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# ServiceNow CMDB Synchronization PowerPack

Release Notes Version 3.4.4, rev 1

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## Overview

The *ServiceNow CMDB Synchronization PowerPack* version 3.4.4 addresses an issue where a business service without a company in ServiceNow caused issues when syncing Business Services from ServiceNow to SL1.

**WARNING:** This Synchronization PowerPack requires the *ServiceNow Base Synchronization PowerPack* version 3.4.0 or later and the *Base Steps Synchronization PowerPack* version 1.4.1 or later. You can download Synchronization PowerPacks from the [ScienceLogic Support Site](#).

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## Issue Addressed in this Release

The following issue was addressed in this release:

- Addressed an issue where a business service without a company in ServiceNow caused issues when syncing Business Services from ServiceNow to SL1.

**TIP:** To view release notes and manuals for all versions of the SL1 PowerFlow Platform, see [SL1 PowerFlow Platform Documentation](#). To view release notes and manuals for PowerFlow Synchronization PowerPacks, see [SL1 Workflow Automation PowerPack Documentation](#).

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## Known Issues

This release contains the following known issues:

- Due to a change in GraphQL in SL1 version 11.1.0, some PowerFlow applications will fail to sync if you upgrade to that version of SL1. To avoid this situation, upgrade to SL1 version 11.1.2, where this issue was addressed.
- If a value in ServiceNow is an integer field with a value of 0, it is not pulled from ServiceNow for comparison against the value in SL1. For example, if the value for a field such as **cpu\_count** is 0 in both SL1 and ServiceNow, the application will send an update payload. If the ServiceNow value is anything other than 0, this behavior will not happen.
- An issue exists with syncing VMware resource pools if the resource pool has a direct link to the VMware cluster. In SL1, if you have a VMware resource pool that does not belong to a VMware host, that resource pool will not be synced to ServiceNow. The children devices underneath the resource pool will continue to be synced to ServiceNow.
- When syncing VMware virtual devices from SL1 to ServiceNow, any virtual apps are synced by default to the VMware object table in ServiceNow, because ServiceNow does not have a virtual app class. To work around this issue, you can either use the default setting to sync to the VMware object table or you can create a custom virtual app class and modify the mappings.
- When syncing multiple VMware trees from SL1 to ServiceNow, the **unique\_id** field that is mapped by default to the **object\_id** field in ServiceNow is not unique across multiple VMware trees. New PowerFlow users should not use the **object\_id** field as an identifier rule in ServiceNow due to this known issue. In a future release, the default **object\_id** field will be updated with a field that is unique across multiple VMware trees. This issue first appeared in version 2.5.0 of this Synchronization PowerPack.

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## System Requirements

The *ServiceNow CMDB Synchronization PowerPack* version 3.4.4 requires:

- **SL1 PowerFlow platform version:** 2.1.0 or later.
- **Base Steps Synchronization PowerPack version:** 1.4.1 or later.

- **ServiceNow Base Synchronization PowerPack version:** 3.4.0 or later.
- The **"ScienceLogic SL1: CMDB & Incident Automation" application version:** 1.0.53.
- **SL1 version:** 8.14.0 or later. For details on upgrading SL1, see the appropriate SL1 [Release Notes](#). The ability to sync services that were defined in ServiceNow with Business Services in SL1 requires SL1 10.2.0 or later.
- **ServiceNow version:** Quebec or later, with Web Services enabled.

**NOTE:** If your ServiceNow instance is domain-separated, install the latest "ScienceLogic Domain Separation (Global)" update set in ServiceNow. For more information, see the **ServiceNow CMDB Synchronization PowerPack** manual.

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

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
PowerFlow	SL1 Database	Any	TCP 7706	SL1 Database Access

## Prerequisites for the Synchronization PowerPack

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

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

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

## Installing or Upgrading the Synchronization PowerPack

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

mappings you added to the **attribute\_mappings** section for the "Sync Devices from SL1 to ServiceNow" application are retained when you upgrade.

**NOTE:** If you are upgrading from version 3.0.0 to version 3.1.0 or later of the Synchronization PowerPack, you might get a "Run: failure" pop-up message and the following error in the **Step Log** pane for the "Install SyncPack" step in the Activate & Install SyncPack" application: "Step requires module servicenow\_cmdb\_syncpack.util.cmdb\_params but it's not available in the environment". In this situation, go to the **SyncPacks** page to uninstall the Synchronization PowerPack, and then install version 3.1.0 or later again.

**NOTE:** If you are installing or upgrading to this version of the Synchronization PowerPack in an offline deployment, see [Installing or Upgrading in an Offline Environment](#).

## Using the Optional Identification Update Sets

ScienceLogic provides optional identification update sets that include identification rules for syncing certain technologies.

If version 3.2.0 is the first version of the ServiceNow CMDB Synchronization PowerPack you are installing on your PowerFlow system, you should use the new "ScienceLogic IdentificationEngine (pre-set (VMWare 3.2.0))" update set.

If you are *upgrading* to version 3.2.0 ServiceNow CMDB Synchronization PowerPack from a previous version of the Synchronization PowerPack, you should continue to use the VMware update set that was previously provided.

If you are upgrading from a previous version of this Synchronization PowerPack and you install the latest Identification Update Set, you will encounter errors in ServiceNow because of the change in how version 3.2.0 of this Synchronization PowerPack overrides relationships. These errors will continue until the identification rules are fixed in ServiceNow. For this reason, ScienceLogic recommends not installing the latest identification update set if you are upgrading from an existing Synchronization PowerPack version.

## Installing the Synchronization PowerPack

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

To locate and download the Synchronization PowerPack:

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 Synchronization PowerPack and select it from the search results. The **Release Version** page appears.
4. On the **[PowerPack Versions]** tab, click the name of the Synchronization PowerPack version that you want to install. The **Release File Details** page appears.
5. Click the **[Download File]** button or click the name of the **.zip** file containing the **.whl** file for this Synchronization PowerPack to download the Synchronization PowerPack.

**NOTE:** Synchronization PowerPacks do not require a specific license. After you download a Synchronization PowerPack, you can import it to the PowerFlow platform using the PowerFlow user interface.

To import a Synchronization PowerPack 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 Synchronization PowerPack you want to install.

**TIP:** You can also drag and drop a **.whl** file onto the **Import SyncPack** page.

3. Click **[Import]**. PowerFlow registers and uploads the Synchronization PowerPack. The Synchronization PowerPack is added to the **Synchronization PowerPacks** page.

**NOTE:** You cannot edit the content package in a Synchronization PowerPack published by ScienceLogic. You must make a copy of a ScienceLogic Synchronization PowerPack and save your changes to the new Synchronization PowerPack to prevent overwriting any information in the original Synchronization PowerPack when upgrading.

To install a Synchronization PowerPack in the PowerFlow user interface:

1. On the **SyncPacks** page, click the **[Actions]** button (⚙️) for the Synchronization PowerPack you want to install and select *Activate & Install*. The **Activate & Install SyncPack** modal appears.

**NOTE:** If you try to activate and install a Synchronization PowerPack 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 Synchronization PowerPack is activated, the **SyncPacks** page displays a green check mark icon for that Synchronization PowerPack. 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 Synchronization PowerPack. For a successful installation, the "Activate & Install Synchronization PowerPack" 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 Synchronization PowerPack on your PowerFlow system, you can click the **[Actions]** button (⚙️) for that Synchronization PowerPack and select *Change active version* to activate a different version other than the version that is currently running.

## Installing or Upgrading in an Offline Deployment

Use the following procedure if you are installing or upgrading to version 3.4.4 of this Synchronization PowerPack in an offline deployment.

This release of the Synchronization PowerPack requires the following external files for an offline deployment:

- **Jinja2-2.11.1-py2.py3-none-any.whl**, available at [this location](#) at pypi.org.
- **MarkupSafe-1.1.1-cp37-cp37m-manylinux1\_x86\_64.whl**, available at [this location](#) at pypi.org.

To upload the required external files:

1. After downloading the two required external files, SCP the files to the master node.
2. Run the following commands on the host:

```
devpi use 'https://<is_username>:<is_password>@<is_
hostip>:3141/isadmin/dependencies'
```

```
devpi login <is_username> --password=<is_password>
```

```
cd /tmp/
```

```
devpi upload Jinja2-2.11.1-py2.py3-none-any.whl
```

```
devpi upload MarkupSafe-1.1.1-cp37-cp37m-manylinux1_x86_64.whl -force
```

**NOTE:** If you cannot run these commands on the host, you can instead run them on the pypiserver container.

3. Perform a docker copy to both files (if you are running commands in the pypiserver container):

```
docker cp <file1-location> $(docker ps -q -f name=services_
pypiserver) :/tmp
```

```
docker cp <file2-location> $(docker ps -q -f name=services_
pypiserver) :/tmp
```

4. Follow the steps in [Installing or Upgrading the Synchronization PowerPack](#) to install and activate this Synchronization PowerPack.

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## Installing the "ScienceLogic SL1: CMDB & Incident Automation" Application in ServiceNow

You must install the "ScienceLogic SL1: CMDB & Incident Automation" application on the ServiceNow instance to enable this Synchronization PowerPack. The "ScienceLogic SL1: CMDB & Incident Automation" application is also known as the "Certified" or "Scoped" application.

In version 1.0.76 of the "ScienceLogic SL1: CMDB & Incident Automation" application, the Incident portion of the application was turned off by default as part of an ongoing effort to make each individual application easier to support. Please note that the none of the Incident content was removed, but it is no longer enabled by default.

- For users of the ServiceNow CMDB Synchronization PowerPack, there will be no impact, as the Incident portion is turned off by default in version 1.0.76 of the "ScienceLogic SL1: CMDB & Incident Automation"



application. For more information about turning Incident features on and off, see the **ServiceNow CMDB Synchronization PowerPack** manual.

- ScienceLogic strongly recommends that users of the *ServiceNow Incident Synchronization PowerPack* migrate to the "ScienceLogic SL1: Incident Automation" application. You can download this application from the ServiceNow Store at <https://store.servicenow.com>.
- In future releases of the *ServiceNow Incident Synchronization PowerPack*, you will need to download and install the "ScienceLogic SL1: Incident Automation" application to get any updates to the Incident module. The two Synchronization PowerPacks and their corresponding certified applications will be completely separate going forward.

You must first request the "ScienceLogic SL1: CMDB & Incident Automation" application from the ServiceNow Store, and then you can install it. You must have a ServiceNow HI Service Account to request this application and download it onto your ServiceNow instance.

To request and install the Certified Application:

1. Go to the ServiceNow Store at <https://store.servicenow.com> and search for "ScienceLogic SL1".
2. Select the "ScienceLogic SL1: CMDB Incident Automation" application. The detail page for the application appears.
3. Click the **[Get]** button 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 or My Company Applications).
5. Click **[Downloads]** in the menu header or search for "ScienceLogic".
6. Click the version drop-down for the "ScienceLogic SL1: CMDB & Incident Automation" application listing to make sure you are using the correct version of the application that is compatible with your version of this Synchronization PowerPack.
7. Click the **[Install]** button for the "ScienceLogic SL1: CMDB & Incident Automation" 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 left-hand navigation menu to verify that the application was installed. You might need to log out of ServiceNow and log in again to see the updated left-hand navigation menu.

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