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# ThousandEyes SyncPack

Release Notes Version 1.0.0

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## Overview

Version 1.0.0 of the "ThousandEyes" SyncPack is the initial release of the SyncPack. This release contains a PowerFlow application, a configuration template, and other utilities that you can use to automatically create SL1 events from ThousandEyes alerts.

This document covers the following topics:

<a href="#">Features Included in this Release</a> .....	2
<a href="#">System Requirements</a> .....	3
<a href="#">Installing the SyncPack</a> .....	3

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## Features Included in this Release

The following PowerFlow application is included in this SyncPack:

- **ThousandEyes: Process Alert.** This application processes ThousandEyes alert data and creates an SL1 event.

The following configuration object is included in the SyncPack:

- **ThousandEyes 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
  - Mapping between SL1 events and ThousandEyes alerts including, event and yname formats, device matching, default device, and custom attribute matching.

The following steps are included in this SyncPack:

- Get Alert Data From ThousandEyes
- Transform ThousandEyes Alert Data to SL1 Event
- Trigger ThousandEyes Event Payload

**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

Version 1.0.0 of the "ThousandEyes" 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	Destination	Source Port	Destination Port	Requirement
PowerFlow	SL1 API	Any	TCP 443	SL1 API Access
ThousandEyes	PowerFlow API	Any	TCP 443	PowerFlow 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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