



xMatters SyncPack

Release Notes Version 1.0.0

Overview

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

This SyncPack uses the "xMatters Incident Integration" PowerPack.

This document covers the following topics:

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Included Features

This release includes the following features:

- You can use the PowerFlow applications included in this SyncPack to create and update alerts and incidents in xMatters when an event is created, acknowledged, or resolved in SL1.
- You can synchronize the state of xMatters incidents to the corresponding SL1 events.
- This SyncPack uses the following Run Book Automations from the "xMatters Integration" PowerPack:
 - xMatters: Trigger
 - xMatters: Resolve
 - xMatters: Acknowledge Event
 - xMatters: Oncall

The following applications are included in this SyncPack:

- Bulk Resolve SL1 Events
- Get Acknowledged Incidents And Post Data To SL1
- Get Oncall Details And Post Oncall List To SL1
- Pass Acknowledgment details from SL1 to Xmatters
- Pass Resolution to Xmatters from RBA
- Save Accounts To Cache
- Get Event Details And Post Incident URL To SL1

The following steps are included in this SyncPack:

- Account To URI Mapping
- Create Bulk SL1 Payloads

- Converting xMatters Response into SL1 Payload
- Post Event Details to xMatters
- Get Acknowledger Details From XM
- Get Acknowledgment From SL1 And Pass to xMatters
- Get Acknowledged Incidents
- Get Event Details from SL1 Create xMatters Alert
- Get Oncall Details from xMatters
- Post Update to SL1
- Indicate Resolution on xMatters

The following configuration object is included in the SyncPack:

- xMatters Config Template

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

This release of the "xMatters" 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](#).
- "xMatters Integration" PowerPack version 100 or later.
- "Base Steps" SyncPack version 1.3.2 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 |

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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