ScienceLogic

Jira Service Management Synchronization PowerPack

Release Notes Version 1.0.0

Overview

Version 1.0.0 of the *Jira Service Management Synchronization* PowerPack provides a bidirectional integration between SL1 events and Jira issues.

NOTE: After the 2.1.0 release of the Integration Service platform, the *Integration Service* was rebranded as *SL1PowerFlow*.

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

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System Requirements

Jira Service Management Synchronization version 1.0.0 requires:

- **SL1PowerFlow platform version**: 2.0.0 or later.
- **SL1 version**: 8.12.2 or later. For details on upgrading SL1, see the appropriate SL1 Release Notes.
- A subscription that includes CMDB/Inventory Workflow Automations
- Administrator access to Jira
- An IT Service Management Jira project to integrate with SL1

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

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

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.

To locate and download the Synchronization PowerPack:

1. Go to the ScienceLogic Support site.
2. Click the **[Product Downloads]** tab and select *PowerPacks*.
3. In the ***Search PowerPacks*** field, search for this 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 download the Synchronization PowerPack.

NOTE: After you download a Synchronization PowerPack, you can import it to the PowerFlow platform using the PowerFlow user interface.

To import a Synchronization PowerPack 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 Synchronization PowerPack you want to install.

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

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

To install a Synchronization PowerPack in the PowerFlow user interface:

1. On the **SyncPacks** page, 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 Synchronization PowerPack" 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 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.

Included Features

Version 1.0.0 of the *Jira Service Management Synchronization* PowerPack includes the following features:

The following applications are included in this Synchronization PowerPack:

- ***Acknowledge SL1 Event***. This application adds a comment to the associated Jira issue when an event is acknowledged in SL1.
- ***Create Incident/Change Request in Jira from SL1 Event***. This application creates an incident (issue) or change request in Jira when an event is triggered in SL1.
- ***Resolve SL1 Event from Jira***. This application resolves an SL1 event when an associated Jira issue is closed.
- ***Show Jira Change Log in SL1 Event Notes***. This application collects a summary of Jira issue data and adds it to the event notes of an associated SL1 event.

The following configuration object is included in the Synchronization PowerPack:

- ***Jira ITSM Configuration***. 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, including the host, username, and password.
    - Details for connecting to Jira, including the URL, username, password, and API token.
    - Details for adding SL1 events to Jira issues including project, event URL, severity, account, and request type ID. Other details include issue type, project key, priority, ticket descriptions, and impact.
    - Details for severity mapping.

The following steps are included in this Synchronization PowerPack:

- Acknowledge SL1 Event
- Get Closed Issues and Clear the SL1 Events
- Create Jira Incident
- Read Event Id and Jira Key
- Get Jira Issue
- Get Jira Log
- Post Update To SL1
- Update Incident Details To SL1
- Update SL1 Note

TIP: To view release notes and manuals for all versions of the SL1 PowerFlow Platform, see SL1 PowerFlow Documentation. To view release notes and manuals for PowerFlow Synchronization PowerPacks, see SL1 Workflow Automation PowerPack Documentation.

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