



Integration Service: ServiceNow Base SyncPack Release Notes

Version 3.0.0

Overview

The *ServiceNow Base SyncPack* version 3.0.0 contains a set of integration applications, steps, a configuration object, and other utilities that are common to the entire ServiceNow Integration.

You must install the *ServiceNow Base SyncPack* before you can install any of the other ServiceNow SyncPacks.

This document includes the following topics:

- [System Requirements](#)
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- [Installing the ServiceNow SyncPack](#)
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System Requirements

The *ServiceNow Base SyncPack* version 3.0.0 requires:

- **Integration Service platform version:** 2.0.0 or later.
- **Base Steps SyncPack version:** 1.0.0 or later.
- **SL1 version:** 8.12.2 or later. For details on upgrading SL1, see the appropriate SL1 [Release Notes](#).
- **SL1 ap2 version:** 5.125.44 or later of the user interface for SL1. For more information, see the *Introduction to SL1* manual.
- **ServiceNow version:** Kingston, London, Madrid, or New York with Web Services enabled.

Prerequisites for the SyncPack

To install the *ServiceNow Base SyncPack*, you must have administrator access to both SL1 and ServiceNow. Specifically, you will need:

- ScienceLogic root SSH access
- SSH access to the Integration Service
- ScienceLogic administrator access to the Administration Portal
- ServiceNow administrator access

Additional information related to uploading and installing the SyncPack:

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

- If you are upgrading from version 1.8.4 of the Integration Service, you can first move to version 2.5.0 of the ServiceNow SyncPack, then upgrade to version 2.0 of the Integration Service, and finally move to version 3.0.0 of the relevant ServiceNow SyncPacks.
- If you made customizations to version 2.5.0 or earlier of the ServiceNow SyncPack, you must make a copy of that SyncPack and save it as a new SyncPack to keep your customizations. For more information, see the *Integration Service for Developers* manual.
- If you are starting out with version 2.0.0 of the Integration Service platform, you should skip version 2.5.0 of the ServiceNow SyncPack and instead install version 3.0.0 of the relevant ServiceNow SyncPacks.
- There is no backwards compatibility after you upgrade a ServiceNow SyncPack from version 2.5.0 to 3.0.0.

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

Installing the SyncPack

A SyncPack file has the **.whl** file extension type. You can download the SyncPack file from the ScienceLogic Support site.

To locate and download the SyncPack:

1. Go to the ScienceLogic Support site at <https://support.sciencelogic.com/s/>.
2. Click the **Product Downloads** tab, select **PowerPacks**, and then click the *Synchronization* link.
3. On the **SyncPacks** page, select the SyncPack you want to install.
4. In the **Files** list, select the SyncPack **.whl** file and click **[Download]**.

NOTE: SyncPacks do not require a specific license. After you download a SyncPack, you can import it to your Integration Service using the Integration Service user interface.

To import a SyncPack in the Integration Service user interface:

NOTE: You must import and install the *ServiceNow Base SyncPack* before uploading and installing any of the other ServiceNow SyncPacks.

1. On the **SyncPacks** page, click **[Import SyncPack]**. The **Import SyncPack** page appears.
2. Click Browse and select the **.whl** file for the SyncPack you want to install. You can also drag and drop a **.whl** file to the **SyncPacks** page.
3. Click Import. The Integration Service registers and uploads the SyncPack. The SyncPack is added to the **SyncPacks** page.

NOTE: You cannot edit the content package in a SyncPack published by ScienceLogic. You must make a copy of a ScienceLogic SyncPack and save your changes to the new SyncPack to prevent overwriting any information in the original SyncPack when upgrading.

By default, the **SyncPacks** page only displays activated and installed SyncPacks. If you do not see the SyncPack 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 SyncPacks.

To install a SyncPack in the Integration Service user interface:

1. On the **SyncPacks** page, click the Actions button for the SyncPack you want to install and select *Activate & Install*. The **Activate & Install SyncPack** modal appears.
2. Click Yes to confirm the activation and installation. When the SyncPack is activated, the **SyncPacks** page displays a green check mark icon for that SyncPack. 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 SyncPack. For a successful installation, the "Activate & Install SyncPack" integration application appears, and you can view the Step Log for the steps. For a failed installation, the **Error Logs** window appears.

Included Features

The following integration applications is included with the *ServiceNow Base SyncPack*:

- **Cache SL1 Users**. Performs a query for all existing Integration Service users and writes them to a cache.

The following configuration object is included with the :

- **ServiceNow SyncPack**. Contains a set of sample configuration data, including the required block of SL1 hostname code needed for SL1 8.12.0 or later.

The following steps are included with the SyncPack:

- Merge and Chunk Payloads for ServiceNow
- MySQL Multiple
- Optional QueryGQL Call
- Process IS Configs
- Query and Cache SL1 User Info

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