



Integration Service: ServiceNow Integration Release Notes

Version 1.7.2

Overview

Integration Service: ServiceNow Integration version 1.7.2 includes a new configuration parameter for the "ScienceLogic To ServiceNow Device Sync Using GraphQL" integration application and a number of addressed issues.

Integration Service version 1.7.2 requires the latest version of the ScienceLogic Update Set for ServiceNow. Integration Service version 1.7.2 does not work with previous versions of the update set.

- If you upgraded from SyncServer to Integration Service, use update set **ScienceLogic 3.x to Integration Service - 1.7.0.xml**. If you upgraded from a version of SyncServer before version 3.1.28, you might want to upgrade your update set to 3.1.28 using **ScienceLogic 3.1.28 for SyncServer.xml** before using **ScienceLogic 3.x to Integration Service - 1.7.0.xml**.
- If you have only used the Integration Service, use update set **ScienceLogic ServiceNow Integration - 1.7.0.xml**.

This document describes:

- [The features included in version 1.7.2](#)
- [The issues addressed in version 1.7.2](#)
- [The known issues in version 1.7.2](#)

Features

Integration Service: ServiceNow Integration version 1.7.2 includes the following features:

- A new configuration parameter, "customer_ci_relation_override", was added to the "ScienceLogic To ServiceNow Device Sync using GraphQL" integration application. This configuration lets you add custom relationship overrides to Device Sync.

Issues Addressed

The following issues are addressed in Integration Service: ServiceNow Integration version 1.7.2:

- Missing models no longer cause the "ScienceLogic To ServiceNow Device Sync using GraphQL" integration application to stop working. Parent devices can now receive asset information and mappings.
- In the "Sync ServiceNow Incident State to ScienceLogic Event" integration application, exposed a configuration parameter that lets you specify the chunk size of your payloads. This resolves an issue where the URL was too long when updating events in SL1.
- Integration applications no longer fail when the applications encountered Unicode characters.

- Large documents no longer cause timeouts that prevent cache deletion during Device Sync. This issue occurred only in large-scale environments.
- Device Sync no longer stops working due to a missing return value.

Known Issues

There are no known issues in this release.

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