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# Cherwell Integration PowerPack

Release Notes Version 1.00

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## Overview, version 100

Version 100 of the "Cherwell Integration" PowerPack lets you sync events and incidents between Cherwell Service Management (CSM) and SL1. This PowerPack contains the three run book automation policies and the run book action policy that you use to sync SL1 events with CSM incidents.

- **Minimum Required Version of Cherwell Service Management (CSM):** 9.7.0 or later
- **Minimum Required SL1 Version:** 11.2.0

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| <b>NOTE:</b> You should only use this PowerPack in conjunction with the "Cherwell" SyncPack for PowerFlow. |
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## Before You Install or Upgrade

Ensure that you are running version 11.2.0 or later of SL1 before installing "Cherwell Integration" PowerPack version 100.

**NOTE:** For details on upgrading SL1, see the relevant [SL1 Platform Release Notes](#).

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## Installing the PowerPack

**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) to prevent the new version of the PowerPack from overwriting local changes for some commonly customized fields.

**NOTE:** If you are currently using the Dynamic Applications in this PowerPack to monitor devices, collection errors might occur for one or two polling cycles during the installation of a new version. To prevent collection errors during an upgrade, you can optionally disable collection for monitored devices before performing the following steps and re-enable collection after the upgrade.

To install the latest "Cherwell Integration" PowerPack in SL1:

1. Search for and download the PowerPack from the **PowerPacks** page on the [ScienceLogic Support Site](#).
2. In SL1, go to the **PowerPack Manager** page (System > Manage > PowerPacks).
3. Click the **Actions** menu and choose *Import PowerPack*. The **Import PowerPack** modal appears.
4. Click **[Browse]** and navigate to the "Cherwell Integration" 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 "Cherwell Integration" PowerPack appears on the **PowerPack Manager** page.

For more information about using the PowerPack, see the *Cherwell SyncPack* manual.

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## Features Included in This Release

The following features were included in this release:

- The "Cherwell Event IS4 Integration" run book action, which you can use to automate adding, updating, and clearing SL1 events
- The following run book automation policies to automate adding, updating, and clearing events:
  - Cherwell Create Event IS4
  - Cherwell Update Ticket on Acknowledge
  - Cherwell Clear Event IS4
- A Sample Credential, "SL1 IS4 API Creds"

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## Known Issues

This release does not contain any known issues.

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