



SL1 Adoption

SL1 Adoption PowerPack version 100

Chapter

1

Introduction

Overview

This manual describes how to configure the *SL1 Adoption PowerPack*.

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What Does the SL1 Adoption PowerPack Monitor?

The *SL1 Adoption PowerPack* gives customers real-time visibility into their adoption and investment of SL1 and PowerFlow.

The *SL1 Adoption PowerPack* includes:

- Dynamic Applications to collect daily summarization data for SL1
- A Device Template that aligns a credential to the PowrePack's Dynamic Applications
- SL1 Dashboards that provide visibility of the daily summarization data collected

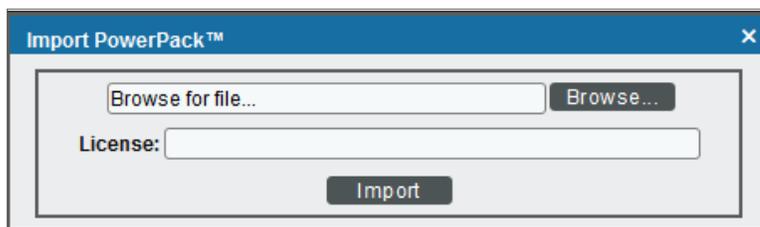
Installing the SL1 Adoption PowerPack

Before completing the steps in this manual, you must import and install the latest version of the *SL1 Adoption PowerPack*.

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 a PowerPack:

1. Download the PowerPack from the [ScienceLogic Support Site](#).
2. 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*.

Configuring the SL1 Adoption PowerPack

Overview

The following sections describe how to configure and discover SL1 for monitoring using the *SL1 AdoptionPowerPack*:

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Prerequisites

To configure SL1 to use the *SL1 Adoption* PowerPack, you must first have the following information:

- An agreed upon cost for manually collecting triage data
- Identify your primary Database Server or the VIP device that sits before the Database Servers
- A credential with SQL access to the SL1 Database Server

NOTE: The PowerPack defaults to the "EM7 CDB" credential, but depending on when your system was first installed, this could be "EM7 DB" or "SL1 DB". If the MariaDB credential was changed at the time of your installation, make sure the "SL1 DB" or "EM7 DB" credentials reflect the changed password.

- Identify a device to represent your ServiceNow instance, or [create a virtual device](#) to represent the ServiceNow instance
- Create a [credential](#) for the collection of MTTR data for ServiceNow incidents created by SL1

Creating a Credential for ServiceNow MTTR Data

To configure SL1 use the *SL1 Adoption* PowerPack, you must first create a SOAP/XML credential to collect MTTR data for ServiceNow incidents created by SL1.

To configure a SOAPXML credential:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. Click the **[Actions]** button and select *Create SOAP/XML Host Credential*.

3. Enter values in the following fields:

The screenshot shows the 'Credential Editor' window with the following fields and values:

- Basic Settings:**
 - Profile Name: ServiceNow DA - MTTR
 - Content Encoding: text/xml
 - Method: [POST]
 - HTTP Version: [HTTP/1.1]
 - URL: https://ven01768.service-now.com
 - HTTP Auth User: sciencelogic_service_xtest
 - HTTP Auth Password: (empty)
 - Timeout (seconds): 2
- Soap Options:**
 - Embedded Password [%P]: (empty)
 - Embed Value [%1]: sciencelogic_service_xt
 - Embed Value [%2]: (empty)
 - Embed Value [%3]: (empty)
 - Embed Value [%4]: (empty)
- Proxy Settings:**
 - Hostname/IP: (empty)
 - Port: (empty)
 - User: (empty)
- CURL Options:**
 - CAINFO
 - CAPATH
 - CLOSEPOLICY
 - CONNECTTIMEOUT
 - COOKIE
 - COOKIEFILE
 - COOKIEJAR
 - COOKIELIST
 - CRLF
 - CUSTOMREQUEST
 - DNSCACHETIMEOUT
- HTTP Headers:**
 - + Add a header

Buttons: Reset, Save

- **Profile Name.** Type a name for the credential.
- **Hostname/IP.** Use the URL for your ServiceNow instance.
- **HTTP Auth User.** Type the username of the PowerFlow user that communicates with the ServiceNow API.
- **Embed Value [%1].** Type the ServiceNow user that will create, update, and resolve incidents.

4. Leave all other fields set to the default values. Click the **[Save]** button.

Setting the Cost of Manual Triage Collections

To set the cost of your manual triage collections, perform the following steps:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. Find the System organization and click its wrench icon (). The **Organization Summary** page appears.

3. Click the **[Properties]** tab to open the **Organization Properties** page :

The screenshot shows the 'Organization Properties' page for an organization named 'System'. The page has a navigation bar at the top with tabs: Close, Summary, Properties (selected), Logs, Accounts, Contacts, Events, Tickets, and Notes. Below the navigation bar are buttons for Actions, Guide, and Refresh. The main content area is divided into three columns. The left column contains fields for Organization Name (System), Street Address (System Location), City (Reston), State (Virginia), and Country (United States). The middle column contains fields for Contact First Name (ScienceLogic), Contact Last Name (Support), Title, Department (Customer Service), Phone ((703)-354-1010), Fax ((703)-336-8000), Toll Free ((800)-SCI-LOGI), and Email (support@sciencelogic.com). The right column contains fields for Billing ID, CRM ID, Email Notification Append Text, Longitude (10), and Latitude (10). At the bottom of the form is a Save button.

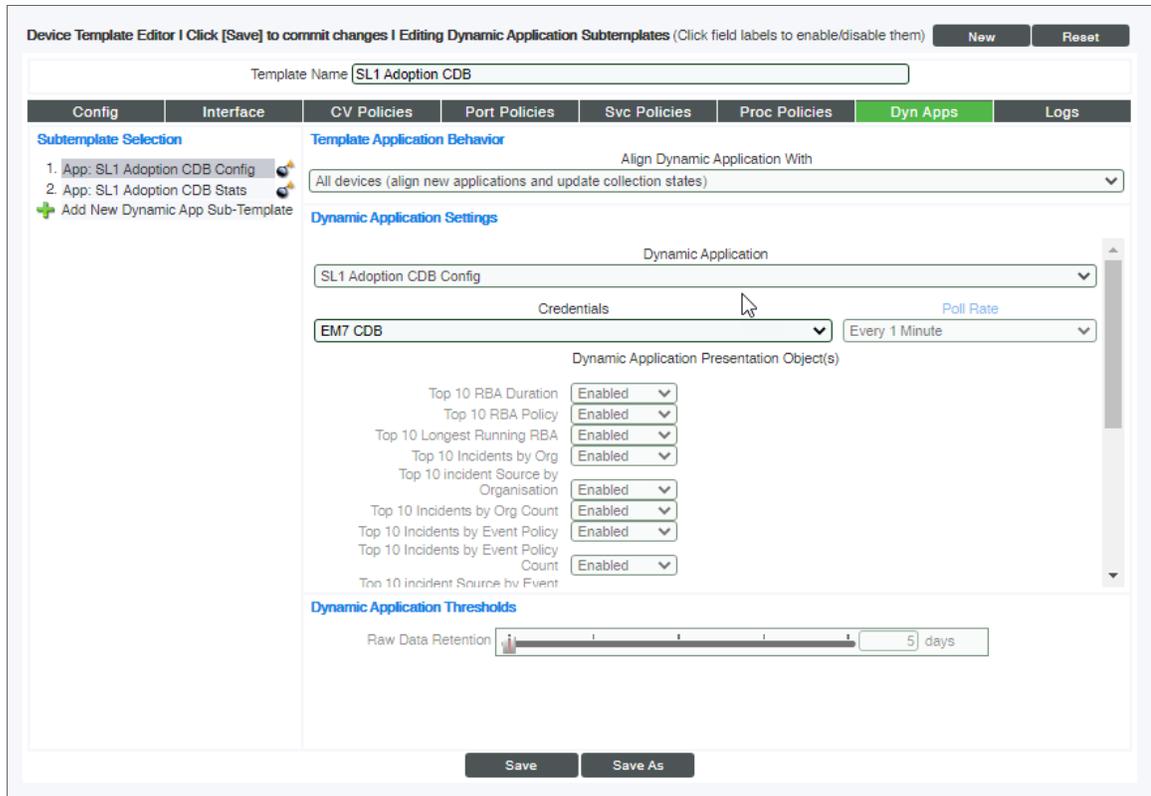
4. In the **Longitude** and **Latitude** fields, enter the cost of manually collecting triage data, then click the **[Save]** button.

NOTE: Only the value in the **Longitude** field will be used, but SL1 requires both fields to have a value. You cannot save if only one field is populated.

Configuring the SL1 Adoption Device Template

To configure the device template for your primary Database Server or VIP device, you will need to edit the device template provided in the PowerPack by performing the following steps:

1. Go to the **Configuration Templates** page (Devices > Templates, or Registry > Devices > Templates in the SL1 classic user interface).
2. In the **Configuration Templates** page, find the "SL1 Adoption CDB" device template and click its wrench icon (🔧).



3. Click the **[Dyn Apps]** tab. In the **Credentials** field, ensure that the correct credential is selected ("EM7 CDB" is the default selection, but it could also be "EM7 DB" or "SL1 DB" depending on your system).
4. Click the **[Save]** button.
5. Find your primary Database Server or VIP device in the **Device Manager** page (Registry > Devices > Device Manager), select that device and in the **Select Actions** menu select *Modify with Template*.
6. Select the "SL1 Adoption CDB" from the list of available templates, then click **Apply** and then **Confirm**.
7. Wait for the next collector configuration push to complete.
8. Click the **[Collections]** tab.
9. Click the lightning bolt (⚡) icon next to the "SL1 Adoption CDB Stats" Dynamic Application.
10. Review the log to confirm that the Dynamic Application is successfully retrieving data. You should see something like the following:

Group	RawIndex	ObjID	ObjName	RawValue	ElapsedTime(ms)
0	0	24171	Incident Unit Cost - Manual Triage	'10'	0.586832867432
0	0	24157	RBA Execution Time Average	1.15094324	64.8658275604
0	0	24158	RBA Execution Time Maximum	105.9087	64.8291110992
0	0	24165	Total AP2 Dashboards Private Count	24	0.530958175659
0	0	24166	Total AP2 Dashboards Public Count	26	0.488996585737
0	0	24156	Total Active Device Count	17602	4.54998016357
0	0	24168	Total Business Services - Business	0	0.519990921021
0	0	24170	Total Business Services - Device	0	0.49090305437
0	0	24169	Total Business Services - IT	0	0.436067581177
0	0	24154	Total Created Events	31081	8.98408889771
0	0	24155	Total Created Events With Incidents	226	102.267026901
0	0	24167	Total Enabled Event Policies	4199	1.35207176208
0	0	24163	Total Events Critical	8	84.0699672699
0	0	24159	Total Events Healthy	11935	91.206073761
0	0	24162	Total Events Major	5443	80.7330608368
0	0	24161	Total Events Minor	7459	77.2159099579
0	0	24160	Total Events Notice	6236	88.4518623352

The dashboards included in the PowerPack will display only daily summarized data. To view this data, you can either:

- Wait for the data and check that the classic device dashboard is populating with raw and daily summarized data.
- Temporarily override the poll frequency of the "SL1 Adoption CDB Config" and "SL1 Adoption CBD Stats" Dynamic Applications for five minutes and wait for the daily summarization task to complete. Once data appears on the dashboards, remove the override.

ServiceNow Device Configuration

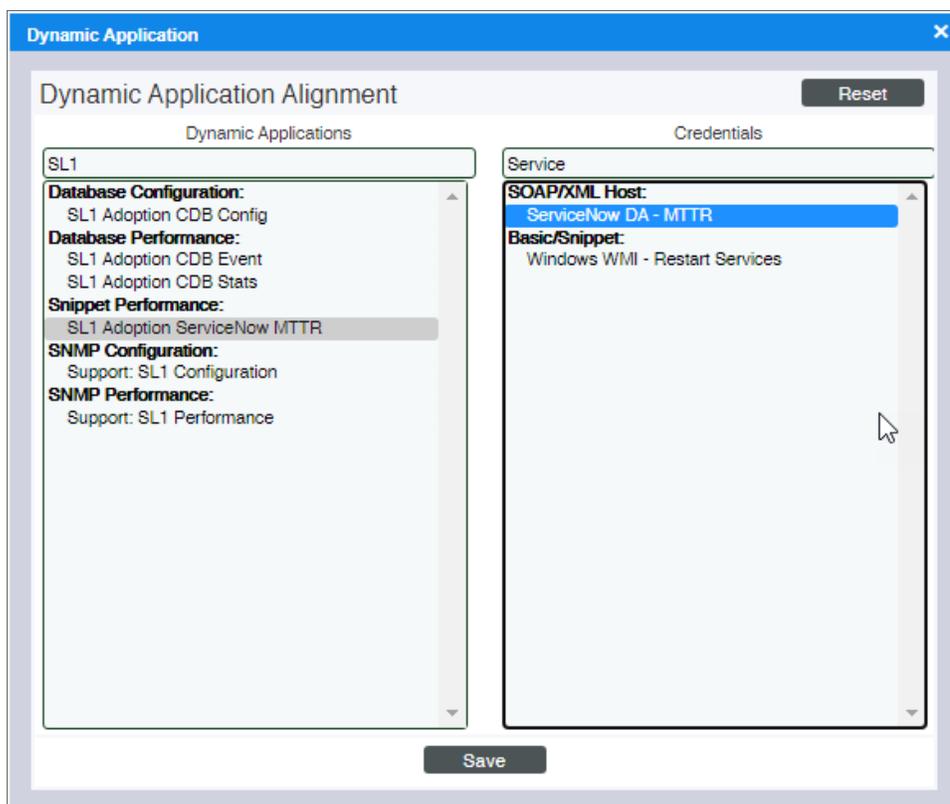
If you do not have an existing device in SL1 that represents your ServiceNow instance, you can create a virtual device:

1. Go to the **Device Manager** page (Devices > Device Manager, or Registry > Devices > Device Manager in the SL1 classic user interface).
2. From the **[Actions]** menu, select *Create Virtual Device*. The **Create Virtual Device** modal appears.
3. Enter values in the following fields:
 - **Device Name**. Name the virtual device "ServiceNow".
 - **Organization**. Select System.
 - **Device Class**. Select the *Virtual Device | Dynamic App Emissary* device class.
 - **Collector**. Select a collector with outbound internet access.

After creating your ServiceNow device, perform the following steps:

1. Go to the **Device Manager** page (Devices > Device Manager, or Registry > Devices > Device Manager in the SL1 classic user interface).

2. Find the device that represents your ServiceNow instance and click its wrench icon (🔧).
3. Click the **[Collections]** tab.
4. In the **Dynamic Application Collections** page, click the **[Actions]** button and select *Add Dynamic Application*.
5. In the **Dynamic Application Alignment** window, select the "SL1 Adoption ServiceNow MTTR" Dynamic Application and the *ServiceNow credential* you created.



6. After the next collection cycle completes, go back to the **[Collections]** tab in your ServiceNow device and click the lightning bolt (⚡) icon next to the "SL1 Adoption Service Now MTTR" Dynamic Application to verify connectivity and the collection of MTTR data.

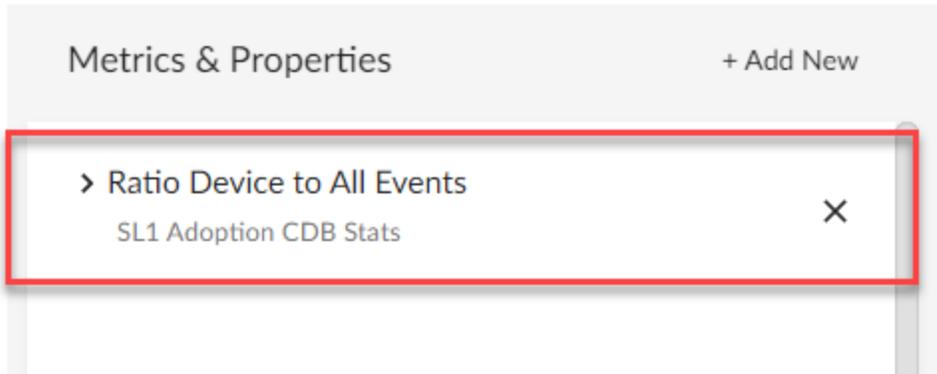
Configuring SL1 Adoption Dashboards

Due to a bug in the handling of SL1 dashboards by the PowerPack, it is likely that configuration and performance widgets in the "SL1 Adoption Advanced" and "SL1 Tuning Candidates" dashboards will not populate when data becomes available. If you do not see data in your dashboards, perform the following steps:

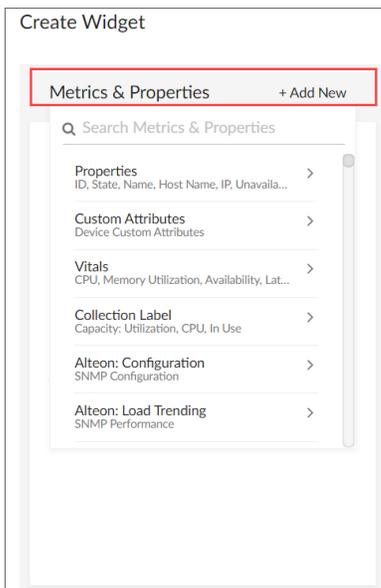
1. Go to the **Dashboards** page and select either the "SL1 Adoption Advanced" and "SL1 Tuning Candidates" dashboard.
2. After selecting a dashboard, click the **[Edit]** button on the main navigation bar.

3. For each widget that is not populating, click the **[Actions]** button (⋮) and select *Edit*.
4. In the **Metrics & Properties** section, note the metrics selected and the Dynamic Application for each metric:

Edit Event to Active Device Ratio



5. Remove each metric from the widget by clicking the **X** next to the metric name.
6. After deleting the metrics, re-add the metrics and their respective Dynamic Applications by clicking click **+ Add New**.
7. A drop-down list displays a list of metric types and properties. Search for the Dynamic Application related to the metric removed and select it from the list:



8. After selecting the Dynamic Application, a list of metrics related to that Dynamic Application appears. Select the metric you had removed.
9. Click **[Save Widget]** to re-add the metric(s).

Dashboards Configuration in SL1 Version 8.14

SL1 version 8.14 does not support displaying configuration data in AP2 dashboards. To view "Top 10" event and incident source data:

1. Go to the **Device Manager** page (Devices > Device Manager, or Registry > Devices > Device Manager in the SL1 classic user interface).
2. Find the Database Server device or VIP device and click the its bar graph icon .
3. Click the **[Configs]** tab to view the "Top 10" event and incident source data.

Dashboards Configuration in SL1 Version 10.1

1. Go to the **Dashboards** page. In the search bar, search for "SL1" and select "name: SL1".
2. Select the dashboard you want to edit, then click the **[Edit]** button on the main navigation bar.
3. Find the Device Table widget, click its **[Actions]** button (☰) and select *Edit*.
4. Ensure the widget has your virtual device or Database Server device selected in the **Filter Criteria** field. If the filter for aligned Dynamic Application is not working, change to Basic search and use:
 - Name = the name of your virtual device or Database Server device
 - SubClass = "EM7 Database" or "SL1 Database"
4. Ensure that both the "SL1 Adoption Advanced" and the "SL1 Tuning Candidates" dashboards are populating with the daily summarized data.

Dashboards Configuration in SL1 Version 10.2

1. Go to the **Dashboards** page. In the search bar, search for "SL1" and select "ANY: SL1".
2. Select the dashboard you want to edit, then click the **[Edit]** button on the main navigation bar.
3. Find the Device Table widget, click its **[Actions]** button (☰) and select *Edit*.
4. Ensure the widget has your virtual device or Database Server device selected in the **Filter Criteria** field. If the filter for aligned Dynamic Application is not working, change to Basic search and use:
 - Name = the name of your virtual device or Database Server device
 - SubClass = "EM7 Database" or "SL1 Database"
4. Ensure that both the "SL1 Adoption Advanced" and the "SL1 Tuning Candidates" dashboards are populating with the daily summarized data.

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