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# Opsgenie SyncPack

Release Notes Version 1.0.0

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## Overview

Version 1.0.0 of the "Opsgenie" SyncPack provides a bi-directional integration between SL1 events and Opsgenie alerts.

This SyncPack uses the "Opsgenie Incident Integration" PowerPack.

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## Features Included in this Release

This release includes the following features:

- You can use the PowerFlow applications included in this SyncPack to create and update alerts and incidents in Opsgenie when an event is created, acknowledged, or resolved in SL1.
- You can synchronize the acknowledgment and resolution states of Opsgenie alerts to the corresponding SL1 events.
- You can configure the "Opsgenie: Trigger Alert" Run Book Automation to manually trigger the "Create Alert in Opsgenie from a received SL1 Event" PowerFlow application. This application creates an alert and an incident in Opsgenie when you click the **Actions** button in SL1 for an event.
- This SyncPack uses the following Run Book Automations from the "Opsgenie Incident Integration" PowerPack:
  - Opsgenie: Trigger Alert
  - Opsgenie: Acknowledge Alert
  - Opsgenie: Resolve Alert
  - Opsgenie: Maintenance Alert
  - Opsgenie: Oncall trigger

The following applications are included in this SyncPack:

- Bulk Clear SL1 Events
- Create Opsgenie Maintenance
- Pass Acknowledgment Alerts from Opsgenie to SL1
- Get Oncall Details From Opsgenie and Send to SL1
- Opsgenie Heartbeat
- Pass Acknowledgment details from SL1 to Opsgenie
- Close Opsgenie Alert
- Save Accounts to Cache
- Clear Alert in Opsgenie from a received SL1 Event

The following steps are included in this SyncPack:

- Accounts Dictionary Mapping
- Check Opsgenie Heartbeat
- Close the Alert From RBA
- Create Opsgenie Maintenance
- Create Bulk SL1 Payload
- Get Acknowledged Details From Opsgenie
- Get Acked Alerts From Opsgenie
- Get Acknowledgment From SL1
- Get Resolved Incidents And Pass To SL1
- Get Event Details from SL1 Create Opsgenie Alert
- Check Opsgenie who is on call
- Post Update To SL1

The following configuration object is included in the SyncPack:

- Opsgenie Config

**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](#).

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## System Requirements

"Opsgenie" SyncPack version 1.0.0 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](#).
- "Opsgenie Incident Integration" PowerPack version 100 or later.
- "Base Steps" SyncPack version: 1.3.2 or later
- "SL1 Notification 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	SL1 Database	Any	TCP 7706	SL1 Database Access

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

International: +1-703-354-1010