



ServiceNow Incident SyncPack

Release Notes Version 4.1.1

Overview

The "ServiceNow Incidents " SyncPack version 4.1.1 addresses an issue with removing cleared events from the PowerFlow cache after they were synced to ServiceNow.

This SyncPack uses the "ServiceNow Base Pack" PowerPack.

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

WARNING: You can use the "ServiceNow Incidents " SyncPack with the Incident portion of the existing CMDB & Incident workflow as well as the new Incident-only workflow. You *cannot* use both workflows on the same PowerFlow system.

NOTE: This SyncPack is compatible with the "ServiceNow Service Graph Connector" SyncPack and the "ServiceNow CMDB" SyncPack.

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Issues Addressed in this Release

The following issues were addressed in this release of the SyncPack:

- Addressed an issue where if the cache contained only cleared events, those cleared events were not removed from the cache after syncing to ServiceNow. (Support Case: 00326192) (Jira ID: INT-5414)

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

The "ServiceNow Incidents" SyncPack 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 or later, where this issue was addressed.
- If you are using the "ServiceNow CMDB" SyncPack version 3.5.0 or later to sync SL1 devices to ServiceNow, you should set the value of the ***cmdb_integration*** parameter in the "ServiceNow: Add/Update/Clear Incident" run book action policy to *SGC* to allow CIs to attach to incidents. If you are using versions of the "ServiceNow CMDB" SyncPack before version 3.5.0, set the value of the ***cmdb_integration*** parameter to *CMDB*.

System Requirements

This release of the SyncPack requires:

- **SL1 PowerFlow platform version:** 2.4.0 or later.
- **SL1 version:** 11.2.0 or later. For details on upgrading SL1, see the relevant [SL1 Platform Release Notes](#).
- **Base Steps SyncPack version:** 1.5.0 or later.
- **ServiceNow Base SyncPack version:** 3.5.0 or later.
- **ServiceNow Base PowerPack:** 107 or later. You can download the PowerPack from the [PowerPacks page](#).
- **ServiceNow version:** Tokyo or later, with Web Services enabled.
- **"ScienceLogic SL1: Incident Integration" application version:** 1.0.6

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

The following table lists the port access required by PowerFlow for the "ServiceNow Incidents" SyncPack:

Source IP	Integration Service Destination	Integration Service Source Port	Destination Port	Requirement
PowerFlow	SL1 API	Any	TCP 443	SL1 API Access
PowerFlow	ServiceNow API	Any	TCP 443	ServiceNow API Access
SL1 Run Book Action	PowerFlow	Any	TCP 443	Send SL1 data to the PowerFlow

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

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.

Upgrading or 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 integration applications in this SyncPack, as these settings are *not* retained when you upgrade.

NOTE: If you are using a version of the "ServiceNow Incidents" SyncPack before version 4.0.0, you should *uninstall* that version in the PowerFlow user interface before installing this release. Uninstalling ensures that all deprecated applications and configurations have been removed from your system.

NOTE: If you are upgrading from a previous version of this SyncPack and you want to keep your settings from the existing "ScienceLogic SL1: CMDB & Incident Automation" application, see [Migrating from the "ScienceLogic SL1: CMDB & Incident Automation" Application to the "ScienceLogic SL1: Incident Automation" Application](#).

Installing or Upgrading 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.

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.

Migrating from the "ScienceLogic SL1: CMDB & Incident Automation" Application to the "ScienceLogic SL1: Incident Automation" Application

This section explains how to upgrade from the existing "ScienceLogic SL1: CMDB & Incident Automation" application to the new "ScienceLogic SL1: Incident Automation" application with version 4.0.0 and later of this SyncPack.

Both applications include the following functionality:

- Create, update, or clear a ServiceNow Incidents from an SL1 Event
- Sync Incident State from a ServiceNow to an SL1 Event

These applications do not share any tables or fields within ServiceNow.

This section highlights some considerations when transferring to the Incident only application (version 4.0.0 or later of this SyncPack). Any customizations you made in another Certified Application do not carry over to other Certified Applications, even when both are provided by the same vendor. You will need to adapt customizations made previously so they can work within this new application.

1. The Correlation ID (**correlation_type** in the Run Book Action *Input Parameters*) is no longer set in SL1 or PowerFlow. With the new application, the Correlation ID is set in the transformation map within

ServiceNow. The preset Correlation IDs that were provided in past applications are also included and can be set by using the **Properties** page in the ServiceNow Application. You can address custom behavior within the transformation map.

2. The Incident "onBefore" script addresses *Impact* and *Urgency* states. You will most likely need to customize the default behavior for these states to meet your requirements.
3. The Incident "onBefore" script also addresses cleared event behavior, and you will need to evaluate and customize this behavior to fit your requirements.
4. Evaluate the field mappings between SL1 and ServiceNow.

Installing the "ScienceLogic SL1: Incident Automation" Application in ServiceNow

Version 4.0.0 or later of the "ServiceNow Incident" SyncPack uses the "ScienceLogic SL1: Incident Automation" application in ServiceNow to sync incident status update from ServiceNow back to SL1. You can access the application from the ServiceNow Store. This application is also known as the "Certified Application" or the "Scoped Application".

Versions of this SyncPack before 4.0.0 used the "ScienceLogic SL1: CMDB & Incident Automation" application, but that application is not supported with version 4.0.0 or later.

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

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

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: 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: Incident 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 the **[Install]** button for the "ScienceLogic SL1: 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.

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 version 107 or later contains run book action policies, automation policies, and an action type that you can use to integrate this SyncPack with ServiceNow.

TIP: By default, installing a new version of a PowerPack will overwrite all content in that PowerPack that has already been installed on the target system. You can use the **Enable Selective PowerPack Field Protection** setting in the **Behavior Settings** page (System > Settings > Behavior) in SL1 to prevent the new version of the PowerPack from overwriting local changes for some commonly customized fields.

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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