



Base Steps SyncPack

Release Notes Version 1.6.0

Overview

Version 1.6.0 of the "Base Steps" SyncPack deprecates the "QueryGQL" step, adds the new "GQLRequest" step, and addresses an issue with the "Sync Service Requests from ServiceNow to SL1" application.

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Enhancements and Issues Addressed in this Release

The following features were included in this release of the SyncPack:

- Deprecated the "QueryGQL" step from the SyncPack.

Though the "QueryGQL" step was deprecated, it was not removed from the SyncPack. ScienceLogic does not recommend using the "QueryGQL" step.

- Added the new "GQLRequest" step, which should be used to make GraphQL steps going forward.
- Addressed an issue that caused the "Sync Service Requests from ServiceNow to SL1" application to fail after upgrading SL1 from version 12.1.2 to 12.3.5. (Case: 00532575)
- Addressed an issue that caused the "DeleteFromCache" step to fail when using the 'equals' lookup type instead of 'like'.

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

Known Issues

This version of the SyncPack has the following known issue:

- PowerFlow applications that use SSH keys do not support the use of SSH keys that are generated on a FIPS-enabled system.

System Requirements

The "Base Steps" SyncPack requires:

- SL1 PowerFlow platform version 2.7.0 or later.

Prerequisites for the SyncPack

To install this SyncPack, you must have ScienceLogic administrator access to the Administration Portal.

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

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.



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