Cherwell Integration PowerPack

Cherwell Integration PowerPack version 100

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Chapter 1

Introduction to the Cherwell Integration PowerPack

Overview

This chapter describes how to sync SL1 Events with Cherwell Service Management (CSM) Incidents using the *Cherwell Integration* PowerPack. This PowerPack contains the three Run Book Automation policies and the Run Book Action policy that you use to sync SL1 Events with CSM Incidents.

NOTE: After the 2.1.0 release of the Integration Service platform, the *Integration Service* was rebranded as *SL1 PowerFlow*, which is available in SL1 Standard solutions. Also, the *Automation Builder* was rebranded as *SL1 PowerFlow builder*, which is available in SL1 Premium solutions.

Use the following menu options to navigate the SL1 user interface:

- To view a pop-out list of menu options, click the menu icon ( ).
- To view a page containing all of the menu options, click the Advanced menu icon (•••).

The following topics describe how to use the *Cherwell Integration* PowerPack:

What Does the Cherwell Integration PowerPack Monitor? 2

Installing the Cherwell Integration PowerPack 2

Downloading and Installing the PowerPack in SL1 2

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What Does the Cherwell Integration PowerPack Monitor?

The *Cherwell Integration* PowerPack includes:

- A Sample Credential, "SL1 IS4 API Creds"

  NOTE: "IS4" is a now-deprecated name for SL1 PowerFlow.

- The "Cherwell Event IS4 Integration" Run Book Action, which you can use to automate adding, updating, and clearing SL1 events
- The following Run Book Automation policies to automate adding, updating, and clearing events:
  - Cherwell Create Event IS4
  - Cherwell Update Ticket on Acknowledge
  - Cherwell Clear Event IS4

Installing the Cherwell Integration PowerPack

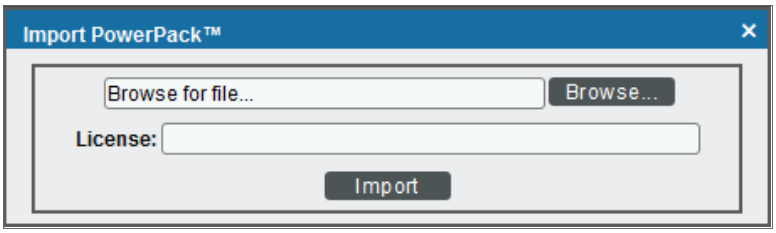
After you have configured CSM to work with the Synchronization PowerPack, you will need to install and configure the *Cherwell Integration* PowerPack in SL1.

Downloading and Installing the PowerPack in SL1

To download and install the PowerPack:

1. Download the PowerPack from the ScienceLogic Support Site.
2. In SL1, go to the **PowerPack Manager** page (System > Manage > PowerPacks).
3. In the **PowerPack Manager** page, click the **[Actions]** button, then select *Import PowerPack*.

4. The **Import PowerPack** dialog box appears:



5. Click the **[Browse]** button and navigate to the PowerPack file.
6. When the **PowerPack Installer** modal appears, click the **[Install]** button to install the PowerPack.

> **NOTE:** If you exit the **PowerPack Installer** modal without installing the imported PowerPack, the imported PowerPack will not appear in the **PowerPack Manager** page. However, the imported PowerPack will appear in the **Imported PowerPacks** modal. This page appears when you click the **[Actions]** menu and select *Install PowerPack*.

Chapter 2

Configuring Cherwell for Monitoring

Overview

This chapter describes how to configure the three Run Book Automation policies and the Run Book Action policy that you use to sync SL1 Events with CSM Incidents.

For more configuration information, see the ***Cherwell Synchronization PowerPack*** manual.

Use the following menu options to navigate the SL1 user interface:

- To view a pop-out list of menu options, click the menu icon ( ).
- To view a page containing all of the menu options, click the Advanced menu icon (•••).

This chapter covers the following topics:

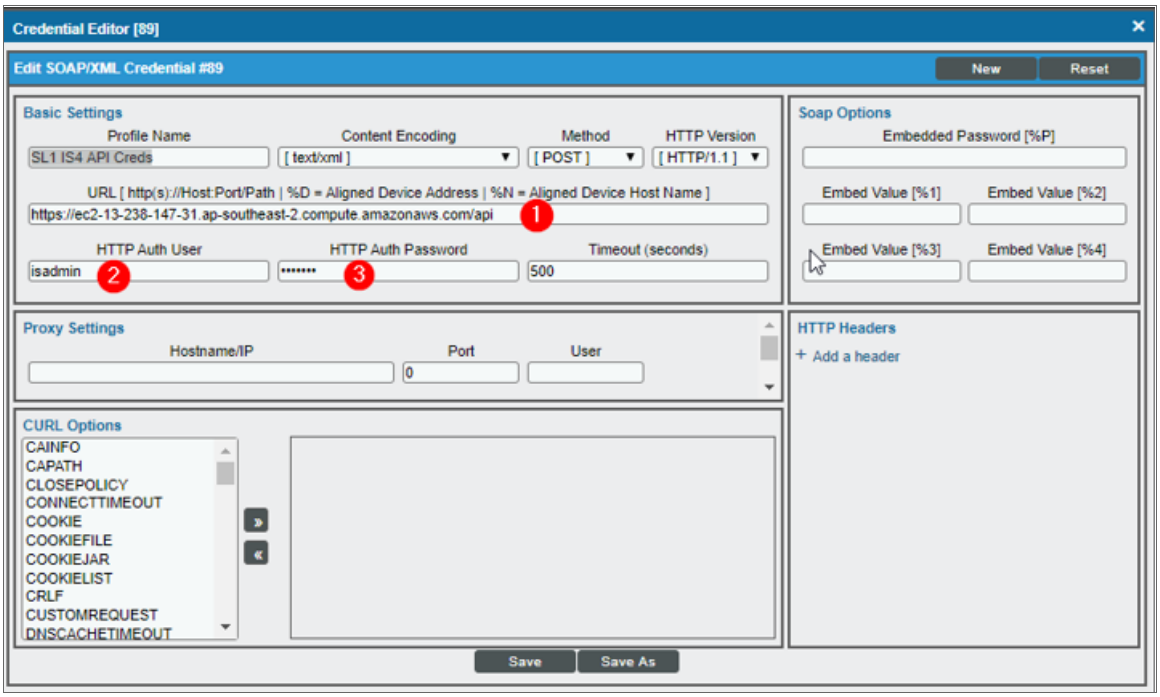
Creating a SOAP/XML Credential for Cherwell Integration 5
Enabling the Run Book Automation Policies 6
Enabling and Customizing the Run Book Action Policy 8

Creating a SOAP/XML Credential for Cherwell Integration

You will need to create a credential in SL1 that allows SL1 to communicate with CSM. The *Cherwell Integration* PowerPack includes the *SL1 IS4 API Creds* credential, which you can use as a template to create this credential.

To create the SL1 credential:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. Click the wrench icon ( ) for the *SL1 IS4 API Creds* credential. The **Credential Editor** modal window appears:



3. Supply values in the following fields, and the leave the remaining fields at their default settings:

   - ***URL***. Type the URL for the PowerFlow API, which is the same URL that you used to create the PowerFlow Credential in the Federation Registration record. You will need to add "/api" to the end of this URL.
   - ***HTTP Auth User***. Type the PowerFlow username that will authenticate to the PowerFlow API. This is the same username that you created and configured in the Federation Registration credential.
   - ***HTTP Auth Password***. Type the PowerFlow password for the PowerFlow user that will authenticate to the PowerFlow API. This is the same username that you created and configured in the Federation Registration credential.

4. Click the **[Save As]** button and type a new name for this credential.
5. When the confirmation message appears, click **[OK]**.

Enabling the Run Book Automation Policies

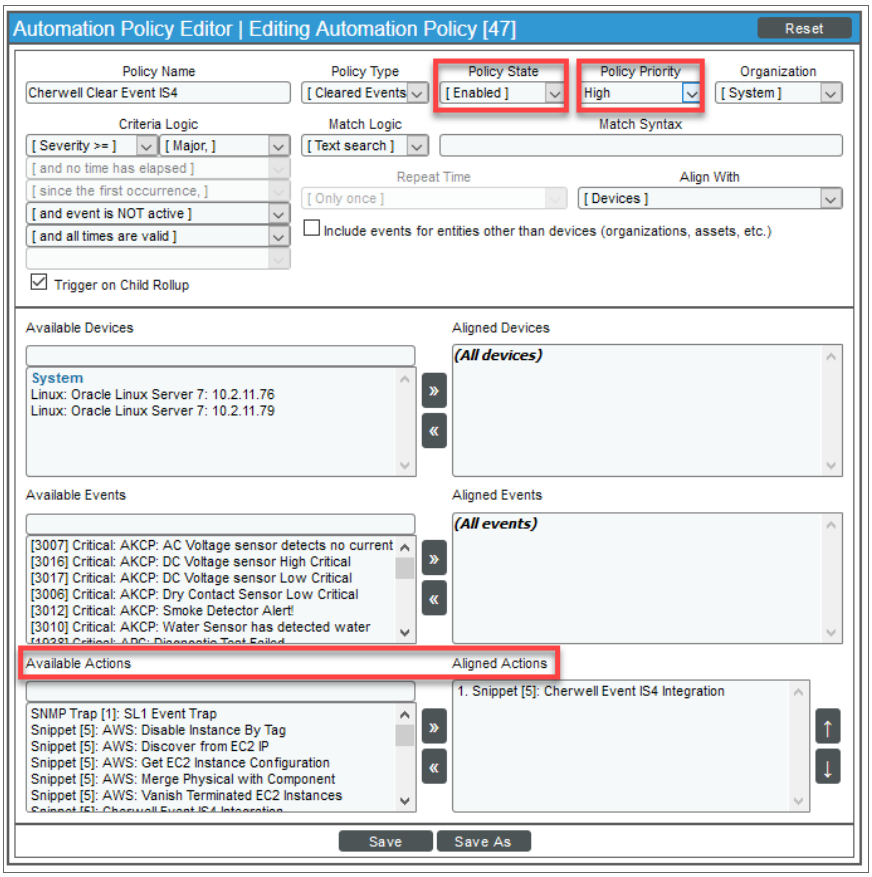
Before you can run the "Cherwell Event IS4 Integration" Run Book Action, you must enable the three related Run Book Automation policies in SL1:

- Cherwell Create Event IS4
- Cherwell Update Ticket on Acknowledged IS4
- Cherwell Clear Event IS4

NOTE: "IS4" is a now-deprecated name for SL1 PowerFlow.

To enable the three Cherwell Run Book Automation policies:

1. In SL1, go to the **Automation Policy Manager** page (Registry > Run Book > Automation).
2. Locate the "Cherwell Create Event IS4" automation policy and click its wrench icon (). The **Automation Policy Editor** page appears:



3. Update the following fields:
    - ***Policy State***. Select *Enabled*.
    - ***Policy Priority***. Select *High* to ensure that this automation policy is added to the top of the queue.
    - ***Available Actions***. If it is not already selected, select the corresponding Cherwell Run Book Action policy.

TIP: By default, the "Cherwell Create Event IS4" automation policy will create Cherwell incidents for ***all*** devices. You can limit the devices affected by making changes to the ***Organization***, ***Severity***, ***Match Logic***, ***Aligned Devices***, and/or ***Aligned Events*** fields.

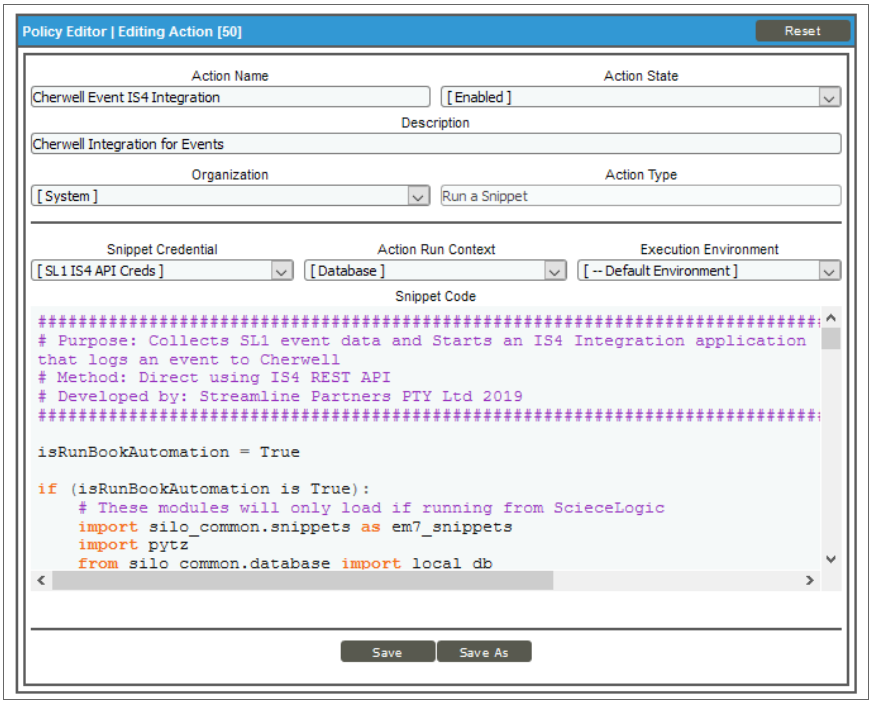
WARNING: ScienceLogic highly recommends that you do not make changes to the ***Policy Type***, ***Repeat Time***, or ***Align With*** fields or the *And event is NOT acknowledged* setting.

4. Click **[Save]**.
5. Repeat steps 2-4 for the "Cherwell Update Ticket on Acknowledge" and "Cherwell Clear Event IS4" Run Book Automation policies.

Enabling and Customizing the Run Book Action Policy

To enable and customize the Run Book Action:

1. In SL1, go to the **Action Policy Manager** page (Registry > Run Book > Actions).
2. Locate the **Cherwell Event IS4 Integration** policy and click its wrench icon ( ). The **Action Policy Editor** page appears:



3. For the ***Action State*** filed select *Enabled*.
4. Click **[Save]**. SL1 events are now synced with CSM incidents.

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800-SCI-LOGIC (1-800-724-5644)

International: +1-703-354-1010