



Jira Service Management SyncPack

Version 1.0.0

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Chapter

1

Introduction to the Jira Service Management SyncPack

Overview

This chapter describes how you can use the "Jira Service Management" SyncPack to automatically synchronize Jira issues and SL1 events between Jira and SL1 systems. The integration is bidirectional, between SL1 and Jira.

This SyncPack uses the "Jira Service Management Automation Policies" PowerPack.

This chapter covers the following topics:

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What Can I Do with this SyncPack?

The "Jira Service Management" SyncPack lets you automatically synchronize Jira issues and SL1 events between Jira and SL1 systems. The integration is bidirectional, between SL1 and Jira.

You can configure this SyncPack to perform the following integrations:

- Update a synced Jira incident when an event is acknowledge in SL1 .
- Resolve an SL1 event when a synced Jira incident is closed.
- Create an incident or change request in Jira when an event is triggered in SL1 .
- Collect a summary of Jira incident data and add that data to the event notes of the synced SL1 event.

For more information about how to configure these applications, see [Configuring Applications for the Jira Service Management SyncPack](#).

Contents of the SyncPack

This section lists the contents of the "Jira Service Management" SyncPack.

PowerFlow Applications

- **Acknowledge SL1 Event.** This application adds a comment to the associated Jira incident when an event is acknowledged in SL1 .
- **Resolve SL1 Event from Jira.** This application resolves an SL1 event when the associated Jira incident is closed.
- **Create Incident/Change Request in Jira from SL1 Event.** This application creates an incident or change request in Jira when an event is triggered in SL1 .
- **Show Jira Change Log in SL1 Event Notes.** This application collects a summary of Jira incident data and adds the data to the event notes of the associated SL1 event.

For more information about how to configure these applications, see [Configuring Applications for the Jira Service Management SyncPack](#).

Configuration Object

- **Jira ITSM Configuration.** This configuration object can be used as a template after the SyncPack is installed on the PowerFlow system. The configuration object includes the following:
 - Details for connecting to SL1, including the host, username, and password.
 - Details for connecting to Jira, including the URL, username, password, and API token.
 - Details for connecting SL1 events to your Jira issues, including project, event URL, severity, account, and request type ID. Other details include issue type, project key, priority, ticket descriptions, and impact.
 - Details for severity mapping.

Steps

The following steps are included in this SyncPack:

- Acknowledge SL1 Event
- Create Jira Incident
- Get Closed Issues and Clear the SL1 Events
- Get Jira Issue
- Get Jira Log
- Post Update To SL1
- Read Event Id and Jira Key
- Update Incident Details To SL1
- Update SL1 Note

Chapter

2

Installing the Jira Service Management SyncPack

Overview

This chapter describes how to install the "Jira Service Management" SyncPack, and how to install the "Jira Service Management Automation Policies" PowerPack.

This chapter covers the following topics:

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Prerequisites for the Jira Service Management SyncPack

This SyncPack requires the following:

- The latest "Jira Service Management Automation Policies" PowerPack
- The latest "SL1 Notifications Base" SyncPack
- Administrator access to Jira
- An IT Service Management Jira project to integrate with SL1

For the latest System Requirements, see the [SL1 PowerFlow SyncPack Release Notes](#).

The following table lists the port access required by PowerFlow and this SyncPack:

Source IP	PowerFlow Destination	PowerFlow Source Port	Destination Port	Requirement
PowerFlow	SL1 API	Any	TCP 443	SL1 API Access
PowerFlow	Jira API	Any	TCP 443	Jira API Access
PowerFlow	SL1 Database	Any	TCP 7706	SL1 Database Access

Downloading and Installing the Jira Service Management SyncPack

A SyncPack file has the **.whl** file extension type. You can download the SyncPack file from the ScienceLogic Support site.

Downloading the SyncPack

NOTE: If you are installing or upgrading to the latest version of this SyncPack in an offline deployment, see [Installing or Upgrading in an Offline Environment](#) to ensure you install any external dependencies.

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, search for the 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 the SyncPack, you can import it to your PowerFlow system using the PowerFlow user interface.

Importing the SyncPack

To import a SyncPack in the PowerFlow user interface:

1. On the **SyncPacks** page (☺) of the PowerFlow user interface, 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.
4. You will need to activate and install the SyncPack in PowerFlow. For more information, see the following topic.

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.

Installing the SyncPack

To activate and install a SyncPack in the PowerFlow user interface:

1. On the **SyncPacks** page of the PowerFlow user interface, 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" 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.

Installing the Jira Service Management Automation Policies PowerPack

The "Jira Service Management Automation Policies" PowerPack includes automation policies and action policies that bidirectionally sync issues and events in Jira and SL1.

NOTE: The "Jira Service Management Automation Policies" PowerPack requires SL1 version 10.1.0 or later. For details on upgrading SL1, see the [SL1 Platform Release Notes](#).

TIP: By default, installing a new version of a PowerPack overwrites all content from a previous version of that PowerPack that has already been installed on the target system. You can use the **Enable Selective PowerPack Field Protection** setting in the **Behavior Settings** page (System > Settings > Behavior) to prevent new PowerPacks from overwriting local changes for some commonly customized fields. (For more information, see the **System Administration** manual.)

To download and install the PowerPack:

1. Search for and download the PowerPack from the **PowerPacks** page (Product Downloads > PowerPacks & SyncPacks) at the [ScienceLogic Support Site](#).
2. In SL1, go to the **PowerPacks** page (System > Manage > PowerPacks).
3. Click the **[Actions]** button and choose *Import PowerPack*. The **Import PowerPack** dialog box appears.
4. Click **[Browse]** and navigate to the PowerPack file from step 1.
5. Select the PowerPack file and click **[Import]**. The **PowerPack Installer** modal displays a list of the PowerPack contents.
6. Click **[Install]**. The PowerPack is added to the **PowerPacks** page.

NOTE: If you exit the **PowerPack Installer** modal without installing the imported PowerPack, the imported PowerPack will not appear in the **PowerPacks** 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

3

Configuring Applications for the Jira Service Management SyncPack

Overview

This chapter describes how to set up the PowerFlow applications for the "Jira Service Management" SyncPack.

This chapter covers the following topics:

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<i>Configuring Jira</i>	13
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Workflow for Configuring the SyncPack

The following workflows describe how to configure SL1, Jira, and PowerFlow to work with the "Jira Service Management" SyncPack.

Configuring SL1

1. [Create a SOAP/XML credential to access PowerFlow](#)
2. [Edit the Jira Service Management run book actions](#)
3. [Enable the Jira Service Management run book automations](#)

Configuring Jira

1. [Create an API token](#)
2. [Locate the account ID](#)
3. [Locate the request type ID](#)
4. [Locating the severity custom ID](#)
5. [Configuring an SL1 event URL custom field](#)

Configuring PowerFlow

1. [Create a PowerFlow configuration object](#)
2. [Align the configuration object and configure the PowerFlow applications](#)
3. [Schedule the PowerFlow applications](#)

Configuring SL1

The following topics cover how to set up your SL1 instance to work with the "Jira Service Management" SyncPack.

Creating a SOAP/XML Credential to Access SL1 PowerFlow

You will need to create a SOAP/XML credential so that the action policies included in the "Jira Service Management Automation Policies" PowerPack can access your PowerFlow system. The PowerPack includes the "PowerFlow Jira" sample credential, which you can use as a template for the SOAP/XML credential.

To create a SOAP/XML credential:


1. In SL1, go to the **Credentials** page (Manage > Credentials).
2. Locate the "PowerFlow Jira" sample credential, then click its **[Actions]** icon (⋮) and select **Duplicate**. A copy of the credential, called "PowerFlow Jira copy" appears.
3. Supply values in the following fields:

- **Name.** Type a new name for the credential.
 - **All Organizations.** Toggle on (blue) to align the credential to all organizations, or toggle off (gray) and then select one or more specific organizations from the **What organization manages this service?** drop-down field to align the credential with those specific organizations.
 - **URL.** Type the URL for your PowerFlow system.
 - **HTTP Auth User.** Type the username for your PowerFlow system.
 - **HTTP Auth Password.** Type the password for your PowerFlow system.
4. Click **[Save & Close]**.
 5. Take note of the SL1-assigned ID number for the new credential on the **Credentials** page, in the **ID** column. You will need the ID number when editing the input parameters of the run book actions included in the PowerPack, below.

Editing the Jira Service Management Run Book Actions

The "Jira Service Management Automation Policies" PowerPack includes two action policies that use the "Run Integration Service Application" action type to trigger the PowerFlow application that sends and receives data to Jira. You can specify the credential ID in a JSON structure that you enter in the **Input Parameters** field in the **Action Policy Editor** modal.

To edit the action policies included in the PowerPack:

1. In SL1, go to the **Actions** page (Registry > Run Book > Actions).
2. Locate the action policy that you want to use, and then click its wrench icon (). The **Editing Action** page appears.
3. In the **Input Parameters** field, change the values of the following parameters:
 - **credential_id.** Change the value to the credential ID that you noted earlier when creating a credential for your PowerFlow system in the previous procedure. This parameter is required.
 - **include_event.** Leave the value as "true".
 - **application_name.** Leave the default application value.
 - **params.** Leave the default parameter value.
4. Make sure the **Action State** is set to *Enabled*, and then click **[Save]**.

Enabling the Jira Service Management Run Book Automations

The "Jira Service Management Automation Policies" PowerPack includes the following run book automation policies that you will need to enable:


- "Jira: Create Issue"
- "Jira: Timeline Event"

These policies update the Jira issue with the state of the associated SL1 event. When an event is first detected in SL1, an issue is created in Jira. When an event is acknowledged in SL1, a comment is added to the associated Jira incident.

The following table shows the automation policy, its aligned events, and the automation action that runs in response to the events.

Automation Policy Name	Aligned Events	Run Book Action
Jira: Create Issue	All events	Jira: Alert
Jira: Timeline Event	All events	Jira: Create Timeline Event

To enable the run book automations:

1. In SL1, go to the **Automation** page (Registry > Run Book > Automation).
2. Locate a Jira 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 PowerFlow automation policy is added to the top of the queue.
 - **Available Actions.** If it is not already selected, select the "Run Integration Service Application: <name>" action that corresponds with the Ansible automation policy you selected in step 2, and click the arrows to move it to **Aligned Actions**.

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 other "Jira" run book automation policy.

Configuring Jira

The following topics cover how to set up your Jira instance to work with the "Jira Service Management" SyncPack.

Creating an API Token

To let PowerFlow communicate with Jira, you must create a Jira API token and enter it in your PowerFlow configuration object.

To create an API token in Jira:

1. In Jira, click on your profile icon and select *Account Settings*.
2. Navigate to the **API Tokens** page (Security > Create and manage API tokens).
3. Click **[Create API token]** to generate a new API token.
4. Make a note of the API token so that you can use it in your PowerFlow configuration object.

Locating the Account ID

To let PowerFlow to make changes to Jira, you must enter a Jira account ID in your PowerFlow configuration object.

To locate your Jira account type ID:

1. Click on your profile icon and select *Account*.
2. The page reloads, and you can find the account ID at the end of the URL.
3. Make a note of the ID so that you can use it in your PowerFlow configuration object.

Locating the Request Type ID

To let PowerFlow make changes to Jira, you must enter a Jira request type ID for the type of request you want in your PowerFlow configuration object.

To locate a Jira incident request type ID:

1. Select the Jira project you want to use.
2. Navigate to the **Incidents** page (Project Settings > Request Types > Incidents).
3. Select the request type (for example, "Report a system problem"). The page reloads and you can find the request type ID at the end of the URL.
4. Make a note of the ID so that you can use it in your PowerFlow configuration object.

Locating the Severity Custom ID

To let PowerFlow identify the severity of a Jira issue, you must enter a severity custom ID in your PowerFlow configuration object.

To locate your severity custom ID in Jira:

1. Select the Jira project you want to use.
2. Navigate to the **Screens** page (Project Settings > Screens).
3. If you have not already added the **Severity** field to your issues list, select any of the screens to expand its details and select the *Edit issue* link. You can then add the Severity issue by selecting **Severity** in the **Select Field** drop down at the bottom of the **Issues** page.
4. On the **Screens** page, select any of the screens to expand its details and select the *Create Issue* link.
5. Navigate to the **Field Configurations** page (Fields > Field configurations).
6. Select *Default Field Configuration*.
7. Locate the **Severity** field and click *Edit*.
8. The page reloads and you can find the severity custom ID at the end of the URL.
9. Make a note of the ID so that you can use it in your PowerFlow configuration object.

Configuring an SL1 Event URL Custom Field

To let PowerFlow make changes to Jira, you must enter an SL1 event URL field ID in your configuration object.

To configure an SL1 event URL custom field in Jira:

1. Select the Jira project you want to use.
2. Navigate to the **Screens** page (Project Settings > Screens).
3. Select the **Jira Service Management: Change Management Screen Scheme** window to expand its details and select the *Create Issue* link.
4. Navigate to the **Custom Fields** page (Fields > Custom fields).
5. Click **[Create custom field]** and select *URL Field*.
6. Supply a value in the required field and click **[Create]**.
7. The page reloads and you can find the custom field ID in the URL.
8. Make a note of the ID so that you can use it in your PowerFlow configuration object.
9. Repeat these steps for the **Jira Service Manage: Incident Management Screen Scheme** window.

Configuring PowerFlow

The following topics cover how to set up your PowerFlow instance to work with the "Jira Service Management" SyncPack.

Creating a Configuration Object

A **configuration object** supplies the login credentials and other required information needed to execute the steps for a PowerFlow application. The **Configurations** page (⚙️) of the PowerFlow user interface lists all available configuration objects for that system.

You can create as many configuration objects as you need. A PowerFlow application can only use one configuration object at a time, but you can use (or "align") the same configuration object with multiple applications.

For this SyncPack, you should make a copy of the "Jira ITSM Configuration" configuration object, which is the sample configuration file that was installed with the *Jira Service Management SyncPack*.

TIP: The "Jira ITSM Configuration" configuration object contains all of the required variables. Simply update the variables from that object to match your SL1 and Jira settings.

To create a configuration object based on the "Jira ITSM Configuration" configuration object:

1. In the PowerFlow user interface, go to the **Configurations** page (⚙️).
2. Click the **[Actions]** button (⋮) for the "Jira ITSM" configuration object and select *Edit*. The **Configuration** pane appears.
3. Complete the following fields:
 - **Friendly Name**. Type a name for the configuration object that will display on the **Configurations** page.
 - **Description**. Type a brief description of the configuration object.
 - **Author**. Type the user or organization that created the configuration object.
 - **Version**. Type a version of the configuration object.
4. Click **[Copy as]**. The **Create Configuration** pane appears.
5. In the **Configuration Data** field, update the default variable definitions to match your PowerFlow configuration:
 - **sl1_host**. Type the hostname or IP address of the SL1 system the alerts will synchronize with.
 - **sl1_password**. Type the password for your SL1 system.
 - **sl1_user**. Type the username for your SL1 system.
 - **jira_username**. Type the username for your Jira system.
 - **jira_password**. Type the password for your Jira system.
 - **jira_token**. Enter a Jira API token.

TIP: For more information on creating a Jira API token, see [Creating an API token in Jira](#).

- **jira_url**. Type the URL for your Jira system.
- **project_key**. Type the project key for the Jira project you want to be used when making the API request.
- **populate_external_url**. Type whether to add a Jira ticket URL to the corresponding SL1 event. The default value is 'enabled'.
- **account_id**. Enter the Jira account ID.

TIP: For more information on your Jira account ID, see [Locating the Account ID in Jira](#).

- **issue_type**. Type the type of ticket you want to be created in Jira when an event is triggered in SL1.

- **jira_request_type_id**. Type the Jira request type ID.

TIP: For more information on your Jira request type ID, see [Locating the Request Type ID in Jira](#).

- **severity_field_id**. Enter the Jira severity field ID.

TIP: For more information on your severity field ID, see [Locating the Severity Custom ID in Jira](#).

- **event_url_field_id**. Enter the SL1 event URL field ID from Jira.

TIP: For more information on your Jira Event URL Field, see [Configuring an SL1 Event URL Custom Field in Jira](#).

- **priority**. Type the Jira incident priority value for incidents created from SL1 events.
- **impact**. Type the impact value for incidents created from SL1 events.
- **severity_def**. Toggle the JSON editor to define severity mapping between SL1 and Jira.
- **add_template**. Toggle the JSON editor to define a message for the description field in Jira.

9. Click **[Save]**. You can now align this configuration object with one or more applications.

NOTE: For more information about the Jira terms and concepts in this section, see the Jira documentation.

Aligning a Configuration Object and Configuring PowerFlow Applications

With this SyncPack, you can synchronize your SL1 events and Jira issues including creating Jira incidents, updating acknowledgment data, resolving SL1 events and updating SL1 event notes. You will need to align the "Jira Service Management" SyncPack applications with the relevant configuration object in PowerFlow, and, if needed, update any other fields on the **Configuration** pane for the applications.

To align the configuration object with the relevant PowerFlow applications:

1. On the **Applications** page of the PowerFlow user interface, open one of the PowerFlow applications listed above and click **[Configure]**. The **Configurations** pane for that application appears:

2. From the **Configurations** drop-down, select the configuration object you want to use.

NOTE: The values for `sl1_hostname` and the other parameters that appear in the **Configuration** pane with a padlock icon (🔒) are populated by the configuration object you aligned with the application. Do not modify these values. If you encounter an error, make sure your configuration object is configured properly.

3. Update any of the remaining fields on the **Configurations** pane as needed.
4. Click **[Save]** to align that configuration with the application.
5. Repeat this process for the other PowerFlow applications.

Scheduling PowerFlow Applications

To trigger the applications in the SyncPack, you must schedule the following PowerFlow applications, which are included in the SyncPack:

- "Resolve SL1 Event from Jira"
- "Show Jira Change Log in SL1 Event Notes"

You can create one or more schedules for a single application in the PowerFlow user interface. When creating each schedule, you can specify the queue and the configuration file for that application.

To create a schedule:

1. On the **Applications** page (📄), click the **[Schedule]** button for the application you want to schedule. The **Scheduler** window appears.
2. In the **Schedule List** pane, click the down arrow icon (▼) next to an existing schedule to view the details for that schedule.
3. In the **Schedule Creator** pane, complete the following fields for the default **Frequency** setting:
 - **Schedule Name.** Type a name for the schedule.
 - **Frequency in seconds.** Type the number of seconds per interval that you want to run the application.
 - **Custom Parameters.** Type any JSON parameters you want to use for this schedule, such as information about a configuration file or mappings.
4. To use a cron expression, click the **Switch to Cron Expression** toggle to turn it blue. If you select this option, you can create complicated schedules based on minutes, hours, the day of the month, the month, and the day of the week:

Schedule Creator
Switch to Frequency in Seconds

i For more information about schedules, see [schedules documentation](#).

Schedule Name
Saturday Schedule

A unique name for the new schedule.

Cron Expression key operators

* any value , list separator - range of values / step values

Minutes 0,30	Hours *	Day of Month *	Month *	Day of Week 6
Allowed values: 0-59	Allowed values: 0-23	Allowed values: 1-31	Allowed values: 1-12 Alt. values JAN-DEC	Allowed values: 0-6 Alt. values SUN-SAT

Runs app: "Every 0 and 30th minute past every hour on Sat" (UTC -4)

Derived from given values in fields above.

Custom Parameters (Optional)

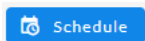
1	{ }	
---	-----	--

Overrides default application variables for ad-hoc execution settings. Any application variable may be specified, and overridden per run here. Special properties like "queue" may also be set here.

Close
Save Schedule

As you update the cron expression, the **Schedule** window displays the results of the expression in more readable language, such as *Runs app: "Every 0 and 30th minute past every hour on Sat"*, based on 0,30 in the **Minutes** field and 6 in the **Day of Week** field.



- Click **[Save Schedule]**. The schedule is added to the **Schedule List** pane. Also, on the **Applications** page, the **[Schedule]** button now displays with a dark blue background:



NOTE: After you create a schedule, it continues to run until you delete it. Also, you cannot edit an existing schedule, but you can delete it and create a similar schedule if needed.

To view or delete an existing schedule:

- On the **Applications** page, click the **[Schedule]** button for the application that contains a schedule you want to delete. The **Scheduler** window appears.

2. Click the down arrow icon () to view the details of an existing schedule.
3. To delete the selected schedule, click the Actions icon () and select **[Delete]**.

TIP: On the **Scheduler** window for a PowerFlow application, you can click the **[Copy as]** button from the **Schedule List** pane to make a copy of an existing schedule.

NOTE: When either multiple SL1 instances or multiple Jira instances are involved with PowerFlow, you should create an individual configuration object for each SL1 or Jira instance. Next, create an individual schedule for each configuration object. Each schedule should use a configuration object that is specific to that single SL1 or Jira instance. Creating copies of a PowerFlow application from a SyncPack for the purpose of distinguishing between domains is not supported, and will result in issues on upgrades.

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Other

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In the U.S. and other jurisdictions, trademark owners have a duty to police the use of their marks. Therefore, if you become aware of any improper use of ScienceLogic Trademarks, including infringement or counterfeiting by third parties, report them to Science Logic's legal department immediately. Report as much detail as possible about the misuse, including the name of the party, contact information, and copies or photographs of the potential misuse to: legal@sciencelogic.com. For more information, see <https://sciencelogic.com/company/legal>.

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

International: +1-703-354-1010