



ServiceNow Base SyncPack

Release Notes Version 4.3.0

Overview

"ServiceNow Base" SyncPack version 4.3.0 enables the "ServiceNow Events" SyncPack to use the **GQLRequest** step instead of **QueryGQL** for event synchronization.

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Issue Addressed in This Release

This release of the SyncPack includes the following addressed issue:

- Enables the "ServiceNow Events" SyncPack to use the **GQLRequest** step instead of **QueryGQL** for event synchronization. This update improves how GraphQL requests are handled, including better support for cursor-based pagination when pulling active events from Skylar One. (Jira ID: INT-7764)

Known Issues

This version of the SyncPack contains the following known issue:

- If you are using the "ServiceNow Cases" SyncPack, using version 3.6.0 or later of the "ServiceNow Base" SyncPack will cause some of the Case Sync applications to fail.

System Requirements

The "ServiceNow Base" SyncPack requires:

- Skylar Automation platform version 3.1.0 or later.
- Skylar One version 12.3.x or later. For details on upgrading Skylar One, see the relevant [Skylar One Platform Release Notes](#).
- "Base Steps" SyncPack version 1.6.0 or later.
- ServiceNow version: Tokyo or later with Web Services enabled.

IMPORTANT: You should always use the most recent version of a SyncPack.

Prerequisites for the SyncPack

To install this SyncPack, you must have administrator access to both Skylar One and ServiceNow. Specifically, you will need:

- ScienceLogic administrator access to the Administration Portal
- ServiceNow administrator access

If you want to upload and install multiple ServiceNow SyncPacks at the same time, you should upload *all* of the SyncPacks first, and then install them to address any dependencies between the SyncPacks.

NOTE: ScienceLogic highly recommends that you disable all firewall session-limiting policies. Firewalls will drop HTTPS requests, which results in data loss.

WARNING: ScienceLogic does not support any deployment that attempts to sync one SL1 instance to multiple ServiceNow instances. A deployment of this type will be incredibly fragile and would require the customer to strictly control their environments. This is not something that can be controlled programmatically. Escalations related to this type of deployment are not supported.

Installing or Upgrading the SyncPack

A SyncPack file has the **.whl** file extension type. You can download the SyncPack file from the ScienceLogic Support Center.

To locate and download the SyncPack:

1. Go to the ScienceLogic Support Center at <https://support.sciencelogic.com/s/>.
2. Click the **[Skylar Automation]** tab and select *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 Skylar Automation (formerly PowerFlow) platform using the Skylar Automation user interface.

To import a SyncPack in the Skylar Automation 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]**. Skylar Automation 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 Skylar Automation 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 Skylar Automation system.

TIP: If you do not see the SyncPack 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 SyncPacks.

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" Skylar Automation 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 Skylar Automation 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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