



ServiceNow Base Pack PowerPack

Release Notes Version 108

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, Events, and Cases SyncPacks.

Version 108 of the "ServiceNow Base Pack" PowerPack makes updates to support Python3 and updates the location logs are sent to.

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 11.3.0 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 108 of the "ServiceNow Base Pack" PowerPack:

- Made updates to the PowerPack to support Python3.
- Custom log file location can no longer be specified starting in version 11.3.0 of SL1. Instead, all logs are sent to `/var/log/sl1/snippet.log`. The level of detail in the logs will be defined by the "debug" flag in the run book action policy.

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 11.3.0 or later of SL1 before installing version 108 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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