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# Skylar Advisor SyncPack Release Notes

Version 1.0.0

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# Overview

Version 1.0.0 of the "Skylar Advisor" SyncPack enables the retrieval of Knowledge Base articles, incidents, cases, and alerts from ServiceNow, and syncs all historical and ongoing data for those items to Skylar Advisor.

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## System Requirements

This release requires the following ScienceLogic components:

- Skylar Automation platform version 3.0.0 or later
- Skylar Advisor version 2.1.0 or later
- Skylar One version 12.5.1 or later
- "Base Steps" SyncPack version 1.6.1 or later
- "ServiceNow Base" SyncPack version 3.8.2 or later.
- "ServiceNow CMDB" SyncPack version 3.6.4 or later
- "Flow Control" SyncPack version 1.0.0 or later

This release requires the following ServiceNow components:

- ServiceNow Knowledge API

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

**NOTE:** If your ServiceNow instance is domain-separated, install the latest "ScienceLogic Domain Separation (Global)" update set in ServiceNow. Ask your ScienceLogic contact for access to this update set.

The table below is usually included in our release notes for ServiceNow SyncPacks...not sure if it's even relevant here

The following table lists the port access required by Skylar Automation for this SyncPack:

Source	Port	Purpose
Skylar One API	443	Skylar One API Access
ServiceNow API	443	ServiceNow API Access
Skylar One Database	7706	Skylar One Database Access

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## Installing the SyncPack

A SyncPack file has the **.whl** file extension type. You can download the SyncPack file from the ScienceLogic Support Center.

To locate and download the SyncPack:

1. Go to the ScienceLogic Support Center 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.

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## Features

Version 100 of this SyncPack uses the following applications to collect Knowledge Base articles, incidents, cases, and alerts and sync them to Skylar Advisor:

- Sync Alerts from ServiceNow to Advisor
- Sync Historical Alert Data from ServiceNow to Advisor
- Sync Cases from ServiceNow to Advisor
- Sync Historical Case Data from ServiceNow to Advisor
- Sync Incidents from ServiceNow to Advisor
- Sync Historical Incident Data from ServiceNow to Advisor
- Sync KBs from ServiceNow to Advisor
- Sync Historical KB Data from ServiceNow to Advisor

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## Known Issues

This release has no known issues.

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