



Skylar Advisor SyncPack

Version 1.0.0

Table of Contents

Introduction to the Skylar Advisor SyncPack	3
What Can I Do with this SyncPack?	4
Contents of the SyncPack	4
Skylar Automation Applications	4
Installing and Configuring the Skylar Advisor SyncPack	5
Prerequisites for the Skylar Advisor SyncPack	6
Downloading, Importing, and Installing the ServiceNow Incident SyncPack	6
Downloading the SyncPack	6
Importing the SyncPack	7
Installing the SyncPack	8
Installing ServiceNow Requirements	8
Installing the ServiceNow Knowledge API	8
Installing the ServiceNow Base Pack PowerPack in Skylar One	9
Configuring Applications for the Skylar Advisor SyncPack	10
Workflow for Configuring the SyncPack	11
Configuring ServiceNow	11
Configuring Skylar Advisor	11
Configuring Skylar Automation	11
Configuring ServiceNow	12
Creating a ServiceNow Group	12
Creating a ServiceNow User	13
Configuring Skylar Advisor	13
Generating the Skylar Advisor API Key	14
Configuring Skylar Automation	14
Creating a Configuration Object	14
Configuring the Cache ServiceNow Companies, CIs and SL1 Orgs, Device Classes Application	17
Configuring the Historical Skylar Automation Applications	17
Configuring the Other Skylar Automation Applications	19

Chapter

1

Introduction to the Skylar Advisor SyncPack

Overview

This chapter describes the "Skylar Advisor" SyncPack, which lets you export Knowledge Base (KB) articles, incidents, cases, and alerts from ServiceNow to Skylar Advisor.

This chapter covers the following topics:

<i>What Can I Do with this SyncPack?</i>	4
<i>Contents of the SyncPack</i>	4

What Can I Do with this SyncPack?

The "Skylar Advisor" SyncPack is the ScienceLogic integration between ServiceNow and Skylar Advisor. You can use this SyncPack to export ServiceNow Knowledge Base articles, incidents, cases, and alerts from ServiceNow to Skylar Advisor.

The applications in this SyncPack are split between exporting historical data from ServiceNow to Skylar Advisor and exporting new data from ServiceNow to Skylar Advisor as it arrives.

Contents of the SyncPack

This section lists the contents of the "Skylar Advisor" SyncPack.

Skylar Automation Applications

The following Skylar Automation applications are included with the "Skylar Advisor" SyncPack:

- **Export Alerts from ServiceNow to Advisor**
- **Export Historical Alert Data from ServiceNow to Advisor**
- **Export Cases from ServiceNow to Advisor**
- **Export Historical Case Data from ServiceNow to Advisor**
- **Export Incidents from ServiceNow to Advisor**
- **Export Historical Incident Data from ServiceNow to Advisor**
- **Export KBs from ServiceNow to Advisor**
- **Export Historical KB Data from ServiceNow to Advisor**

For more information, see [Configuring Skylar Automation](#).

Chapter

2

Installing and Configuring the Skylar Advisor SyncPack

Overview

This chapter describes how to install and configure the "Skylar Advisor" SyncPack and the other applications needed to use the SyncPack.

This chapter covers the following topics:

<i>Prerequisites for the Skylar Advisor SyncPack</i>	6
<i>Downloading, Importing, and Installing the ServiceNow Incident SyncPack</i>	6
<i>Installing ServiceNow Requirements</i>	8
<i>Installing the ServiceNow Base Pack PowerPack in Skylar One</i>	9

Prerequisites for the Skylar Advisor SyncPack

This SyncPack requires the following:

- Skylar Automation platform version 3.0.0 or later
- Skylar Advisor version 2.1.0 or later
- `[[[Undefined variable ApplianceNames.full_noun_cap]]]` version 12.5.1 or later
- "Base Steps" SyncPack version 1.6.1 or later
- "ServiceNow Base" SyncPack version 3.8.2 or later.
- "ServiceNow CMDB" SyncPack version 3.6.4 or later
- "Flow Control" SyncPack version 1.0.0 or later

This SyncPack requires the following ServiceNow components:

- ServiceNow Knowledge API

For the latest System Requirements, see the [Skylar Automation SyncPack Release Notes](#).

The following table lists the port access required by Skylar Automation and this SyncPack:

Source IP	PowerFlow Destination	PowerFlow Source Port	Destination Port	Requirement
Skylar Automation	Skylar One API	Any	TCP 443	Skylar One API Access
Skylar Automation	ServiceNow Knowledge API	Any	TCP 443	ServiceNow Knowledge API Access

Downloading, Importing, and Installing the ServiceNow Incident SyncPack

A SyncPack file has the `.whl` file extension type. You can download the SyncPack file from the ScienceLogic Support Center.

Downloading the SyncPack

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 Center at <https://support.sciencelogic.com/s/>.
2. Go to the **SyncPacks** page (Skylar Automation > 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 Skylar Automation system using the Skylar Automation 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 Skylar Automation user interface:

1. On the **SyncPacks** page of the Skylar Automation 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.

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

3. Click **[Import]**. Skylar Automation 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 activate and install a SyncPack in the Skylar Automation user interface:

1. On the **SyncPacks** page of the Skylar Automation 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 Skylar Automation 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 Skylar Automation 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 ServiceNow Requirements

Installing the ServiceNow Knowledge API

To sync Knowledge Bases, you must ensure that the "Knowledge Management REST API" is installed and configured in your ServiceNow instance. For more information about installing and configuring the "Knowledge Management REST API", see the [ServiceNow documentation](#).

Installing the ServiceNow Base Pack PowerPack in Skylar One

The "ServiceNow Base Pack" PowerPack monitors the ServiceNow Incident and CMDB tables, and it returns information about Incident types, priorities, and states, displaying the information in an easy-to-consume dashboard. This PowerPack is a critical component of the Incident Sync Integration with ServiceNow, using Run Book Automations to integrate with ServiceNow.

TIP: By default, installing a new version of a PowerPack overwrites 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) to prevent new PowerPacks from overwriting local changes for some commonly customized fields. For more information, see the **System Administration** manual.

To install the "ServiceNow Base Pack" PowerPack:

1. Search for and download the PowerPack from the **PowerPacks** page at the [ScienceLogic Support Center](#) (Skylar One > PowerPacks, login required).
2. In Skylar One, go to the **PowerPacks** page (System > Manage > PowerPacks).
3. Click the **[Actions]** button and choose *Import PowerPack*. The **Import PowerPack** dialog box appears.
4. Click **[Browse]** and navigate to the PowerPack file from step 1.
5. Select the PowerPack file and click **[Import]**. The **PowerPack Installer** modal displays a list of the PowerPack contents.
6. Click **[Install]**. The PowerPack is added to the **PowerPacks** page.

NOTE: If you exit the **PowerPack Installer** modal without installing the imported PowerPack, the imported PowerPack will not appear in the **PowerPacks** page. However, the imported PowerPack will appear in the **Imported PowerPacks** modal. This page appears when you click the **[Actions]** menu and select *Install PowerPack*.

Chapter

3

Configuring Applications for the Skylar Advisor SyncPack

Overview

This chapter describes how to configure ServiceNow and the various Skylar Automation (formerly PowerFlow) applications contained in the "Skylar Advisor" SyncPack.

After you configure and schedule the "historical" Skylar Automation applications in this SyncPack, the applications will sync historical data (Knowledge Base articles, incidents, cases, or alerts, depending on the application) from ServiceNow to Skylar Advisor until Skylar Advisor is populated with your existing data set.

Next, you will configure and schedule the non-historical Skylar Automation applications to keep Skylar Advisor continuously up-to-date with the latest data.

This chapter covers the following topics:

<i>Workflow for Configuring the SyncPack</i>	11
<i>Configuring ServiceNow</i>	12
<i>Configuring Skylar Advisor</i>	13
<i>Configuring Skylar Automation</i>	14

Workflow for Configuring the SyncPack

The following workflows describe how to configure ServiceNow and Skylar Automation to work with the "Skylar Advisor" SyncPack.

Configuring ServiceNow

1. [Create a ServiceNow user group](#)
2. [Create a ServiceNow user account](#)

Configuring Skylar Advisor

1. [Generate a Skylar Advisor API Key](#)

Configuring Skylar Automation

1. [Create a configuration object in the Skylar Automation user interface](#)
2. [Configure and run the "Cache ServiceNow Companies, CIs and Skylar One Orgs, Device Classes" application](#)
3. [Configure and schedule the following "historical" Skylar Automation applications:](#)
 - "Export Historical Alert Data from ServiceNow to Advisor"
 - "Export Historical Case Data from ServiceNow to Advisor"
 - "Export Historical Incident Data from ServiceNow to Advisor"
 - "Export Historical KB Data from ServiceNow to Advisor"
3. [Configure and schedule the following "maintenance" Skylar Automation applications:](#)
 - "Export New/Updated Alerts from ServiceNow to Advisor"
 - "Export New/Updated Cases from ServiceNow to Advisor"
 - "Export New/Updated Incidents from ServiceNow to Advisor"
 - "Export New/Updated KBs from ServiceNow to Advisor"

Configuring ServiceNow

To successfully configure and run the applications in the "Skylar Advisor" SyncPack, you must configure a ServiceNow user with the appropriate roles and permissions to use when setting up your configuration objects and applications in Skylar Automation.

Creating a ServiceNow Group

For best practice and security, create a dedicated ServiceNow account that has restricted access to only the groups, access control lists (ACLs), and roles needed for ScienceLogic integration.

To create a ServiceNow Account for use with the "Skylar Advisor" SyncPack:

1. In ServiceNow, go to the **Groups** page (System Security > Users and Groups > Groups) and click **[New]**. A **New record** page appears.
2. In the **New record** page, type the group name and any additional information. **Name** is the only required field.
3. Click **[Submit]**.
4. Select the new group from the **Groups** page, and at the bottom of the Group record, select the **[Roles]** tab and click **[Edit]**.
5. Search for the following roles and move them to the **Roles List** column using the arrow buttons:
 - *x_sclo_scilogic.Admin*. Needed for syncing incidents, Knowledge Base articles, alerts, cases.
 - *ITIL*. Needed for syncing Knowledge Base articles, incidents, events, and cases.
 - *evt_mgmt*. Needed for syncing events.
 - *sn_customerservice.case_viewer*. Needed for syncing cases.

IMPORTANT: Make sure your ServiceNow Knowledge Bases are accessible by users with the ITIL role. If your Knowledge Base articles are accessible by a different specific role, you will need to give the user group access to that role.

NOTE: To import work notes, coordinate with your ServiceNow team to provide the user group with "read" access to the *sys_journal_field* table.

1. Click **[Save]**. Your ServiceNow Group now has an assigned Role.
2. Next, create a ServiceNow user to use with this Group. See the following procedure for the details.

Creating a ServiceNow User

NOTE: The ServiceNow user you create in this procedure will *not* be able to log in to the ServiceNow user interface with the username and password you give this user. However, you will use the username and password in the relevant configuration objects in the Skylar Automation user interface to run applications. For more information about configuration objects, see [Creating a Configuration Object](#).

To create a ServiceNow Account:

1. In ServiceNow, go to the **Users** page (System Security > Users and Groups > Users) and click **[New]**. A **New record** page appears.
2. Complete the following fields:
 - **User ID.** Type a user ID. Required.
 - **First Name.** Type the user's first name.
 - **Last Name.** Type the user's last name.
 - **Password.** Type a password. Required.
 - **Active.** Select this checkbox. Required.
 - **Identity Type.** Select *Machine*. Required.
 - **Time Zone.** Select *GMT*. Required.
 - **Date Format.** Select *System (yyyy-MM-dd)*.
3. Right-click the gray header and click *Save* to save the user.
4. Select the **[Groups]** tab at the bottom of the record and click the **[Edit]** button.
5. Find the group you created previously and move the group to the right-hand column using the arrow buttons.
6. Click **[Save]**. After the user has been added to the group, you can see their Roles and Groups at bottom of the record.

NOTE: ScienceLogic recommends using a non-administrator ServiceNow user for the PowerFlow configuration object.

Configuring Skylar Advisor

The following topics cover how to set up your Skylar Advisor instance to work with the "Skylar Advisor" SyncPack.

Generating the Skylar Advisor API Key

To connect with the Skylar Advisor instance so that your ServiceNow knowledge base articles, alerts, cases, and incidents sync properly, you will need a Skylar Advisor API key. To generate the Skylar Advisor API key:

1. Log in to Skylar Advisor and click the Skylar AI menu (.
2. Click **Instances** under **Account Settings** and select **Access Tokens**. The **Access Tokens** page appears.
3. Click **[Add Access Token]**. The **Add Access Token** modal appears.
4. Complete the following required fields:
 - **Name**. Enter the name of the access token.
 - **Scopes**. Select *sl1_connector*, *telemetry*, and *skylar_core*.
 - **Expiration Date**. Select an expiration date for the token.
5. Click **[Add]**.
6. Click the copy icon () next to the token and paste it in the configuration object in Skylar Automation in the following procedure.

Configuring Skylar Automation

The following topics cover how to set up your Skylar Automation instance to work with the "Skylar Advisor" SyncPack.

Creating a Configuration Object

A **configuration object** supplies the login credentials and other required information needed to execute the steps for a Skylar Automation application. The **Configurations** page () of the Skylar Automation user interface lists all available configuration objects for that system.

You can create as many configuration objects as you need. A Skylar Automation application can only use one configuration object at a time, but you can use (or "align") the same configuration object with multiple applications.

To use this SyncPack, you will need to use an existing configuration object in the Skylar Automation user interface or create a new configuration object. Next, you need to align that configuration object to the relevant applications that are triggered by the Run Book Actions in Skylar One.

TIP: Depending on your Skylar One environment and the third-party environment with which you are syncing data, you might be able to use the same configuration object with more than one SyncPack.

For this SyncPack, you can make a copy of the "ServiceNow SyncPack" configuration object, which is the sample configuration file that was installed with the "ServiceNow Base" SyncPack.

TIP: The "ServiceNow SyncPack" configuration object contains all of the required variables. Make a copy of the configuration object and update the variables from that object to match your Skylar One and ServiceNow settings.

To create a configuration object based on the "ServiceNow SyncPack" configuration object:

1. In the Skylar Automation user interface, go to the **Configurations** page ().
2. For the "ServiceNow SyncPack" configuration object, click the **[Actions]** button () and select *Edit*. The **Configuration** pane appears.

TIP: Click **[Toggle JSON Editor]** to show the JSON code. Click the button again to see the fields.

3. Click **[Copy as]**. The **Create Configuration** pane appears.

IMPORTANT: This step is required. Do *not* use the original configuration object to run Skylar Automation applications.

4. Complete the following fields:
 - **Friendly Name.** Name of the configuration object that will display on the **Configurations** page.
 - **Description.** A brief description of the configuration object.
 - **Author.** User or organization that created the configuration object.
 - **Version.** Version of the configuration object.

5. In the **Configuration Data** field, include the required block of code to ensure that the applications aligned to this configuration object do not fail:

```
{
  "encrypted": false,
  "name": "sl1_db_host",
  "value": "${config.sl1_host}"
},
```

For example:

```
{
  "encrypted": false,
  "name": "sl1_db_host",
  "value": "10.2.11.42"
},
```

6. In the **Configuration Data Values** field, update the default variable definitions to match your Skylar Automation configuration.

NOTE: The **region** value is a user-defined variable that identifies your Skylar One instance within ServiceNow.

7. To create a configuration variable in the JSON Editor, define the following keys:
- **encrypted.** Specifies whether the value will appear in plain text or encrypted in this JSON file. If you set this to "true", when the value is uploaded, Skylar Automation encrypts the value of the variable. The plain text value cannot be retrieved again by an end user. The encryption key is unique to each Skylar Automation system. The value is followed by a comma.
 - **name.** Specifies the name of the configuration file, without the JSON suffix. This value appears in the user interface. The value is surrounded by double-quotes and followed by a comma.
 - **value.** Specifies the value to assign to the variable. The value is surrounded by double-quotes and followed by a comma.
8. Complete the following **Configuration Data Values** fields:
- **snow_hostname.** Enter the ServiceNow hostname for the ServiceNow instance to participate in the sync.
 - **snow_user.** Enter the username for the ServiceNow user you created previously.
 - **snow_password.** Enter the password for the ServiceNow user you created previously.
 - **sl1_hostname.** Enter the Skylar One (formerly SL1) hostname to participate in the sync.
 - **sl1_user.** Enter the username for the Skylar One user.
 - **sl1_password.** Enter the password for the Skylar One user.

- **skylar_host**. Enter the hostname for the Skylar Advisor instance to participate in the sync.
 - **skylar_api_key**. Enter the Skylar Advisor API key you generated previously.
9. Click **[Save]**. You can now align this configuration object with one or more applications.

Configuring the Cache ServiceNow Companies, CIs and SL1 Orgs, Device Classes Application

Before configuring or scheduling any of the applications in the "Skylar Advisor" SyncPack, you must first configure, run, and schedule the "Cache ServiceNow Companies, CIs and SL1 Orgs, Device Classes" application from the "ServiceNow CMDB" SyncPack. This will allow Skylar Automation to map Skylar One (SL1) organizations to ServiceNow companies. To configure the "Cache ServiceNow Companies, CIs and SL1 Orgs, Device Classes" application:

1. In the Skylar Automation user interface, select the "Cache ServiceNow Companies, CIs and SL1 Orgs, Device Classes" application from the **Applications** page.
2. Click **[Configure]**. The **Configuration** pane for the application appears.
3. Select the configuration object you created previously.
4. Click **[Save]** and close the **Configuration** pane.
5. Click **[Run]**.

After you have run the "Cache ServiceNow Companies, CIs and SL1 Orgs, Device Classes" application, ScienceLogic recommends scheduling the application to run every five days. For more information about scheduling applications, see [Scheduling a Skylar Automation Application](#).

Configuring the Historical Skylar Automation Applications

The four "historical" applications in the "Skylar Advisor" SyncPack retrieve all historical data up to a certain date from ServiceNow and send it to Skylar Advisor.

To sync your historical data from ServiceNow, you must "align" the configuration object you created previously to run with the following Skylar Automation applications:

- **Export Historical Alert Data from ServiceNow to Advisor.**
- **Export Historical Case Data from ServiceNow to Advisor.**
- **Export Historical Incident Data from ServiceNow to Advisor.**
- **Export Historical KB Data from ServiceNow to Advisor.**

To configure the Skylar Automation applications:

1. On the **Applications** page of the Skylar Automation user interface, open the "Export Historical KB Data from ServiceNow to Advisor" application and click **[Configure]**. The **Configuration** pane for that application appears.
2. From the **Configuration** drop-down field, select the configuration object you want to use.
3. Click **[Save]** to align that configuration object with the "Export Historical KB Data from ServiceNow

to Advisor" application.

4. Update the following fields, as needed:
 - **snow_request_limit**. The maximum number of records to pull in each request. The default value is 500. ScienceLogic recommends leaving this field set to 500.
 - **snow_encoded_query**. This should be set to the current date. For example, if today is 2026-01-29, set the value in this field to `sys_created_on<javascript:gs.dateGenerate('2026-01-29','00:00:00')`.
 - **pdf_maximum_mb_size**. The maximum size of a PDF that will be synced. The default value is 10. ScienceLogic recommends leaving this field set to 10.
 - **include_pdf_attachments**. Toggle on (blue) this field if you want to allow the sync to include PDF attachments from ServiceNow knowledge base articles.

NOTE: If you want to include PDF attachments in the sync, you must also set `display_attachments=true` for knowledge base article PDFs in ServiceNow.

5. Click **[Save]**. ScienceLogic recommends that you schedule this application every 15 minutes. For more information about scheduling applications, see [Scheduling a Skylar Automation Application](#). When the sync runs out of dates to process, you will see the warning message "No dates remaining in cache" in the logs.
6. Repeat steps 1-3 for the "Export Historical Alert Data from ServiceNow to Advisor" application.
7. Update the following fields, as needed:
 - **snow_request_limit**. The maximum number of records to pull in each request. The default value is 500. ScienceLogic recommends setting this value to 1000 for the "Export Historical Alert Data from ServiceNow to Advisor" application.
 - **snow_encoded_query**. This should be set to the current date. For example, if today is 2026-01-29, set the value in this field to `sys_created_on<javascript:gs.dateGenerate('2026-01-29','00:00:00')`.
8. Click **[Save]**. ScienceLogic recommends that you schedule this application every five minutes. [Skylar](#) Once the sync runs out of dates to process, you will see the warning message "No dates remaining in cache" in the logs.
9. Repeat steps 1-3 for the "Export Historical Case Data from ServiceNow to Advisor" application.
10. Update the following fields, as needed:
 - **snow_request_limit**. The maximum number of records to pull in each request. The default value is 500. ScienceLogic recommends setting this value to 1000 for the "Export Historical Case Data from ServiceNow to Advisor" application.
 - **snow_encoded_query**. This should be set to the current date. For example, if today is 2026-01-29, set the value in this field to `sys_created_on<javascript:gs.dateGenerate('2026-01-29','00:00:00')`.

8. Click **[Save]**. ScienceLogic recommends that you schedule this application every five minutes. When the sync runs out of dates to process, you will see the warning message "No dates remaining in cache" in the logs.
9. Repeat steps 1-3 for the "Export Historical Incident Data from ServiceNow to Advisor" application.
10. Update the following fields, as needed:
 - ***snow_request_limit***. The maximum number of records to pull in each request. The default value is 500. ScienceLogic recommends setting this value to 1000 for the "Export Historical Incident Data from ServiceNow to Advisor" application.
 - ***snow_encoded_query***. This should be set to the current date. For example, if today is 2026-01-29, set the value in this field to `sys_created_on<javascript:gs.dateGenerate('2026-01-29','00:00:00')`.
8. Click **[Save]**. ScienceLogic recommends that you schedule this application every five minutes. When the sync runs out of dates to process, you will see the warning message "No dates remaining in cache" in the logs.

TIP: After all historical data has been processed and synced to Skylar Advisor for a given application, you can delete the schedule for that application.

Configuring the Other Skylar Automation Applications

The other four applications in the "Skylar Advisor" SyncPack are used to retrieve all new data from ServiceNow and send it to Skylar Advisor.

To sync your new and incoming data from ServiceNow, you must "align" the configuration object you created previously to run with the following Skylar Automation applications:

- **Export New/Updated Alerts from ServiceNow to Advisor**
- **Export New/Updated Cases from ServiceNow to Advisor**
- **Export New/Updated Incidents from ServiceNow to Advisor**
- **Export New/Updated KBs from ServiceNow to Advisor**

IMPORTANT: The historical syncs are very resource intensive. ScienceLogic does not recommend configuring and scheduling the maintenance syncs until after the targeted historical data set has been synced to Skylar Advisor.

To configure the Skylar Automation applications:

1. On the **Applications** page of the Skylar Automation user interface, open the "Export New/Updated KBs from ServiceNow to Advisor" application and click **[Configure]**. The **Configuration** pane for that application appears.
2. From the **Configuration** drop-down field, select the configuration object you want to use.

3. Click **[Save]** to align that configuration object with the "Export New/Updated KBs from ServiceNow to Advisor" application.
4. Update the following fields, as needed:
 - **snow_request_limit**. The maximum number of records to pull in each request. The default value is 500. ScienceLogic recommends leaving this field set to 500.
 - **snow_encoded_query**. Enter `sys_updated_onRELATIVEGT@hour@ago@24`.
 - **pdf_maximum_mb_size**. The maximum size of a PDF that will be synced. The default value is 10. ScienceLogic recommends leaving this field set to 10.
 - **include_pdf_attachments**. Toggle on (blue) this field if you want to allow the sync to include PDF attachments from ServiceNow knowledge base articles.

NOTE: If you want to include PDF attachments in the sync, you must also set `display_attachments=true` for knowledge base article PDFs in ServiceNow.

5. Click **[Save]**. ScienceLogic recommends that you schedule this application every 23 hours. For more information about scheduling applications, see [Scheduling a Skylar Automation Application](#).
6. Repeat steps 1-3 for the "Export New/Updated Alerts from ServiceNow to Advisor" application.
7. Update the following fields, as needed:
 - **snow_request_limit**. The maximum number of records to pull in each request. The default value is 500. ScienceLogic recommends leaving this field set to 500.
 - **snow_encoded_query**. Enter `sys_updated_onRELATIVEGT@minute@ago@5`.
8. Click **[Save]**. ScienceLogic recommends that you schedule this application every two minutes.
9. Repeat steps 1-3 for the "Export New/Updated Cases from ServiceNow to Advisor" application.
10. Update the following fields, as needed:
 - **snow_request_limit**. The maximum number of records to pull in each request. The default value is 500. ScienceLogic recommends leaving this field set to 500.
 - **snow_encoded_query**. Enter `sys_updated_onRELATIVEGT@minute@ago@5`.
11. Click **[Save]**. ScienceLogic recommends that you schedule this application every two minutes.
12. Repeat steps 1-3 for the "Export New/Updated Incidents from ServiceNow to Advisor" application.
13. Update the following fields, as needed:
 - **snow_request_limit**. The maximum number of records to pull in each request. The default value is 500. ScienceLogic recommends leaving this field set to 500.
 - **snow_encoded_query**. Enter `sys_updated_onRELATIVEGT@minute@ago@5`.
14. Click **[Save]**. ScienceLogic recommends that you schedule this application every two minutes.

© 2003 - 2026, ScienceLogic, Inc.

All rights reserved.

ScienceLogic™, the ScienceLogic logo, and ScienceLogic's product and service names are trademarks or service marks of ScienceLogic, Inc. and its affiliates. Use of ScienceLogic's trademarks or service marks without permission is prohibited.

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 herein, the information provided in this document 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 herein at any time without notice.

ScienceLogic

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

International: +1-703-354-1010