ServiceNow Base SyncPack

Release Notes Version 3.7.0

Overview

Version 3.7.0 of the "ServiceNow Base" SyncPack includes updates to support "ServiceNow Service Graph CMDB" SyncPack version 1.1.0 and later.

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Issues Addressed in this Release

The following issues were addressed in this release:

- Added updates to support "ServiceNow Service Graph CMDB" SyncPack version 1.1.0 and later.

TIP: To view the latest manuals for the SL1 PowerFlow Platform, see the ***SL1 PowerFlow*** page. To view the latest release notes for PowerFlow, see ***SL1 PowerFlow Release Notes***.

Known Issues

This version of the SyncPack contains the following known issue:

- If you are using the "ServiceNow Cases" SyncPack, using version 3.6.0 or later of the "ServiceNow Base" SyncPack will cause some of the Case Sync applications to fail.

System Requirements

The "ServiceNow Base" SyncPack requires:

- SL1 PowerFlow platform version 2.4.0 or later.
- SL1 version 11.2.0 or later. For details on upgrading SL1, see the relevant ***SL1 Platform Release Notes***.
- "Base Steps" SyncPack version 1.5.4 or later.
- ServiceNow version: Tokyo or later with Web Services enabled.

IMPORTANT: You should always use the most recent version of a SyncPack.

Prerequisites for the SyncPack

To install this SyncPack, you must have administrator access to both SL1 and ServiceNow. Specifically, you will need:

- ScienceLogic administrator access to the Administration Portal
- ServiceNow administrator access

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.

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

WARNING: ScienceLogic does not support any deployment that attempts to sync one SL1 instance to multiple ServiceNow instances. A deployment of this type will be incredibly fragile and would require the customer to strictly control their environments. This is not something that can be controlled programmatically. Escalations related to this type of deployment are not supported.

Installing or Upgrading 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 and select *PowerPacks & SyncPacks*.
3. In the ***Search*** field, type the name of this SyncPack and select it from the search results. The **Release Version** page appears.
4. On the **[Files]** tab, click the down arrow next to the SyncPack version that you want to install, and select *Show File Details*. The **Release File Details** page appears.
5. Click the **[Download File]** button to download the SyncPack.

After you download a SyncPack, you can import it to the PowerFlow platform using the PowerFlow user interface.

To import a SyncPack in the PowerFlow user interface:

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 **Import SyncPack** page.
3. Click **[Import]**. PowerFlow 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.

To activate and install a SyncPack in the PowerFlow 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.

   NOTE: If you try to activate and install a SyncPack that is already activated and installed, you can choose to "force" installation across all the nodes in the PowerFlow system.

   TIP: If you do not see the PowerPack that you want to install, click the Filter icon (⏷) on the **SyncPacks** page and select *Toggle Inactive SyncPacks* to see a list of the imported PowerPacks.

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" PowerFlow application appears, and you can view the Step Log for the steps. For a failed installation, the **Error Logs** window appears.
4. If you have other versions of the same SyncPack on your PowerFlow system, you can click the **[Actions]** button (⋮) for that SyncPack and select *Change active version* to activate a different version other than the version that is currently running.

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