



Slack SyncPack

Version 1.0.0

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Chapter

1

Introduction to the Slack SyncPack

Overview

This chapter describes how you can use the "Slack" SyncPack to automatically create an integration between SL1 events and Slack channels. The integration is bi-directional between SL1 and Slack.

This SyncPack uses the "Slack Integration" PowerPack.

This chapter covers the following topics:

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<i>Contents of the SyncPack</i>	4

What Can I Do with this SyncPack?

The "Slack" SyncPack creates or updates Slack channels with details from SL1 events, including updates like acknowledging and clearing events. You can also use this SyncPack to retrieve details about SL1 business services and events, and display them in a Slack channel. The integration is bi-directional between SL1 and Slack.

You can use the Slack SyncPack to perform the following actions:

- **Create a Slack channel for an SL1 event:** Based on your configuration, a new Slack channel will be created for SL1 events that meet certain criteria, such as specific device type or event severity.
- **Send SL1 event notifications to the Slack channel:** If changes are made to an event in SL1 that has a Slack channel associated with it, all users in that channel will receive a notification of the changes to the event. You can add a note to the event, acknowledge it, or resolve it. Additionally, you can click a link to navigate directly to the event in SL1.
- **Query devices and services:** You can use slash commands such as `/service [servicename]` or `/device [devicename]` to retrieve service and device details to display in Slack. For example, typing `/service [servicename]` triggers the "Query SL1 Service and Device Details" application in PowerFlow and displays back the Name, Health, Availability, and Risk information for the service in Slack. You can also click a link to navigate directly to the Service Investigator page in SL1 directly from Slack.

Contents of the SyncPack

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

PowerFlow Applications

- **Create Slack channel For SL1 Event.** This application creates a channel in Slack based on the event severity configured in SL1 and will post the event to the created channel.
- **Notify SL1 Event to new Slack Channel.** This application creates a notification in a Slack channel from an SL1 event.
- **Notify SL1 Event to existing Slack Channel.** This application sends a notification to Slack of a "Major" event in SL1
- **Query SL1 Service and Device details.** This application allows you to query SL1 for service and device details from the Slack channel that ships with the SyncPack.
- **Sync SL1 Event status from Slack.** This application synchronizes an event update made in Slack with the event status in SL1.

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

Steps

The following steps are included in this SyncPack:

- Create Slack Channel
- Create SL1 Payload
- Delete Event from SL1
- Fetch Channel ID From Name
- Fetch Slack Email
- Invite Users To Channel
- Post Event block To Slack
- Post event details To Channel
- Post Update To SL1
- Process Slash Command
- Receive Slack User Input Data
- Slash Command Parse Args

Configuration Object

- **Sample Slack Config**. This configuration object can be used as a template after the SyncPack is installed on the PowerFlow system.

Chapter

2

Installing the Slack SyncPack

Overview

This chapter describes how to install the "Slack" SyncPack, and how to install the "Slack Automation" PowerPack.

This chapter covers the following topics:

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Prerequisites for the Slack SyncPack

This SyncPack requires the following:

- The latest "Base Steps" SyncPack
- The latest "SL1 Notifications Base" SyncPack
- The latest "Slack Integration" PowerPack
- ScienceLogic administrator access to the SL1 Administration Portal
- Slack administrator access

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	Slack API	Any	TCP 443	Slack API Access

NOTE: If your PowerFlow system is behind a restrictive firewall, please contact Slack support to identify the necessary network ranges and IP addresses to enable in order for the integration between SL1 and Slack to function.

Downloading and Installing the Slack SyncPack

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

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

NOTE: You must import and install the "Base Steps" SyncPack before uploading and installing this SyncPack.

To import a SyncPack in the PowerFlow user interface:

1. On the **SyncPacks** page (☺) of the PowerFlow user interface, click **[Import SyncPack]**. The **Import SyncPack** page appears.
2. Click **[Browse]** and select the **.whl** file for the SyncPack you want to install. You can also drag and drop a **.whl** file to the **Import SyncPack** page.
3. Click **[Import]**. PowerFlow registers and uploads the SyncPack. The SyncPack is added to the **SyncPacks** page.
4. You will need to activate and install the SyncPack in PowerFlow. For more information, see the following topic.

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

Installing the SyncPack

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

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

NOTE: If you try to activate and install a SyncPack that is already activated and installed, you can choose to "force" installation across all the nodes in the PowerFlow system.

TIP: If you do not see the PowerPack that you want to install, click the Filter icon (≡) on the **SyncPacks** page and select *Toggle Inactive SyncPacks* to see a list of the imported PowerPacks.

2. Click **[Yes]** to confirm the activation and installation. When the SyncPack is activated, the **SyncPacks** page displays a green check mark icon (✓) for that SyncPack. If the activation or installation failed, then a red exclamation mark icon (!) appears.
3. For more information about the activation and installation process, click the check mark icon (✓) or the exclamation mark icon (!) in the **Activated** column for that SyncPack. For a successful installation, the "Activate & Install SyncPack" application appears, and you can view the Step Log for the steps. For a failed installation, the **Error Logs** window appears.
4. If you have other versions of the same SyncPack on your PowerFlow system, you can click the **[Actions]** button (⋮) for that SyncPack and select *Change active version* to activate a different version other than the version that is currently running.

Installing the Slack Automation PowerPack

Before completing the steps in this manual, you must import and install the latest version of the "Slack Automation" PowerPack.

IMPORTANT: You must install and configure the Slack SyncPack version 1.0.0 before using the "Slack Automation" PowerPack.

NOTE: The "Slack Automation" PowerPack requires SL1 version 11.1.0 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 the PowerPack:

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

NOTE: If you exit the **PowerPack Installer** modal without installing the imported PowerPack, the imported PowerPack will not appear in the **PowerPacks** page. However, the imported PowerPack will appear in the **Imported PowerPacks** modal. This page appears when you click the **[Actions]** menu and select *Install PowerPack*.

Chapter

3

Configuring Applications for the Slack SyncPack

Overview

This chapter describes how to set up the PowerFlow applications for the "Slack" SyncPack.

This chapter covers the following topics:

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Workflow for Configuring the SyncPack

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

Configuring Slack

1. [Create an app in Slack](#)
2. [Enable Incoming Webhooks](#)
3. [Add and Configure Bots](#)
4. [Add Slash commands for your app](#)
5. [Activate Interactivity for your app](#)
6. [Install your app](#)

Configuring SL1

1. [Create a credential for the action policies in the "Slack Integration" PowerPack](#)
2. [Align the SL1 action policies](#)

Configuring PowerFlow

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

Configuring Slack

The following topics cover how to set up Slack to work with this SyncPack.

Create an app in Slack

1. Go to <https://api.slack.com/apps> and click **[Create New App]**.
2. The **Create an app** dialog appears.
3. Select **From scratch**.
4. The **Name app & choose workspace** dialog appears.
5. Enter a name for the application in the **App Name** field.
6. In the drop-down menu under **Pick a workspace to develop your app in**, select the appropriate workspace.
7. Click the **[Create App]** button.
8. The **Basic Information** page appears, with the new app available in the drop-down menu at the top left.

Enable Incoming Webhooks for your app

1. On the **Basic Information** page, click **Incoming Webhooks** from the **Add features and functionality** section.
2. Toggle on (green) **[Activate Incoming Webhooks]**.

NOTE: You may need to first request permission to add a webhook from your Slack Administrator.

3. Click the **[Add New Webhook to Workspace]** button under the **Webhook URLs for Your Workspace** section.
4. Select the channel you want to receive messages to from the **Where should <app_name> post?** field.
5. Click the **[Allow]** button.

TIP: Be sure to add the channel in Slack where you want to receive messages to, if you do not want messages to post to an existing channel. If you want to receive messages in multiple channels, you can add multiple webhook urls for different channels in your workspace.

Enable Bots for your app

1. Click **App Home** from the Features menu on the left.
2. Click the **[Edit]** button under **Your App's Presence in Slack**.
3. On the **Edit App Display Name** dialog, edit the name of the bot in the **Display Name (Bot Name)** field, if needed.
4. Edit the username of the bot in the **Default username** field, if needed.
5. Click the **[Save]** button.
6. Click **OAuth & Permissions** from the Features menu on the left.
7. Configure the permissions that the bot has in your app:

- On the **OAuth & Permissions** page, click the **Add an OAuth Scope** button under **Scopes** and select one of the following scopes from the drop-down menu as needed:
 - *channels:join*. Join public channels in a workspace.
 - *channels:manage*. Manage public channels that your bot has been added to and create new ones.
 - *channels:read*. View basic information about public channels in a workspace.
 - *chat:write*. Send messages as @<bot_username>.
 - *chat:write.public*. Send messages to channels that @<bot_username> isn't a member of.
 - *commands*. Add shortcuts and/or slash commands that people can use.
 - *groups:read*. View basic information about private channels that your bot has been added to.
 - *im:read*. View basic information about direct messages that your bot has been added to.
 - *incoming-webhook*. Post messages to specific channels in Slack.
 - *mpim:read*. View basic information about group direct messages that your bot has been added to.
 - *team:read*. View the name, email domain, and icon for workspaces your bot is connected to.
 - *users.profile:read*. View profile details about people in a workspace.
 - *users:read*. View people in a workspace.
8. Click the **[Request to Install]** button under **OAuth Tokens for Your Workspace**.
 9. In the window that appears, enter a message for your Slack administrator, if needed, and click the **[Submit Request]** button.

IMPORTANT: Your Slack administrator must approve this request in order to move forward. Once they do, be sure to save the Bot OAuth token, as you will need it when [setting up your configuration object in PowerFlow later](#).

Add Slash commands for your app

1. In PowerFlow, create an API key to use when adding Slash commands in Slack. For more information, see "[Creating an API Key](#)" in the *SL1 PowerFlow Platform* manual.
2. Be sure to copy the API Key once it is generated, as you will need it to add Slash Commands for your app. After you close the modal in PowerFlow, you will only be able to see the first five characters of the key on the **API Keys** page.
3. Click **Slash Commands** from the Features menu on the left. The **Slash Commands** page appears.
4. Click the **[Create New Command]** button.
5. Enter `/service` in the **Command** field.
6. Enter `https://<PowerFlowserver>/api/v1/applications/query_sl1_service_and_device_details/run?PF-APIKEY=<PF token>` in the **Request URL** field.

IMPORTANT: In the URL above, replace `<PF token>` with the API Key you created in PowerFlow.

7. Enter a short description of what the command does in the **Short Description** field.
8. Enter any hint you want users to see when trying to enter the command in the **Usage Hint** field.
9. Click the **[Save]** button.
10. Repeat this process to add the `/device` command.

Activate Interactivity for your app

1. Click **Interactivity & Shortcuts** from the Features menu on the left. The Interactivity & Shortcuts page appears.
2. Toggle on (green) **[Interactivity]**.
3. Enter `https://<PowerFlowserver>/api/v1/applications/sync_sl1_event_status_from_slack/run?PF-APIKEY=<PF token>` in the **Request URL** field.
4. Click the **[Save Changes]** button.

Install your app

1. Click **OAuth & Permissions** from the Features menu on the left. The **OAuth & Permissions** page appears.
2. Confirm that your app has been approved and installed under **OAuth Tokens for Your Workspace**.

Configuring SL1

The following topics cover how to set up your SL1 instance to work with this SyncPack.

Creating a SOAP/XML Credential to Access SL1 PowerFlow

After you have integrated your Slack and SL1 PowerFlow systems, you must create a SOAP/XML credential so that the automation actions included in the "Slack Integration" PowerPack can access your SL1 PowerFlow system.

The "Slack Integration" PowerPack includes a sample SOAP/XML credential named "PowerFlow Slack" This credential lets you send event payload data from SL1 to PowerFlow and then to Slack. Use this credential to integrate with the *Slack SyncPack* by aligning this credential to the "Slack: Add/Update" run book action.

To define a SOAP/XML credential using the "PowerFlow Slack" credential:

1. Go to the **Credentials** page (Manage > Credentials).
2. Search for the "PowerFlow Slack" credential and click its name. The **Edit Credential** page appears.
3. Supply values in the following fields:
 - **Name**. Type a new name for the Slack credential.
 - **Timeout (ms)**. Set to 5000.

- **Content Encoding.** Select *text/xml*.
 - **Method.** Select *POST*.
 - **HTTP Version.** Select *HTTP/1.1*.
 - **URL.** Type the host name for PowerFlow.
 - **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 **Save & Close** to save the new SOAP/XML credential. SL1 adds the credential to the **Credentials** page and assigns the new credential an ID number.
 5. On the **Credentials** page, make a note of the number in the ID column for the new credential. You will need this when editing the input parameters of the automation actions included in the *Slack Integration* PowerPack.

Aligning a Slack Credential to the Slack Automation Actions

After you have created a Slack credential, you must align the credential to the run book action policies included in this PowerPack. The aligned credential will work with the automation policy that is installed by default in this PowerPack to provide a working configuration.

The "Slack Integration" PowerPack includes six standard automation policies that you will need to enable. These policies update the SL1 events with the state of the associated event or alert, create a channel, or create channel notifications. When the event is first detected in SL1 or Slack, the "triggered" state is sent. When the event is acknowledged in SL1 or Slack, the "acknowledged" state is sent. When the event is cleared in SL1 or Slack, the "cleared" state is sent. When a channel is created, details are added to the SL1 event notes.

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
Slack: Create Channel	Major: Slack	Slack: Create Channel
Slack: Events - Acknowledge	All events	Slack: Acknowledge
Slack: Events - Add	Major: Slack	Slack: Add/Update
Slack: Event - Cleared	All events	Slack: Clear
Slack: Channel Notification - Acknowledge	Slack: Channel Notification - Acknowledge	
Slack: Channel Notification - Clear	Slack: Channel Notification - Clear	

To align the credential to the automation actions:

1. Navigate to the **Actions** page (Registry > Run Book > Actions).
2. Locate each of the Slack automation actions and click the wrench icon (🔧). The **Editing Action** modal appears.
3. In the **Input Parameters** field, change the values of the following parameter:
 - **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.

NOTE: Do not change the values of the other Input Parameters.

4. Click **[Save]**.
5. Repeat steps 2-4 for the remaining Slack action policies.

Configuring PowerFlow

The following topics cover how to set up your PowerFlow instance to work with this SyncPack.

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 SyncPack, 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 SyncPack, you can make a copy of the "Sample Slack Config" configuration object, which is the sample configuration file that was installed with the *Slack* SyncPack.

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

To create a configuration object based on the "Sample Slack Config" configuration object:

1. In the PowerFlow user interface, go to the **Configurations** page (⚙️).
2. Click the **[Actions]** button (⋮) for the "Sample Slack 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:
 - **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.
 - **token**. *Bot user OAuth token from Slack*.
 - **default_ack_user**. The default user to acknowledge events and alerts. This should be an SL1 user account, for example, `/api/account/1`.
 - **slack_webhook_url**. Incoming webhook URL configured in the Slack App. This can be found under the **Webhook URLs for Your Workspace** heading on the **Incoming Webhooks** page.
 - **team_id**. ID of the team to create the Slack channel in. This value is in the Slack webhook URL: `https://hooks.slack.com/services/<team_id>/`
 - **users**. Comma-separated Slack user IDs to invite to your created channel. The user Id should be formatted as "`@<slack_username>`".
 - **region**. The region value is a user-defined variable that identifies your SL1 instance within Slack.
6. Click **[Save]**. You can now align this configuration object with one or more applications.

Aligning a Configuration Object and Configuring PowerFlow Applications

In PowerFlow, you will need to align the "Slack" SyncPack applications with your new configuration object in PowerFlow, and, if needed, update any other fields on the **Configuration** pane for the applications.

"Slack" SyncPack PowerFlow applications:

- **Create Slack channel For SL1 Event**. This application creates a channel in Slack based on the event severity configured in SL1 and will post the event to the created channel.
- **Notify SL1 Event to new Slack Channel**. This application creates a notification in a Slack channel from an SL1 event.

- **Notify SL1 Event to existing Slack Channel.** This application sends a notification to Slack of a "Major" event in SL1
- **Query SL1 Service and Device details.** This application allows you to query SL1 for service and device details from the Slack channel that ships with the SyncPack.
- **Sync SL1 Event status from Slack.** This application synchronizes an event update made in Slack with the event status in SL1.

To align the configuration object with the relevant PowerFlow applications:

1. On the **Applications** page of the PowerFlow user interface, search for Slack. Click on the name of one of the PowerFlow applications listed above to open the application.
2. Click **[Configure]**. The **Configurations** pane for that application appears.
2. From the **Configurations** drop-down, select the configuration object you want to use.

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

3. Click **[Save]** to align that configuration with the application.
4. Repeat this process for the other Slack applications in PowerFlow.

Using Slack to Trigger Commands and Respond to Event Messages

There are two direct ways to use the integration between SL1 and Slack. In Slack, you can use specific commands called "slash commands" to trigger certain actions to occur. You can also respond to an event notification in Slack, to be updated in SL1 by adding a note, acknowledging the event, or resolving it.

Triggering Slack Commands

You can use specific commands to request information from SL1 to display directly in Slack. To use the commands in Slack, type a slash (/) followed by the command, with no space between them. There are two primary command types configured to work with the integration between SL1 and Slack:

Command: `/service`

Give the name of the specific business service as the text argument of the command. Optionally, you can request supplemental information by adding "devices" or "events". Separate the supplemental information text from the resource name by a colon. For example:

```
/service <business_service_name>
```

TIP: To find the name of the business service you want to query, navigate to the Service Investigator page for that service in SL1 and use the name that displays after `/services/` in the URL. Alternatively, you can use the name of the business service as it displays in the Name field in SL1.

This command will return and display the Name, Health, Availability, and Risk of the queried business service. You can also click a link to navigate directly to the business service in SL1.

```
/service <business_service_name> : devices
```

This command will return and display a list of devices within the queried business service, along with the Name, IP, and State of the devices.

```
/service <business_service_name> : events
```

This command will return and display a list of events associated with the queried business service, along with the Severity, event Message, and Aligned Entity Name.

Command: `/device`

Give the name of the specific device as the text argument of the command. Optionally, you can request supplemental information by adding "interfaces" or "events". Separate the supplemental information text from the resource name by a colon. For example:

```
/device <device_name>
```

TIP: To find the name of the device you want to query, navigate to the Device Investigator page for that device in SL1 and use the value that displays in the Name field in SL1.

This command will return and display the Name, State, Availability, Latency, IP, Message associated with the highest severity event on the device, and Latency of the queried device. You can also click a link to navigate directly to the Device Investigator in SL1.

```
/device <device_name> : interfaces
```

This command will return and display a list of the interfaces for the queried device, along with the Name, Utilization In, and Utilization Out.

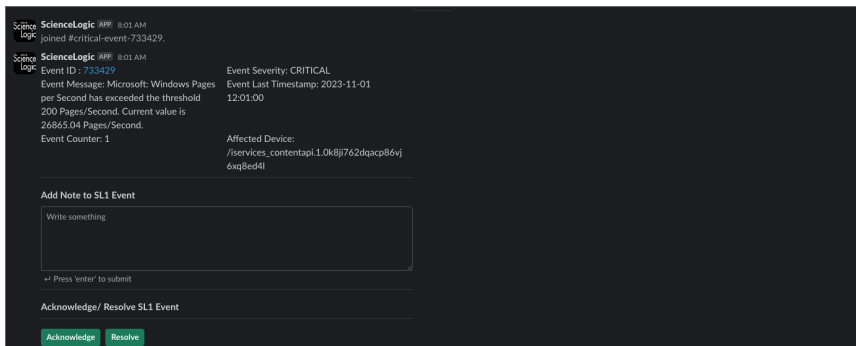
```
/device <device_name> : events
```

This command will return and display a list of events associated with the queried device, along with a link to view the event in the Device Investigator in SL1.

Responding to Event Messages

When an event is posted in Slack, you can view details of the event, such as the Event ID, Event Severity, Affected Device, and more. You can respond to the event in Slack, to be updated in SL1 by adding a note, acknowledging the event, or resolving it:

- **Add Note to SL1 Event:** Type the note you want to add to the event and press Enter. The note will be added to the event in SL1.
- **[Acknowledge]:** Click this button to acknowledge the event in SL1.
- **[Resolve]:** Click this button to resolve the event in SL1.



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