



ServiceNow Base Pack PowerPack

Release Notes Version 107

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. This PowerPack is a critical component of the ServiceNow Incident, Event, and Case SyncPacks.

Version 107 of the "ServiceNow Base Pack" PowerPack includes two new parameters in the **Input Parameters** section of the "ServiceNow: Add/Update/Clear Event" run book action.

CAUTION: Version 106 and later of the "ServiceNow Base Pack" PowerPack aligned all default Incident Automation policies with the new "ServiceNow: Send to PowerFlow" action type. If you have upgraded to the "ServiceNow Base Pack" PowerPack version 106 or later, but not the "ServiceNow Incident" SyncPack version 4.0.0 or later, you will need to update those default automation policies to align with the older Action Type. If you made copies of the automation policies, you will not need to update them.

NOTE: This release of the "ServiceNow Base Pack" PowerPack works with the existing CMDB & Incident workflow as well as the new Incident-only workflow available in the "ServiceNow Incident" SyncPack version 4.0.0 and later. You cannot use both workflows on the same PowerFlow system.

- **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](#).

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Features Included in this Release

The following features were included in version 107 of the "ServiceNow Base Pack" PowerPack:

- Added the following parameters to the **Input Parameters** section of the "ServiceNow: Add/Update/Clear Event" run book action:
 - **events_mid_server**. Set this field to *true* if you are using a ServiceNow MID Server with the Event Sync, or set it to *false* if you are not using a MID Server.
 - **message_key_template**. This field lets you customize the message key used by PowerFlow to correlate SL1 events with ServiceNow alerts.
 - By default the value is `"{{'{}'.format(event.event_id)}}"`, which creates a ServiceNow alert for each SL1 event; this is the existing MID Server flow behavior.
 - A suggested alternative value is `"{{'{}'+EVENT+'{}'.format(event.node_id,event.event_policy_id)}}"`, which groups the events by parent entity, such as device or interface, and event policy ID. The SL1 region used in the aligned configuration object in PowerFlow will be prepended to this value to ensure it is unique across stacks.

TIP: If you are using a MID Server and you use the **message_key_template** field to configure a message key with a one-to-many correlation between a single ServiceNow alert and multiple SL1 events, you should schedule the "Sync Alert Details from ServiceNow to SL1 Events" PowerFlow application to run, with the **events_mid_server** parameter selected on the **Configuration** pane for the "Sync Alert Details" application. These settings ensure that the **ext_ticket_ref** is populated when the ServiceNow alert re-opens. If you are using a message key with a one-to-one relationship between alerts and events, you do not need to schedule the "Sync Alert Details from ServiceNow to SL1 Events" application.

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 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.

Before You Install or Upgrade

Ensure that you are running version 11.2.0 or later of SL1 before installing version 107 of the "ServiceNow Base Pack" PowerPack.

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

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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