



Opsgenie Synchronization PowerPack Release Notes

Version 1.0.0

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Overview

Version 1.0.0 of the *Opsgenie Synchronization* PowerPack provides a bi-directional integration between SL1 Events and Opsgenie Alerts.

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

This document includes the following topics:

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Features Included in this Release

Version 1.0.0 of the *Atlassian Opsgenie Synchronization* PowerPack includes the following features:

- You can use the PowerFlow applications included in this Synchronization PowerPack to create and update Alerts and/or Incidents in Opsgenie when an Event is created, acknowledged, or resolved in SL1.
- You can synchronize the acknowledgement and resolution states of Opsgenie alerts to the corresponding SL1 events.
- This Synchronization PowerPack 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
- 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 Synchronization PowerPack also requires you to download and install the *Atlassian Opsgenie PowerPack* version 100 or later. For more information, see [Installing the Atlassian Opsgenie PowerPack in SL1](#).

The following PowerFlow applications are included with the *Atlassian Opsgenie Synchronization PowerPack*:

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

The following step is included with the Synchronization PowerPack:

- Accounts Dictionary Mapping
- Check Opsgenie Heartbeat
- Close the Alert From RBA
- Create Opsgenie Maintenance
- Create Bulk SL1 Payload
- Get Acknowledger Details From Opsgenie
- Get Acked Alerts From Opsgenie
- Get Acknowledgement From SL1

- Get Resolved Incidents And Pass To SL1
- Get Event Details from SL1 Create OpsGenie Alert
- Check Opsgenie who is on call
- PostUpdateToSL1

The following configuration object is included with this Synchronization PowerPack:

- Opsgenie Config

Known Issues

This version of the Synchronization PowerPack does not have any known issues.

System Requirements

The Opsgenie Synchronization PowerPack requires:

- SL1 PowerFlow platform version: 2.0.0 or later.
- Opsgenie Incident Integration PowerPack version: 100 or later
- SL1 version: 10.2.0 or later. For details on upgrading SL1, see the appropriate SL1 [Release Notes](#).
- Base Steps SyncPack version: 1.3.2 or later
- SL1 Notifications Base Syncpack version: 1.0.0 or later

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

Source IP	PowerFlow Destination	PowerFlow Source Port	Destination Port	Requirement
PowerFlow	SL1 API	Any	TCP 443	SL1 API Access
PowerFlow	Opsgenie API	Any	TCP 443	Opsgenie API Access

Prerequisites for the Synchronization PowerPack

To install this Synchronization PowerPack, you must have administrator access to both SL1 and Opsgenie. Specifically, you will need:

- ScienceLogic administrator access to the Administration Portal

- Opsgenie administrator access

ScienceLogic highly recommends that you disable all firewall session-limiting policies. Firewalls will drop HTTPS requests, which results in data loss.

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.

Synchronization PowerPacks do not require a specific license. After you download a Synchronization PowerPack, you can import it to the PowerFlow platform using the PowerFlow user interface.

To import a Synchronization PowerPacks in the PowerFlow user interface:


1. On the Synchronization PowerPacks page, click Import Synchronization PowerPack. The Import Synchronization PowerPack page appears.
2. Click Browse and select the .whl file for the Synchronization PowerPack you want to install.


You can also drag and drop a .whl file to the SyncPacks page.

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

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 () in the Config column for the Synchronization PowerPack you want to install and select *Activate & Install*. The Activate & Install SyncPack modal appears.

By default, the SyncPacks page displays only activated and installed PowerPacks. If you do not see the PowerPack that you want to install, click the toggle icon () on the SyncPacks page and select *Show All SyncPacks* to see a list of the uninstalled Synchronization PowerPack.

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.

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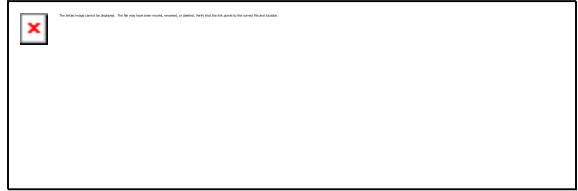
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