



---

# Opsgenie Incident Integration PowerPack

Release Notes, version 100

---

## Overview

Version 100 of the "Opsgenie Incident Integration" PowerPack contains run book automations that you can use to integrate with the "Opsgenie" SyncPack. You can configure these automations to send events to Opsgenie to create alerts and incidents.

- **Minimum Required SL1 Version:** 11.2.0

This document covers the following topics:

<i>Before You Install</i> .....	2
<i>Installation Process</i> .....	2
<i>Features</i> .....	3
<i>Known Issues</i> .....	3

---

## Before You Install

Ensure that you are running version 11.2.0 or later of SL1 before installing "Opsgenie Incident Integration" PowerPack version 100.

**NOTE:** For details on upgrading SL1, see the relevant [SL1 Platform Release Notes](#).

---

## Installation Process

To install this PowerPack:

1. Search for and download the PowerPack from the **PowerPacks** page on the [ScienceLogic Support Site](#).
2. In SL1, go to the **PowerPack Manager** page (System > Manage > PowerPacks).
3. Click the **Actions** menu and choose *Import PowerPack*. The **Import PowerPack** modal appears.
4. Click **[Browse]** and navigate to the PowerPack file from step 1.
5. Select the PowerPack file and click **[Import]**. The **PowerPack Installer** modal displays a list of the PowerPack contents.
6. Click **[Install]**. The PowerPack is added to the **PowerPack Manager** page.

---

## Features

This release includes the following features:

- The following run book automation policies and associated actions to automate adding, updating, and clearing events, and to automate creating alerts and incidents in Opsgenie in SL1:
  - Opsgenie: Trigger Alert
  - Opsgenie: Acknowledge Alert
  - Opsgenie: Resolve Alert
  - Opsgenie: Maintenance Alert
  - Opsgenie: Oncall trigger
- The "PowerFlow Opsgenie" SOAP/XML credential is used by the run book actions for sending event payload information to PowerFlow.
- The "Opsgenie Heartbeat" event policy.

---

## Known Issues

This release has no known issues.

© 2003 - 2024, ScienceLogic, Inc.

All rights reserved.

#### LIMITATION OF LIABILITY AND GENERAL DISCLAIMER

ALL INFORMATION AVAILABLE IN THIS GUIDE IS PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED. SCIENCELOGIC™ AND ITS SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT.

Although ScienceLogic™ has attempted to provide accurate information on this Site, information on this Site may contain inadvertent technical inaccuracies or typographical errors, and ScienceLogic™ assumes no responsibility for the accuracy of the information. Information may be changed or updated without notice. ScienceLogic™ may also make improvements and / or changes in the products or services described in this Site at any time without notice.

#### Copyrights and Trademarks

ScienceLogic, the ScienceLogic logo, and EM7 are trademarks of ScienceLogic, Inc. in the United States, other countries, or both.

Below is a list of trademarks and service marks that should be credited to ScienceLogic, Inc. The ® and ™ symbols reflect the trademark registration status in the U.S. Patent and Trademark Office and may not be appropriate for materials to be distributed outside the United States.

- ScienceLogic™
- EM7™ and em7™
- Simplify IT™
- Dynamic Application™
- Relational Infrastructure Management™

The absence of a product or service name, slogan or logo from this list does not constitute a waiver of ScienceLogic's trademark or other intellectual property rights concerning that name, slogan, or logo.

Please note that laws concerning use of trademarks or product names vary by country. Always consult a local attorney for additional guidance.

#### Other

If any provision of this agreement shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this agreement and shall not affect the validity and enforceability of any remaining provisions. This is the entire agreement between the parties relating to the matters contained herein.

In the U.S. and other jurisdictions, trademark owners have a duty to police the use of their marks. Therefore, if you become aware of any improper use of ScienceLogic Trademarks, including infringement or counterfeiting by third parties, report them to Science Logic's legal department immediately. Report as much detail as possible about the misuse, including the name of the party, contact information, and copies or photographs of the potential misuse to: [legal@sciencelogic.com](mailto:legal@sciencelogic.com). For more information, see <https://sciencelogic.com/company/legal>.

ScienceLogic

800-SCI-LOGIC (1-800-724-5644)

International: +1-703-354-1010