ScienceLogic

ServiceNow Base SyncPack

Version 3.8.1

Table of Contents

Introduction to the ServiceNow Base SyncPack 3

Contents of the ServiceNow Base SyncPack 4

PowerFlow Applications 4

Configuration Object 4

Steps 4

Installing the ServiceNow Base SyncPack 6

Architecture Overview for ServiceNow SyncPacks 7

SL1 and ServiceNow Terminology 8

Dependency Map for ServiceNow SyncPacks 8

Prerequisites for ServiceNow SyncPacks 8

Downloading the SyncPack 9

Importing the SyncPack 9

Installing the SyncPack 10

Chapter 1

Introduction to the ServiceNow Base SyncPack

Overview

This chapter describes the "ServiceNow Base" SyncPack, which contains a set of PowerFlow applications, steps, a configuration object, and other utilities that are used by the ServiceNow SyncPacks.

This chapter covers the following topics:

Contents of the ServiceNow Base SyncPack *4*

Contents of the ServiceNow Base SyncPack

The contents of the ServiceNow Base SyncPack can be used by all of the ServiceNow SyncPacks.

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

PowerFlow Applications

- ***Bulk Clear SL1 Events***. Bulk clears SL1 events.
- ***Bulk Update SL1 Events***. Bulk updates SL1 events with a given payload.

Configuration Object

- ***ServiceNow SyncPack***. Contains a set of required variables. As a best practice, use the **[Copy as]** button to make a copy of the configuration object, and then update the variables from that object to match your SL1 and ServiceNow settings. Do *not* use the original version of the configuration to run PowerFlow applications.

Steps

- Clear SL1 Events
- Fetch Parent Devices from SL1
- Merge and Chunk Payloads for ServiceNow
- MySQL Multiple
- Optional QueryGQL Call
- Parse ServiceNow Cases and Incidents
- Post Event Details to SL1
- Post ServiceNow Ticket Details to SL1
- Process IS Configs
- Process Event Data for Clear
- Process SL1 RBA for Incident of Case
- Pull and Process ServiceNow Companies
- Pull and Process SL1 Events
- Pull and Process SL1 Organizations
- Pull Tickets from ServiceNow
- ServiceNow POST with OAuth Option
- ServiceNow GET with OAuth Option
- ServiceNow DELETE with OAuth Option

- ServiceNow POST with paging
- Update SL1 Event with ServiceNow Ticket Data

Chapter 2

Installing the ServiceNow Base SyncPack

Overview

This chapter describes how to download, import, and install the "ServiceNow Base" SyncPack.

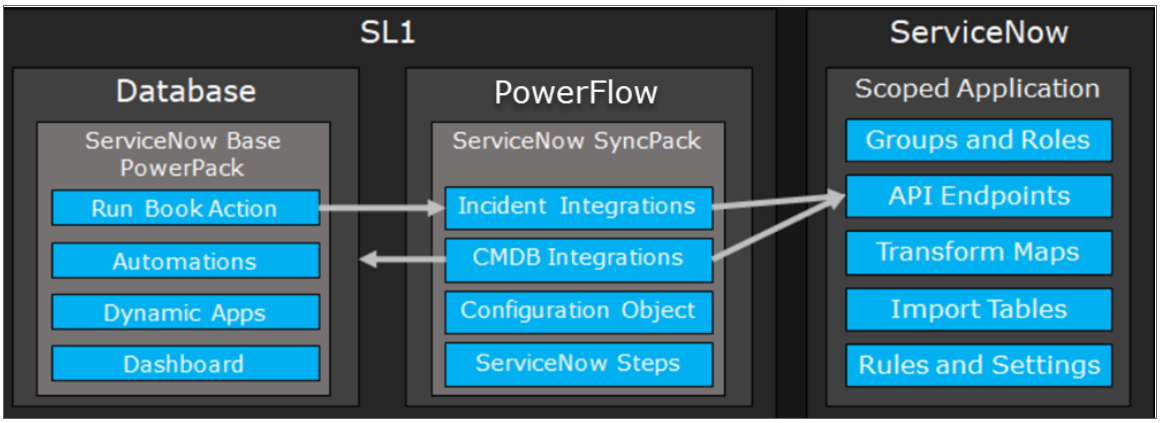
You must install the "ServiceNow Base" SyncPack before you can install any of the other ServiceNow SyncPacks.

This chapter covers the following topics:

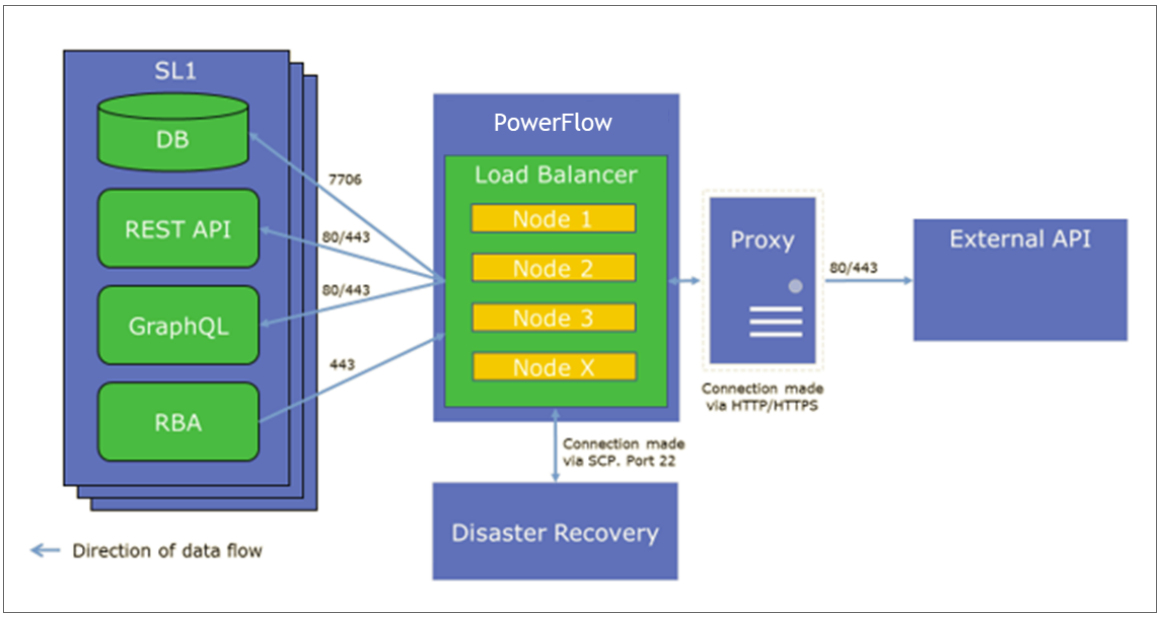
Architecture Overview for ServiceNow SyncPacks 7
SL1 and ServiceNow Terminology 8
Dependency Map for ServiceNow SyncPacks 8
Prerequisites for ServiceNow SyncPacks 8
Downloading the SyncPack 9
Importing the SyncPack 9
Installing the SyncPack 10

Architecture Overview for ServiceNow SyncPacks

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



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



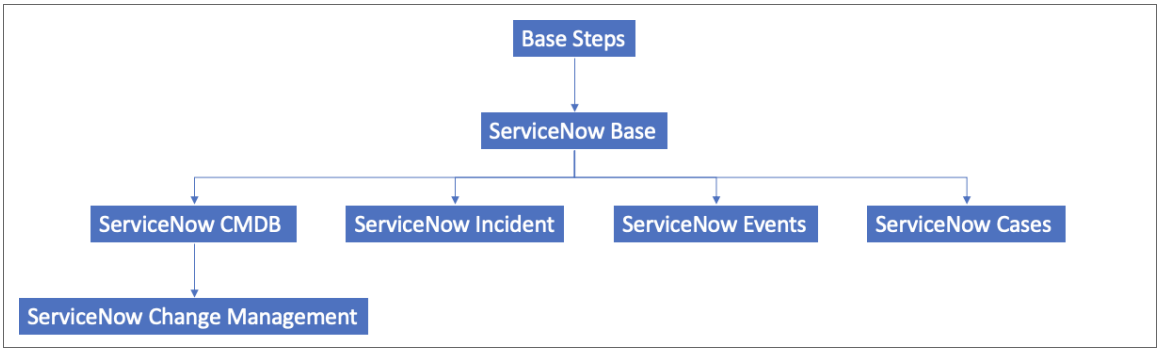
SL1 and ServiceNow Terminology

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

SL1	ServiceNow
Asset, Custom Attribute	Asset (ITAM)
Device	CI (Configuration Item)
Discovery Session	Service Request, Catalog Request
Event	Incident, Event, or Case (depending on the SyncPack you are using)
Alert	Event
Organization	Company, Domain
Schedule, Maintenance Schedule	Change Request, Change Schedule
Topology, Relationships, Dynamic Component Mapping and Relationships (DCM+R)	Dependency View, Affected CIs

Dependency Map for ServiceNow SyncPacks

The following graphic describes which SyncPacks depend on other SyncPacks:



TIP: For more information about the "Base Steps" SyncPack, see the ***SL1 PowerFlow 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 release notes for that SyncPack.

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

- ScienceLogic administrator access to the Administration Portal
- ServiceNow administrator access

If you want to 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.

WARNING: ScienceLogic does not support any deployment that attempts to sync one SL1 instance to multiple ServiceNow instances. A deployment of this type will be incredibly fragile and would require the customer to strictly control their environments. This is not something that can be controlled programmatically. Escalations related to this type of deployment are not supported.

Downloading the SyncPack

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

NOTE: If you are installing or upgrading to the latest version of this SyncPack in an offline deployment, see ***Installing or Upgrading in an Offline Environment*** to ensure you install any external dependencies.

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 and select *PowerPacks & SyncPacks*.
3. In the ***Search*** field, search for the SyncPack and select it from the search results. The **Release Version** page appears.
4. On the **[Files]** tab, click the down arrow next to the SyncPack version that you want to install, and select *Show File Details*. The **Release File Details** page appears.
5. Click the **[Download File]** button to download the SyncPack.

After you download the SyncPack, you can import it to your PowerFlow system using the PowerFlow user interface.

Importing the SyncPack

To import a SyncPack in the PowerFlow user interface:

1. On the **SyncPacks** page (⚙) of the PowerFlow user interface, click **[Import SyncPack]**. The **Import SyncPack** page appears.

2. Click **[Browse]** and select the **.whl** file for the SyncPack you want to install. You can also drag and drop a **.whl** file to the **Import SyncPack** page.
3. Click **[Import]**. PowerFlow registers and uploads the SyncPack. The SyncPack is added to the **SyncPacks** page.
4. You will need to activate and install the SyncPack in PowerFlow. For more information, see the following topic.

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

WARNING: If you are *upgrading* to this version of the SyncPack from a previous version, make a note of any settings you made on the **Configuration** pane of the various PowerFlow applications in this SyncPack, as these settings are *not* retained when you upgrade.

To activate and install a SyncPack in the PowerFlow user interface:

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

   NOTE: If you try to activate and install a SyncPack that is already activated and installed, you can choose to "force" installation across all the nodes in the PowerFlow system.

   TIP: If you do not see the PowerPack that you want to install, click the Filter icon (⧩) on the **SyncPacks** page and select *Toggle Inactive SyncPacks* to see a list of the imported PowerPacks.

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" application appears, and you can view the Step Log for the steps. For a failed installation, the **Error Logs** window appears.
4. If you have other versions of the same SyncPack on your PowerFlow system, you can click the **[Actions]** button (⋮) for that SyncPack and select *Change active version* to activate a different version other than the version that is currently running.

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