Integration Service: ServiceNow SyncPack Release Notes

Version 2.5.0

Overview

The *Integration Service: ServiceNow SyncPack* version 2.5.0 lets you sync maintenance windows from ServiceNow to SL1 using a ServiceNow Management, Instrumentation, and Discovery (MID) Server. This release also allows you to selectively sync devices and includes improved error handling for CI-specific integration applications.

> **WARNING:** Version 2.3.0 of the *Integration Service: ServiceNow SyncPack* included an update that will cause all integration applications to fail unless you follow the steps described in the *Breaking Change* section. This change impacts you only if you are upgrading to the current SyncPack version from a SyncPack version earlier than 2.3.0.

This document includes the following topics:

- *Prerequisites*
- *Installing the "ScienceLogic SL1: CMDB & Incident Automation Application" in ServiceNow*
- *Installing the ServiceNow SyncPack*
- *Breaking change (version 2.3.0)*
- *The features included in version 2.5.0*
- *The issues addressed in version 2.5.0*
- *The known issues in version 2.5.0*

Prerequisites

The *Integration Service: ServiceNow SyncPack* version 2.5.0 requires the following:

- SL1 version 8.12.2 or later. For details on upgrading SL1, see the appropriate SL1 Release Notes.
- An **ap2** version of 5.125.44 or later of the user interface for SL1. For more information, see the *Introduction to SL1* manual.
- Integration Service platform version 1.8.4 or later.
- The "ScienceLogic SL1: CMDB & Incident Automation" application, version 1.0.35.
- ServiceNow versions Kingston, London, Madrid, or New York with Web Services enabled. A ServiceNow MID Server is also required to sync maintenance windows from ServiceNow to SL1 using a ServiceNow MID Server.

NOTE: The Integration Service Platform version 1.8.0 or later requires the **docker-ce 18.06** version of Docker. The Integration Service ISO includes this version of Docker by default, but if you plan to upgrade to this version from the RPM, you must first upgrade Docker before you upgrade the Integration Service. You can download the Docker RPM file from the following location: docker-ce-18.06.1.ce-3.el7.x86_64.rpm.

NOTE: If your ServiceNow instance is domain-separated, install the latest "ScienceLogic Domain Separation (Global)" update set in ServiceNow. For more information, see the *Integration Service: ServiceNow SyncPack* manual.

Installing the "ScienceLogic SL1: CMDB & Incident Automation Application" in ServiceNow

You must install the "ScienceLogic SL1: CMDB & Incident Automation" application on the ServiceNow instance to enable the *Integration Service ServiceNow SyncPack*. The "ScienceLogic SL1: CMDB & Incident Automation" application is also known as the "Certified" or "Scoped" application.

The most recent version of the application is 1.0.35, which is required for version 2.5.0 of the SyncPack.

NOTE: You must have a ServiceNow HI Service Account to request this application and download it onto your ServiceNow instance.

You must first request the "ScienceLogic SL1: CMDB & Incident Automation" application from the ServiceNow Store and then install it.

To request and install the Certified Application:

1. Go to the ServiceNow Store at https://store.servicenow.com and search for "ScienceLogic SL1".
2. Select the "ScienceLogic SL1: CMDB & Incident Automation" application. The detail page for the application appears.
3. Click **Get** and log in with your HI credentials.

4. After the request is approved, log in to ServiceNow as an administrator and navigate to **Application Manager** (System Applications > Applications).

5. Click **Downloads** in the menu header or search for "ScienceLogic".

6. Click the version drop-down for the "ScienceLogic ServiceNow Integration" application listing to make sure you are using the correct version of the application that is compatible with your version of the *Integration Service ServiceNow SyncPack*.

7. Click **Install** for the "ScienceLogic ServiceNow Integration" application. The installation is complete when the button changes to **Installed**.

8. In the filter navigator, search for "ScienceLogic" and locate the application in the navigation menu in the left pane.

> **WARNING:** After you install the "ScienceLogic SL1: CMDB & Incident Automation" application on your ServiceNow instance, you must upgrade your ServiceNow integration applications to version 2.0.0 or later on all Integration Service instances. Integration Service instances running version 2.0.0 or later of the ServiceNow integration applications are not backwards-compatible with the previous ServiceNow update sets or with SyncServer. The "ScienceLogic SL1: CMDB & Incident Automation" application is also not backwards-compatible with SyncServer. This change cannot be reverted.

Installing the ServiceNow SyncPack

After you install the "ScienceLogic SL1: CMDB & Incident Automation" application to your ServiceNow instances, you must upload the *ServiceNow SyncPack* version 2.5.0 to your Integration Service instances.

> **TIP:** Before upgrading or installing the *ServiceNow SyncPack*, or before upgrading your version of the Integration Service, ScienceLogic recommends that you back up your Integration Service. For more information, see the "Backing up Data" topic in the *Integration Service Platform* manual.

> **NOTE:** If you are running version 2.0.0 of the Integration Service platform, you can upload and install the SyncPack on the **SyncPacks** page of the Integration Service user interface. For more information, see the "Managing SyncPacks" chapter in the *Integration Service Platform* manual (version 2.0.0).

To update your integration applications to this version:

1. Download the .tgz archive file containing the integration applications from the ScienceLogic Customer Portal. Save the file on your Integration Service instance.

2. SSH to your Integration Service instance and locate the .tgz archive file.

3. Run the following command to extract or "untar" the files:

```
tar -xvf ServiceNow_SyncPack-2.5.0.tgz
```

4. On your Integration Service instance, change the directory to the new **ServiceNow_SyncPack** directory.

5. Run the following command *twice* to ensure that all integration applications that depend on other integration applications have been uploaded:

```
iscli -usf util/ -p <password>
```

where `<password>` is the Integration Service administrator password that you set during installation.

> **NOTE:** When importing objects from the SyncPack onto the Integration Service instance, you might see the following message: "ERROR uploading __init__.pyc files to the API." You can ignore any error messages specific to posting the __init__.pyc file to the API.

6. To upload the 2.5.0 steps, run the following command:

```
iscli -usf steps/ -p <password>
```

7. To upload the 2.5.0 integration applications, run the following command *twice* to ensure that all integration applications that depend on other integration applications have been uploaded:

```
iscli -uaf apps/ -p <password>
```

8. To upload the 2.5.0 configurations, run the following command:

```
iscli -ucf configs/ -p <password>
```

After you finish this process, all of the integration applications on your Integration Service instance will be updated to version 2.0.0 or later. You can view the applications in the Integration Service user interface.

> **NOTE:** You might need to individually upload the "Sync Devices from SL1 to ServiceNow" integration application a second time in the Integration Service user interface after the bulk upload to ensure that the application picks up the correct application variable formatting.

Breaking Change (version 2.3.0)

Version 2.3.0 of the *Integration Service: ServiceNow SyncPack* included the following breaking change, which requires you to update the configuration object in your Integration Service system.

To ensure proper communication between the Integration Service and the Database Server for all configurations of SL1 and the Integration Service, you must add a new application variable to a configuration object to specify the database hostname.

> **WARNING:** If you do not follow these steps, all integration applications will fail after you install the *Integration Service: ServiceNow SyncPack*.

To add the required application variable to a configuration object:

1. Add the following block of code to the configuration object or objects aligned with your integration applications:

```
{
  "encrypted": false,
  "name": "sl1_db_host",
  "value": "${config.sl1_host}"
},
```

NOTE: You can find this code in the "ServiceNow SyncPack" configuration object, which you can upload to your Integration Service using the steps in *Installing the ServiceNow SyncPack*. Please note that the configuration object will not apply the change to any copies you have made. Also, do not save over the existing "ServiceNow SyncPack" configuration, as that configuration might get overwritten by future SyncPack updates.

2. If you are using SL1 with an External Database (SL1 Extended architecture or a cloud-based architecture), set the "value" field to the host name or IP address of the External Database. For example: `"value": "db.sciencelogic.com"`

NOTE: The "Extended" architecture uses a Central Database appliance and multiple storage and data nodes. Because SL1 Extended deployments and new deployments in cloud-based architecture such as AWS use a separate database, users with those configurations need to be able to specify a different host database.

3. If you are *not* using the SL1 Extended architecture or a cloud-based architecture, you do not need to make any further changes to the block of code from step 1 other than pasting the code into the configuration object.

4. Align the updated configuration object to all of the integration applications you want to use. Alternately, you can add the block of code to all configuration objects that are currently aligned with integration applications.

5. If an integration application fails with a log message stating that the database hostname is not populated, make sure that the configuration object aligned with that integration application contains the block of code from step 1 and that the code has been properly configured for your SL1 architecture.

Included Features

The *Integration Service: ServiceNow SyncPack* version 2.5.0 includes the following new features:

- The new "Trigger Device Maintenance Updates via MID Server" integration application uses ServiceNow change request workflows and the ServiceNow MID server to sync maintenance schedules and maintenance tasks from ServiceNow to SL1 without polling these items from ServiceNow. To configure this feature, you need to use the *is_host* configuration field on the new "Sync Change Management Requirements" integration application to specify where to send the MID server outbound calls.

> **NOTE:** This feature requires SL1 version 8.12.2 or later and ap2 version 5.149.14 or later.

- The new "Sync Change Management Requirements" integration application contains a field called *is_host*, which you can use to specify where to send the MID server outbound calls if you are using the new "Trigger Device Maintenance Updates via MID Server" integration application.

- Added a new record type, "is_config", to the Discovery Dependents table. The "Sync Change Management Requirements" integration application sends configurations to the ServiceNow Discovery Dependents table as *is_configs*.

- You can perform a selective device sync by typing the Device IDs for only the devices that you want to sync in the *selected_devices* field on the **Configuration** pane of the "Sync Devices from SL1 to ServiceNow" integration application. If this field is blank, then the Integration Service runs a standard device sync.

- The following integration applications include improved error messaging and logging for device sync and interface sync, to help you with troubleshooting if one of the syncs fail.

    - Sync Devices from SL1 to ServiceNow

    - Sync Interfaces from SL1 to ServiceNow

    - Sync File Systems from SL1 to ServiceNow

    - Sync Advanced Topology from SL1 to ServiceNow

- The new *Simulation_Mode* option on the **Configuration** pane lets you perform a simulated run of an integration application to show you the potential results of that run. You can use *Simulation Mode* with the following integration applications:

    - Sync Devices from SL1 to ServiceNow

    - Sync Interfaces from SL1 to ServiceNow

    - Sync File Systems from SL1 to ServiceNow

    - Sync Advanced Topology from SL1 to ServiceNow

- Error handling was improved for the following integration applications. When you run these updated integration applications, the Integration Service will log errors and continue without generating an exception.

    - Sync Devices from SL1 to ServiceNow

    - Sync Interfaces from SL1 to ServiceNow

- Sync File Systems from SL1 to ServiceNow

- The "ScienceLogic Domain Separation (Global)" update set for ServiceNow was updated to version 2.0. You can get the latest update set from your ScienceLogic representative.

Issues Addressed

The following issue was addressed in the *Integration Service: ServiceNow SyncPack* version 2.5.0:

- Addressed an issue where some SL1 Discovery Sessions that were created in ServiceNow through the Integration Service were not getting sent to ServiceNow.

- Addressed an issue where an Integration Service system running the Certified Application, also known as the "Scoped Application", experienced device sync and organization sync failures.

- Addressed an issue where the Organization and Collector Group filters did not work when you ran the "Sync Devices from SL1 to ServiceNow" integration application.

- Addressed an issue where the "Sync Business Services from SL1 to ServiceNow" integration application failed if the SL1 Business Services being synced contained SL1 Applications or Application Components.

Known Issues

This SyncPack contains the following known issues:

- When syncing multiple VMware trees from SL1 to ServiceNow, the **unique_id** field that is mapped by default to the **object_id** field in ServiceNow is not unique across multiple VMware trees. In a future release, the default **object_id** field will be updated with a field that is unique across multiple VMware trees.

- Applications and Application Components from SL1 are *not* synced by the Integration Service from SL1 to ServiceNow.