



Microsoft Teams SyncPack

Release Notes Version 1.0.0

Overview

Version 1.0.0 of the "Microsoft Teams" SyncPack is the initial release of the SyncPack. This release contains a set of PowerFlow applications and other utilities that provide a bi-directional integration between SL1 events and Microsoft Teams.

This SyncPack uses the "Microsoft Teams Automation" PowerPack.

This document covers the following topics:

<i>Features Included in this Release</i>	2
<i>Known Issues</i>	3
<i>System Requirements</i>	3
<i>Installing the SyncPack</i>	4

Features Included in this Release

The following features were included in this release of the SyncPack:

- The following PowerFlow applications are included in the SyncPack:
 - Create Channel For Event
 - Create Channel Event Notification MS Teams
 - Major Event Notification To MS Teams
 - Outage Event Notification
 - Sync Event Status From Teams To SL1

- The following steps are included in this SyncPack:
 - Call User on Teams
 - Create Teams Channel
 - Create SL1 Payload
 - Delete Event From SL1
 - Fetch Channel ID From Name
 - Fetch Microsoft Email
 - Fetch Teams User Input Data
 - Post Event Card To Teams
 - Post Event Details To Channel
 - Post Update to SL1
- The "Sample Microsoft Teams Config" configuration object. You can use this configuration object as a template after the SyncPack is installed on the PowerFlow system.

TIP: To view the latest manuals for the SL1 PowerFlow Platform, see the [SL1 PowerFlow](#) page. To view the latest release notes for PowerFlow, see [SL1 PowerFlow Release Notes](#).

Known Issues

The following known issue affects version 1.0.0 of the "Microsoft Teams" SyncPack:

- Group calling is not supported inside a web browser.

System Requirements

This release of the SyncPack requires:

- SL1 PowerFlow platform version 2.5.0 or later.
- SL1 version 11.2.0 or later. For details on upgrading SL1, see the relevant [SL1 Platform Release Notes](#).
- "Microsoft Teams Automation" PowerPack version 100 or later.
- "SL1 Notifications Base" SyncPack version 1.0.1 or later.
- Administrator access to the SL1 Administration Portal and Microsoft Teams.

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	Microsoft Teams API	Any	TCP 443	Microsoft Teams Graph 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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