Integration Service: ServiceNow Change Management SyncPack

Release Notes Version 3.0.0

Overview

The *ServiceNow Change Management SyncPack* version 3.0.0 is is the ScienceLogic integration with the ServiceNow Change Management Module. You can use this SyncPack to place SL1 devices into and out of maintenance mode.

This document includes the following topics:

- *System Requirements*
- *Prerequisites*
- *Installing the SyncPack*
- *Installing the "ScienceLogic SL1: CMDB & Incident Automation Application" in ServiceNow*
- *The features included in version 3.0.0*

System Requirements

The *ServiceNow Change Management* version 3.0.0 requires:

- **Integration Service platform version**: 2.0.0 or later
- **Base Steps SyncPack version**: 1.0.0 or later
- **ServiceNow Base SyncPack version**: 3.0.0 or later.
- **ServiceNow CMDB SyncPack version**: 3.0.0 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.
- **The "ScienceLogic SL1: CMDB & Incident Automation" application version**: 1.0.35.
- **ServiceNow version**: Kingston, London, Madrid, or New York with Web Services enabled. For the *ServiceNow Change Management SyncPack*, a ServiceNow MID Server is also required to sync maintenance windows from ServiceNow to SL1 using a ServiceNow MID Server.

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 SyncPacks*** manual.

Prerequisites for the SyncPack

To install the *ServiceNow Change Management 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.

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 SyncPacks*. 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 3.0.0 of all of the SyncPacks.

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 you can 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.

Included Features

The following integration applications are included with the *ServiceNow Change Management SyncPack*:

- ***Sync Change Management Requirements***. Sends configuration data from the Integration Service to ServiceNow to use with change management and other processes.
- ***Sync Maintenance Schedules from ServiceNow to SL1***. Performs maintenance of synced devices in ServiceNow and SL1.
- ***Trigger Device Maintenance Updates via MID Server***. Lets you sync maintenance windows from ServiceNow to SL1 using a ServiceNow Management, Instrumentation, and Discovery (MID) Server.

To view the internal integration applications in this SyncPack, click the Filter icon on the **Integrations** page and select *Show Hidden Integrations*. Internal integration applications are hidden by default. The following integration applications are "internal" applications that should not be run directly, but are automatically run by applications from the previous list:

- ***Cancel Maintenance***. Cancels a scheduled maintenance in SL1.
- ***Create Maintenance***. Creates a scheduled maintenance in SL1.
- ***Modify Maintenance***. Updates a scheduled maintenance in SL1

- ***Remove Maintenance***. Removes a scheduled maintenance in SL1.
- ***Schedule Maintenance***. Creates a scheduled maintenance in SL1.

The following steps are included with the *ServiceNow Change Management SyncPack*:

- Check SL1 Device Schedules
- Create Task Payload for SL1 Device Schedules
- Process Change Requests
- Process Maintenance Triggers
- Pull Change Tasks
- Task and Schedule Call to SL1
- Update and Process Devices

© 2003 - 2020, ScienceLogic, Inc.

All rights reserved.

LIMITATION OF LIABILITY AND GENERAL DISCLAIMER

ALL INFORMATION AVAILABLE IN THIS GUIDE IS PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED. SCIENCELOGIC™ AND ITS SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT.

Although ScienceLogic™ has attempted to provide accurate information on this Site, information on this Site may contain inadvertent technical inaccuracies or typographical errors, and ScienceLogic™ assumes no responsibility for the accuracy of the information. Information may be changed or updated without notice. ScienceLogic™ may also make improvements and / or changes in the products or services described in this Site at any time without notice.

Copyrights and Trademarks

ScienceLogic, the ScienceLogic logo, and EM7 are trademarks of ScienceLogic, Inc. in the United States, other countries, or both.

Below is a list of trademarks and service marks that should be credited to ScienceLogic, Inc. The ® and ™ symbols reflect the trademark registration status in the U.S. Patent and Trademark Office and may not be appropriate for materials to be distributed outside the United States.

- ScienceLogic™
- EM7™ and em7™
- Simplify IT™
- Dynamic Application™
- Relational Infrastructure Management™

The absence of a product or service name, slogan or logo from this list does not constitute a waiver of ScienceLogic's trademark or other intellectual property rights concerning that name, slogan, or logo.

Please note that laws concerning use of trademarks or product names vary by country. Always consult a local attorney for additional guidance.

Other

If any provision of this agreement shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this agreement and shall not affect the validity and enforceability of any remaining provisions. This is the entire agreement between the parties relating to the matters contained herein.

In the U.S. and other jurisdictions, trademark owners have a duty to police the use of their marks. Therefore, if you become aware of any improper use of ScienceLogic Trademarks, including infringement or counterfeiting by third parties, report them to Science Logic's legal department immediately. Report as much detail as possible about the misuse, including the name of the party, contact information, and copies or photographs of the potential misuse to: legal@sciencelogic.com

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

International: +1-703-354-1010