



PagerDuty SyncPack

Release Notes Version 1.0.0

Overview

Version 1.0.0 of the "PagerDuty" SyncPack is the initial release of the SyncPack. This release contains a set of PowerFlow applications, a configuration template, and other utilities that you can use to automatically synchronize your SL1 events and PagerDuty incidents.

This SyncPack uses the "PagerDuty Incident Integration" PowerPack.

This document covers the following topics:

<i>Included Features</i>	3
<i>System Requirements</i>	4
<i>Installing the SyncPack</i>	5

Included Features

The following applications are included in this SyncPack:

- **Create Event in PagerDuty from SL1 Event.** This application sends SL1 event information to PagerDuty. The application translates and formats the event data from SL1 so that it can be consumed by PagerDuty to create a PagerDuty incident.
- **Get PagerDuty log and incident data.** This application queries the PagerDuty API to collect log entries and incident data. The collected entries are formatted and passed to subordinate applications that process the data to update, acknowledge, and clear events in SL1.
- **Clear resolve event from ScienceLogic.** This application clears an event in SL1 that was resolved in PagerDuty. This application is called by the "Create resolve alert data from PagerDuty" for each event that needs to be cleared.
- **Get alert data and alert count from PagerDuty.** This application is called by the "Get PagerDuty log and incident data" application. This application determines the date of the most recently processed alert and stores that value to be used by the next execution of the "Get PagerDuty log and incident data" application.
- **Get resolve alert data from PagerDuty.** This application is called by the "Get PagerDuty log and incident data" application to process log messages that indicate that an incident has been resolved. This application queries the PagerDuty API for the alerts associated with the resolved incidents. If the alert was triggered from an SL1 event, the application calls the "Clear resolve event from ScienceLogic" application to clear the event.
- **Get trigger alert data from PagerDuty.** This application is called by the "Get PagerDuty log and incident data" application to process log messages that indicate that an incident has been triggered. This application queries the PagerDuty API for the alerts associated with those triggered incidents. If the alert was triggered from an SL1 event, the application calls the "Post event updates to ScienceLogic" application to add the incident ID to the event.
- **Get user details from PagerDuty and ScienceLogic.** This application is called by the "Get PagerDuty log and incident data" application to process log messages that indicate that an incident has been acknowledged. This application queries the PagerDuty API for the alerts associated with acknowledged incidents. If the alert was triggered from an SL1 event, the application updates the SL1 event so that the acknowledgment matches PagerDuty.
- **Post event updates to ScienceLogic.** This application updates SL1 events using the data collected from the PagerDuty API.

The following configuration object is included in the SyncPack:

- **PagerDuty Base Config.** This configuration object can be used as a template after the SyncPack is installed on the PowerFlow system. The configuration object includes the following:
 - Details for connecting to the SL1 API, including the hostname or IP address, username, and password
 - Details for connecting to the PagerDuty API, including the URL and integration key
 - Details for connecting to the PagerDuty REST API, including the URL and API key
 - Details for connecting to the HTTP Proxy when communicating with PagerDuty, including the hostname or IP address, username, and password
 - An optional identifier that appends the event ID to create a PagerDuty dedup key. This can be used to avoid routing key collisions when multiple SL1 platforms connect to the same PagerDuty instance.
 - Mapping between SL1 events and PagerDuty incidents including, event summary formats, event data, and indications to resolve or link incidents between SL1 and PagerDuty

The following steps are included in this SyncPack:

- Acknowledge the alert by user
- Check for since parameter after Query
- Check conditional
- Get alert count and acknowledge the alert by user
- Get incident and user data
- Get resolve incident data
- Get trigger incident data
- Get user email from user details
- Convert ScienceLogic event data to PagerDuty event

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](#).

System Requirements

"PagerDuty 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](#).

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	PagerDuty API	Any	TCP 443	PagerDuty API Access
PowerFlow	SL1 Database	Any	TCP 7706	SL1 Database 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.

© 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. For more information, see <https://sciencelogic.com/company/legal>.

ScienceLogic

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

International: +1-703-354-1010