



ServiceNow Service Graph Connector SyncPack

Release Notes Version 1.0.3

Overview

Version 103 of the "ServiceNow Service Graph Connector" SyncPack addresses an issue where the *instance_uid* was being dropped for non-merged devices in a VMware tree during a Device Sync.

This SyncPack works with the ServiceNow Service Graph Connector method instead of the ServiceNow Identification and Reconciliation Engine (IRE) used by the existing "ServiceNow CMDB" SyncPack. This version lets you sync devices between ServiceNow and SL1 .

WARNING: This SyncPack is not compatible with versions of the "ServiceNow Incident" SyncPack older than version 4.0.0.

NOTE: You cannot upgrade to this SyncPack from the "ServiceNow CMDB" SyncPack.

This document covers the following topics:

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Issues Addressed in this Release

The following issue was addressed in this release:

- Addressed an issue where the *instance_uuid* was being dropped for non-merged devices in a VMware tree during a Device Sync.

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 has the following known issues:

- The Service Graph Connector will not work with Incidents synced to ServiceNow. As a result, the **Configuration Item** field and the related list on the **[Affected CIs]** tab will not be populated when using the Service Graph Connector. The **Device** field on the Event record will also be blank. This issue is addressed in version 4.0.0 of the *ServiceNow IncidentSyncPack*.
- There are known issues with how ServiceNow models vCenter in the Identification and Reconciliation Engine (IRE) that prevents the syncing of vCenter devices to the ServiceNow CMDB.

System Requirements

The "ServiceNow Service Graph Connector" 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:** 1.3.1 or later. You can download SyncPacks from the [PowerPacks page](#) at the SL1 Support Site.
- **ServiceNow Base SyncPack version:** 3.3.0 or later.
- **ServiceNow version:** Tokyo or later with Web Services enabled.
- **ServiceNow CMDB CI Class Models version:** 1.30 or later. You can download the class models from the [ServiceNow Store](#).
- **The "Service Graph Connector for ScienceLogic" application version:** 1.0.2. You can download the application from the [ServiceNow Store](#).

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

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.

The following table lists the port access required by PowerFlow and 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

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.

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 "Service Graph Connector for ScienceLogic" Application in ServiceNow

You must install the "Service Graph Connector for ScienceLogic" application on the ServiceNow instance to enable this SyncPack. You must first request the "Service Graph Connector for ScienceLogic" 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 "Service Graph Connector for ScienceLogic" application:

1. Go to the [ServiceNow Store](#) and search for "ScienceLogic".
2. Select the "Service Graph Connector for ScienceLogic" 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 "Service Graph Connector for ScienceLogic" application listing to make sure you are using the correct version of the application that is compatible with your version of the *ServiceNow Service Graph Connector SyncPack*.
7. Click **[Install]** for the "Service Graph Connector for ScienceLogic" 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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