



Integration Service: ServiceNow Base Synchronization PowerPack

Release Notes Version 3.0.1

Overview

The *ServiceNow Base Synchronization PowerPack* version 3.0.1 resolves any dependencies that might have prevented Synchronization PowerPacks from being installed on a new Integration Service version 2.1.0 installation.

NOTE: You must install the *ServiceNow Base Synchronization PowerPack* before you can install any of the other ServiceNow Synchronization PowerPacks.

This document includes the following topics:

- [System Requirements](#)
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System Requirements

The *ServiceNow Base Synchronization PowerPack* version 3.0.1 requires:

- **Integration Service platform version:** 2.0.0 or later.
- **Integration Service 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:** London, Madrid, New York, or Orlando with Web Services enabled.

Prerequisites for the Synchronization PowerPack

To install this Synchronization PowerPack, 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 Synchronization PowerPack:

- If you want to upload and install multiple ServiceNow Synchronization PowerPacks at the same time, you should upload *all* of the Synchronization PowerPacks first, and then install them to address any dependencies between the Synchronization PowerPacks.
- 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 Synchronization PowerPack, then upgrade to version 2.0.x of the Integration Service, and finally move to version 3.0.0 or later of the relevant ServiceNow Synchronization PowerPacks.
- If you made customizations to version 2.5.0 or earlier of the ServiceNow Synchronization PowerPack, you must make a copy of that Synchronization PowerPack and save it as a new Synchronization PowerPack to keep your customizations. For more information, see the **Integration Service for Developers** manual.
- If you are starting out with version 2.0.x of the Integration Service platform, you should skip version 2.5.0 of the ServiceNow Synchronization PowerPack and instead install version 3.0.0 of the relevant ServiceNow Synchronization PowerPacks.
- There is no backwards compatibility after you upgrade a ServiceNow Synchronization PowerPack from version 2.5.0 to 3.0.0 or later.

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

Installing or Upgrading the Synchronization PowerPack

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

To locate and download the Synchronization PowerPack:

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. The **Synchronization PowerPack Downloads** page appears.
3. Click the name of the Synchronization PowerPack you want to install. The **PowerPack** page appears.
4. In the **Files** list, locate the Synchronization PowerPack.**whl** file, click the down arrow button, and select *Download*.

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

To import a Synchronization PowerPacks in the Integration Service user interface:

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

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

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

To install a Synchronization PowerPack in the Integration Service user interface:

1. On the **SyncPacks** page, click the Actions button for the Synchronization PowerPack 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 Synchronization PowerPack is activated, the **SyncPacks** page displays a green check mark icon for that Synchronization PowerPack. 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 Synchronization PowerPack. For a successful installation, the "Activate & Install Synchronization PowerPack" integration application appears, and you can view the Step Log for the steps. For a failed installation, the **Error Logs** window appears.

Issues Addressed

The following issue was addressed in the *ServiceNow Base Synchronization PowerPack* version 3.0.1:

- Resolved any dependencies that might have prevented Synchronization PowerPacks from being installed on a new Integration Service version 2.1.0 installation.

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

International: +1-703-354-1010