Cherwell SyncPack

Release Notes Version 1.0.0

Overview

Version 1.0.0 of the "Cherwell" SyncPack lets you manage the Federated CMDB integration between Cherwell Service Management (CSM) and ScienceLogic (SL1).

Using this SyncPack, you can configure SL1PowerFlow to perform the following integrations between CSM and SL1:

- Incident Creation and Update Sync
- Configuration Item (CI) Creation and Update Sync
- Maintenance Window Sync
- Retirement of CIs from SL1 and CSM

This SyncPack uses the "Cherwell Integration" PowerPack.

This document covers the following topics:

Features Included in this Release 3
Known Issues 4
System Requirements 4
Installing the Cherwell SyncPack 4
Installing the Cherwell Integration PowerPack 5

Features Included in this Release

Version 1.0.0 of the "Cherwell" SyncPack includes the following PowerFlow applications:

- *Add 1 ScienceLogic SL1 Device to Cherwell*
- *Add and Update SL1 Devices to Cherwell Direct*
- *Add ScienceLogic SL1 Acknowledge Events to Cherwell*
- *Add ScienceLogic SL1 Classes to Cherwell*
- *Add ScienceLogic SL1 Devices to Cherwell*
- *Add ScienceLogic SL1 Manufacturers to Cherwell*
- *Add ScienceLogic SL1 Models to Cherwell*
- *Add ScienceLogic SL1 Raise and Clear Events to Cherwell*
- *Add ScienceLogic SL1 Relationships for 1 device to Cherwell*
- *Add ScienceLogic SL1 Relationships to Cherwell*
- *Add Update SL1 Device Relationships Direct To Cherwell*
- *Cherwell: Delete Old SL1 Maintenance Windows*
- *Cherwell: Retire CI in SL1 from Cherwell*
- *Create Maintenance Window in SL1 from Cherwell*
- *Update SL1 with Cherwell Ticket Details*

This SyncPack also includes the following configuration object:

- *Cherwell Integration Settings (cherwell_config)*. Contains default name-value pairs for the CSM and SL1 hosts, the CSM and SL1 users and passwords, the PowerFlow host, user, and password, and other keys and values.

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 SyncPack contains the following known issues:

- Because CSM version 9.7.0 runs automated processes in multiple threads, if Incident Creation is set up to use Organization Name as the Customer for the Incident, but the Organization does not already exist as a Customer in Cherwell, and multiple Events were created at the same time for that SL1 Organization, multiple records might be created for the same SL1 Organization. As a result, Incidents will not be created. For more information, see the "Troubleshooting the Cherwell SyncPack" chapter in the ***Cherwell SyncPack*** manual.
- You cannot sync advanced relationships with CSM version 9.7.0.
- The SyncPack does not clear an SL1 Event if the corresponding Incident was resolved in CSM.

System Requirements

Version 1.0.0 of the "Cherwell" SyncPack requires the following:

- PowerFlow platform version 2.4.0 or later. For details on installing or upgrading PowerFlow, see the *SL1 PowerFlow Platform Release Notes*.
- SL1 version 11.2.0 or later. For details on upgrading SL1, see the relevant *SL1 Platform Release Notes*.
- The "Cherwell Integration" PowerPack version 100 or later.
- Cherwell Service Management (CSM) 9.7.0 or later.

Installing the Cherwell 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*.
3. In the ***Search PowerPacks*** field, search for 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 .zip file containing 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 Cherwell Integration PowerPack

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

1. Search for and download the "Cherwell Integration" 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 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 PowerPack appears on the **PowerPack Manager** page.

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

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