



Integration Service: ServiceNow CMDB Synchronization PowerPack

Release Notes Version 3.1.1

Overview

The *ServiceNow Configuration Management Database (CMDB) Synchronization PowerPack* hotfix 3.1.1 includes an update to the metadata for this Synchronization PowerPack to remove its dependency on the *Integration Service Base Steps Synchronization PowerPack* version 1.0.0. This hotfix also addresses an issue with the "Sync Discovery Templates from SL1 to ServiceNow" integration application.

NOTE: The label "SyncPack" is used in place of "Synchronization PowerPack" in the Integration Service user interface.

This document includes the following topics:

- [System Requirements](#)
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- [Installing the Synchronization PowerPack](#)
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System Requirements

The *ServiceNow CMDB Synchronization PowerPack* hotfix 3.1.1 requires:

- **Integration Service platform version:** 2.0.0 or later
- **Integration Service ServiceNow Base Synchronization PowerPack version:** 3.0.0 or later. You must upload and install the *ServiceNow Base Synchronization PowerPack* before uploading and installing this Synchronization PowerPack.
- **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:** 1.0.45.
- **ServiceNow version:** Madrid, New York, or Orlando 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 Synchronization PowerPack* manual.

The following table lists the port access required by the Integration Service for this Synchronization PowerPack:

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

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

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. However, any Device Class mappings you added to the **attribute_mappings** section for the "Sync Devices from SL1 to ServiceNow" integration application are retained when you upgrade.

NOTE: Also, if you are upgrading from version 3.0.0 to version 3.1.0 or later of the Synchronization PowerPack, you might get a "Run: failure" pop-up message and the following error in the **Step Log** pane for the "Install SyncPack" step in the Activate & Install SyncPack" integration application: "Step requires module servicenow_cmdb_syncpack.util.cmdb_params but it's not available in the environment". In this situation, go to the **SyncPacks** page to uninstall the Synchronization PowerPack, and then install version 3.1.0 or later again.

NOTE: If you are installing or upgrading to version 3.1.0 or later of the Synchronization PowerPack in an offline deployment, see [Installing or Upgrading in an Offline Environment](#).

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.

Installing or Upgrading in an Offline Deployment

Use the following procedure if you are installing or upgrading to version 3.1.1 of the ServiceNow CMDB Synchronization PowerPack in an offline deployment.

The ServiceNow CMDB Synchronization PowerPack version 3.1.1 requires the following external files for an offline deployment:

- **Jinja2-2.11.1-py2.py3-none-any.whl**, available at [this location](#) at pypi.org.
- **MarkupSafe-1.1.1-cp37-cp37m-manylinux1_x86_64.whl**, available at [this location](#) at pypi.org.

To upload the required external files:

1. After downloading the two required external files, SCP the files to the master node.
2. Perform a docker copy to both files:

```
docker cp <file1-location> $(docker ps -q -f name=iservices_pypiserver):/tmp
docker cp <file2-location> $(docker ps -q -f name=iservices_pypiserver):/tmp
```

3. Run a docker exec on the host:

```
docker exec -it <container_id> /bin/bash
```

NOTE: If you cannot run this command on the host, you can instead run it on the pypiserver container.

4. Run the following commands:

```
devpi use 'https://<is_username>:<is_password>@<is_
hostip>:3141/isadmin/dependencies'
devpi login <is_username> --password=<is_password>
cd /tmp/
devpi upload Jinja2-2.11.1-py2.py3-none-any.whl
devpi upload MarkupSafe-1.1.1-cp37-cp37m-manylinux1_x86_64.whl -force
```

5. Remove the docker services:

```
docker stack rm iservices
```

6. Open the **docker-compose-override.yml** file for editing by running the following command:

```
vi /opt/iservices/scripts/docker-compose-override.yml
```

7. In the **docker-compose-override.yml** file, locate the **pypiserver** section.
8. Add the same environment settings for the proxy that are in the **steprunner service** section.

NOTE: The **db_host** line will not be needed and if **no_proxy** has **isnet**, remove the asterisk (*).

9. Save and exit the **docker-compose-override.yml** file.
10. Run the compose override bash script to update the **docker-compose.yml** file:

```
bash /opt/iservices/scripts/compose-override.sh
```

11. Redeploy the Docker Swarm:

```
docker stack deploy -c /opt/iservices/scripts/docker-compose.yml
```

12. Open a browser and log into the Integration Service.

13. In the same browser, navigate to port **3141**. For example: **https://<IS_server>:3141/**.
14. Click the **dependencies** folder and confirm that the two **.whl** files were added to in the **dependencies** folder.
15. Follow the steps in [Installing or Upgrading the Synchronization PowerPack](#) to install and activate the CMDB Synchronization PowerPack.

Installing the "ScienceLogic SL1: CMDB & Incident Automation" in ServiceNow

You must install the "ScienceLogic SL1: CMDB & Incident Automation" application on the ServiceNow instance to enable this 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 1.0.45, which is required for all 3.1.x Synchronization PowerPacks.

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 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.

Issues Addressed

The following issues were addressed in the *ServiceNow CMDB Synchronization PowerPack* hotfix 3.1.1:

- Added an update to the metadata for this Synchronization PowerPack to remove its dependency on the *Integration Service Base Steps Synchronization PowerPack* version 1.0.0.
- Addressed an issue that prevented the "Sync Discovery Templates from SL1 to ServiceNow" integration application from running on a new installation of the Integration Service platform version 2.1.0.

Known Issues

The *ServiceNow CMDB 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. New Integration Service users should not use the **object_id** field as an identifier rule in ServiceNow due to this known issue. 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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