



Integration Service: ServiceNow Synchronization PowerPack

Release Notes Version 2.5.1

Overview

The *Integration Service: ServiceNow Synchronization PowerPack* version 2.5.1 addresses separate issues with the "Sync Incident State from ServiceNow to SL1 Event" and the "Sync Devices from SL1 to ServiceNow" integration applications.

This document includes the following topics:

- [Prerequisites](#)
- [Installing the "ScienceLogic SL1: CMDB & Incident Automation Application" in ServiceNow](#)
- [Installing the ServiceNow Synchronization PowerPack](#)
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Prerequisites

The *Integration Service: ServiceNow Synchronization PowerPack* version 2.5.1 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](#). (INT-1528)

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 Synchronization PowerPack* 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 Synchronization PowerPack*. 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 2.5.1 of the Synchronization PowerPack.

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 Synchronization PowerPack*.
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 or Upgrading the ServiceNow Synchronization PowerPack

After you install the "ScienceLogic SL1 : CMDB & Incident Automation" application to your ServiceNow instances, you must upload the ServiceNow Synchronization PowerPack version 2.5.1 to your Integration Service instances.

WARNING: If you are *upgrading* to this version of the Synchronization PowerPack from a previous version, make a note of any settings you made on the various integration applications in this Synchronization PowerPack, as these settings are *not* retained when you upgrade.

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

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-2.5.1.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 this Synchronization PowerPack to 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 2.5.1 steps, run the following command:

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

7. To upload the 2.5.1 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 2.5.1 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.

Issues Addressed

The following issue was addressed in the *Integration Service: ServiceNow Synchronization PowerPack* version 2.5.1:

- Addressed an issue where the "Sync Incident State from ServiceNow to SL1 Event" integration application failed on the "Parse Incidents" step for a user that had capital letters in his or her username. ([INT-2635](#)) ([EM-35642](#))
- Addressed an issue where the "Sync Devices from SL1 to ServiceNow" integration application failed on the "Generate SL1 Filters" step, with a Traceback message that ends in "File "device_utils", line 118, in generate_class_guids AttributeError: 'str' object has no attribute 'decode'". The issue occurred due to a compatibility issue between Python 2.x and 3.x. ([EM-35522](#))

Known Issues

This Synchronization PowerPack 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. ([INT-2527](#))
- Applications and Application Components from SL1 are *not* synced by the Integration Service from SL1 to ServiceNow.

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

International: +1-703-354-1010