



---

# ServiceNow Base Pack PowerPack

Release Notes Version 109

---

# Overview

The "ServiceNow Base Pack" PowerPack monitors ServiceNow for information about the CI records that are actively being synced between Skylar One and ServiceNow with Skylar Automation, including basic CI metadata and an overall count. This PowerPack is a critical component of the ServiceNow Incident, Events, and Cases SyncPacks.

Version 109 of the "ServiceNow Base Pack" PowerPack updates the PowerPack to use the default Skylar One execution environment and removes all Dynamic Applications.

**CAUTION:** Version 106 and later of the "ServiceNow Base Pack" PowerPack aligned all default Incident Automation policies with the new "ServiceNow: Send to Skylar Automation" 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 Skylar Automation system.

- **Minimum Required Version of ServiceNow:** Tokyo
- **Minimum Required Skylar One Version:** Skylar One version 12.3.1 or later. For details on upgrading Skylar One, see the relevant [Skylar One Platform Release Notes](#).

This document covers the following topics:

<a href="#">Features Included in this Release</a> .....	3
<a href="#">Known Issues</a> .....	3
<a href="#">Before You Install or Upgrade</a> .....	3
<a href="#">Installing the PowerPack</a> .....	3

---

## Features Included in this Release

The following features are included in version 109 of the "ServiceNow Base Pack" PowerPack:

- Updated the PowerPack to use the Skylar One default execution environment.
- Removed all Dynamic Applications from the PowerPack

**TIP:** To view the latest manuals for the Skylar Automation (formerly PowerFlow) Platform, see the [Skylar Automation](#) page. To view the latest release notes for Skylar Automation, see [Skylar Automation Release Notes](#).

---

## Known Issues

This release contains the following known issues:

- In the "ServiceNow Open Incidents" Dashboard, you cannot select multiple virtual devices in the **Custom Device Table** widget. Skylar One only displays the result of the first virtual device you selected.

---

## Before You Install or Upgrade

Ensure that you are running version 12.3.1 or later of Skylar One before installing version 109 of the "ServiceNow Base Pack" PowerPack.

**NOTE:** For details on upgrading SL1, see the relevant [Skylar One 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.

To install the latest "ServiceNow Base Pack" PowerPack in Skylar One:

1. Search for and download the PowerPack from the **PowerPacks** page at the [ScienceLogic Support Center](#) (Skylar One > PowerPacks).
2. In Skylar One (formerly SL1), go to the **PowerPacks** page (System > Manage > PowerPacks).

3. Click the **Actions** menu and choose *Import PowerPack*. The **Import PowerPack** modal appears.
4. Click **[Browse]** and navigate to the PowerPack file from step 1.
5. Select the PowerPack file and click **[Import]**. The **PowerPack Installer** modal displays a list of the PowerPack contents.
6. Click **[Install]**. The PowerPack is added to the **PowerPack Manager** page.

© 2003 - 2026, ScienceLogic, Inc.

All rights reserved.

ScienceLogic™, the ScienceLogic logo, and ScienceLogic's product and service names are trademarks or service marks of ScienceLogic, Inc. and its affiliates. Use of ScienceLogic's trademarks or service marks without permission is prohibited.

ALL INFORMATION AVAILABLE IN THIS GUIDE IS PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED. SCIENCELOGIC™ AND ITS SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT.

Although ScienceLogic™ has attempted to provide accurate information herein, the information provided in this document may contain inadvertent technical inaccuracies or typographical errors, and ScienceLogic™ assumes no responsibility for the accuracy of the information. Information may be changed or updated without notice. ScienceLogic™ may also make improvements and / or changes in the products or services described herein at any time without notice.

ScienceLogic

800-SCI-LOGIC (1-800-724-5644)

International: +1-703-354-1010