SL1 Operational Insights

PowerPack version 105.1

ScienceLogic

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1. Revision History

Revision Number	Revision Date	Notes
V105.1	Sept 2nd 2025	Removed unused example credentials from the PowerPack
V105	April 21st 2023	• Addressed an issue with the Backup dashboard not showing correct data Added steps for Classic UI Database Dashboard widget configuration

2. Introduction

This document provides installation steps and details for the SL1: Operational Insights PowerPack.

The SL1: Operational Insights PowerPack contains a range of Dynamic Applications, Automations, Dashboards, and tools that provide complete SL1 platform health visibility.

3. PowerPack Contents

Content Type	Count
Classic Dashboard Widgets	52
Classic Dashboards	22
Device Groups	10
Device Templates	3
Dynamic Applications	31
Events Policies	8
Run Book Actions	2
Run Book Automations	2
SL1 AP2 Dashboards	14
SL1 Reports	4

4. PowerPack Installation

SL1 Version Pre-requisite

Pre-requisite item	Minimum required Version
SL1 platform	12.1.2

Consolidate PowerPacks – Only for upgrade from v104 or older.

If you are upgrading the Operational Insight PowerPack from v104 or older, confirm that you have the following PowerPacks on the system:

a. SL1 Operational Insights - Self Monitoring
b. SL1 Operational Insights - Platform Operations
c. SL1 Operational Insights - Capacity Management

As part of the upgrade procedure the three Operational Insights PowerPacks need to be consolidated into one.

1. Go to System > Tools > DB Tool.
2. Execute the following queries one at a time:
   - ```
     UPDATE master.dynamic_app
     SET ppguid = 'E1046F7A8A7D685495C6A3AA6785B618'
     WHERE ppguid IN ('AB49206E7D721C09B27BFD211A66B497',
     '0FC56B44C2123F415FC00F3527855692');
     ```
   - ```
     UPDATE master.policies_events
     SET ppguid = 'E1046F7A8A7D685495C6A3AA6785B618'
     WHERE ppguid IN ('AB49206E7D721C09B27BFD211A66B497',
     '0FC56B44C2123F415FC00F3527855692');
     ```
   - ```
     UPDATE master_dev.template_common
     SET ppguid = 'E1046F7A8A7D685495C6A3AA6785B618'
     WHERE ppguid IN ('AB49206E7D721C09B27BFD211A66B497',
     '0FC56B44C2123F415FC00F3527855692');
     ```
   - ```
     UPDATE master_custom.custom_dashboard_widgets
     SET ppguid = 'E1046F7A8A7D685495C6A3AA6785B618'
     WHERE ppguid IN ('AB49206E7D721C09B27BFD211A66B497',
     '0FC56B44C2123F415FC00F3527855692');
     ```
   - ```
     UPDATE master_biz.dashboards
     SET ppguid = 'E1046F7A8A7D685495C6A3AA6785B618'
     WHERE ppguid IN ('AB49206E7D721C09B27BFD211A66B497',
     '0FC56B44C2123F415FC00F3527855692');
     UPDATE master.system_credentials
     SET ppguid = 'E1046F7A8A7D685495C6A3AA6785B618'
     WHERE ppguid IN ('AB49206E7D721C09B27BFD211A66B497',
     '0FC56B44C2123F415FC00F3527855692');
     ```
     ```

If you are copying the above queries, please ensure that there are no spaces in the ppguid values.

3. Go to the PowerPack Manager page (System > Manage > PowerPacks).
4. Search for Operational Insights.
5. Ensure that all columns show '–', indicating that the PowerPacks are empty.
6. Select SL1 Operational Insights - Capacity Management and SL1 Operational Insights - Platform Operations.
7. From the dropdown (bottom left of the page) select Delete PowerPack(s) and Click Go.

Pre-Installation (Applicable for systems upgrading from v104 or higher)

Perform the following steps, before importing and installing the PowerPack:

1. Delete Dynamic App SL1: Adoption CDB Config from the system.
   - Navigate to System > Manage > Dynamic Applications.
   - Search for "SL1: Adoption CDB Config".
   - Select the row.
   - Select "DELETE Application" from the menu (Bottom right) and click Go.
2. Perform step1 to delete the following Dynamic Applications:
   - SL1: Database Stats
     NOTE: Removing the following three apps will cause **# SL1: Run Book Performance** Dashboard to not show any data. This is expected and will be updated in v106 of Operational Insights PowerPack.
   - SL1: Adoption CDB Stats
   - SL1: Adoption ServiceNow MTTR
   - SL1: Automations Cost Savings
   - SL1: Database Config
   - SL1: DB Collection State
   - SL1: DNS/Timeservers Auditing
   - SL1: Table Count
   - SL1: Rows Behind
   - SL1: VMware: ComponentCount Performance
3. Make sure the "Enable Selective PowerPack Field Protection" Field is Unchecked - Under System > Settings > Behavior.
4. Navigate to Devices > Templates.
5. Search for template name "SL1 Database - On Premise".
6. Select the row
7. Select Delete Templates from the menu (bottom right) and click Go.

Installation

To install the new PowerPack:

1. Go to System > Manage > PowerPacks.

2. Select Actions > Import PowerPack.
3. Select the PowerPack file and import.
4. Once imported, click on the Install button.

The PowerPack should now be installed on the system.

SL1 Database Credential

The templates in the PowerPack uses the out of the box Database credential, we want to make sure that the credential has the correct information.

1. Get the MySQL Username for the SL1 Database (Default value is clientdbuser)
2. Get the MySQL Password for the above username.
3. Go to System > Manage > Credentials.
4. Search for SL1 DB or EM7 DB.
5. Update the DB User field with MySQL Username.
6. Update the Password field with the MySQL Password.
7. Click Save As and exit.

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SL1 Database Device

1. Go to Devices > Device Manager.
2. Search for Class name: SL1 Database.
3. Verify that all Databases are discovered.
4. If the Databases are not discovered, then they should be discovered at this time.

The device names of the Discovered Databases should match the corresponding Database Appliance name in the Appliance page.

5. Automation Configuration

To configure the Automations:

1. Go to Registry > Run Book > Automation.
2. Search for SL1: Collector Data Collection.
3. Edit the Automation.
4. Align the right device to the Automation:
    a. Search for the Primary SL1 Database device
5. Move the device from 4.a or 4.b to 'Aligned Devices'.
6. Click Save and exit.
7. Go to Registry > Run Book > Automation.
8. Search for SL1: System Log Data Collection.
9. Edit the Automation.
10. Align the right device to the Automation:
    a. Search for the Active SL1 Database device
11. Move the device from 10.a or 10.b to 'Aligned Devices'.
12. Click Save and exit.

Following Automations are provided with the PowerPack:

1. **SL1: Collector Data Collection:** This automation is responsible for collecting Collector Specific data that is used in the Collector Performance Dashboard.

    The Automation is configured to trigger once an hour and triggers the same Action (SL1: Collector Data Collection) 4 times.

    The Automation is responsible for identifying collectors that have been discovered and match the criteria for them to show up on the Collector Performance Dashboard.

    Collectors that meet the following criteria will appear on the Collector Performance Dashboard:

    1. Collectors should be discovered as Managed devices.
    2. The discovered Collector device name should match the name of the same collector from the Appliance Page.
    3. The collector should have the following two apps aligned:
        a. Support: File System
        b. Host Resource: Configuration
    4. The two apps, Support: File System and Host Resource: Configuration, should be collecting data successfully
    5. The Data Collectors should be in a Collector Group. This check does not apply to Message Collectors.

    Once the Automation runs, it stores the data in a custom table called sl1_opin.collector_specs. The data stored in the table is read and displayed by the dashboard widget.

2. **SL1: System Log Data Collection:** This automation is responsible for collecting System Log Specific data that is used in the System Logs Summary Dashboard.

   The Automation is configured to trigger once an hour and triggers the same Action (SL1: System Log Data Collection) 5 times.

   The Automation is responsible for parsing the Top problem logs including SIGTERMs, PoolWorker logs, Unhandled Exceptions.

   Once the Automation runs, it stores the data in a custom table called sl1_opin.system_log_summary. The data stored in the table is read and displayed by the dashboard widget.

   If the total system log count is greater than 6 million, the Automation will not collect data, and the system logs summary dashboard will display a message stating that the log count is too high.

   Old logs should be deleted so the total count is under 6 million, once the count is under 6 million then the automation will be able to collect and parse the system logs data.

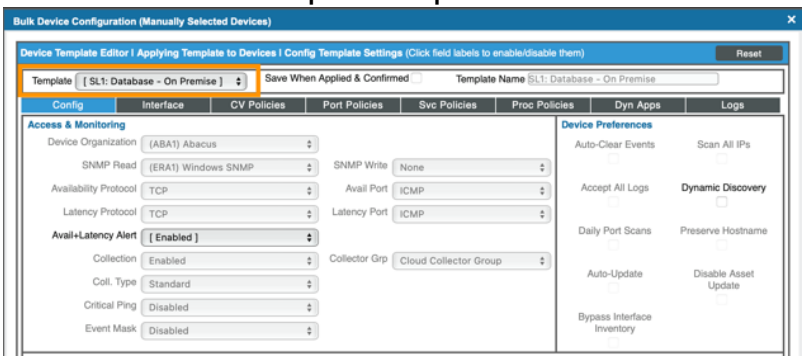
6. Dynamic Application Alignment

The steps in this section are only applicable for SL1 systems that have already been deployed. Services Consultants should refer to the Implementation Playbook for deployment details.

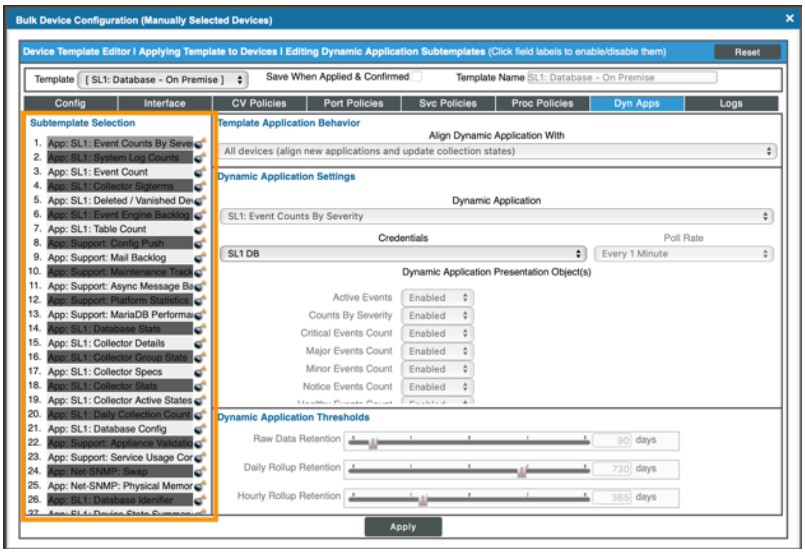
To align the Dynamic Apps:

1. Go to Devices > Device Manager.
2. Search for Device Class: SL1 Database.
3. Select the rows with the SL1 Database Devices.
4. From the 'Select Action' dropdown (Bottom right of the page), select 'MODIFY by Template'.

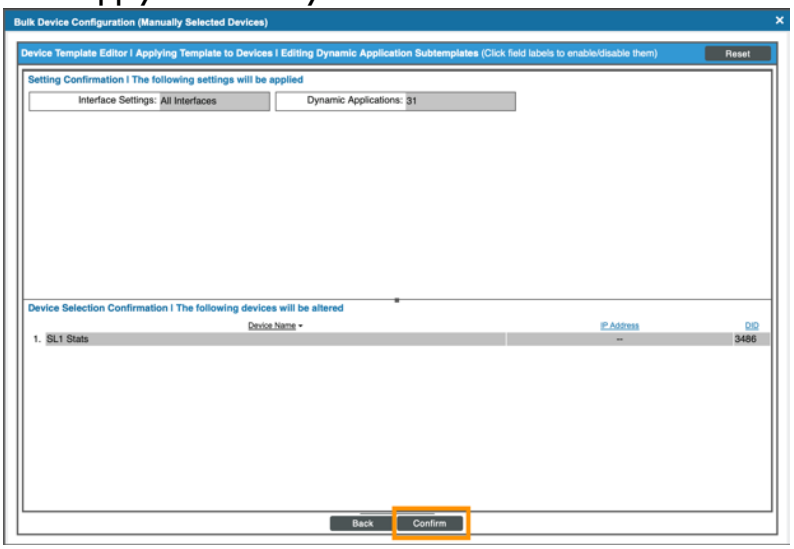
5. Click Go.
6. In the Bulk Device Configuration Modal window, select 'SL1: Database – On Premises' from the Template Dropdown.



7. Go to Dyn Apps tab.
8. Verify that a list of Dynamic Apps shows up under the 'Subtempalte Selection'.



9. Click Apply followed by Confirm



Once the Dynamic Applications are aligned it can take up to 15 mins for the data to start collecting.

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