



Skylar Advisor SyncPack

Release Notes Version 2.0.0

Overview

Version 2.0.0 of the "Skylar Advisor" SyncPack adds multiple applications to support importing data from Confluence pages and ServiceNow Change Requests to Skylar Advisor.

This document covers the following topics:

<i>Features Included in this Release</i>	2
<i>System Requirements</i>	3
<i>Installing the SyncPack</i>	3
<i>Known Issues</i>	5

Features Included in this Release

This release of the SyncPack includes the following features:

- Added two new Skylar Automation applications to support importing data from Confluence pages to Skylar Advisor:
 - Export New/Updated Pages from Confluence to Advisor
 - Export Historical Page Data from Confluence to Advisor
- Added two new Skylar Automation applications to support importing ServiceNow Change Request data to Skylar Advisor:
 - Export New/Updated Change Requests from ServiceNow to Advisor
 - Export Historical Change Request Data from ServiceNow to Advisor

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 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

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 Skylar Automation) 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.

Known Issues

This release has no known issues.

© 2003 - 2025, ScienceLogic, Inc.

All rights reserved.

ScienceLogic™, the ScienceLogic logo, and ScienceLogic's product and service names are trademarks or service marks of ScienceLogic, Inc. and its affiliates. Use of ScienceLogic's trademarks or service marks without permission is prohibited.

ALL INFORMATION AVAILABLE IN THIS GUIDE IS PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED. SCIENCELOGIC™ AND ITS SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT.

Although ScienceLogic™ has attempted to provide accurate information herein, the information provided in this document may contain inadvertent technical inaccuracies or typographical errors, and ScienceLogic™ assumes no responsibility for the accuracy of the information. Information may be changed or updated without notice. ScienceLogic™ may also make improvements and / or changes in the products or services described herein at any time without notice.

Copyrights and Trademarks

ScienceLogic, the ScienceLogic logo, and EM7 are trademarks of ScienceLogic, Inc. in the United States, other countries, or both.

Below is a list of trademarks and service marks that should be credited to ScienceLogic, Inc. The ® and ™ symbols reflect the trademark registration status in the U.S. Patent and Trademark Office and may not be appropriate for materials to be distributed outside the United States.

- ScienceLogic™
- EM7™ and em7™
- Simplify IT™
- Dynamic Application™
- Relational Infrastructure Management™

The absence of a product or service name, slogan or logo from this list does not constitute a waiver of ScienceLogic's trademark or other intellectual property rights concerning that name, slogan, or logo.

Please note that laws concerning use of trademarks or product names vary by country. Always consult a local attorney for additional guidance.

Other

If any provision of this agreement shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this agreement and shall not affect the validity and enforceability of any remaining provisions. This is the entire agreement between the parties relating to the matters contained herein.

In the U.S. and other jurisdictions, trademark owners have a duty to police the use of their marks. Therefore, if you become aware of any improper use of ScienceLogic Trademarks, including infringement or counterfeiting by third parties, report them to Science Logic's legal department immediately. Report as much detail as possible about the misuse, including the name of the party, contact information, and copies or photographs of the potential misuse to: legal@sciencelogic.com. For more information, see <https://sciencelogic.com/company/legal>.

ScienceLogic

800-SCI-LOGIC (1-800-724-5644)

International: +1-703-354-1010