Getting Started

For an overview of SL1 PowerFlow, see the ***SL1 PowerFlow Platform*** manual:

- PDF version
- Web version

Installation

Important Installation Information

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

NOTE: Unless mentioned elsewhere in the documentation, Synchronization PowerPacks do not require a specific version of the PowerFlow Platform.

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 use a single PowerFlow system to manage multiple pairings between one or more SL1 systems and third-party applications like ServiceNow and Cherwell. The pairings must always be one-to-one or many-to-one: one or more SL1 systems connected to only one third-party application.

IMPORTANT: As a best practice, you should *always* upgrade to the most recent version of PowerFlow that is currently available at the PowerFlow Support page.

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.

What's New

SL1 PowerFlow Platform version 2.6.0 includes updates to Couchbase, RabbitMQ, and Celery; updates to the **powerflowcontrol** (pfctl) utility; enhancements to the PowerFlow user interface; a new OpenTelemetry PowerFlow application; and other improvements.

For full details, see the release notes for SL1 PowerFlow Platform 2.6.0.

Documentation "Known Issues"

This release contains the following known issues:

- 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 Synchronization PowerPacks 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 Synchronization PowerPacks. 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 Synchronization PowerPacks.
- 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
```