



Integration Service: ServiceNow Incident SyncPack Release Notes

Version 3.0.0

Overview

The *ServiceNow Incident SyncPack* version 3.0.0 is the ScienceLogic integration with the ServiceNow Incident Management Module.

This SyncPack automatically logs, de-duplicates, correlates, updates, and appends ServiceNow Incidents, reducing the amount of time to resolve critical service issues. This SyncPack covers the entire Incident life cycle, providing a bi-directional integration between SL1 events and ServiceNow Incidents, while providing a granular view into both the event and the associated Incident.

This document includes the following topics:

- [System Requirements](#)
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System Requirements

The *ServiceNow Incident 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.
- **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 SyncPacks* manual.

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

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
SL1 Run Book Action	Integration Service	Any	TCP 443	Send SL1 data to the Integration Service

Prerequisites for the SyncPack

To install the *ServiceNow Incident 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 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 Incident SyncPack*:

- **Create or Update ServiceNow Incident from SL1 Event.** Reads SL1 events and creates or updates the corresponding ServiceNow Incidents.
- **Sync Incident State from ServiceNow to SL1 Event.** Clears or updates SL1 events when the related ServiceNow Incident is updated.
- **Update ServiceNow Incident when SL1 Event is Acknowledged.** Updates the synced ServiceNow incident when the corresponding SL1 event is acknowledged.
- **Update ServiceNow Incident when SL1 Event is Cleared.** Updates the synced ServiceNow Incident when the corresponding SL1 event is cleared.

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

- **Bulk Update SL1 Events.** Bulk updates SL1 events with a given payload.

The following steps are included with the *ServiceNow Incident SyncPack*:

- Convert ScienceLogic Event Data to SNOW Incident
- Parse ServiceNow Incident
- Post Incident Details to SL1
- Process Event Data for Acknowledge
- Process Event Data for Clear
- Update EM7 Event With SNOW Incident Data

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