



Restorepoint SyncPack

Release Notes Version 2.3.1

Overview

Version 2.3.1 of the "Restorepoint" SyncPack updates the compatability of the "Create Custom Link (GQL)", updates timeouts, and addresses multiple issues with logging.

This SyncPack uses the "Restorepoint" PowerPack.

This document covers the following topics:

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Features Included in this Release

The following features were added in this release:

- Updated the "Create Custom Link (GQL)" step to be compatible with SL1 versions greater than 12.x.x
- Replaced SL1 and Restorepoint specific timeouts in all Restorepoint applications with a common read timeout.
- Updated all API calls to Restorepoint to ensure that the read timeout configuration option scales appropriately to the number of logs.

Issues Addressed in this Release

The following issues were addressed in this release:

- Improved logging and messaging of logs when non-ssh credentials are improperly aligned to Restorepoint based devices. If invalid credentials are provided, those devices are now skipped during the sync instead of causing the sync to fail. (Case: 00433253)
- Addressed an issue that prevented the "Restorepoint: Get List of Logs" from running successfully due to timeouts. (Case: 00437554)

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 has the following known issues:

- 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 organizations. (Case: 00364872)

System Requirements

This release of the "Restorepoint" SyncPack requires the following:

- SL1 PowerFlow platform version 2.5.0 or later.
- "Base Steps" SyncPack version 1.5.5 or later.
- SL1 version 11.3.0 or later. For details on upgrading SL1, see the relevant [SL1 Platform Release Notes](#).
- "Restorepoint" PowerPack version 105 or later.
- Restorepoint version 5.5.x 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	RestorepointAPI Access
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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