ScienceLogic

ServiceNow Cases SyncPack

Release Notes Version 1.0.0

Overview

Version 1.0.0 of the "ServiceNow Cases" PowerPack provides a bi-directional integration between SL1 events and ServiceNow cases in the ServiceNow Customer Service Management (CSM) application.

This SyncPack uses the "ServiceNow Base Pack" PowerPack.

> **WARNING:** You should not use the "ServiceNow Cases" SyncPack and the "ServiceNow Events" SyncPack on the same PowerFlow system. Also, do not use the Cases and Incident SyncPacks on the same PowerFlow system.

This document covers the following topics:

Features Included in this Release

Version 1.0.0 of the "ServiceNow Cases" PowerPack includes the following features:

- You can use the "Create or Update ServiceNow Case from SL1 Event" PowerFlow application included in this SyncPack to create and update cases in ServiceNow when an Event is created or changed in SL1.

- You can choose to let PowerFlow create both an incident and a case in ServiceNow when an SL1 event is created, or you can choose to have PowerFlow create just an Incident when an SL1 event is created. This option creates an "External Ticket" link for the SL1 event that opens the corresponding case or incident in ServiceNow. If an event has a case in ServiceNow, the case status will be populated; if not, the incident status will be populated. You can edit this setting with the ***proactive*** parameter in the "ServiceNow: Add/Update/Clear Case" Run Book Action policy.

- This SyncPack uses the "ServiceNow: Add/Update/Clear Case" run book action and the following run book automations from the "ServiceNow Base Pack" PowerPack:

    - ServiceNow: [Cases] - Add/Update

    - ServiceNow: [Cases] - Event Cleared

- This SyncPack syncs any changes to a ServiceNow case back to the SL1 event.

- This SyncPack resolves a ServiceNow case if the synced event is cleared in SL1.

- You can configure the "ServiceNow: [Cases] - Click to Create" run book automation to manually trigger the "Create or Update ServiceNow Case from SL1 Event" PowerFlow application. This application creates a case in ServiceNow when you click the **Actions** button ( ) in SL1 for an event and select *Create External Ticket* (or if you click the life-preserver icon ( ) for an event in the classic user interface).

- You can use the "ServiceNow: [Cases] Add/Update" run book automation and the "ServiceNow: Add/Update/Clear Case" run book action to "pass through" custom data from SL1 to ServiceNow. This custom data appears in the **additional_details** field in ServiceNow.

> **NOTE:** This SyncPack requires you to download and install the new "ScienceLogic SL1: Customer Service Management Integration" application. For more information, see *Installing the "ScienceLogic SL1: Customer Service Management Integration" Application in ServiceNow*.

> **NOTE:** This SyncPack also requires you to download and install the "ServiceNow Base Pack" PowerPack version 105 or later. For more information, see *Installing the ServiceNow Base Pack PowerPack in SL1*.

The following PowerFlow applications are included with the "ServiceNow Cases" SyncPack:

- ***Create or Update ServiceNow Case from SL1 Event***. From a new or existing SL1 event, transforms SL1 event data into a new or existing ServiceNow case and then posts the event details to ServiceNow.

- ***Resolve ServiceNow Case from SL1 Event***. Resolves a ServiceNow case when an SL1 event is cleared.

- *Sync Case or Incident State from ServiceNow to SL1 Event*. Clears or updates SL1 events when the related ServiceNow case or incident is updated.

The following step is included with the SyncPack:

- Process Cases and Incidents

> **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 version of the SyncPack did not have any known issues.

System Requirements

The "ServiceNow Cases" SyncPack requires:

- SL1 PowerFlow platform version 2.4.0 or later.
- "ServiceNow Base" SyncPack version 3.2.0 to 3.5.0. "ServiceNow Base" SyncPack version 3.6.0 or later is not compatible with "ServiceNow Cases" SyncPack version 1.0.0 or later.
- "ServiceNow Base Pack" PowerPack version 105 or later.
- SL1 version 11.2.0 or later. For details on upgrading SL1, see the relevant *SL1 Platform Release Notes*.
- ServiceNow Tokyo or later with Web Services enabled.
- The "ScienceLogic SL1 Customer Service Management Integration" application version 1.0.14.

> **IMPORTANT:** You should always use the most recent version of a SyncPack and its certified application.

> **NOTE:** If you want to sync CMDB data, such as company information, you should also install the "ScienceLogic SL1: CMDB & Incident Automation" application, version 1.0.45 or later.

The following table lists the port access required by PowerFlow for this SyncPack:

Source IP	PowerFlow Destination	PowerFlow Source Port	Destination Port	Requirement
PowerFlow	SL1 API	Any	TCP 443	SL1 API Access
PowerFlow	ServiceNow API	Any	TCP 443	ServiceNow API Access

Prerequisites for the SyncPack

To install this SyncPack, you must have administrator access to both SL1 and ServiceNow. Specifically, you will need:

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

> **TIP:** 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.

Installing the SyncPack

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

To locate and download the SyncPack:

1. Go to the ScienceLogic Support site at https://support.sciencelogic.com/s/.
2. Click the **[Product Downloads]** tab and select *PowerPacks*.
3. In the ***Search PowerPacks*** field, search for 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 .zip file containing the SyncPack.

After you download a SyncPack, you can import it to the PowerFlow platform using the PowerFlow user interface.

To import a SyncPack in the PowerFlow 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]**. PowerFlow 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 PowerFlow 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 PowerFlow system.

TIP: If you do not see the PowerPack 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 PowerPacks.

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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" PowerFlow 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 PowerFlow 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.

Installing the "ScienceLogic SL1: Customer Service Management Integration" Application in ServiceNow

You must install the "ScienceLogic SL1: Customer Service Management Integration" application on the ServiceNow instance to enable this SyncPack. You must first request the "ScienceLogic SL1: Customer Service Management Integration" application from the ServiceNow Store, and then you can install it.

> **WARNING:** The "ScienceLogic SL1: Customer Service Management Integration" application requires that you have already installed the ServiceNow "Customer Service Management" module on the target ServiceNow instance.

> **NOTE:** You must have a ServiceNow HI Service Account to request this application and download it onto your ServiceNow instance.

> **NOTE:** If you want to sync CMDB data, such as company information, you should also install the "ScienceLogic SL1: CMDB & Incident Automation" application version 1.0.45 or later from the ServiceNow Store.

To request and install the "ScienceLogic SL1: Customer Service Management Integration" application:

1. Go to the ServiceNow Store and search for "ScienceLogic SL1".
2. Select the "ScienceLogic SL1: Customer Service Management Integration" application. The detail page for the application appears.
3. Click **Get** and log in with your HI credentials.
4. After the request is approved, log in to ServiceNow as an administrator and navigate to **Application Manager** (System Applications > Applications).
5. Click **Downloads** in the menu header or search for "ScienceLogic".
6. Click the version drop-down for the "ScienceLogic SL1: Customer Service Management Integration" application listing to make sure you are using the correct version of the application that is compatible with your version of the "ServiceNow Cases" SyncPack.
7. Click **Install** for the "ScienceLogic SL1: Customer Service Management Integration" application. The installation is complete when the button changes to **Installed**.
8. In the filter navigator, search for "ScienceLogic" and locate the application in the navigation menu in the left pane.

> **NOTE:** You might need to log out of ServiceNow and log in again to see the updated left-hand navigation menu.

Installing the ServiceNow Base Pack PowerPack in SL1

The "ServiceNow Base Pack" PowerPack contains run book automations that you use to integrate with the ServiceNow CSM module.
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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