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# PagerDuty Integrations

PagerDuty Synchronization PowerPack Version 1.0.0

PagerDuty Incident Integration PowerPack Version 100

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# Chapter

# 1

## Introduction to the PagerDuty Synchronization PowerPack

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### Overview

This chapter describes how you can use the *PagerDutySynchronization* PowerPack to automatically trigger, acknowledge, and resolve SL1 events and PagerDuty incidents between your PagerDuty and SL1 systems. The integration is bi-directional, from SL1 to PagerDuty.

This Synchronization PowerPack requires a subscription to ScienceLogic Standard solutions.

**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.

This chapter covers the following topics:

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### Prerequisites for this Synchronization PowerPack

This Synchronization PowerPack requires the following:

- A subscription to the SL1 Standard solution

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	PagerDuty API	Any	TCP 443	PagerDuty API Access
PowerFlow	SL1 Database	Any	TCP 7706	SL1 Database Access

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## Contents of the Synchronization PowerPack

This section lists the contents of the *PagerDuty* Synchronization PowerPack.

### PowerFlow Applications

- **Create Event in PagerDuty from SL1 Event.** This application sends SL1 event information to PagerDuty. The application translates and formats the event data from SL1 so that it can be consumed by PagerDuty to trigger, acknowledge, or resolve an incident.
- **Get PagerDuty log and incident data.** This application queries the PagerDuty API to collect log entries and incident data. The collected entries are formatted and passed to subordinate applications that process the data to update, acknowledge, and clear events in SL1.
- **Clear resolve event from ScienceLogic.** This application clears an event in SL1 that was resolved in PagerDuty. This application is called by the "Create resolve alert data from PagerDuty" for each event that needs to be cleared.
- **Get alert data and alert count from PagerDuty.** This application is called by the "Get PagerDuty log and incident data" application. This application determines the date of the most recently processed alert and stores that value to be used by the next execution of the "Get PagerDuty log and incident data" application.
- **Create resolve alert data from PagerDuty.** This application is called by the "Get PagerDuty log and incident data" application to process log messages that indicate that an incident has been resolved. This application queries the PagerDuty API for the alerts associated with the resolved incidents. If the alert was triggered from an SL1 event, the application calls the "Clear resolve event from ScienceLogic" application to clear the event.
- **Get trigger alert data from PagerDuty.** This application is called by the "Get PagerDuty log and incident data" application to process log messages that indicate that an incident has been triggered. This application queries the PagerDuty API for the alerts associated with those triggered incidents. If the alert was triggered from an SL1 event, the application calls the "Post event updates to ScienceLogic" application to add to incident ID to the event.
- **Get user details from PagerDuty and ScienceLogic.** This application is called by the "Get PagerDuty log and incident data" application to process log messages that indicate that an incident has been acknowledged. This application queries the PagerDuty API for the alerts associated with acknowledged incidents. If the alert was triggered from an SL1 event, the application updates the SL1 event so that the acknowledgment matches PagerDuty.
- **Post event updates to ScienceLogic.** This application updates SL1 events using the data collected from the PagerDuty API.

For more information about how to configure these applications, see [Configuring and Aligning the PagerDuty Applications](#).

## Configuration Object

- **PagerDuty Base 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 PagerDuty API, including the URL, username, and password
  - Details for connecting to the PagerDuty REST API, including the URL and API key
  - Details for connecting to an HTTP Proxy when communicating with PagerDuty, including the hostname or IP address, username, and password

- An optional identifier that appends the event ID to create a PagerDuty dedup key. This can be used to avoid routing collisions when multiple SL1 platforms connect to the same PagerDuty instance.
- Mapping between SL1 events and PagerDuty incidents including, event summary formats, event data, and indications to resolve or link incidents between SL1 and PagerDuty

## Steps

The following steps are included in this Synchronization PowerPack:

- Acknowledge the alert by user
- Check for since parameter after query
- Check conditional
- Get alert count and acknowledge the alert by user
- Get incident and user data
- Get resolve incident data
- Get trigger incident data
- Get user email from user details
- Convert ScienceLogic event data to PagerDuty event

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## 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 **SyncPacks** 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 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.

**TIP:** By default, the **SyncPacks** page displays only activated and installed PowerPacks. If you do not see the PowerPack that you want to install, click the Filter icon (  ) on the **SyncPacks** page and select *Show All SyncPacks* to see a list of the uninstalled 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.

**TIP:** While the Synchronization PowerPack is installing, you cannot click any of the options that appear when you click the **[Actions]** button (⋮).

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.

**TIP:** The most common error that occurs when installing a Synchronization PowerPack is that the Synchronization PowerPack dependencies are not installed. Review the "System Requirements" section of the release notes for that Synchronization PowerPack to ensure that you have installed all of the required applications for that Synchronization PowerPack. To view a list of additional PowerFlow and SL1 products that are required by the various Synchronization PowerPacks, see the SL1 PowerFlow Dependency Matrix.



## Configuring Applications for the PagerDuty Synchronization PowerPack

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### Overview


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

This chapter covers the following topics:

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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 can integrate one PagerDuty instance with multiple SL1 instances by creating a separate configuration for each SL1 instance.

## Creating a Configuration Object

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

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

To create a configuration object based on the "PagerDuty Base Config" configuration object:

1. In the PowerFlow user interface, go to the **Configurations** page (  ).
2. Click the **[Actions]** button (  ) for the "PagerDuty Base Config" configuration object and select *Edit*.  
The **Configuration** pane appears:

Configurations isadmin ScienceLogic

Search

CONFIG NAME	VER	AUTHOR
IS - System Backup Configuration Example	1.0.0	ScienceLogi
IS - System Diagnostic Configuration Example	1.0.0	ScienceLogi
nam-pd-config	1.0.0	Namita
namita-config	1.0.3	Namita
<b>PagerDuty Base Config</b>	1.0.0	ScienceLogi
Aligned Applications		
NONE		
Restorepoint Base Config	1.0.0	ScienceLogi

### PagerDuty Base Config

Description: Base config for PagerDuty syncpack Toggle JSON Editor

Version: 1.0.0

Configuration Data Values

Name	Value	Encrypted	Remove
event_api	https://events.pagerduty.com/v2/e	<input type="checkbox"/>	×
integration_key	None	<input type="checkbox"/>	×
pd_base_url	https://api.pagerduty.com	<input type="checkbox"/>	×
rest_api_key	None	<input type="checkbox"/>	×
sl1_host	None	<input type="checkbox"/>	×
sl1_user	None	<input type="checkbox"/>	×
sl1_password	VPkgHmisUUO6KIHN1fBq08rp0!	<input checked="" type="checkbox"/>	×
proxy_host	None	<input type="checkbox"/>	×
proxy_user	None	<input type="checkbox"/>	×
proxy_password	LRHxo4VCgUYcF0eFL+dRPu7Z+!	<input checked="" type="checkbox"/>	×
platform_identifier	None	<input type="checkbox"/>	×
summary_string	%S: %X: %M	<input type="checkbox"/>	×
custom_details	Toggle JSON to show JSON object	<input type="checkbox"/>	×
resolve_events	False	<input type="checkbox"/>	×
link_events	True	<input type="checkbox"/>	×
since	None	<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:

- **event\_api**. The URL of the PagerDuty event API for all PagerDuty instances. The default value is "https://events.pagerduty.com/v2/enqueue". You do not need to update this field.
- **integration\_key**. The routing/integration key to use when sending events.

**NOTE:** For information on creating a PagerDuty service and accessing the integration key, see <https://support.pagerduty.com/docs/services-and-integrations#create-a-new-service>.

- **pd\_base\_url**. The base URL of the PagerDuty REST API for all PagerDuty instances. The default value is "https://api.pagerduty.com". You do not need to update this field.
- **rest\_api\_key**. The api key to use when syncing information to SL1 from PagerDuty.

**NOTE:** For more information on generating a PagerDuty REST API key, see <https://support.pagerduty.com/docs/generating-api-keys#generating-a-general-access-rest-api-key>.

- **sl1\_host**. The hostname or IP address of the SL1 system the incident states will synchronize to.
- **sl1\_user**. The username for your SL1 system.
- **sl1\_password**. The password for your SL1 system.
- **proxy\_host**. The hostname or IP address of the HTTP proxy that will be used when making an API request to PagerDuty.
- **proxy\_user**. The username for your associated HTTP proxy.
- **proxy\_password**. The password for your associated HTTP proxy.
- **platform\_identifier**. The parameter that is appended to the event ID to create the PagerDuty dedup key. When you configure your SL1 system to send event data to PagerDuty via PowerFlow, the "platform\_identifier" parameter in the Run Book Action must match this value.
- **summary\_string**. The string that reflects how the summary field is constructed before it is sent to PagerDuty. You can use Run Book Variables to dynamically include SL1 event data in the summary field. For example, the default value, "%S: %X: %M", includes the severity, affected device, and event message in the summary string.

**NOTE:** For more information on Run Book Variables, see the "Run Book Variables" chapter in the *Run Book Automation* manual.

- **custom\_details.** A structure of "key:value" pairs that can be used to provide additional SL1 event data to PagerDuty. You can use Run Book Variables to dynamically include SL1 event data in this field.

**NOTE:** For more information on Run Book Variables, see the "Run Book Variables" chapter in the *Run Book Automation* manual.

- **resolve\_events.** A value to indicate whether events should be resolved in SL1 when the incident is resolved in PagerDuty. The default value is "False". If the value is "False", SL1 events will not be automatically cleared in SL1 when the corresponding PagerDuty incident is resolved.
- **link\_events.** A value to indicate whether events should be updated with the incident URL from PagerDuty. The default value is "True". If the value is "True", the External Ticket ID field will be updated with the ID and URL of the PagerDuty incident.

**NOTE:** SL1 supports only one value in this field. To avoid conflicts with other integrations, set this value to 'False' if your SL1 system has been integrated with another incident management system, e.g. ServiceNow.

- **since.** The time stamp that the integration will use when querying the PagerDuty API for incident logs for the first time. Subsequent requests will use the latest time stamp retrieved from PagerDuty. Set this value to the current date.

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 PagerDuty to update the corresponding incident. Any status changes to the PagerDuty incident are synced back to the corresponding SL1 event. You will need to align the PagerDuty 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:

- "Clear resolve event from ScienceLogic"
- "Get alert data and alert count from PagerDuty"
- "Get PagerDuty log and incident data"
- "Get resolve alert data from PagerDuty"
- "Get trigger alert data from PagerDuty"

- "Get user details from PagerDuty and ScienceLogic"
- "Post event updates to ScienceLogic"
- "Create event in PagerDuty from 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 🔒

\$(config.pd\_base\_url)

rest\_api\_key  
WcWPVbtcqxtjE7DaHkz 🔒

\$(config.rest\_api\_key)

proxy\_host

1	*\$(config.proxy_host)*
---	-------------------------

expects type: json

proxy\_user

1	*\$(config.proxy_user)*
---	-------------------------

expects type: json

proxy\_password

1	*\$(config.proxy_password)*
---	-----------------------------

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 & Confg modifications saved" pop-up message before proceeding.
5. Repeat this process for the other PowerFlow applications.

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## Scheduling PowerFlow Applications

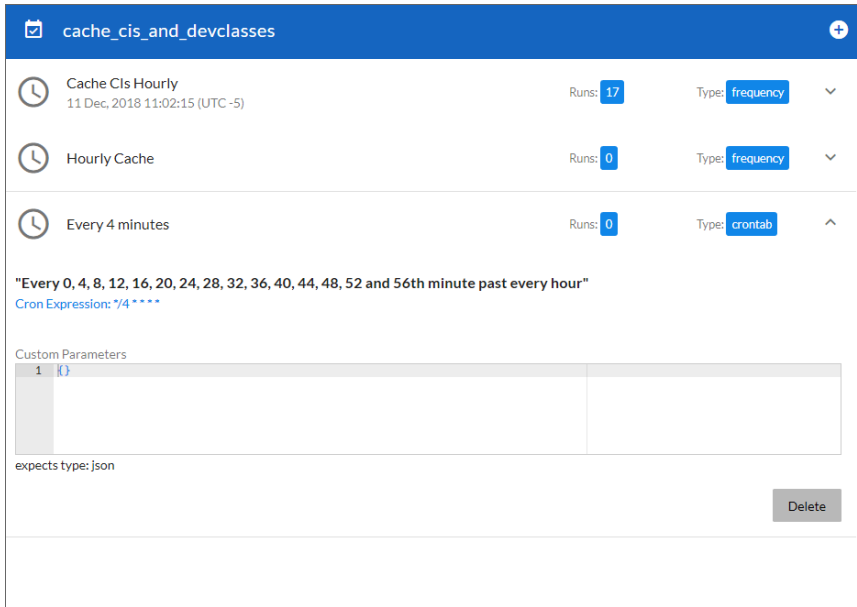
Using the PagerDuty Incident IntegrationPowerPack, you can optionally configure a single PowerFlow instance and single PagerDuty instance with multiple SL1 instances using the automation actions included in the PowerPack. To run the automation, you must create a configuration for each SL1 instance and schedule the "Get PagerDuty log and incident data" application.

**NOTE:** For more information on the automation action included in the PagerDuty Incident IntegrationPowerPack, see the *Editing the PagerDuty Automation Action* chapter.

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 schedule an application:

1. 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 `*/* * * * *`, 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".



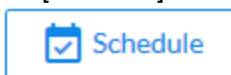
2. Select a schedule from the list to view the details for that schedule.
3. Click the + icon to create a schedule. A blank **Schedule** window appears:

The screenshot shows a window titled "cache\_cis\_and\_devclasses" with a blue header. Below the header, there is a "Schedule Name" field, a "Switch to Cron Expression" toggle, a "Frequency" field with "secs" as a unit, and a "Custom Parameters" section with a table containing three rows of JSON-like data. A "Save Schedule" button is located at the bottom right.

Custom Parameters	
1	{
2	}
3	}


expects type: json

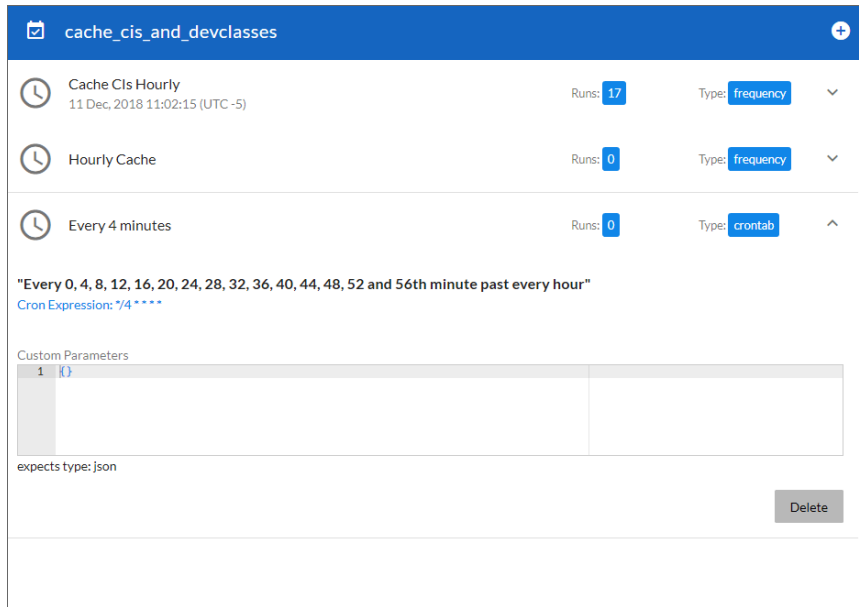
4. In the **Schedule** window, complete the following fields:
  - **Schedule Name.** Type a name for the schedule.
  - **Switch to.** Use this toggle to switch between a cron expression and setting the frequency in seconds.
    - **Cron expression.** Select this option to schedule the application using 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.
5. 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:

1. On the **Applications** page, click the **[Schedule]** button for the application that contains a schedule you want to delete. The **Schedule** window appears.
2. Click the down arrow icon (  ) to view the details of an existing schedule:



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

**NOTE:** When either multiple SL1 instance or multiple PagerDuty instances are involved with PowerFlow, you should create an individual configuration object for each SL1 or PagerDuty 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 PagerDuty 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.

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# Chapter

# 3

## Introduction to the PagerDuty Incident Integration PowerPack

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### Overview

This chapter describes how to use the automation policies, automation actions, and custom action types found in the *PagerDuty Incident Integration PowerPack*.

This PowerPack requires a subscription to ScienceLogic Standard solutions.

**NOTE:** ScienceLogic provides this documentation for the convenience of ScienceLogic customers. Some of the configuration information contained herein pertains to third-party vendor software that is subject to change without notice to ScienceLogic. ScienceLogic makes every attempt to maintain accurate technical information and cannot be held responsible for defects or changes in third-party vendor software. There is no written or implied guarantee that information contained herein will work for all third-party variants. See the End User License Agreement (EULA) for more information.

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<a href="#">Installing the PagerDuty Incident Integration PowerPack</a> .....	20

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## What is the PagerDuty Incident Integration PowerPack?

The *PagerDuty Incident Integration* PowerPack includes automation policies that align incidents triggered and updated in PagerDuty to events in SL1. The PowerPack also includes an automation action that is executed on the SL1 Database Server.

In addition to using the standard content, you can use the content in the *PagerDuty Incident Integration* PowerPack to:

- Create your own automation policies that include the pre-defined action that runs different sets of diagnostic commands.
- Use the supplied "Run Integration Service Application" custom action type to configure your own automation action by supplying a set of commands.

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## Installing the PagerDuty Incident Integration PowerPack

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

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

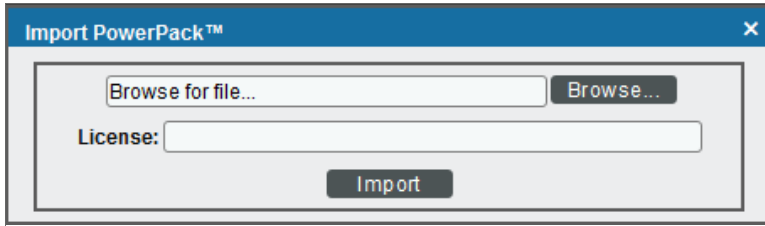
**NOTE:** The *PagerDuty Incident Integration* PowerPack requires SL1 version 10.1.0 or later. For details on upgrading SL1, see the appropriate SL1 [Release Notes](#).

**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*.

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# Chapter

# 4

## PagerDuty Automation Policies

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### Overview

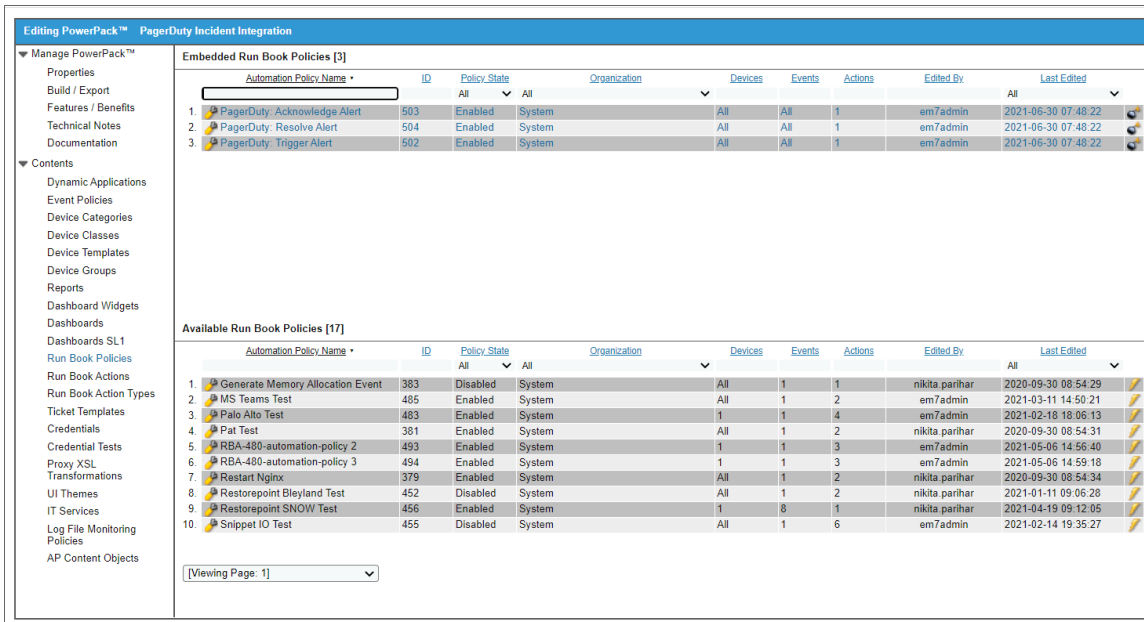
This chapter describes how to use the automation policies, automation actions, and custom action types found in the *PagerDuty Incident Integration* PowerPack.

This chapter covers the following topics:

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# Standard Automation Policies

The *PagerDuty Incident Integration* PowerPack includes three standard automation policies, shown in the following figure. These policies update the PagerDuty incident with the state of the event in SL1. When the event is first detected in SL1, the "triggered" state is sent. When the event is acknowledged in SL1, the "acknowledged" state is sent. When the event is cleared in SL1, the "resolved" state is sent.



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
PagerDuty: Trigger Alert	All events	PagerDuty: Trigger/Acknowledge/Resolve Alert
PagerDuty: Acknowledge Alert	All events	PagerDuty: Trigger/Acknowledge/Resolve Alert
PagerDuty: Resolve Alert	All events	PagerDuty: Trigger/Acknowledge/Resolve Alert

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# Chapter

# 5

## Configuring Device Credentials

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### Overview

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

This chapter covers the following topics:

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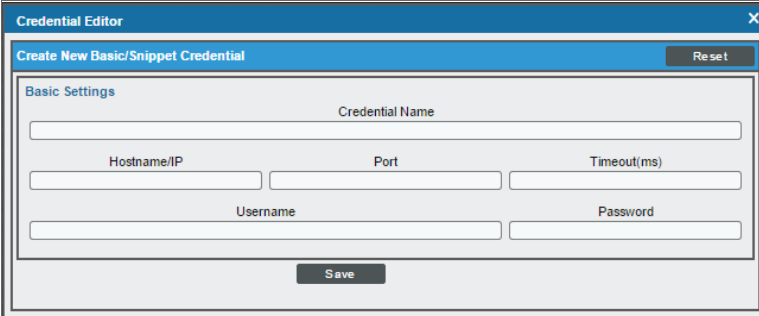


## Creating a Basic/Snippet Credential to Access SL1 PowerFlow

After you have integrated your PagerDuty and SL1 PowerFlow systems, you must create a Basic/Snippet credential so that the automation actions included in the PagerDuty Incident IntegrationPowerPack can access your SL1 PowerFlow system.

To define a Basic/Snippet credential:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. In the **Credential Management** page, click the **[Actions]** menu. Select **Create Basic/Snippet Credential**.



The screenshot shows a modal window titled "Credential Editor" with a sub-heading "Create New Basic/Snippet Credential" and a "Reset" button. The form is titled "Basic Settings" and contains the following fields: "Credential Name" (a single-line text input), "Hostname/IP" (a single-line text input), "Port" (a single-line text input), "Timeout(ms)" (a single-line text input), "Username" (a single-line text input), and "Password" (a single-line text input). A "Save" button is located at the bottom center of the form.

3. The **Credential Editor** modal page appears. In this page, you can define the new Basic/Snippet credential. To define the new credential, supply values in the following fields:
  - **Credential Name**. Name of the credential. Can be any combination of alphanumeric characters. This field is required.
  - **Hostname/IP**. Hostname or IP address of your SL1 PowerFlow system. This field is required.
  - **Port**. Type "443". This field is required.
  - **Timeout (ms)**. Time, in milliseconds, after which SL1 will stop trying to communicate with the authenticating server.
  - **Username**. Username for a user account on the SL1 PowerFlow system.
  - **Password**. Password for a user account on the SL1 PowerFlow system.
4. Click the **[Save]** button to save the new Basic/Snippet credential.
5. SL1 assigns the credential an ID number. Take note of ID number that appears in the Credential Editor heading, as you will need this when editing the input parameters of the "PagerDuty: Trigger/Acknowledge/Resolve Alert" automation action.

**NOTE:** When you define a Basic/Snippet credential, the credential will automatically be aligned with the organization(s) you are a member of. To learn more about credentials and organizations, see the *Discovery and Credentials* manual

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# Chapter

# 6

## Editing the PagerDuty Automation Action

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### Overview

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

This chapter covers the following topics:


<i>Editing the PagerDuty Automation Action</i> .....	28
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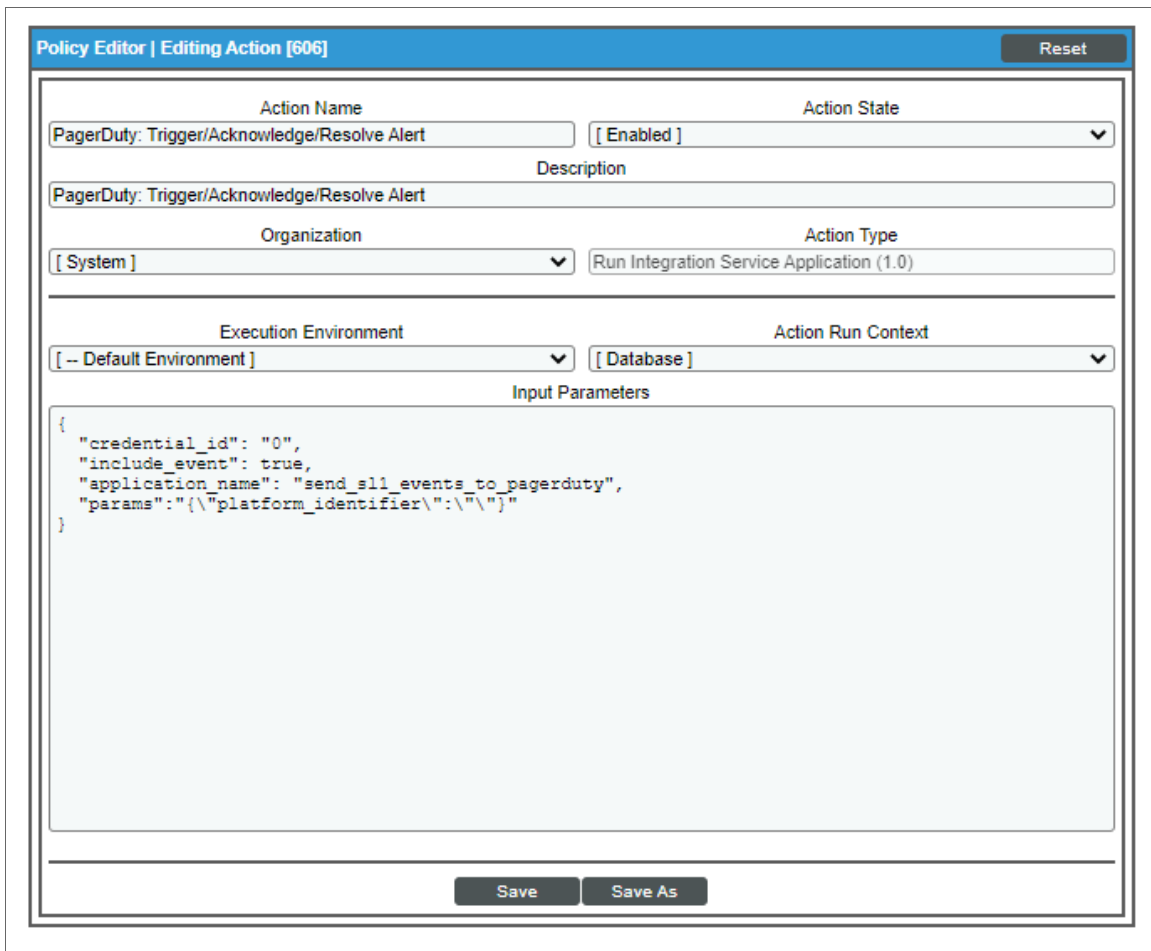
## Editing the PagerDuty Automation Action

The *PagerDuty Incident Integration* PowerPack includes an automation action that uses the "Run Integration Service Application" action type to trigger the PowerFlow application that sends events to PagerDuty. You can specify the credential ID and an optional platform identifier 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 "PagerDuty: Trigger/Acknowledge/Resolve Alert" automation action included in the PowerPack:

1. Go to the **Action Policy Manager** page (Registry > Run Book > Actions).
2. Locate the "PagerDuty: Trigger/Acknowledge/Resolve/Alert" automation action, and then click its wrench icon (). The **Editing Action** page appears:



Policy Editor | Editing Action [606] Reset

Action Name	Action State
PagerDuty: Trigger/Acknowledge/Resolve Alert	[ Enabled ]
Description	
PagerDuty: Trigger/Acknowledge/Resolve Alert	
Organization	Action Type
[ System ]	Run Integration Service Application (1.0)
Execution Environment	Action Run Context
[ -- Default Environment ]	[ Database ]
Input Parameters	
<pre>{   "credential_id": "0",   "include_event": true,   "application_name": "send_all_events_to_pagerduty",   "params": {"platform_identifier": ""} }</pre>	
<span>Save</span> <span>Save As</span>	

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 value as "send\_sl1\_events\_to\_pagerduty".
- **platform\_identifier**. Change the value to the unique identifier you created for each event sent to PagerDuty. This value must match the "platform\_identifier" parameter in the PowerFlow configuration object that you configured for this SL1 platform.

**NOTE:** For more information on configuring your SL1 PowerFlow applications for the "platform\_identifier" parameter, see the "Scheduling the PowerFlow Applications" topic in the *Configuring Applications for the PagerDutySynchronization PowerPack* chapter.

4. Click **[Save]**.

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