



PagerDuty SyncPack

Release Notes Version 1.0.2

Overview

Version 1.0.2 of the "PagerDuty" SyncPack addresses an issue in which events were not being acknowledged.

This SyncPack uses the "PagerDuty Incident Integration" PowerPack.

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Issues Addressed in this Release

The following issue was addressed in this release:

- The SyncPack was updated to address an issue in which events were not being acknowledged. (Support Case: 00308530; Jira ID: INT-5258)

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" application for each event that needs to be cleared.
- **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 alert and user data 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. This application also 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.
- **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

Version 1.0.2 of the "PagerDuty" SyncPack 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 or Upgrading 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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