



ServiceNow Cases SyncPack

Release Notes Version 1.0.1

Overview

Version 1.0.1 of the "ServiceNow Cases" PowerPack enforces the proper version of the "ServiceNow Base" SyncPack.

This SyncPack uses the "ServiceNow Base Pack" PowerPack.

WARNING: You should not use the "ServiceNow Cases" SyncPack and the "ServiceNow Events" SyncPack on the same PowerFlow system. Also, do not use the Cases and Incident SyncPacks on the same PowerFlow system.

This document covers the following topics:

<i>Features Included in this Release</i>	3
<i>Known Issues</i>	3
<i>System Requirements</i>	3
<i>Prerequisites for the SyncPack</i>	4
<i>Installing the SyncPack</i>	4
<i>Installing the "ScienceLogic SL1: Customer Service Management Integration" Application in ServiceNow</i>	5
<i>Installing the ServiceNow Base Pack PowerPack in SL1</i>	7

Features Included in this Release

Version 1.0.1 of the "ServiceNow Cases" PowerPack includes the following feature:

- This release enforces the proper version of the "ServiceNow Base" SyncPack. PowerFlow will generate an error message if you try to install the "ServiceNow Base" SyncPack version 3.6.0 or later.

TIP: To view the latest manuals for the SL1 PowerFlow Platform, see the [SL1 PowerFlow](#) page. To view the latest release notes for PowerFlow, see [SL1 PowerFlow Release Notes](#).

Known Issues

This version of the SyncPack did not have any known issues.

System Requirements

The "ServiceNow Cases" SyncPack requires:

- SL1 PowerFlow platform version 2.4.0 or later.
- SL1 version 11.2.0 or later. For details on upgrading SL1, see the relevant [SL1 Platform Release Notes](#).
- "ServiceNow Base" SyncPack version 3.2.0 to 3.5.0. "ServiceNow Base" SyncPack version 3.6.0 or later is *not* compatible with "ServiceNow Cases" SyncPack version 1.0.0 or later.
- "ServiceNow Base Pack" PowerPack version 105 or later.
- ServiceNow Tokyo or later with Web Services enabled.
- The "ScienceLogic SL1 Customer Service Management Integration" application version 1.0.14.

IMPORTANT: You should always use the most recent version of a SyncPack and its certified application.

NOTE: If you want to sync CMDB data, such as Company information, you should also install the "ScienceLogic SL1: CMDB & Incident Automation" application version 1.0.45 or later.

The following table lists the port access required by PowerFlow for this SyncPack:

Source IP	PowerFlow Destination	PowerFlow Source Port	Destination Port	Requirement
PowerFlow	SL1 API	Any	TCP 443	SL1 API Access
PowerFlow	ServiceNow API	Any	TCP 443	ServiceNow API Access

Prerequisites for the SyncPack

To install this SyncPack, you must have administrator access to both SL1 and ServiceNow. Specifically, you will need:

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

TIP: 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.

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

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 various applications in this SyncPack, as these settings are *not* retained when you upgrade.

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

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, type the name of this 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 a SyncPack, you can import it to the PowerFlow platform using the PowerFlow user interface.

To import a SyncPack in the PowerFlow 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. 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.

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.

To activate and install a SyncPack in the PowerFlow 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.

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" PowerFlow 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.

Installing the "ScienceLogic SL1: Customer Service Management Integration" Application in ServiceNow

You must install the "ScienceLogic SL1: Customer Service Management Integration" application on the ServiceNow instance to enable this SyncPack. This application is also called the "certified" or "scoped" application.

Contents of the Application

Version 1.0.1 of the "ServiceNow Cases" SyncPack requires version 1.0.14 of the "ScienceLogic SL1: Customer Service Management Integration" application. Version 1.0.14 includes the following updates:

- Added support for ServiceNow Quebec.
- Removed mandatory requirement for organization on the custom Event table.
- As the initial release of the certified application, enabled the sync of SL1 events to and from ServiceNow cases.

Installing the Application

You must first request the "ScienceLogic SL1: Customer Service Management Integration" application from the ServiceNow Store, and then you can install it.

WARNING: The "ScienceLogic SL1: Customer Service Management Integration" application requires that you have already installed the ServiceNow "Customer Service Management" module on the target ServiceNow instance.

NOTE: You must have a ServiceNow HI Service Account to request this application and download it onto your ServiceNow instance.

NOTE: If you want to sync CMDB data, such as company information, you should also install the "ScienceLogic SL1: CMDB & Incident Automation" application version 1.0.45 or later from the ServiceNow Store.

To request and install the "ScienceLogic SL1: Customer Service Management Integration" application:

1. Go to the [ServiceNow Store](#) and search for "ScienceLogic SL1".
2. Select the "ScienceLogic SL1: Customer Service Management Integration" application. The detail page for the application appears.
3. Click **Get** and log in with your HI credentials.
4. After the request is approved, log in to ServiceNow as an administrator and navigate to **Application Manager** (System Applications > Applications).
5. Click **Downloads** in the menu header or search for "ScienceLogic".
6. Click the version drop-down for the "ScienceLogic SL1: Customer Service Management Integration" application listing to make sure you are using the correct version of the application that is compatible with your version of the "ServiceNow Cases" SyncPack.
7. Click **Install** for the "ScienceLogic SL1: Customer Service Management Integration" application. The installation is complete when the button changes to **Installed**.

8. In the filter navigator, search for "ScienceLogic" and locate the application in the navigation menu in the left pane.

NOTE: You might need to log out of ServiceNow and log in again to see the updated left-hand navigation menu.

Installing the ServiceNow Base Pack PowerPack in SL1

The "ServiceNow Base Pack" PowerPack contains run book automations that you use to integrate with the ServiceNow CSM module.

TIP: By default, installing a new version of a PowerPack will overwrite all content in that PowerPack that has already been installed on the target system. You can use the **Enable Selective PowerPack Field Protection** setting in the **Behavior Settings** page (System > Settings > Behavior) in SL1 to prevent the new version of the PowerPack from overwriting local changes for some commonly customized fields.

To install the latest "ServiceNow Base Pack" PowerPack in SL1:

1. Search for and download the "ServiceNow Base Pack" PowerPack from the **PowerPacks** page at the ScienceLogic Support site at <https://support.sciencelogic.com/s/>.
2. In SL1, go to the **PowerPack Manager** page (System > Manage > PowerPacks).
3. Click the **[Actions]** button and choose *Import PowerPack*. The **Import PowerPack** modal appears.
4. Click **[Browse]** and navigate to the "ServiceNow Base Pack" PowerPack file from step 1.
5. Select the PowerPack file and click **[Import]**. The **PowerPack Installer** modal page displays a list of the PowerPack contents.
6. Click **[Install]**. After the installation is complete, the "ServiceNow Base Pack" PowerPack appears on the **PowerPack Manager** page.

© 2003 - 2024, 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