accept the certificate before you can upload SyncPacks. Go to **https://*<IP address of PowerFlow>*:3141/isadmin**, accept the certificate, and then log into PowerFlow. After you log in, you will be able to upload SyncPacks.

- The `latest` tag does not exist after the initial ISO installation. This situation only affects users with custom services that point to the `latest` tag. To work around this issue, run the tag latest script manually after running the `./pull_start_iservices.sh` command:

```
python /opt/iservices/scripts/system_updates/tag_latest.py
/opt/iservices/scripts/docker-compose.yml
```

System Requirements

You can download the latest version of this SyncPack from the PowerPacks page of the ScienceLogic Support Site.

The PowerFlow platform does not have a specific minimum required version for SL1. However, certain PowerFlow SyncPacks have minimum version dependencies. Please see the documentation for those SyncPacks for more information on those dependencies.

The following table lists the PowerFlow ingress requirements:

Source	Port	Purpose
SL1 host	443	SL1 run book actions and connections to PowerFlow
User client	3141	Devpi access
User client	443	PowerFlow API
User client	5556	Dex Server: enable authentication for PowerFlow
User client	8091	Couchbase Dashboard
User client	15672	RabbitMQ Dashboard
User client	22	SSH access

The following table lists the PowerFlow egress requirements:

Destination	Port	Purpose
SL1 host	7706	Connecting PowerFlow to SL1 Database Server
SL1 host	443	Connecting PowerFlow to SL1 API

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

CAUTION: PowerFlow clusters do not support vMotion or snapshots while the cluster is running. Performing a vMotion or snapshot on a running PowerFlow cluster will cause network interrupts between nodes, and will render clusters inoperable.

CAUTION: The site administrator is responsible for configuring the host, hardware, and virtualization configuration for the PowerFlow server or cluster. If you are running a cluster in a VMware environment, be sure to install open-vm-tools and disable vMotion.

IMPORTANT: You can configure one or more SL1 systems to use PowerFlow to sync with a *single* instance of a third-party application like ServiceNow, Restorepoint, or Cherwell. You cannot configure one SL1 system to use PowerFlow to sync with *multiple* instances of a third-party application like ServiceNow or Cherwell. The relationship between SL1 and the third-party application can be either one-to-one or many-to-one, but not one-to-many.

NOTE: The default internal network used by PowerFlow services is **172.21.0.1/16**. Please ensure that this range does not conflict with any other IP addresses on your network. If needed, you can change this subnet in the **docker-compose.yml** file.

NOTE: The PowerFlow operating system is an Oracle Linux distribution, and all patches are provided within the standard Oracle Linux repositories. The patches are not provided by ScienceLogic.

TIP: For more information about system requirements for your PowerFlow environment, see the System Requirements page at the ScienceLogic Support site at https://support.sciencelogic.com/s/system-requirements.

Installing or Upgrading PowerFlow

For detailed steps about installing or upgrading to this version of PowerFlow, see *Installing and Configuring PowerFlow*.

IMPORTANT: You should always upgrade to the most recent release of PowerFlow.

© 2003 - 2023, ScienceLogic, Inc.

All rights reserved.

LIMITATION OF LIABILITY AND GENERAL DISCLAIMER

ALL INFORMATION AVAILABLE IN THIS GUIDE IS PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED. SCIENCELOGIC™ AND ITS SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT.

Although ScienceLogic™ has attempted to provide accurate information on this Site, information on this Site may contain inadvertent technical inaccuracies or typographical errors, and ScienceLogic™ assumes no responsibility for the accuracy of the information. Information may be changed or updated without notice. ScienceLogic™ may also make improvements and / or changes in the products or services described in this Site at any time without notice.

Copyrights and Trademarks

ScienceLogic, the ScienceLogic logo, and EM7 are trademarks of ScienceLogic, Inc. in the United States, other countries, or both.

Below is a list of trademarks and service marks that should be credited to ScienceLogic, Inc. The ® and ™ symbols reflect the trademark registration status in the U.S. Patent and Trademark Office and may not be appropriate for materials to be distributed outside the United States.

- ScienceLogic™
- EM7™ and em7™
- Simplify IT™
- Dynamic Application™
- Relational Infrastructure Management™

The absence of a product or service name, slogan or logo from this list does not constitute a waiver of ScienceLogic's trademark or other intellectual property rights concerning that name, slogan, or logo.

Please note that laws concerning use of trademarks or product names vary by country. Always consult a local attorney for additional guidance.

Other

If any provision of this agreement shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this agreement and shall not affect the validity and enforceability of any remaining provisions. This is the entire agreement between the parties relating to the matters contained herein.

In the U.S. and other jurisdictions, trademark owners have a duty to police the use of their marks. Therefore, if you become aware of any improper use of ScienceLogic Trademarks, including infringement or counterfeiting by third parties, report them to Science Logic's legal department immediately. Report as much detail as possible about the misuse, including the name of the party, contact information, and copies or photographs of the potential misuse to: legal@sciencelogic.com. For more information, see https://sciencelogic.com/company/legal.

800-SCI-LOGIC (1-800-724-5644)

International: +1-703-354-1010