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# Cherwell Integration PowerPack

Release Notes Version 100

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## Overview

The *Cherwell Integration* PowerPack lets you sync events and incidents between Cherwell Service Management (CSM) and SL1. This PowerPack contains the three Run Book Automation policies and the Run Book Action policy that you use to sync SL1 Events with CSM Incidents.

- **Minimum Required Version of Cherwell Service Management (CSM):** 9.7.0 or later
- **Minimum Required SL1 Version:** 8.14.0
- **Support Status:** GA

**NOTE:** You should only use this PowerPack in conjunction with the *Cherwell Synchronization* PowerPack for SL1 PowerFlow.

This document describes:

- [Pre-install or pre-upgrade information](#)
- [The installation process for the PowerPack](#)
- [The features included in version 100](#)

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## Before You Install or Upgrade

Ensure that you are running version 8.14.0 or later of SL1 before installing version 100 of the *Cherwell Integration* PowerPack .

**NOTE:** For details on upgrading SL1, see the appropriate SL1 [Release Notes](#).

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## Installing or Upgrading to Cherwell Integration PowerPack version 100

To install the *Cherwell Integration* PowerPack :

1. See the [Before You Install or Upgrade](#) section. If you have not done so already, upgrade your system to the 8.14.0 or later release of SL1.
2. Download version 100 of the *Cherwell Integration* PowerPack from the Customer Portal to a local computer.
3. Go to the **PowerPack Manager** page (System > Manage > PowerPacks). Click the Actions menu and choose *Import PowerPack*. When prompted, import version 100 of the *Cherwell Integration*PowerPack.
4. After importing the PowerPack, you will be prompted to install the PowerPack. Click the Install button to install

the PowerPack.

5. See the **Cherwell Integration PowerPack** manual for instructions on using the PowerPack.

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## Features

*Cherwell Integration PowerPack* version 100 includes the following features:

The *Cherwell Integration PowerPack* includes:

- The "Cherwell Event IS4 Integration" Run Book Action, which you can use to automate adding, updating, and clearing SL1 events
- The following Run Book Automation policies to automate adding, updating, and clearing events:
  - Cherwell Create Event IS4
  - Cherwell Update Ticket on Acknowledge
  - Cherwell Clear Event IS4
- A Sample Credential, "SL1 IS4 API Creds"

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