



Opsgenie Integrations

Opsgenie Synchronization PowerPack Version 1.0.0

Opsgenie Incident Integration PowerPack Version 100

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Chapter

1

Introduction to the Opsgenie Synchronization PowerPack

Overview

This chapter describes how you can use the *OpsgenieSynchronization* PowerPack to automatically trigger, acknowledge, and resolve SL1 events and Opsgenie alerts between your Opsgenie and SL1 systems. The integration is bi-directional and synchronizes SL1 and Opsgenie.

This Synchronization PowerPack requires a subscription to ScienceLogic Standard solutions. This Synchronization PowerPack also requires the Base Steps and SL1 Notifications Base Synchronization PowerPacks.

NOTE: After the 2.1.0 platform release, the *Integration Service* was rebranded as *SL1 PowerFlow*, and the *Automation Builder* was rebranded as *SL1 PowerFlow builder*.

NOTE: The label "SyncPack" is used in place of "Synchronization PowerPack" in the PowerFlow user interface.

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This chapter covers the following topics:

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Prerequisites for the Synchronization PowerPack

This Synchronization PowerPack requires the following:

- A subscription to the SL1 Standard solution
- Base Steps Synchronization PowerPack version 1.3.2
- SL1 Notifications Base Synchronization PowerPack version 1.0.0

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

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

Contents of the Synchronization PowerPack

This section lists the contents of the *OpsgenieSynchronization* PowerPack.

PowerFlow Applications

- **Bulk Clear SL1 Events.** This application collects resolved alert data from Opsgenie and clears the corresponding SL1 event.
- **Close Opsgenie Alert.** This application closes an alert in Opsgenie that was resolved by a corresponding SL1 event.
- **Create Alert in Opsgenie from a received SL1 event.** This application collects event details from SL1 and creates a corresponding alert in Opsgenie.
- **Create Opsgenie Maintenance.** This application collects event details from SL1 and creates a maintenance object in Opsgenie.
- **Get Oncall Details from Opsgenie and Send to SL1.** This application collects on-call details from Opsgenie and adds it to the notes of the corresponding SL1 event.
- **Opsgenie Heartbeat.** This application connects to an input Opsgenie Heartbeat URL. If the connection fails, an event is created and sent to SL1.

- **Pass Acknowledgment details from Opsgenie to SL1.** This application collects acknowledged alert data from Opsgenie and updates the corresponding SL1 event. This application requires that the "Save Accounts to Cache" application has run and that user details have populated the cache.
- **Pass Acknowledgment details from SL1 to Opsgenie.** This application collects acknowledged event data from SL1 and updates the corresponding Opsgenie alert.
- **Save Accounts To Cache.** This application collects user details from SL1. The user's email address is used by the "Pass Acknowledged Alerts from Opsgenie to SL1" application to match the acknowledging user in Opsgenie to the SL1 user.

For more information about how to configure these applications, see [Configuring and Aligning a Configuration Object in PowerFlow](#).

Configuration Object

- **Opsgenie Config.** This configuration object can be used as a template after the Synchronization PowerPack is installed on the PowerFlow system. The configuration object includes the following:
 - Details for connecting to the SL1 API, including the URL, username, and password
 - Details for connecting to the Opsgenie API, including the base URL, private instance URL, and API keys
 - Details for connecting to an HTTP Proxy when communicating with Opsgenie, including the hostname or IP address, username, and password
 - Mapping between SL1 events and Opsgenie alerts including, device ID format, heartbeat and schedule name, default user, and maintenance object format information

Steps

The following steps are included in the Synchronization PowerPack:

- Accounts Dictionary Mapping
- Check Opsgenie Heartbeat
- Close the Alert from RBA
- Create Opsgenie Maintenance
- Create Bulk SL1 Payloads
- Create SL1 Payload
- Get Acknowledger Details From Opsgenie
- Get Acked Alerts From Opsgenie
- Get Acknowledgment From SL1
- Get Resolved Incidents And Pass To SL1

Installing the Synchronization PowerPack

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

Downloading the Synchronization PowerPack

To locate and download the Synchronization PowerPack:

1. Go to the [ScienceLogic Support Site](#).
2. Click the **[Product Downloads]** tab and select *PowerPack*.
3. In the **Search PowerPacks** field, search for the Synchronization PowerPack and select it from the search results. The **Release Version** page appears.
4. On the **[PowerPack Versions]** tab, click the name of the Synchronization PowerPack version that you want to install. The **Release File Details** page appears.
5. Click the **[Download File]** button or click the name of the **.zip** file containing the **.whl** file for this Synchronization PowerPack to start downloading the file.

NOTE: Synchronization PowerPacks do not require a specific license. After you download a Synchronization PowerPack, you can import it to your PowerFlow system using the PowerFlow user interface.

NOTE: If you are installing or upgrading to the latest version of this Synchronization PowerPack in an offline deployment, see "Installing or Upgrading in an Offline Environment" in the Synchronization PowerPack release notes to ensure you install any external dependencies.

Importing the Synchronization PowerPack

To import a Synchronization PowerPack 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 Synchronization PowerPack you want to install.


TIP: You can also drag and drop a **.whl** file to the **Import SyncPack** page.

3. Click **[Import]**. PowerFlow registers and uploads the Synchronization PowerPack. The Synchronization PowerPack is added to the **SyncPacks** page.


NOTE: You cannot edit the content package in a Synchronization PowerPack published by ScienceLogic. You must make a copy of a ScienceLogic Synchronization PowerPack and save your changes to the new Synchronization PowerPack to prevent overwriting any information in the original Synchronization PowerPack when upgrading.






Installing the Synchronization PowerPack

To activate and install a Synchronization PowerPack in the PowerFlow user interface:

1. On the **SyncPacks** page of the PowerFlow user interface, click the **[Actions]** button () for the Synchronization PowerPack you want to install and select *Activate & Install*. The **Activate & Install SyncPack** modal appears.

NOTE: If you try to activate and install a Synchronization PowerPack 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 Synchronization PowerPack is activated, the **SyncPacks** page displays a green check mark icon () for that Synchronization PowerPack. 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 Synchronization PowerPack. 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 Synchronization PowerPack on your PowerFlow system, you can click the **[Actions]** button () for that Synchronization PowerPack and select *Change active version* to activate a different version other than the version that is currently running.

Configuring Configuration Objects and Applications for the Opsgenie Synchronization PowerPack


Overview

This chapter describes how to set up the PowerFlow applications for the *OpsgenieSynchronization* PowerPack.

This chapter covers the following topics:

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<i>Aligning a Configuration Object and Configuring PowerFlow Applications</i>	12
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Creating and Aligning a Configuration Object in PowerFlow

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.



To use this Synchronization PowerPack, you will need to use an existing configuration object in the PowerFlow user interface or create a new configuration object. Next, you need to align that configuration object to the relevant applications.

Creating a Configuration Object

For this Synchronization PowerPack, you can make a copy of the "Opsgenie Config" configuration object, which is the sample configuration file that was installed with the *OpsgenieSynchronization* PowerPack.

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

To create a configuration object based on the "Opsgenie Config" configuration object:

1. In the PowerFlow user interface, go to the **Configurations** page ().
2. Click the **[Actions]** button () for the "Opsgenie Config" configuration object and select *Edit*.

The **Configuration** pane appears:

Configurations isadmin ScienceLogic

Search

CONFIG NAME	VER	AUTHOR
OpsGenie Config	1.0.0	ScienceLogic
IS - System Backup Configuration Example	1.0.0	ScienceLogic
PF - System Diagnostic Configuration Example	2.0.0	ScienceLogic
MS Teams Configuration	1.0.0	ScienceLogic
Opsgenie Demo		
PagerDuty Base Config	1.0.0	ScienceLogic
PagerDuty Dev		
PowerFlow Control Tower HealthCheck Configuration Example	1.0.0	ScienceLogic
Restorepoint Base Config	1.0.0	ScienceLogic
Sample Microsoft Teams Config	1.0.0	ScienceLogic
Xmatters Config Template	1.0.0	ScienceLogic
xMatters Demo		

OpsGenie Config

Description: Opsgenie Configuration Template Toggle JSON Editor

Version: 1.0.0

Configuration Data Values

Name	Value	Encrypted	Action
opsgenie_api_key	46CrIXIX1BmaYOlpFxUaYByCCf	<input checked="" type="checkbox"/>	✕
opsgenie_univ_api_key	Pp3EXO+DphNldRMBfneNSPezl	<input checked="" type="checkbox"/>	✕
proxy_host	None	<input type="checkbox"/>	✕
proxy_port	None	<input type="checkbox"/>	✕
proxy_protocol	None	<input type="checkbox"/>	✕
proxy_user	None	<input type="checkbox"/>	✕
proxy_password	NdaNBPsu29mz3lnpEj7/ugGSJM	<input checked="" type="checkbox"/>	✕
sl1_host	hostname	<input type="checkbox"/>	✕
sl1_user	username	<input type="checkbox"/>	✕
sl1_password	nfrXglboNVARNFcz7Hjeti14u5i	<input checked="" type="checkbox"/>	✕
schedule_name	generic-schedule-name	<input type="checkbox"/>	✕
maintenance_description	Maintenance started	<input type="checkbox"/>	✕
maintenance_policy_id	policy_id	<input type="checkbox"/>	✕
maintenance_time_length	Indefinitely	<input type="checkbox"/>	✕
maintenance_state	enabled	<input type="checkbox"/>	✕
device_id	dummy	<input type="checkbox"/>	✕
heartbeat_name	Generic_heartbeat	<input type="checkbox"/>	✕
opsgenie_base_url	base-opsgenie-url	<input type="checkbox"/>	✕
opsgenie_private_instance_url	private-opsgenie-instance-url	<input type="checkbox"/>	✕

3. Click [**Copy as**]. The **Create Configuration** pane appears.
4. Complete the following fields:
 - **Friendly Name**. Name of the configuration object that will display on the **Configurations** page.
 - **Description**. A brief description of the configuration object.
 - **Author**. User or organization that created the configuration object.
 - **Version**. Version of the configuration object.
5. In the **Configuration Data** field, update the default variable definitions to match your PowerFlow configuration:
 - **opsgenie_api_key**. The API key for the Opsgenie Team that you want to send alerts to.

TIP: You can generate an API key for SL1 to use in the **Integrations** page of the Opsgenie Teams user interface.

- **opsgenie_univ_api_key**. The universal API key for Opsgenie.

TIP: For information on adding an API key in Opsgenie, see <https://support.atlassian.com/opsgenie/docs/api-key-management/>.

- **proxy_host**. The hostname or IP address of the HTTP proxy that will be used when making an API request to Opsgenie.
- **proxy_protocol**. The protocol of the HTTP proxy. Enter either 'HTTP' or 'HTTPS'.
- **proxy_user**. The username for your associated HTTP proxy.
- **proxy_password**. The password for your associated HTTP proxy.
- **sl1_host**. The hostname or IP address of the SL1 system the alerts will synchronize to.
- **sl1_user**. The username for your SL1 system.
- **sl1_password**. The password for your SL1 system.
- **schedule_name**. The name of the on-call schedule on Opsgenie to query when collection the current on-call user(s).
- **maintenance_description**. The description of your Opsgenie maintenance.
- **maintenance_policy_id**. The ID of your Opsgenie maintenance.
- **maintenance_time_length**. The time configuration of your Opsgenie maintenance.
- **maintenance_state**. The state rule defined in maintenance.
- **device_id**. The SL1 device ID that the Opsgenie Heartbeat application will use when sending alerts. Typically, this is a device that represents the Opsgenie service.
- **heartbeat_name**. The name of your Heartbeat URL.

- **opsgenie_base_url**. The base URL of the Alert Rest API.
- **opsgenie_private_instance_url**. The URL to use for links to the Opsgenie user interface. Enter the base URL you navigate to. This URL will be displayed in SL1 and will open your Opsgenie instance in a browser.
- **resolve_from_org**. The option to resolve events from Opsgenie
- **default_ack_user**. The default user to acknowledge events and alerts.
- **populate_external_url**. The option to add an Opsgenie incident URL to the corresponding SL1 event.

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


Aligning a Configuration Object and Configuring PowerFlow Applications

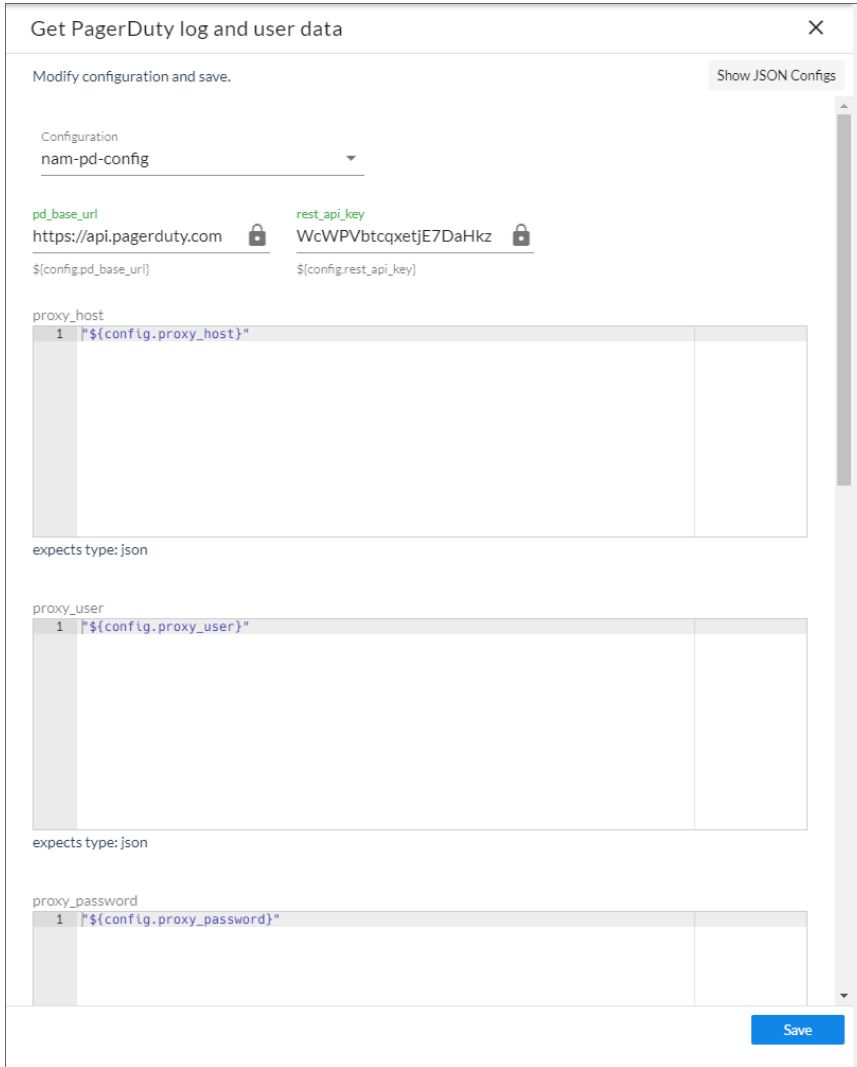
With this Synchronization PowerPack, any status changes made to an SL1 event is sent to Opsgenie to update the corresponding alert. Any status changes to the Opsgenie alert are synced back to the corresponding SL1 event. You will need to align the Opsgenie applications with the relevant configuration object in PowerFlow, and, if needed, update any other fields on the **Configuration** pane for the applications.

To run this Synchronization PowerPack, you must "align" the configuration object to run with the following PowerFlow applications:

- "Bulk Clear SL1 Events"
- "Create Opsgenie Maintenance"
- "Get Oncall Details From Opsgenie and Send to SL1"
- "Opsgenie Heartbeat"
- "Pass Acknowledgment details from Opsgenie to SL1"
- "Close Opsgenie Alert"
- "Save Accounts To Cache"
- "Create Alert in Opsgenie from a received SL1 event"

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:



Get PagerDuty log and user data

Modify configuration and save. Show JSON Configs

Configuration
nam-pd-config

pd_base_url
https://api.pagerduty.com  rest_api_key
WcWPVbtcqxtjE7DaHkz 

`\${config.pd_base_url}` `\${config.rest_api_key}`

proxy_host

1	<code>\${config.proxy_host}</code>
---	------------------------------------

expects type: json

proxy_user

1	<code>\${config.proxy_user}</code>
---	------------------------------------


expects type: json

proxy_password

1	<code>\${config.proxy_password}</code>
---	--

Save

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

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

3. Click **[Save]** to align that configuration with the application.
4. Wait until you see the "App & Config modifications saved" pop-up message before proceeding.

- Repeat this process for the other PowerFlow applications.

Scheduling PowerFlow Applications

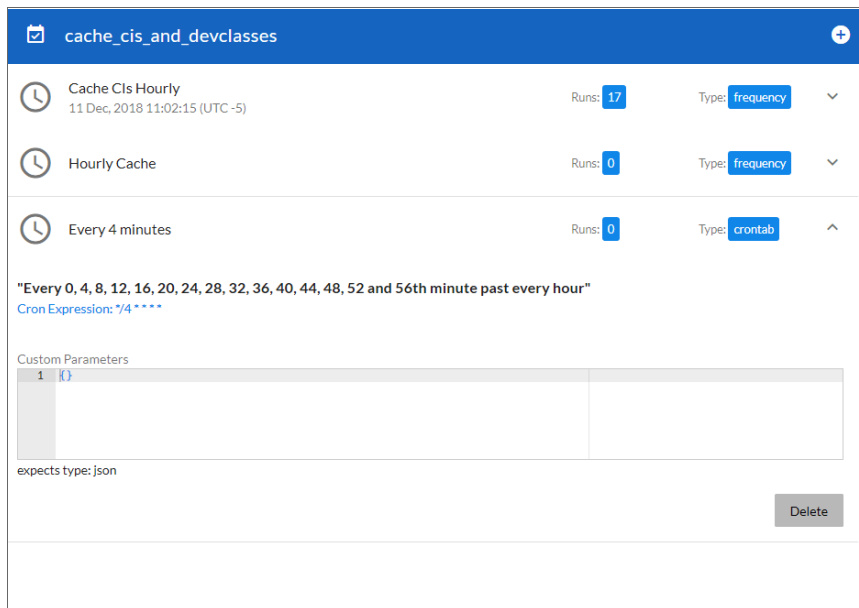
You can create one or more schedules for a single application in the PowerFlow user interface. When creating each schedule, you can specify the queue and the configuration file for that application.

To trigger some applications in this Synchronization PowerPack, you must schedule the application. If you want to use the following applications, you must schedule the application:

PowerFlow Application	Recommended Schedule Time
Bulk Clear SL1	Every minute
Opsgenie Heartbeat	Every 5 minutes
Pass Acknowledged Alerts from Opsgenie to SL1	Every minute
Save Accounts To Cache	Every hour

To schedule an application:

- On the **Applications** page (🏠), click the **[Schedule]** button for the application you want to schedule. The **Schedule** window appears, displaying any existing schedules for that application:



NOTE: If you set up a schedule using a cron expression, the details of that schedule display in a more readable format in this list. For example, if you set up a cron expression of `*/4 * * * *`, the schedule on this window includes the cron expression along with an explanation of that expression: "Every 0, 4, 8, 12, 16, 20, 24, 28, 32, 36, 40, 44, 48, 52, and 56th minute past every hour".

2. Select a schedule from the list to view the details for that schedule.
3. Click the + icon to create a schedule. A blank **Schedule** window appears:

The screenshot shows a 'Schedule' window with the following fields and controls:

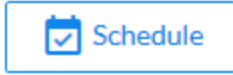
- Schedule Name:** A text input field.
- Switch to Cron Expression:** A toggle switch.
- Frequency:** A text input field with a unit of 'secs'.
- Custom Parameters:** A JSON editor showing an empty array:

```
[ ]
```

. Below the editor, it says 'expects type: json'.
- Save Schedule:** A blue button at the bottom right.


4. In the **Schedule** window, complete the following fields:
 - **Schedule Name.** Type a name for the schedule.
 - **Switch to.** Use this toggle to switch between a cron expression and setting the frequency in seconds.
 - **Cron expression.** Select this option to schedule the application using a cron expression. 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. As you update the cron expression, the **Schedule** window displays the results of the expression in more readable language, such as *Expression: "Every 0 and 30th minute past every hour on the 1 and 31st of every month"*, based on `*/30 * * /30 * *`.
 - **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.

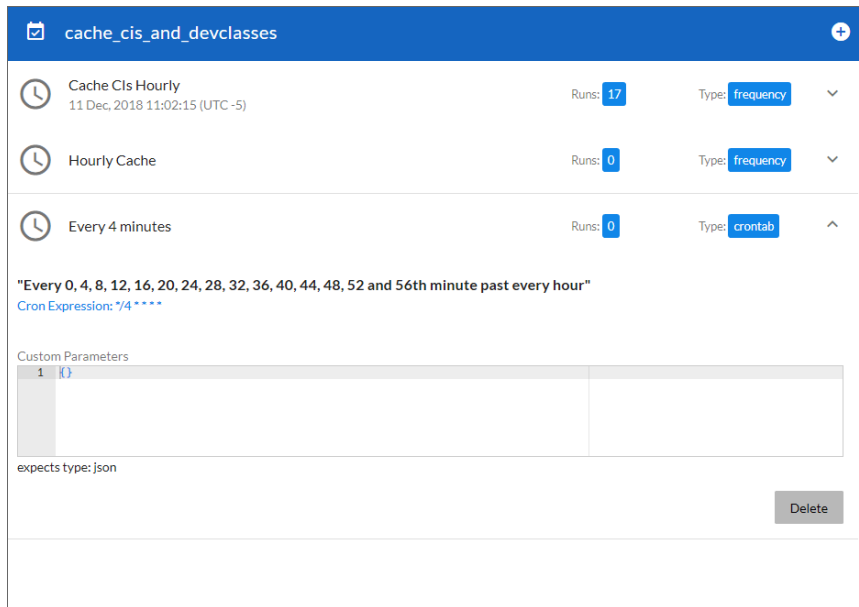
- Click **[Save Schedule]**. The schedule is added to the list of schedules on the initial **Schedule** window. Also, on the **Applications** page, the word "Scheduled" appears in the **Scheduled** column for this application, and the **[Schedule]** button contains a check mark:



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 **Schedule** window appears.
- Click the down arrow icon () to view the details of an existing schedule:



- To delete the selected schedule, click **[Delete]**. The schedule is removed.

NOTE: When either multiple SL1 instance or multiple Opsgenie instances are involved with PowerFlow, you should create an individual configuration object for each SL1 or Opsgenie 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 Opsgenie instance. Creating copies of a PowerFlow application from a Synchronization PowerPack for the purpose of distinguishing between domains is not supported, and will result in issues on upgrades.

Chapter

3

Introduction to the Opsgenie Incident Integration PowerPack

Overview

This chapter describes how to use the automation policies and automation actions found in the *Opsgenie Incident Integration* PowerPack.

This PowerPack requires a subscription to ScienceLogic Standard solutions.

This chapter covers the following topics:

<i>What is the Opsgenie Incident Integration PowerPack?</i>	18
<i>Installing the Opsgenie Incident Integration PowerPack</i>	18

What is the Opsgenie Incident Integration PowerPack?

The *Opsgenie Incident Integration PowerPack* includes automation policies and actions that bidirectionally aligns alerts and events triggered and updated in Opsgenie and SL1.

Installing the Opsgenie Incident Integration PowerPack

Before completing the steps in this manual, you must import and install the latest version of the *Opsgenie Incident Integration PowerPack*.

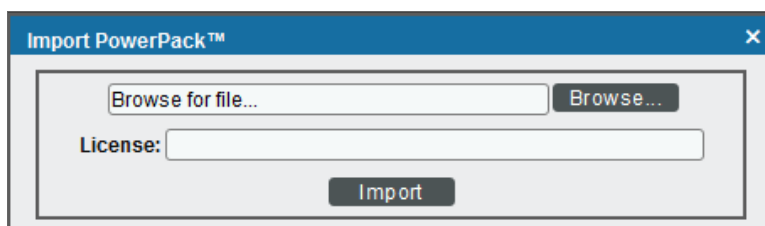
IMPORTANT: You must install and configure the *Opsgenie Synchronization PowerPack* version 1.0.0 before using the *Opsgenie Incident Integration PowerPack*.

NOTE: The *Opsgenie Incident Integration PowerPack* requires SL1 version 10.1.0 or later. For details on upgrading SL1, see the appropriate SL1 [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 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*.

Chapter

4

Configuring Device Credentials

Overview

This chapter describes how to configure the credential required by the automation actions in the *Opsgenie Incident Integration* PowerPack.

This chapter covers the following topics:

<i>Creating a SOAP/XML Credential to Access SL1 PowerFlow</i>	21
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Creating a SOAP/XML Credential to Access SL1 PowerFlow

After you have integrated your Opsgenie and SL1 PowerFlow systems, you must create a SOAP/XML credential so that the automation actions included in the Opsgenie Incident IntegrationPowerPack can access your SL1 PowerFlow system. The Opsgenie Incident IntegrationPowerPack includes a template for a SOAP/XML credential that you can edit for use with your PowerFlow system.

To define a SOAP/XML credential using the example credential:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. Click the wrench icon (🔧) for the **PowerFlow Opsgenie** credential. The **Credential Editor** modal window appears:

The screenshot shows the 'Credential Editor [269]' window. The title bar indicates 'Edit SOAP/XML Credential #269'. The window is divided into several sections:

- Basic Settings:** Includes fields for Profile Name (PowerFlow Opsgenie), Content Encoding ([text/xml]), Method ([POST]), HTTP Version ([HTTP/1.1]), URL [http(s)://Host:Port/Path | %D = Aligned Device Address | %N = Aligned Device Host Name], HTTP Auth User, HTTP Auth Password, and Timeout (seconds) (5).
- Proxy Settings:** Includes fields for Hostname/IP, Port (0), and User.
- CURL Options:** A list of options (CAINFO, CAPATH, CLOSEPOLICY, CONNECTTIMEOUT, COOKIE, COOKIEFILE, COOKIEJAR, COOKIELIST, CRLF, CUSTOMREQUEST, DNSCACHETIMEOUT) with arrows to move them to a central area.
- Soap Options:** Includes an Embedded Password [%P] field and four Embed Value [%1] through [%4] fields.
- HTTP Headers:** A section with a '+ Add a header' button.

Buttons for 'New', 'Reset', 'Save', and 'Save As' are visible at the bottom of the window.

3. Supply values in the following fields:
 - **Profile Name.** Type a new name for the credential.
 - **URL.** Type the URL for your SL1 PowerFlow system.
 - **HTTP Auth User.** Type the username for your SL1 PowerFlow user account.
 - **HTTP Auth Password.** Type the password for your SL1 PowerFlow user account.
4. Click the **[Save As]** button to save the new SOAP/XML credential.
5. SL1 assigns the credential an ID number. Take note of the ID number that appears in the **Credential Editor** heading, as you will need this when editing the input parameters of the automation actions included in the Opsgenie Incident IntegrationPowerPack.

Chapter

5

Configuring the Opsgenie Incident Integration Automation Actions

Overview

This manual describes how to edit the automation actions included in the Opsgenie Incident Integration PowerPack so that the automation actions can communicate with your SL1 PowerFlow system.

This chapter covers the following topics:

<i>Editing the Opsgenie Automation Action</i>	23
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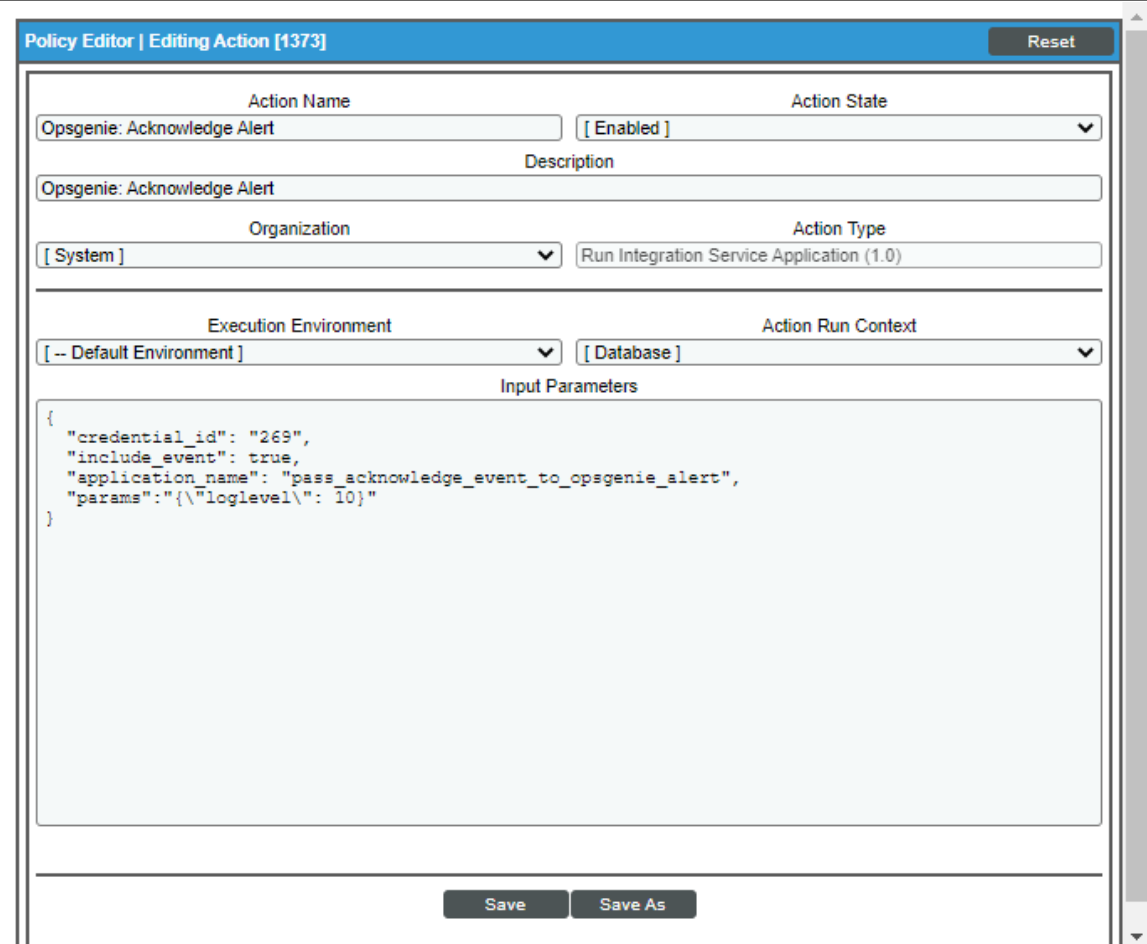
Editing the Opsgenie Automation Action

The *Opsgenie Incident Integration* PowerPack includes five automation actions that use the "Run Integration Service Application" action type to trigger the PowerFlow application that sends and receives data to Opsgenie. You can specify the credential ID in a JSON structure that you enter in the **Input Parameters** field in the **Action Policy Editor** modal.

After you edit the action and trigger the event policy, the new event log will be added to the respective device on the **Event Console** page.

To edit the automation actions included in the PowerPack:

1. Go to the **Action Policy Manager** page (Registry > Run Book > Actions).
2. Locate the automation action that you want to use by searching for "Opsgenie", and then click its wrench icon (🔧). The **Editing Action** page appears:



The screenshot shows the "Policy Editor | Editing Action [1373]" modal. It features a "Reset" button in the top right corner. The form is organized into several sections:

- Action Name:** Opsgenie: Acknowledge Alert
- Action State:** [Enabled]
- Description:** Opsgenie: Acknowledge Alert
- Organization:** [System]
- Action Type:** Run Integration Service Application (1.0)
- Execution Environment:** [-- Default Environment]
- Action Run Context:** [Database]
- Input Parameters:** A text area containing a JSON object:

```
{
  "credential_id": "269",
  "include_event": true,
  "application_name": "pass_acknowledge_event_to_opsgenie_alert",
  "params": {"loglevel": 10}
}
```

At the bottom of the modal, there are "Save" and "Save As" buttons.

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 SL1 PowerFlow system. This field is required.
- ***include_event***. Leave the value as "true".
- ***application_name***. Leave the default application value.
- ***params***. Leave the default parameter value.

4. Click **[Save]**.

Chapter

6

Opsgenie Incident Integration Automation Policies

Overview

This chapter describes the automation policies found in the *Opsgenie Incident Integration* PowerPack.

This chapter covers the following topics:

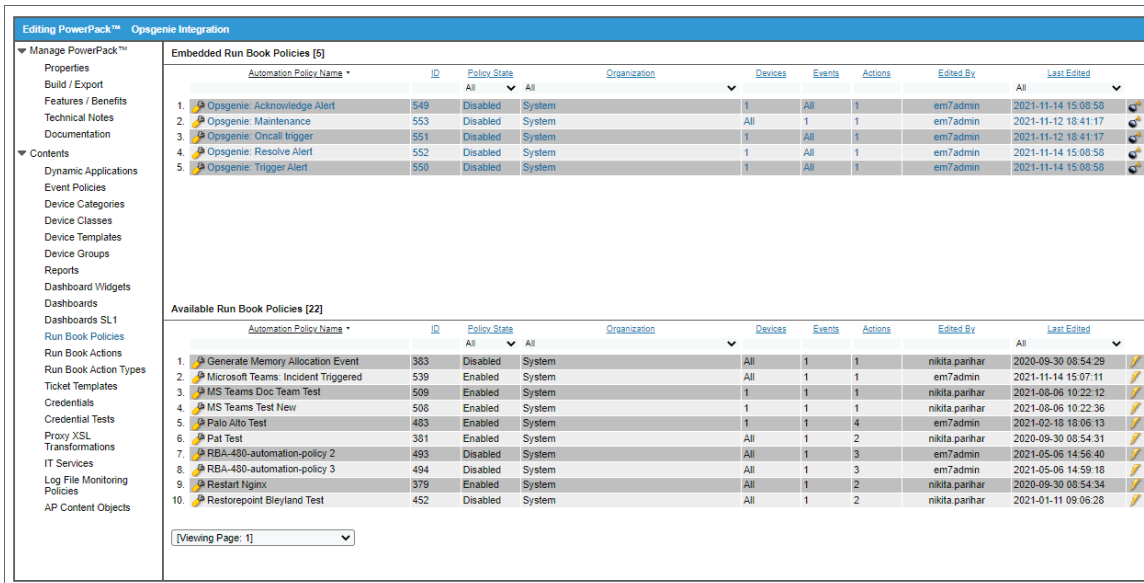
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Standard Automation Policies

The *Opsgenie Incident Integration* PowerPack includes five standard automation policies that you can enable, shown in the following figure.

These policies update the Opsgenie alert or SL1 events with the state of the associated event or alert, create a maintenance object, or populates SL1 with on-call details. When the event is first detected in SL1 or Opsgenie, the "triggered" state is sent. When the event is acknowledged in SL1 or Opsgenie, the "acknowledged" state is sent. When the event is cleared in SL1 or Opsgenie, the "resolved" state is sent. When the on-call policy is triggered, on-call details are added to the SL1 event notes. When a maintenance object is required, a maintenance object is created in Opsgenie.

NOTE: If you enable the "Opsgenie: Acknowledge Alert", "Opsgenie: Resolve Alert", and "Opsgenie: Trigger Alert" automation policies, it is best practice to align the same devices for all three policies.



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	Automation Action
Opsgenie: Acknowledge Alert	All events	Opsgenie: Acknowledge Alert
Opsgenie: Maintenance	All events	Opsgenie: Maintenance Alert
Opsgenie: Oncall Trigger	All events	Opsgenie: Oncall
Opsgenie: Resolve Alert	All events	Opsgenie: Resolve Alert
Opsgenie: Trigger Alert	All events	Opsgenie: Trigger Alert

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