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# ServiceNow Base Pack PowerPack

Release Notes Version 105

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# Overview

The "ServiceNow Base Pack" PowerPack monitors ServiceNow for information about the CI records that are actively being synced between SL1 and ServiceNow with PowerFlow, including basic CI metadata and an overall count. PowerPack is a critical component of the Incident Sync, Event Sync, and Case Sync integrations with ServiceNow.

Version 105 of the "ServiceNow Base Pack" PowerPack includes new Run Book Automation Policies and a Run Book Action specific to the "ServiceNow Cases" SyncPack.

- **Minimum Required Version of ServiceNow:** Tokyo
- **Minimum Required SL1 Version:** SL1 version 11.2.0 or later. For details on upgrading SL1, see the relevant [SL1 Platform Release Notes](#).

This document covers the following topics:

<i>Features Included in this Release</i> .....	3
<i>Known Issues</i> .....	3
<i>Before You Install or Upgrade</i> .....	4
<i>Installing the PowerPack</i> .....	4

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## Features Included in this Release

The following features were included in this release:

- Run Book Automation Policies specific to the "ServiceNow Cases" SyncPack were added, and they are disabled by default:
  - ServiceNow: [Cases] - Add/Update
  - ServiceNow: [Cases] - Click to Create
  - ServiceNow: [Cases] - Event Cleared
- Added the "ServiceNow: Add/Update/Clear Case" Run Book Action, which you can use to automate adding, updating, and clearing ServiceNow Cases. This Run Book Action includes a new snippet parameter, "proactive", that determines if both an Incident and a Case are created in ServiceNow, or if only an Incident is created in ServiceNow.

The following features were included in previous versions of the PowerPack :

- The "ServiceNow: CMDB Configuration" Dynamic Application, which provides data for PowerFlow systems communicating with ServiceNow
- The "ServiceNow: Incident Metrics" Dynamic Application, which collects information about the types, statuses, and properties of ServiceNow Incidents
- The "REST: Performance Metrics Monitor (ServiceNow)" Dynamic Application, which collects performance data such as connection errors, latency, SSL errors, and timeouts.
- A Device Class for ServiceNow instances
- Run Book Automation policies to automate adding, updating, and clearing cases, events, or incidents, and to automate creating ServiceNow cases, events, or incidents in SL1
- The "ServiceNow: Add/Update/Clear Case", "ServiceNow: Add/Update/Clear Event", and "ServiceNow: Add/Update/Clear Incident" Run Book Action policies
- Two Sample SOAP/XML Credentials: one for connecting Dynamic Applications to a ServiceNow instance, and one for sending event payload information to PowerFlow using the Run Book Automations
- The "ServiceNow CMDB: Un-Mapped Device Classes" Event Policy
- The "ServiceNow Open Incidents" Dashboard, which displays information about ServiceNow incident statuses and types

**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](#).

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## Known Issues

This release contains the following known issues:

- The "ServiceNow: CMDB Configuration" Dynamic Application might fail when you run the application on systems of high scale.
- In the "ServiceNow Open Incidents" Dashboard, you cannot select multiple virtual devices in the **Custom Device Table** widget. SL1 only displays the result of the first virtual device you selected.

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## Before You Install or Upgrade

Ensure that you are running version 11.2.0 or later of SL1 before installing "ServiceNow Base Pack PowerPack" PowerPack version 105.

**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 "ServiceNow Base Pack" PowerPack in SL1:

1. Search for and download the "ServiceNow Base Pack" PowerPack from the **PowerPacks** page at the ScienceLogic Support site at <https://support.sciencelogic.com/s/>.
2. In SL1, go to the **PowerPack Manager** page (System > Manage > PowerPacks).
3. Click the **[Actions]** button and choose *Import PowerPack*. The **Import PowerPack** modal appears.
4. Click **[Browse]** and navigate to the "ServiceNow Base Pack" 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 "ServiceNow Base Pack" PowerPack appears on the **PowerPack Manager** page.

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