



Restorepoint SyncPack

Release Notes Version 2.2.1

Overview

Version 2.2.1 of the "Restorepoint" SyncPack enables mapping non-default Restorepoint plugins to SL1 device classes, addresses an issue that caused an error when syncing devices to Restorepoint if the "default_backup_interval" configuration option was changed, and addresses an issue that caused synced devices to be assigned to the "Global" domain instead of the domain named for their organization.

This SyncPack uses the "Restorepoint" PowerPack.

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Issues Addressed in this Release

The following issues were addressed in this release:

- Enabled mapping non-default Restorepoint plugins to SL1 device classes. (Case: 00420195)
- Addressed an issue that caused an error when syncing devices to Restorepoint if the **default_backup_interval** configuration option was changed. (Support Case: 00419424)
- Addressed an issue when syncing devices that caused devices to be assigned to the "Global" domain instead of the domain named for their organization. Additionally, the issue prevented credential sets from being created.

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 release of the "Restorepoint" SyncPack had the following known issues:

- If an attempt is made to discover more devices than a Restorepoint server has licenses for, the devices that did not get licenses will have the RestorepointID set to 0. Once more licenses are made available on the server, there will not be another attempt to add the devices that did not have licenses as the RestorepointID has already been set.
- The account that is being used by PowerFlow to authenticate into SL1 must have the secondary organization membership set to "(All Organizations)" to enable PowerFlow to pull device lists from all orgs. (Case: 00364872)

System Requirements

Version 2.2.0 of the "Restorepoint" SyncPack requires the following:

- SL1 PowerFlow platform version 2.4.0 or later.
- SL1 version 11.2.0 or later. For details on upgrading SL1, see the relevant [SL1 Platform Release Notes](#).
- "Restorepoint" PowerPack version 104 or later.
- Restorepoint version 5.4 or later.

The following table lists the port access required by the PowerFlow platform and this SyncPack:

Source IP	PowerFlow Destination	PowerFlow Source Port	Destination Port	Requirement
PowerFlow	SL1 API	Any	TCP 443	SL1 API Access
PowerFlow	Restorepoint API	Any	TCP 443	Restorepoint API Access

Source IP	PowerFlow Destination	PowerFlow Source Port	Destination Port	Requirement
PowerFlow	SL1 Database	Any	TCP 7706	SL1 Database Access

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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