ServiceNow Service Catalog SyncPack

Release Notes Version 1.1.0

Overview

Version 1.1.0 of the "ServiceNow Service Catalog" SyncPack adds OAuth2 support to the SyncPack and addresses an issue with the **patch_window** parameter.

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Features Included in this Release

Version 1.1.0 of the "ServiceNow Service Catalog" SyncPack includes the following features:

- Added OAuth2 support to the SyncPack. There are four required parameters you can add to a configuration object to facilitate OAuth2 connection to ServiceNow:
  - ***snow_oauth_client_id***: OAuth2 Client ID from ServiceNow
  - ***snow_oauth_client_secret***: OAuth2 Client secret from ServiceNow
  - ***snow_oauth_token_url***: Full authentication URL, including host and protocol from ServiceNow. For example, "https://<test-instance-name>.service-now.com/oauth_token.do".
  - ***snow_auth_method***: You can enter 'oauth' or 'http_basic' as the value. If no value is provided, 'http_basic' will be used for connection.

NOTE: The configuration options listed above are only required in the configuration object if you plan to use OAuth2 to authenticate. If the values are not present in the configuration object, normal "http_basic" authentication will be used.

Issues Addressed in this Release

The following issue was addressed in this release of the SyncPack:

- Addressed an issue where the default value of "0" for the **patch_window** parameter in the "Sync Maintenance Schedules from ServiceNow to SL1" application caused more recent versions of SL1 to interpret this value as a patch window of length zero minutes. With this release, the default value of the **patch_window** parameter is set to "no_window".

Known Issues

This version of the SyncPack did not have any known issues.

System Requirements

The "ServiceNow Service Catalog" SyncPack requires:

- SL1 PowerFlow platform version 2.4.0 or later.
- "Base Steps" SyncPack version 1.5.5 or later.
- "ServiceNow Base" SyncPack version 3.8.0 or later.
- "Flow Control" SyncPack version 1.0.0 or later.
- SL1 version 11.2.0 or later. To support SL1 Service Investigator 2.0 features, SL1 12.2.0 is required. For details on upgrading SL1, see the *SL1 Platform Release Notes*.

- ServiceNow Tokyo or later with Web Services enabled. You will also need to install the ServiceNow Service Catalog Request Application to use this SyncPack.
- The "ScienceLogic SL1: Service Catalog Automation" certified application version 1.0.2. For more information, see *Installing the "ScienceLogic SL1: Service Catalog Automation" Application in ServiceNow*.

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

In addition, you will need to add the following role to the ServiceNow Integration user to give the user access to the ServiceNow Service Catalog Request Application:

- **x_sclo_sl1_catalog.sl1catalogaccess**

If you need to create templates, add the following role to the ServiceNow Integration user:

- **x_sclo_sl1_catalog.catalog_item_template**

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

WARNING: If you are *upgrading* to this version of the SyncPack from a previous version, make a note of any settings you made on the various applications in this SyncPack, as these settings are *not* retained when you upgrade.

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 & 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 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.

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: Service Catalog Automation" Application in ServiceNow

You must install the "ScienceLogic SL1: Service Catalog Automation" application on the ServiceNow instance to enable this SyncPack. This application is also called the "certified" or "scoped" application.

Contents of the Application

This release of the "ServiceNow Service Catalog" SyncPack requires version 1.0.2 of the "ScienceLogic SL1: Service Catalog Automation" application. Version 1.0.2 includes the following updates:

- Included support for ServiceNow Tokyo.
- As the initial release of the certified application, enabled the initiation of a discovery session of SL1 devices from ServiceNow.
- Also enabled the ability to put devices into and out of maintenance in SL1.

Installing the Application

You must first request the "ScienceLogic SL1: Service Catalog Automation" application from the ServiceNow Store, and then you can install it.

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

To request and install the "ScienceLogic SL1: Service Catalog Automation" application:

1. Go to the ServiceNow Store and search for "ScienceLogic SL1".
2. Select the "ScienceLogic SL1: Service Catalog Automation" 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: Service Catalog Automation" application listing to make sure you are using the correct version of the application that is compatible with your version of this SyncPack.
7. Click **Install** for the 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.

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

International: +1-703-354-1010