



Microsoft Teams SyncPack

Release Notes Version 2.0.0

Overview

Version 2.0.0 of the "Microsoft Teams" SyncPack enables the bidirectional sync between Microsoft Teams and SL1 by adding options for handling an event, allowing notifications to be created for both major and critical events, and removing the need for a refresh token to identify users acknowledging events.

This SyncPack uses the "Microsoft Teams Automation" PowerPack.

IMPORTANT: Version 2.0.0 of the "Microsoft Teams" SyncPack is not an upgrade of version 1.0.0. It is a replacement of version 1.0.0, which was removed from availability earlier this year. ScienceLogic no longer supports version 1.0.0 of this SyncPack, or upgrading from version 1.0.0 to 2.0.0.

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Features Included in this Release

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

- Updated the "Create Channel For Event" application to trigger event notification in Microsoft Teams based on the "ms_teams_webhook_url" configuration option, which is a webhook URL generated from Microsoft Teams.
- When acknowledging an event in Teams, the username of the user who acknowledged the event message is now displayed in SL1.
- When an event occurs and the event message is posted to Teams, you have three options for handling the event message:
 - Add Note
 - Acknowledge
 - Resolve
- Added the "enable_existing_channel" configuration option to the "Create Channel For Event" application to allow event notifications to post to an existing Teams channel specified in the "channel_id" configuration option.
- Updated the "Delete Event From SL1" step name to "Resolve Event From SL1".
- The Microsoft Teams PowerPack will now create events and event notifications for both major and critical events.

- Removed the "Major Event Notification to MS Teams" application from the SyncPack. The PowerPack now handles both Critical and Major event notifications using the "Create Channel for Event" application.
- Removed the "Outage" and "Create Channel Event Notification" applications from the SyncPack.
- Previously, a refresh token was used to gather user information from adaptive card reactions. The refresh token was removed, and now the user ID is retrieved directly from the workflow using authentication through MSAL.
- Optimized the "Microsoft Teams Power Automate" application by reducing API permissions to ensure minimal permission exposure while maintaining essential functionality. This enhancement improves security and aligns with best practices for access control.
- Microsoft is changing its API policy and the way to use it for adaptive cards. As a result, ScienceLogic has upgraded this SyncPack with the Microsoft authentication library, which is the new way to interact with Microsoft applications in a more authenticated process. For more information, see Microsoft's documentation on MSAL .

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 2.0.0 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 2.6.0 or later.
- SL1 version 12.1.0 or later. For details on upgrading SL1 , see the relevant [SL1 Platform Release Notes](#).
- The latest "Microsoft Teams Automation" PowerPack
- "SL1 Notifications Base" SyncPack version 1.0.3
- "Base Steps" SyncPack version 1.5.5
- Administrator access to the SL1 Administration Portal
- Administrator access to Microsoft Teams
- A secured SSL/TLS-enabled connection to PowerFlow

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 & SyncPacks*.
3. In the **Search** field, type the name of 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 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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