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# Base Steps Synchronization PowerPack

Release Notes Version 1.3.1

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## Overview

The *Base Steps Synchronization PowerPack* contains a set of steps that are used in a variety of different Synchronization PowerPacks, including "Query REST", "Query GraphQL", and "MySQL Select" steps, which are used throughout PowerFlow for a variety of use cases.

Version 1.3.1 of the *Base Steps Synchronization PowerPack* includes an update to the "Query REST" step that prevents issues with scheduled PowerFlow applications.

**NOTE:** After the 2.1.0 platform release, the *Integration Service* was rebranded as *SL1 PowerFlow*, and the *Automation Builder* was rebranded as the *SL1 PowerFlow builder*.

**NOTE:** The label "SyncPack" is used in place of "Synchronization PowerPack" in the PowerFlow user interface.

This document includes the following topics:

- [The issues addressed in version 1.3.1](#)
- [Known issues in version 1.3.1](#)
- [Prerequisites](#)
- [Installing the Synchronization PowerPack in PowerFlow](#)

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## Issues Addressed

The following issue was addressed in this release:

- Updated the "Query REST" step to prevent issues with scheduled PowerFlow applications.

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## Known Issues

This version of the Synchronization PowerPack did not have any known issues.

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## 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 administrator access to the Administration Portal
- ServiceNow administrator access

**TIP:** If you want to upload and install multiple ServiceNow Synchronization PowerPacks at the same time, you should upload *all* of the Synchronization PowerPacks first, and then install them to address any dependencies between the Synchronization PowerPacks.

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

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## 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](#).
2. Click the Product Downloads tab and select *PowerPack*.
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 PowerPacks in the PowerFlow user interface:

1. On the **Synchronization PowerPacks** page, click Import Synchronization PowerPack. The **Import Synchronization PowerPack** page appears.
2. Click Browse and select the **.whl** file for the Synchronization PowerPack you want to install. You can also drag and drop a **.whl** file to the **Synchronization PowerPacks** page.


**TIP:** You can also drag and drop a **.whl** file to the **SyncPacks** 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.

**TIP:** By default, the **SyncPacks** page displays only activated and installed PowerPacks. If you do not see the PowerPack that you want to install, click the toggle icon (  ) on the **SyncPacks** page and select *Show All SyncPacks* to see a list of the uninstalled 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.

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