



ServiceNow Service Catalog SyncPack

Release Notes Version 1.1.1

Overview

Version 1.1.1 of the "ServiceNow Service Catalog" SyncPack addresses an issue which prevented device maintenance schedules from being successfully deleted.

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Issues Addressed in this Release

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

- Addressed an issue which prevented device maintenance schedules from being successfully deleted. (Case: 00566375)

Known Issues

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

System Requirements

The "ServiceNow Service Catalog" SyncPack requires:

- Skylar Automation (formerly PowerFlow) platform version 2.7.0 or later.
- "Base Steps" SyncPack version 1.5.6 or later.
- "ServiceNow Base" SyncPack version 3.8.2 or later.
- "Flow Control" SyncPack version 1.0.0 or later.
- Skylar One (formerly SL1) version 12.1.0 or later. To support SL1 Service Investigator 2.0 features, Skylar One 12.2.0 is required. For details on upgrading Skylar One, see the [Skylar One 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 Skylar Automation for this SyncPack:

Source IP	Skylar Automation Destination	Skylar Automation Source Port	Destination Port	Requirement
Skylar Automation	Skylar One API	Any	TCP 443	Skylar One API Access
Skylar Automation	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 Skylar One 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 **[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.

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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