



AWS Incident Manager SyncPack

Release Notes Version 1.0.0

Overview

Version 1.0.0 of the "AWS Incident Manager" SyncPack provides a bidirectional integration between SL1 events and Amazon Web Services (AWS) incidents.

This SyncPack uses the "AWS Incident Manager Automation" PowerPack.

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Features Included in this Release

The following applications are included in this SyncPack:

- **Bulk Resolve SL1 Events From AWS.** This application collects resolution state data from AWS and resolves corresponding SL1 events.
- **Create Timeline Event In AWS Incident Manager.** This application collects acknowledged event data from SL1 and creates a timeline event in AWS.
- **Resolve AWS Incident.** This application resolves an AWS incident that was resolved by a corresponding SL1 event.
- **Send SL1 Event to AWS Incident Manager.** This application collects event details from SL1 and creates an incident in AWS.

The following configuration object is included in the SyncPack:

- **AWS Incidents Base Config.** This configuration object can be used as a template after the SyncPack is installed on the PowerFlow system. The configuration object includes the following:
 - Details for connecting to the SL1, including the hostname, username, and password.
 - Details for connecting to AWS, including the region name, access key ID, secret access key ID, and service.
 - Details for event and incident response including templates, maps, time, external URL population, and response plans.

The following steps are included in this SyncPack:

- CreateSL1Payload
- Create Timeline Event In AWS Incident Manager
- Get Event Details From SL1 Start AWS Incident

- Get Resolved Incidents And Pass To SL1
- PostUpdateToSL1
- Resolve Incident In AWS Incident Manager

TIP: To view release notes and manuals for all versions of the SL1 PowerFlow Platform, see [SL1 PowerFlow Platform Documentation](#). To view release notes and manuals for PowerFlow SyncPacks, see [SL1 PowerFlow SyncPack Documentation](#).

System Requirements

This release of the of the "AWS Incident Manager" SyncPack requires:

- **SL1 PowerFlow platform version:** 2.4.0 or later.
- **SL1 version:** 11.2.0 or later. For details on upgrading SL1, see the relevant [SL1 Platform Release Notes](#).
- **AWS Base SyncPack version:** 1.0.0 or later.

The following table lists the port access required by the PowerFlow platform and this SyncPack:

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

Installing the SyncPack

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

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*.
3. In the **Search PowerPacks** field, search for this 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 .zip file containing the SyncPack.

After you download a SyncPack, you can import it to the PowerFlow platform using the PowerFlow user interface.

To import a SyncPack in the PowerFlow user interface:

1. On the **SyncPacks** page, 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.

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.

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

1. On the **SyncPacks** page, 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" PowerFlow application appears, and you can view the Step Log for the steps. For a failed installation, the **Error Logs** window appears.
4. If you have other versions of the same SyncPack on your PowerFlow system, you can click the **[Actions]** button (⋮) for that SyncPack and select *Change active version* to activate a different version other than the version that is currently running.

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