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# Opsgenie SyncPack

Version 1.0.0

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## Introduction to the Opsgenie SyncPack

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### Overview

This chapter describes how you can use the "Opsgenie" SyncPack 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 SyncPack uses the "Opsgenie Incident Integration" PowerPack.

This chapter covers the following topics:

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## What Can I Do with this SyncPack?

The "Opsgenie" SyncPack lets you automatically trigger, acknowledge, and resolve SL1 events and Opsgenie alerts between Opsgenie and SL1. The integration is bi-directional and synchronizes SL1 and Opsgenie.

You can configure this SyncPack to perform the following integrations:

- Create an alert in Opsgenie from an SL1 event.
- Collects on-call details from Opsgenie and add it to the notes of the corresponding SL1 event.
- Update a synced Opsgenie alert when an event is acknowledged in SL1, including closing an alert in Opsgenie that was resolved by a corresponding SL1 event.
- Collect resolved alert data from Opsgenie and clears the corresponding SL1 event.
- Collect event details from SL1 and create a maintenance object in Opsgenie.
- Connect to an input Opsgenie Heartbeat URL, and if the connection fails, create an event and send the event to SL1.

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

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## Contents of the SyncPack

This section lists the contents of the "Opsgenie" SyncPack.

### 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 Applications for the Opsgenie SyncPack](#).

## Configuration Object

- **Opsgenie Config.** 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 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 SyncPack:

- 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

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# Chapter

# 2

## Installing the Opsgenie SyncPack

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### Overview

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

This chapter covers the following topics:

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## Prerequisites for the SyncPack

This SyncPack requires the following:

- The latest "Opsgenie Incident Integration" PowerPack
- The latest "SL1 Notifications Base" SyncPack
- Administrator access to Opsgenie

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 | SL1 Database          | Any                   | TCP 7706         | SL1 Database Access |

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## Downloading and Installing the Opsgenie 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.



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# Installing 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.

**NOTE:** The "Ansible Automation" 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*.

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# Chapter

# 3

## Configuring PowerFlow Applications for the Opsgenie SyncPack

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### Overview

This chapter describes how to set up the run book automations in SL1 and how to configure the PowerFlow applications in the "Opsgenie" SyncPack.

This chapter covers the following topics:

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## Workflow for Configuring the SyncPack

The following workflows describe how to configure SL1 and PowerFlow to work with the "Opsgenie" SyncPack.

### Configuring SL1

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

### Configuring PowerFlow

1. [Create and align a PowerFlow configuration object](#)
2. [Configure the Opsgenie PowerFlow applications](#)
3. [Schedule the PowerFlow applications](#)

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## Configuring SL1


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

### Creating a SOAP/XML Credential to Access PowerFlow

You will need to create a SOAP/XML credential so that the action policies included in the "Opsgenie Incident Integration" PowerPack can access your PowerFlow system.

The "Opsgenie Incident Integration" PowerPack includes the "PowerFlow Opsgenie" credential, which you can use as a template for a SOAP/XML credential.

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


1. In SL1, go to the **Credentials** page (Manage > Credentials).
2. Click the wrench icon () for the "PowerFlow Opsgenie" credential. The **Credential Editor** modal window appears.
3. Complete 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 Opsgenie Run Book Actions

The "Opsgenie Incident Integration" PowerPack includes five automation action policies. These action policies 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.

To edit the run book actions included in the PowerPack:

1. In SL1, go to the **Actions** page (Registry > Run Book > Actions).
2. Locate the "Opsgenie automation action that you want to use and 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 Opsgenie Run Book Automations

The "Opsgenie Incident Integration" PowerPack includes five standard automation policies that you will need to enable.


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 run book action that runs in response to the events.

| Automation Policy Name      | Aligned Events | Run Book 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     |

To enable the run book automations:

1. In SL1, go to the **Automation** page (Registry > Run Book > Automation).
2. Locate an "Opsgenie" 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 the remaining "Opsgenie run book automation policies.

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## Configuring PowerFlow

The following topics cover how to set up your PowerFlow instance to work with the "Opsgenie" 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 can make a copy of the "Opsgenie Config" configuration object, which is the sample configuration file that was installed with the "Opsgenie" SyncPack.

**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.
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. You can generate an API key for SL1 to use in the **Integrations** page of the Opsgenie user interface.
  - **opsgenie\_univ\_api\_key**. The universal API key for Opsgenie. 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.

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

## Aligning a Configuration Object and Configuring PowerFlow Applications

With this SyncPack, 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 SyncPack, 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.
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. Update any of the remaining fields on the **Configurations** pane as needed.
4. Click **[Save]**.
5. Repeat this process for the other PowerFlow applications.

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## Scheduling PowerFlow Applications

To trigger some applications in this SyncPack, you must schedule the application. If you want to use the following applications, you must schedule the application. ScienceLogic recommends that you schedule the following PowerFlow applications:

- "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

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.



- 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

**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<br>0,30<br><small>Allowed values: 0-59</small> | Hours<br>*<br><small>Allowed values: 0-23</small> | Day of Month<br>*<br><small>Allowed values: 1-31</small> | Month<br>*<br><small>Allowed values: 1-12<br/>Alt. values JAN-DEC</small> | Day of Week<br>6<br><small>Allowed values: 0-6<br/>Alt. values SUN-SAT</small> |
|--|---|--|---|--|

Runs app: "Every 0 and 30th minute past every hour on Sat" (UTC -4)  
Derived from given values in fields above.

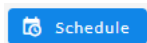
Custom Parameters (Optional)

|   |     |
|---|-----|
| 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.



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:

1. 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 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 SyncPack for the purpose of distinguishing between domains is not supported, and will result in issues on upgrades.

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