



xMatters Integrations

xMatters Synchronization PowerPack Version 1.0.0

xMatters Incident Integration PowerPack Version 100

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Chapter

1

Introduction to the xMatters Synchronization PowerPack

Overview

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

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

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

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

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This chapter covers the following topics:

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Prerequisites for this Synchronization PowerPack

This Synchronization PowerPack requires the following:

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

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

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

Contents of the Synchronization PowerPack

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

PowerFlow Applications

- **Bulk Resolve SL1 Events.** This application collects resolved incident data from xMatters and clears the corresponding SL1 event. To use this application, the incident description must include the event ID.
- **Get Acknowledged Incidents and Post Data to SL1.** This application collects acknowledged incident data from xMatters and acknowledges the corresponding SL1 event. To use this application, the incident description must include the event ID and you must run the "Save Accounts To Cache" application.
- **Get Event Details and Post Incident URL to SL1.** This application collects event details from SL1 and creates a new incident in xMatters. This application can optionally populate the External Ticket ID field with a link to the xMattersincident.
- **Get Oncall Details and Post Oncall List to SL1.** This application collects xMatters oncall details and populates the corresponding SL1 event notes with oncall details.
- **Pass Acknowledgment details from SL1 to xMatters.** This application collects acknowledged event data from SL1 and updates the corresponding xMatters incident. To use this application, the incident description must include the event ID.
- **Pass Resolution to xMatters from RBA.** This application collects resolved event data from SL1 and updates the corresponding xMatters incident. To use this application, the incident description must include the event ID.
- **Save Accounts to Cache.** This application collects user details from SL1. The user's email address is used by the "Pass Acknowledgment details from xMatters to SL1" application to match the acknowledging user in xMatters to the SL1 user.

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

Configuration Object

- **Xmatters Config Template.** 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 xMatters API, including the API webhook, instance URL, group ID, username, and password.
 - Details for connecting to an HTTP Proxy when communicating with xMatters, including the hostname or IP address, username, and password
 - Mapping between SL1 events and xMatters incidents including, the default acknowledged user, whether an xMatters link should be added to the SL1 event, and whether an event should be resolved from xMatters.

Steps

The following steps are included in this Synchronization PowerPack:

- Accounts to URI Mapping
- Create Bulk SL1 Payloads
- Converting Xmatters Incident Response into SL1 Payload

- Post Event Details To Xmatters
- Get Acknowledger Details From XM
- Get Acknowledgment From SL1 And Pass to Xmatters
- Get Acknowledged Incidents
- Get Event Details from SL1 Create Xmatters Alert
- Get Resolved Incidents And Pass To SL1
- Get Oncall Details from Xmatters

Installing the Synchronization PowerPack

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

Downloading the Synchronization PowerPack

To locate and download the Synchronization PowerPack:

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

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

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

Importing the Synchronization PowerPack

To import a Synchronization PowerPack in the PowerFlow user interface:

1. On the **SyncPacks** page of the PowerFlow user interface, click **[Import SyncPack]**. The **Import SyncPack** page appears.

2. Click **[Browse]** and select the **.whl** file for the Synchronization PowerPack you want to install.


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

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


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






Installing the Synchronization PowerPack

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

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

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

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

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

Configuring Applications for the xMatters Synchronization PowerPack


Overview

This chapter describes how to set up the PowerFlow applications for the xMatters Synchronization 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 need to align that configuration object to the relevant applications.

Creating a Configuration Object

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

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

To create a configuration object based on the "Xmatters Config Template" configuration object:

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

Configurations isadmin ScienceLogic

Search

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

Xmatters Config Template

Description: Configuration file for Xmatters Toggle JSON Editor

Version: 1.0.0

Configuration Data Values

Name	Value	Encrypted	
sl1_host	dummy	<input type="checkbox"/>	✕
sl1_user	dummy	<input type="checkbox"/>	✕
xmatters_alert_api_webhook	dummy	<input type="checkbox"/>	✕
xmatters_instance_url	dummy	<input type="checkbox"/>	✕
sl1_password	3VUIOX/T5EogThpsvjcVzvkE0e	<input checked="" type="checkbox"/>	✕
proxy_host	None	<input type="checkbox"/>	✕
proxy_user	None	<input type="checkbox"/>	✕
proxy_password	LRHxo4VCgUYcF0eFL+dRPu7Z+n	<input checked="" type="checkbox"/>	✕
xm_user	o8J6p0EYQjvxywUHKCH1iozyga:	<input checked="" type="checkbox"/>	✕
xm_password	mxvUkQadb+PQc3E+HdEr7a0Wl	<input checked="" type="checkbox"/>	✕
xm_group_id	dummy	<input type="checkbox"/>	✕
xmatters_user	dummy	<input type="checkbox"/>	✕
resolve_from_xm	enabled	<input type="checkbox"/>	✕
populate_external_url	enabled	<input type="checkbox"/>	✕
default_ack_user	/api/account/1	<input type="checkbox"/>	✕
add_template	Toggle JSON to show JSON object	<input type="checkbox"/>	✕
summary_template	Toggle JSON to show JSON object	<input type="checkbox"/>	✕

Add Value

Copy as
Save

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.
 - **xmatters_alert_api_webhook**. To send events to xMatters, you must configure a generic webhook workflow in xMatters. Enter the integration URL for that workflow.
 - **xmatters_instance_url**. The URL to use for links to the xMatters user interface. Enter the base URL you navigate to. This URL will be displayed in SL1 and will open your xMatters instance in a browser.
 - **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 xMatters.
 - **proxy_user**. The username for your associated HTTP proxy.
 - **proxy_password**. The password for your associated HTTP proxy.
 - **xm_user**. The username for your xMatters system.
 - **xm_password**. The password for your xMatters system.
 - **xm_group_id**. The xMatters group ID you want to use.
 - **resolve_from_xm**. The option to resolve events from xMatters.
 - **populate_external_url**. The option to add an xMatters incident URL to the corresponding SL1 event.
 - **default_ack_user**. The default user to acknowledge events in SL1.
9. Click **[Save]**. You can now align this configuration object with one or more applications.


Aligning a Configuration Object and Configuring PowerFlow Applications

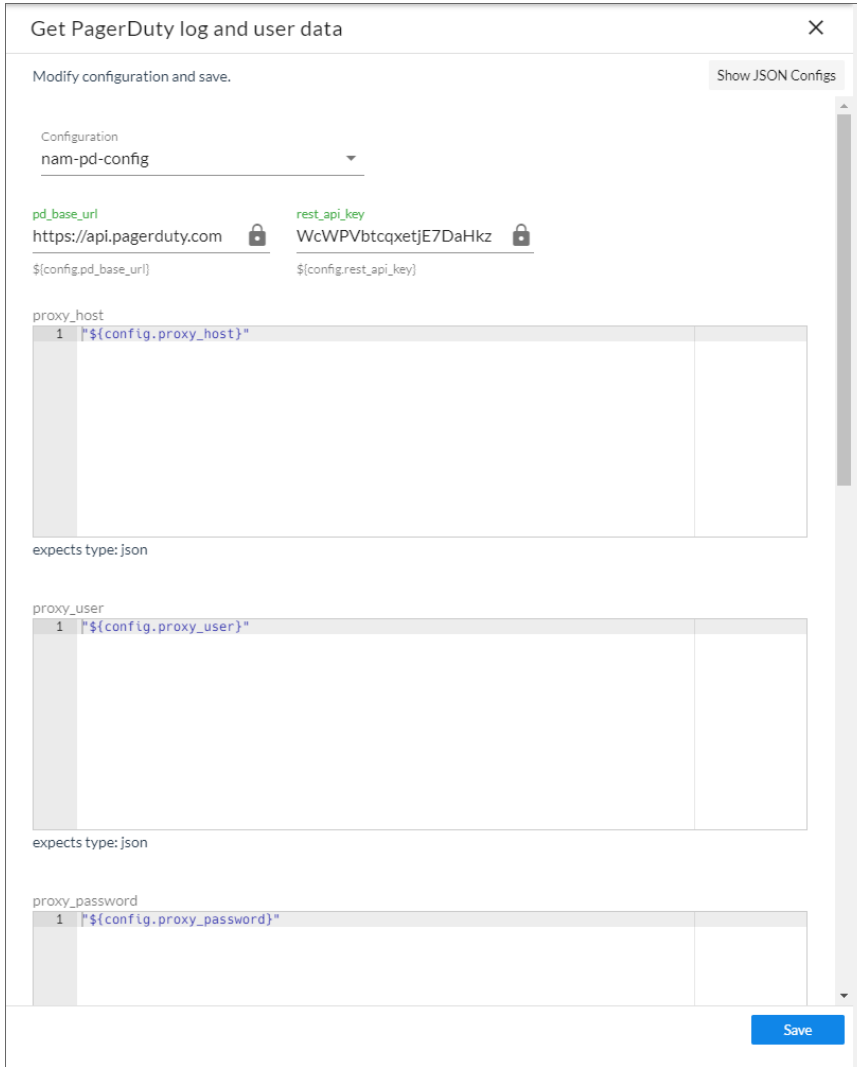
With this Synchronization PowerPack, any status changes made to an SL1 event is sent to xMatters to update the corresponding incident. Any status changes to the xMatters incident are synced back to the corresponding SL1 event. You will need to align the xMatters applications with the relevant configuration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

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

- "Bulk Resolve SL1 Events"
- "Get Acknowledged Incidents And Post Data To SL1"
- "Get Oncall Details And Post Oncall List To SL1"
- "Pass Acknowledgment details from SL1 to Xmatters"
- "Pass Resolution to Xmatters from RBA"
- "Save Accounts to Cache"
- "Get Event Details And Post Incident URL to SL1"

To align the configuration object with the relevant PowerFlow applications:



1. On the **Applications** page of the PowerFlow user interface, open one of the PowerFlow applications listed above and click **[Configure]** . The **Configurations** pane for that application appears:



Get PagerDuty log and user data

Modify configuration and save. Show JSON Configs

Configuration
nam-pd-config

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

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

proxy_host

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

expects type: json

proxy_user

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


expects type: json

proxy_password

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

Save

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

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

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

5. Repeat this process for the other PowerFlow applications.

Scheduling PowerFlow Applications

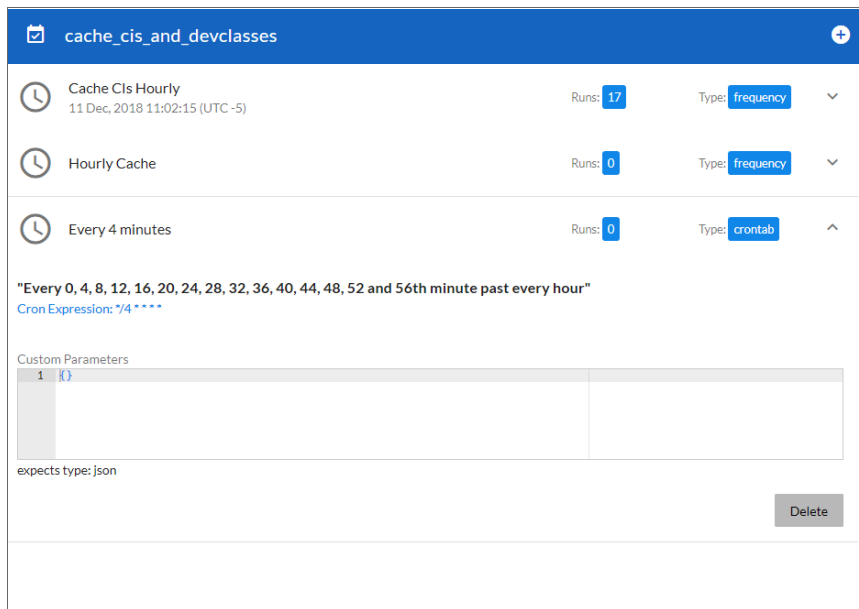
You can create one or more schedules for a single application in the PowerFlow user interface. When creating each schedule, you can specify the queue and the configuration file for that application.

To trigger some applications in this Synchronization PowerPack, you must schedule the application. You must schedule the following applications if you want to trigger them:

- "Bulk Resolve SL1 Events"
- "Get Acknowledged Incidents and Post Data to SL1"
- "Save Accounts To Cache"

To schedule an application:

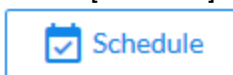
1. On the **Applications** page (📄), click the **[Schedule]** button for the application you want to schedule. The **Schedule** window appears, displaying any existing schedules for that application:



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 `*/4 * * * *`, the schedule on this window includes the cron expression along with an explanation of that expression: "Every 0, 4, 8, 12, 16, 20, 24, 28, 32, 36, 40, 44, 48, 52, and 56th minute past every hour".

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

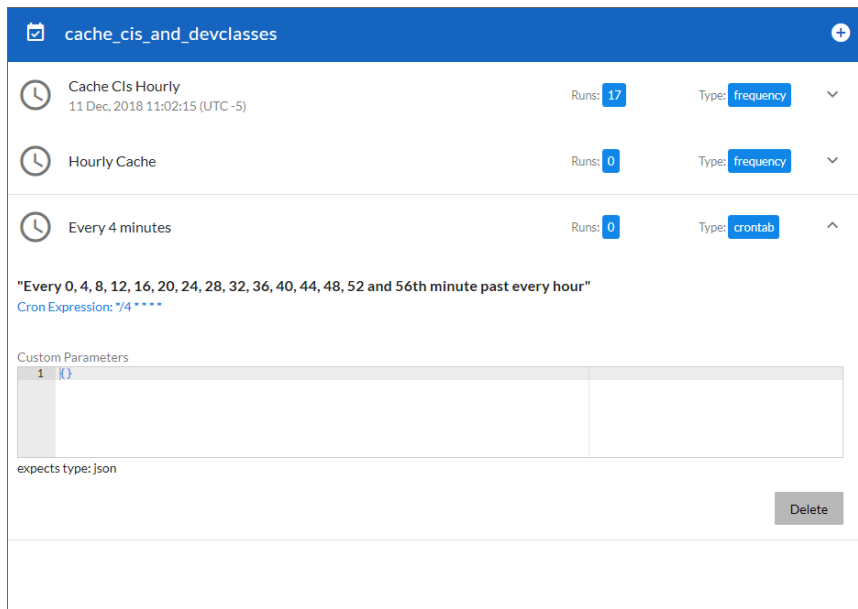
4. In the **Schedule** window, complete the following fields:
 - **Schedule Name**. Type a name for the schedule.
 - **Switch to**. Use this toggle to switch between a cron expression and setting the frequency in seconds.
 - **Cron expression**. Select this option to schedule the application using a 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 xMatters instances are involved with PowerFlow, you should create an individual configuration object for each SL1 or xMatters 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 xMatters instance. Creating copies of a PowerFlow application from a Synchronization PowerPack for the purpose of distinguishing between domains is not supported, and will result in issues on upgrades.

Chapter

3

Introduction to the xMatters Incident Integration PowerPack

Overview

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

This PowerPack requires a subscription to ScienceLogic Standard solutions.

This chapter covers the following topics:

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What is the xMatters Incident Integration PowerPack?

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

Installing the xMatters Incident Integration PowerPack

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

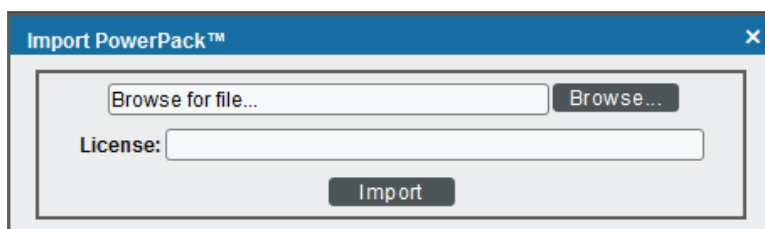
IMPORTANT: You must install and configure the *xMatters Synchronization PowerPack* version 1.0.0 before using the *xMatters Incident Integration PowerPack*.

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

TIP: By default, installing a new version of a PowerPack overwrites all content from a previous version of that PowerPack that has already been installed on the target system. You can use the **Enable Selective PowerPack Field Protection** setting in the **Behavior Settings** page (System > Settings > Behavior) to prevent new PowerPacks from overwriting local changes for some commonly customized fields. (For more information, see the *System Administration* manual.)

To download and install a PowerPack:

1. Download the PowerPack from the [ScienceLogic Support Site](#).
2. Go to the **PowerPack Manager** page (System > Manage > PowerPacks).
3. In the **PowerPack Manager** page, click the **[Actions]** button, then select *Import PowerPack*.
4. The **Import PowerPack** dialog box appears:



5. Click the **[Browse]** button and navigate to the PowerPack file.
6. When the **PowerPack Installer** modal appears, click the **[Install]** button to install the PowerPack.

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

Chapter

4

Configuring Device Credentials

Overview

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


This chapter covers the following topics:

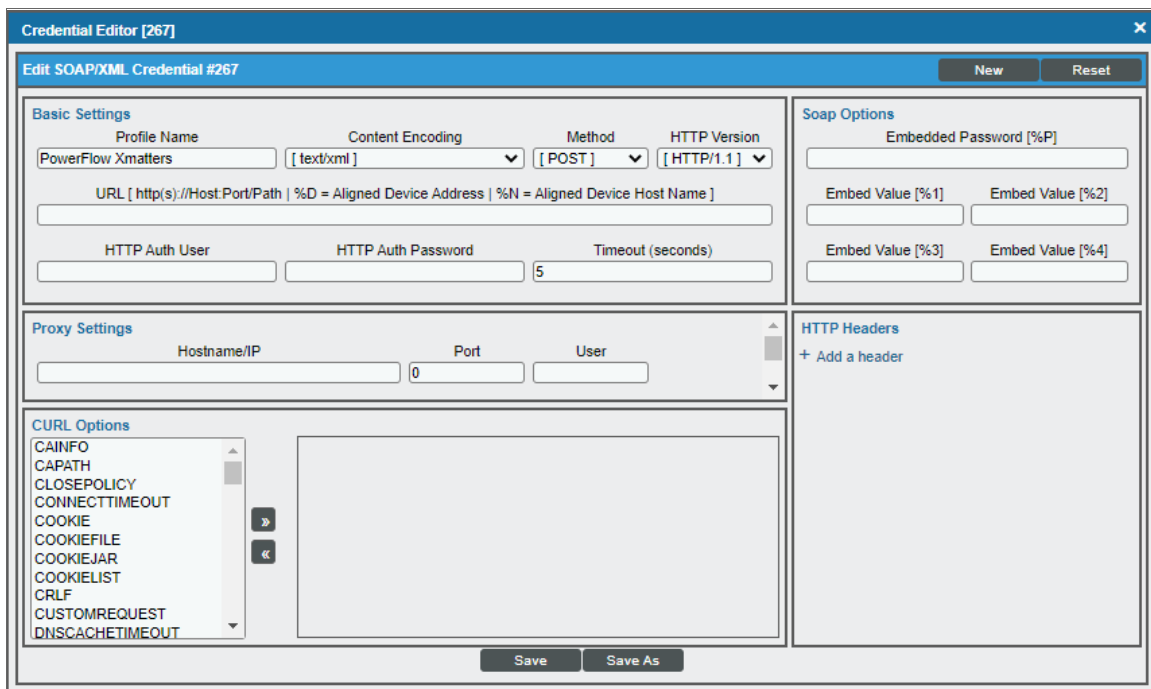
<i>Creating a SOAP/XML Credential to Access SL1 PowerFlow</i>	21
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Creating a SOAP/XML Credential to Access SL1 PowerFlow

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

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

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



The screenshot shows the 'Credential Editor [267]' modal window. The title bar includes 'New' and 'Reset' buttons. The main content area is divided into several sections:

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

At the bottom of the window are 'Save' and 'Save As' buttons.

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

Chapter

5

Configuring the xMatters Incident Integration Automation Actions

Overview

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

This chapter covers the following topics:


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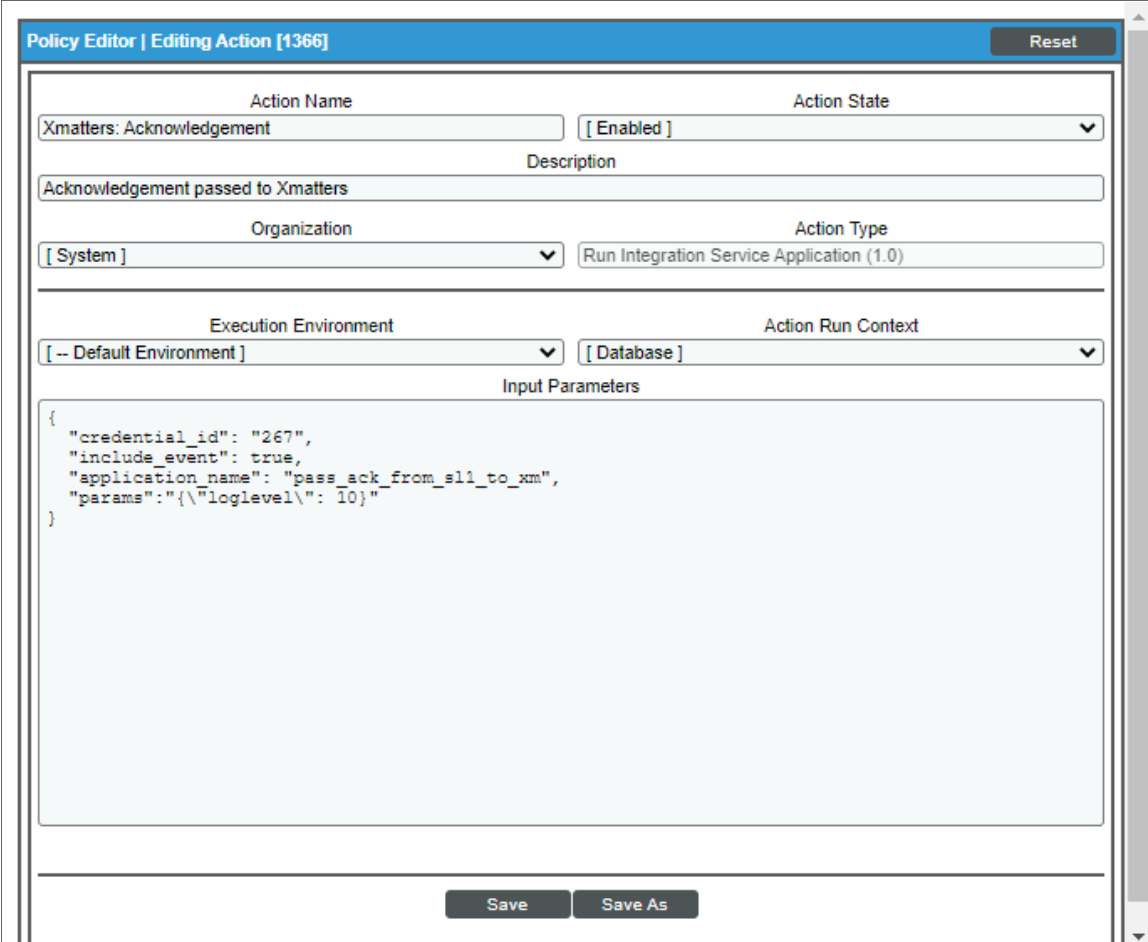
Editing the xMatters Incident Integration Automation Actions

The *xMatters Incident Integration* PowerPack includes four automation actions that use the "Run Integration Service Application" action type to trigger the PowerFlow applications that send and receive data to and from xMatters. You can specify the credential ID in a JSON structure that you enter in the **Input Parameters** field in the **Action Policy Editor** modal.

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

To edit the automation actions included in the PowerPack:

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



Policy Editor | Editing Action [1366] Reset

Action Name	Xmatters: Acknowledgement	Action State	[Enabled]
Description			
Acknowledgement passed to Xmatters			
Organization	[System]	Action Type	Run Integration Service Application (1.0)
Execution Environment			
[-- Default Environment]			
Action Run Context			
[Database]			
Input Parameters			
<pre>{ "credential_id": "267", "include_event": true, "application_name": "pass_ack_from_sl1_to_xm", "params": {"loglevel": 10} }</pre>			
Save Save As			

3. In the **Input Parameters** field, change the values of the following parameters:

- ***credential_id***. Change the value to the credential ID that you noted earlier when creating a credential for your SL1 PowerFlow system. This field is required.
- ***include_event***. Leave the value as "true".
- ***application_name***. Leave the default application value.
- ***params***. Leave the default parameter value.

4. Click **[Save]**.

Chapter

6

xMatters Incident Integration Automation Policies

Overview

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

This chapter covers the following topics:

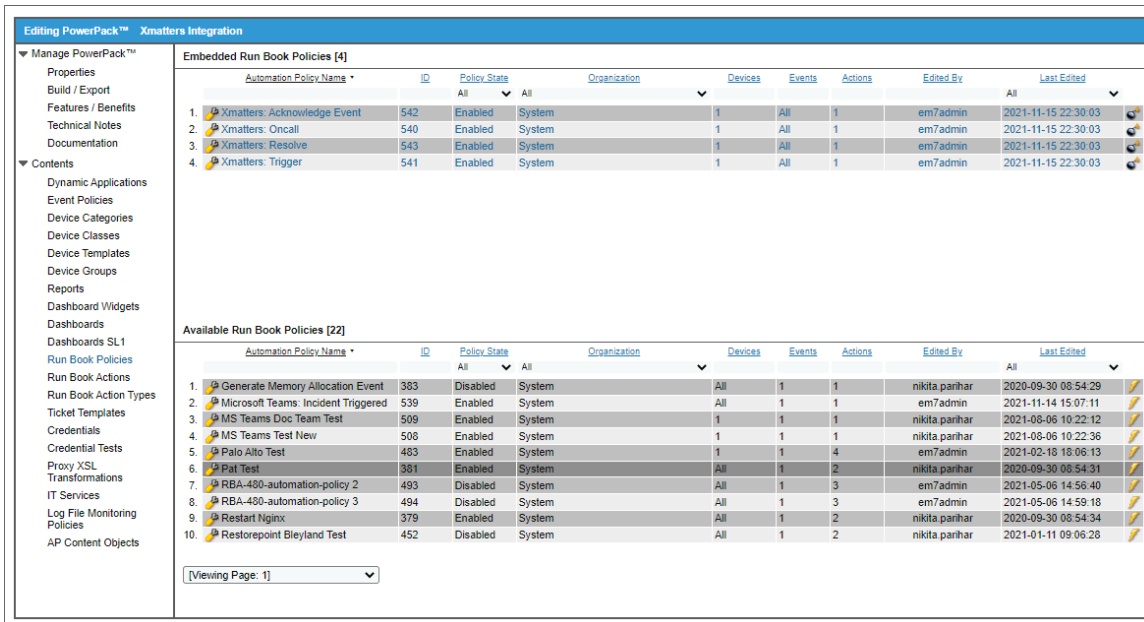
<i>Standard Automation Policies</i>	26
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Standard Automation Policies

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

These policies update the xMatters alert or SL1 events with the state of the associated event or alert or populates SL1 with on-call details. When the event is first detected in SL1 or xMatters, the "triggered" state is sent. When the event is acknowledged in SL1 or xMatters, the "acknowledged" state is sent. When the event is cleared in SL1 or xMatters, the "resolved" state is sent. When on-call is triggered, the on-call details are added to the SL1 event notes.

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



The following table shows the automation policy, its aligned events, and the automation action that runs in response to the events.

Automation Policy Name	Aligned Events	Automation Action
xMatters: Acknowledge Event	All events	xMatters: Acknowledgment
xMatters: Oncall	All events	xMatters: Resolve
xMatters: Resolve	All events	xMatters: Resolve
xMatters: Trigger	All events	xMatters: Trigger

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