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# Integration Service: ServiceNow CMDB SyncPack Release Notes

Version 3.0.0

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## Overview

The *ServiceNow CMDB SyncPack* version 3.0.0 is the ScienceLogic integration with the ServiceNow Configuration Management Database (CMDB) Module. This SyncPack maintains and enhances the ServiceNow CMDB by sharing discovered device information, importing and exporting data bi-directionally between SL1 and ServiceNow, and by automatically maintaining ServiceNow Configuration Item (CI) relationships.

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](#)
- [The known issues in version 3.0.0](#)

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## System Requirements

The *ServiceNow CMDB SyncPack* 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. You must upload and install the *ServiceNow Base SyncPack* before uploading and installing this SyncPack.
- **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.

**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 CMDB SyncPack* manual.

The following table lists the port access required by the Integration Service for the *ServiceNow CMDB SyncPack*:

Source IP	Integration Service Destination	Integration Service Source Port	Destination Port	Requirement
Integration Service	SL1 Database	Any	TCP 7706	SL1 Database Access
Integration Service	SL1 API	Any	TCP 443	SL1 API Access
Integration Service	ServiceNow API	Any	TCP 443	ServiceNow API Access

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## Prerequisites for the SyncPack

To install the *ServiceNow CMDB 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.

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## 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.

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## 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.

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## Included Features

The following integration applications are included in the *ServiceNow CMDB SyncPack*.

- **Cache ServiceNow CIs and SL1 Device Classes.** Reads all existing SL1 Device Classes and ServiceNow CIs and writes them to a cache. To perform a Device Sync, run this integration application before you run the "Sync Devices from SL1 to ServiceNow" integration application.
- **Delete Devices from SL1.** Lets you delete devices in a specific SL1 Virtual Collector Group (VCG) if those devices have not been modified in SL1 for a specified amount of time that is set in the application.
- **Generate Required CI Relations for ServiceNow.** Pulls device class mappings from the "Sync Devices from SL1 to ServiceNow" and the "Sync CI Attributes from ServiceNow to SL1" integration applications to prevent you from having to add a separate set of class mappings. The application also lists any missing relationships in the Step Log in the Integration Service user interface.
- **Sync Advanced Topology from SL1 to ServiceNow.** Reads Dynamic Component Mapping relationships from SL1 and syncs those relationships with ServiceNow. You must run both the "Sync Devices from SL1 to ServiceNow" application and the "Sync Interfaces from SL1 to ServiceNow" application at least twice on new Integration Service systems to populate the cache for this integration application.
- **Sync Business Services from SL1 to ServiceNow.** Reads Business Services, IT Services, and Device Services in SL1 and syncs them with business services in ServiceNow. This integration application creates and updates services, but it does not delete services.
- **Sync CI Attributes from ServiceNow to SL1.** Reads CI attributes from ServiceNow and maps those attributes to asset and attribute fields in SL1. This application uses the mappings and additional attributes options from the "Sync Devices from SL1 to ServiceNow" application. This integration application can also sync the location and production state attributes from ServiceNow to SL1.
- **Sync Device Groups from SL1 to ServiceNow.** Collects all device groups and group IDs from SL1 and posts device group data to ServiceNow. To prevent errors when running this application or a device sync, make sure that the device group names are not already being used by existing groups in ServiceNow.
- **Sync Devices from SL1 to ServiceNow.** Syncs devices and their properties and relationships from SL1 to ServiceNow.
- **Sync Discovery Requirements.** Processes credentials from SL1, processes collector groups, device templates, virtual device classes, and collectors, and then syncs organizations and device groups.
- **Sync Discovery Session Status from SL1 to ServiceNow.** Collects and processes Discovery sessions from SL1, and collects Discovery session logs.
- **Sync File Systems from SL1 to ServiceNow.** Reads file systems discovered in SL1 and then maps them to a parent CI record in ServiceNow.
- **Sync Installed Software from SL1 to ServiceNow.** Reads all available software packages from ServiceNow and the devices aligned to that software by region and syncs them with SL1.
- **Sync Interfaces from SL1 to ServiceNow.** Collects network interface data from ServiceNow and SL1, and then runs multiple CI syncs for each interface to be synced.
- **Sync Organizations from SL1 to ServiceNow.** Pulls organizations from SL1 and syncs to ServiceNow.

- **Sync Service Requests from ServiceNow to SL1**. Processes Discovery sessions and posts Discovery sessions and new virtual devices to SL1. Also enables device decommissioning for devices you no longer want to monitor. This application was formerly named "Sync Discovery Session Requests from ServiceNow to SL1".
- **Sync Software Packages from SL1 to ServiceNow**. Reads all software packages from and creates new CIs in ServiceNow. Run this integration before running the "Sync Installed Software" integration application.

To view the internal integration applications, 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:

- **Bulk Delete Devices**. Deletes devices in SL1.
- **Create Discovery Session in SL1**. Creates and starts a Discovery session in SL1 and updates the ServiceNow service request.
- **Create ServiceNow CI**. Creates a new ServiceNow CI with a mappings dictionary, but does not attempt to look up new CIs.
- **Create Virtual Device in SL1**. Creates a virtual device in SL1 and updates the Requested Item (RITM) value.
- **Post Attribute DB Calls to SL1**. Posts attribute database calls to SL1.
- **Post Attribute Rest Calls to SL1**. Posts attribute REST calls to SL1.
- **Post Company and Organization Updates**. Posts company and organization updates to ServiceNow or SL1.
- **Post Discovery-dependent Data to ServiceNow**. Posts data used by a Discovery session to ServiceNow.
- **Post Installed Software to ServiceNow**. Posts installed software data to ServiceNow.
- **Post New Companies to ServiceNow**. Posts new companies to ServiceNow.
- **Post New Organization to SL1**. Posts a new organization to SL1.
- **Process Remove Device Requests from ServiceNow to SL1**. Pulls requested device information from SL1 and validates the requests to remove a device from monitoring. Removed devices are placed in an SL1 Virtual Collector Group.
- **Pull and Post Discovery Logs**. Pulls Discovery session logs from SL1 and posts updates to ServiceNow.

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## Known Issues

The *ServiceNow CMDB 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.

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