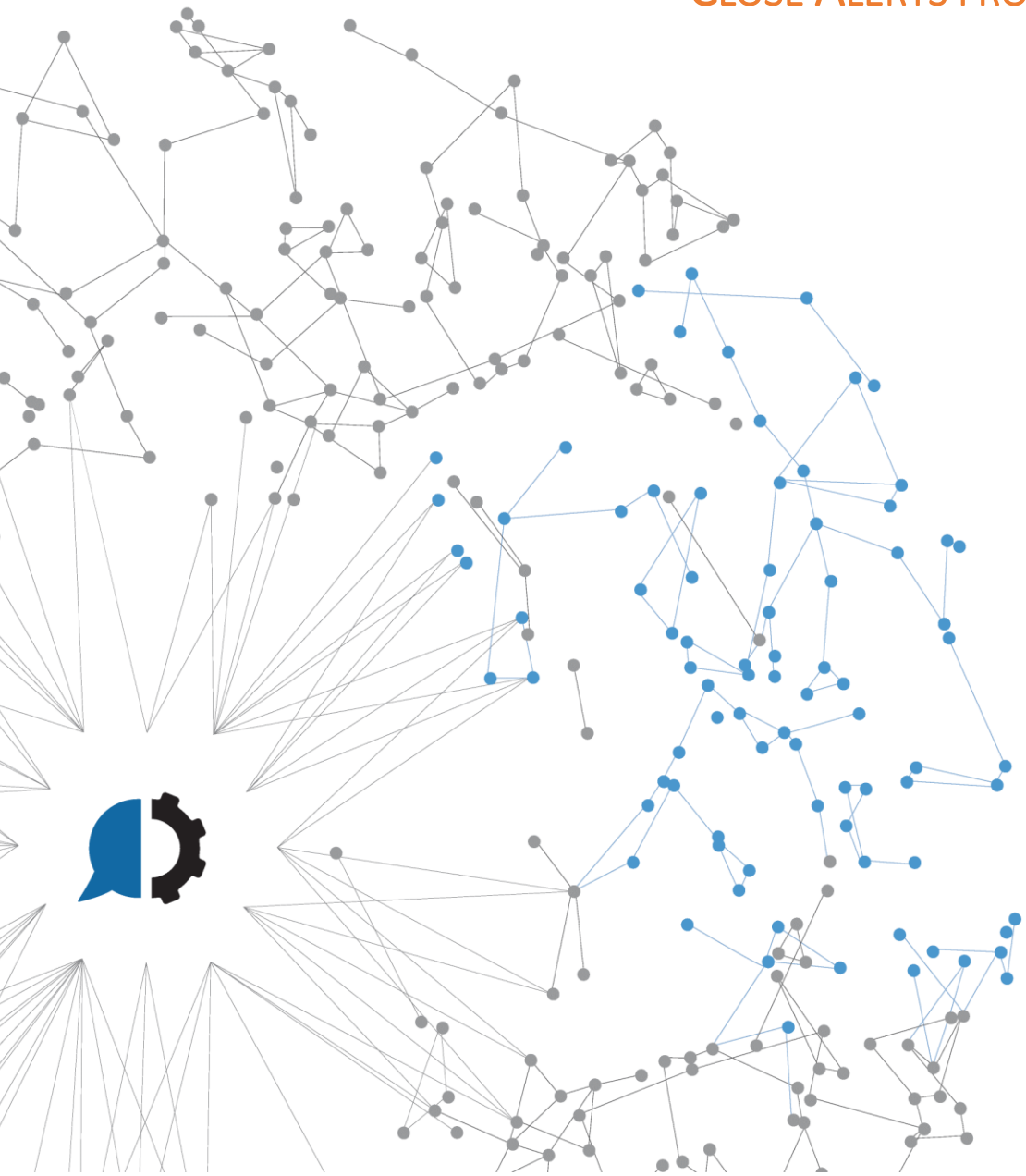
OPSGENIE BOT

CLOSE ALERTS FROM EXCEL INPUT



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Overview

This how to guide introduces the *Opsgenie Bot - Close Alerts from Excel INPUT*. Instead of spending precious time and resources on repetitive, manual tasks, let Automate go to work and streamline your IT and business processes with robotic process automation. Automate can take over manual steps which greatly reduces the repetitive activities and improves the quality and consistency of the work. The top processes being automated are reports generation, file movement, data import and export, and scheduling batch processing.

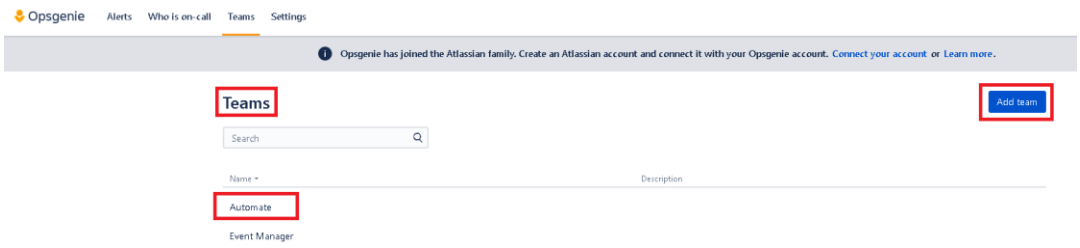
The ***Opsgenie Bot - Close Alerts from Excel INPUT*** is based in the Opsgenie REST API. It closes Alerts in Opsgenie by executing the "***close tickets***" HTTP method and update the Input Excel file with the result of the execution. This bot uses an API key authentication method to avoid using username and password. Carefully look over the Prerequisites and the How To Generate the Input File sections to get detailed information.

PREREQUISITES

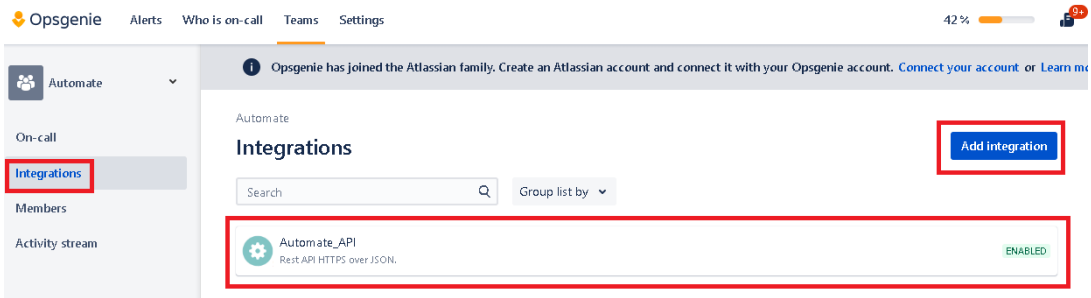
- Automate: The Opsgenie bot depends on Automate software in order to work. The minimal supported versions are:
    - Automate Ultimate 11.2
    - Automate Plus 11.2
    - Automate Desktop 11.2
- Automate Markup Language file (.AML): The primary file type used in Automate which contains the steps of our Opsgenie bot task
- Opsgenie: Our minimal requirements are:
    - Opsgenie Integration created and enabled for your Team: It is possible to create an API key by going to the Opsgenie settings menu and then to the API key management, however, it is recommended to create it from the Team Dashboard. This way you will be able to manage various API keys and associate them to particular teams within your organization. All the members in that team will be notified of any alert that was created or modified. You can get further information in the next Opsgenie link.

      For creation you can follow the next steps:

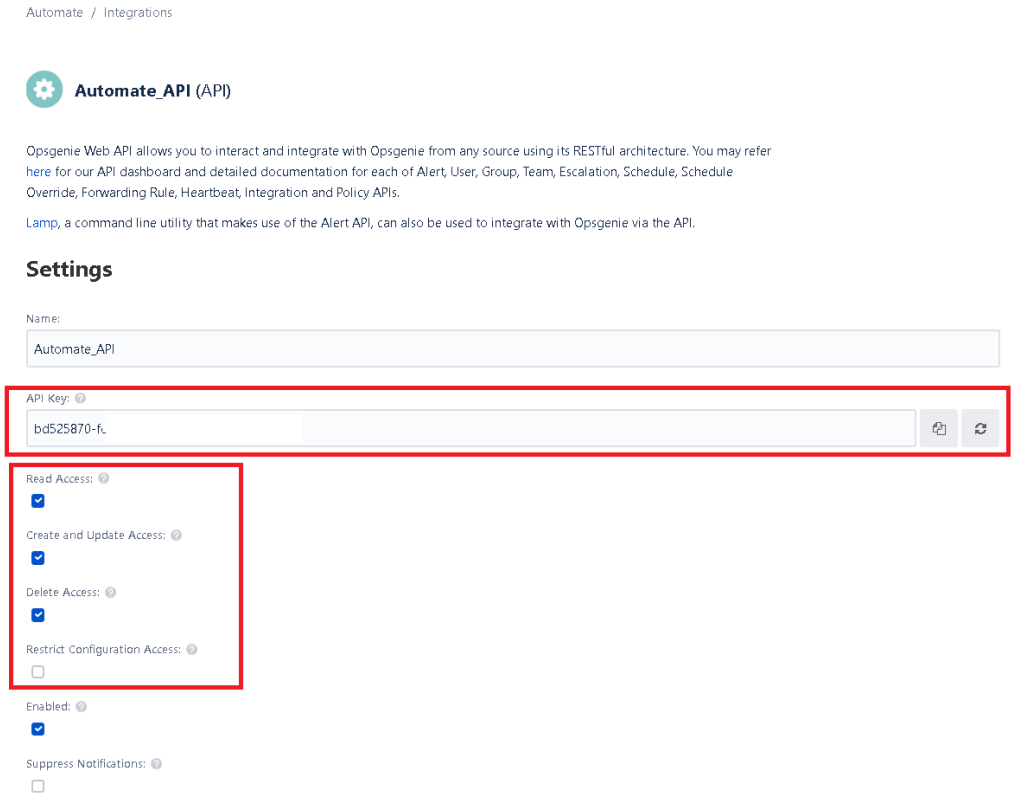
      1. Go to the Teams dashboards, select or add a new team.



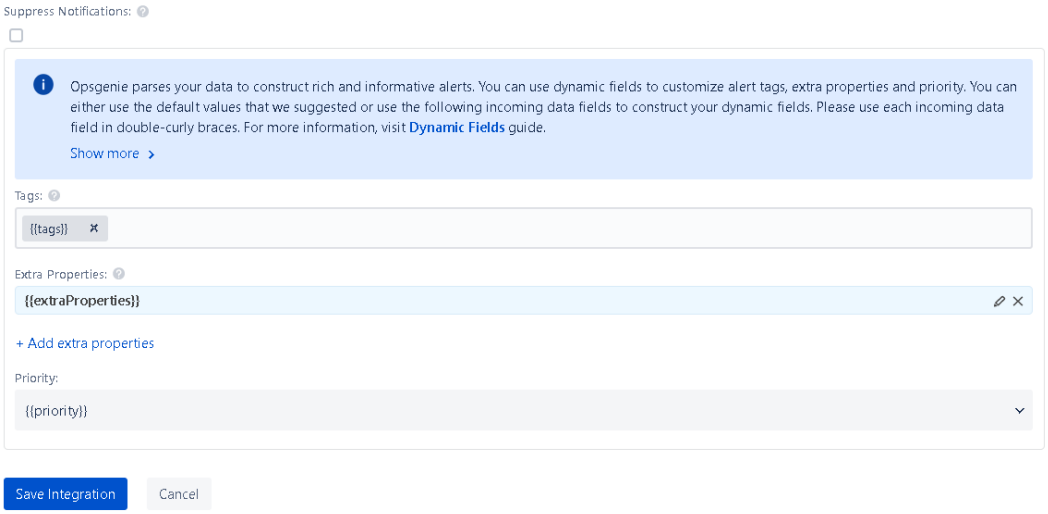
      2. Go to Integrations and create a new one:



3. Complete the settings for your integration. Check the Enabled box and the access authorization depending on what Automate bot you are going to use. For example, if you will only list alerts, you can leave only the “Read Access” option checked, for creation and updating you will need the “Create and Update Access” checked.



4. Copy the generated API key and save the integration.



- Opsgenie API Key: The API key generated when creating the integration
- Opsgenie API Version: This bot was created using the API v2.

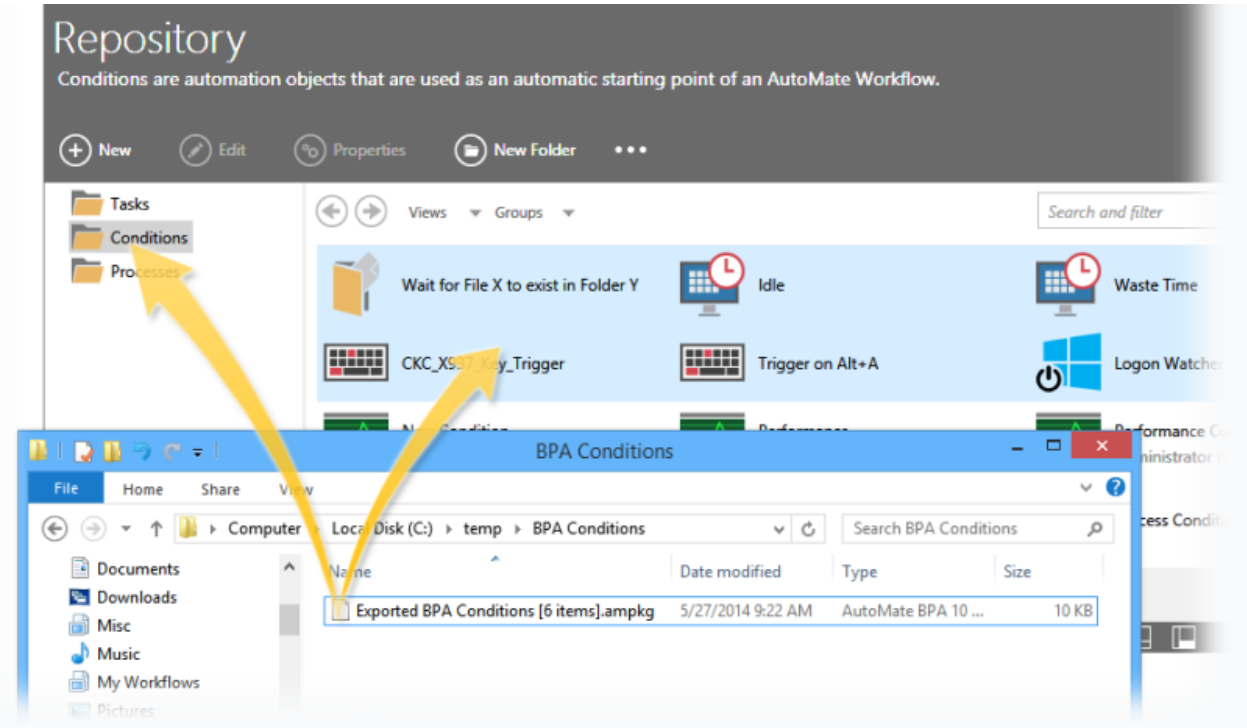
- Automate constants to be created to set the Opsgenie connection values:
  - const_OpsgenieRegionDomain: Opsgenie URL for API connection. It represents your specific region from which you connect to the Opsgenie API (Provided by Opsgenie).
    - Example: https://api.eu.opsgenie.com for EU data center and *https://api.opsgenie.com* for US data center.
  - const_OpsgenieApiKey: Opsgenie API Key to execute the connection/request with.

How to import an AutoMate task

Compatible file types can be imported to the repository via drag-and-drop

From the Server Management Console, navigate to the Repository section

Drag the desired file(s) from its original location and drop them into the folder in the SMC. Files can be dropped into the folder icon or the main panel (as shown below). Imported object(s) are automatically placed into their corresponding repository location.



HOW TO GENERATE THE INPUT FILE

The input file ***"Opsgenie Close Alerts INPUT.xlsx"*** shipped with the Opsgenie BOT provides a self-explanatory guide to complete all the fields in your transaction automatically.

The Excel INPUT file

	A	B	C	D
1	Opsgenie - Alert Fields			
2	Alert ID	Note	User	Source

E	F	G
Closed?	Result Details	
Yes/No	Date	Request ID / Result Message

NOTES:

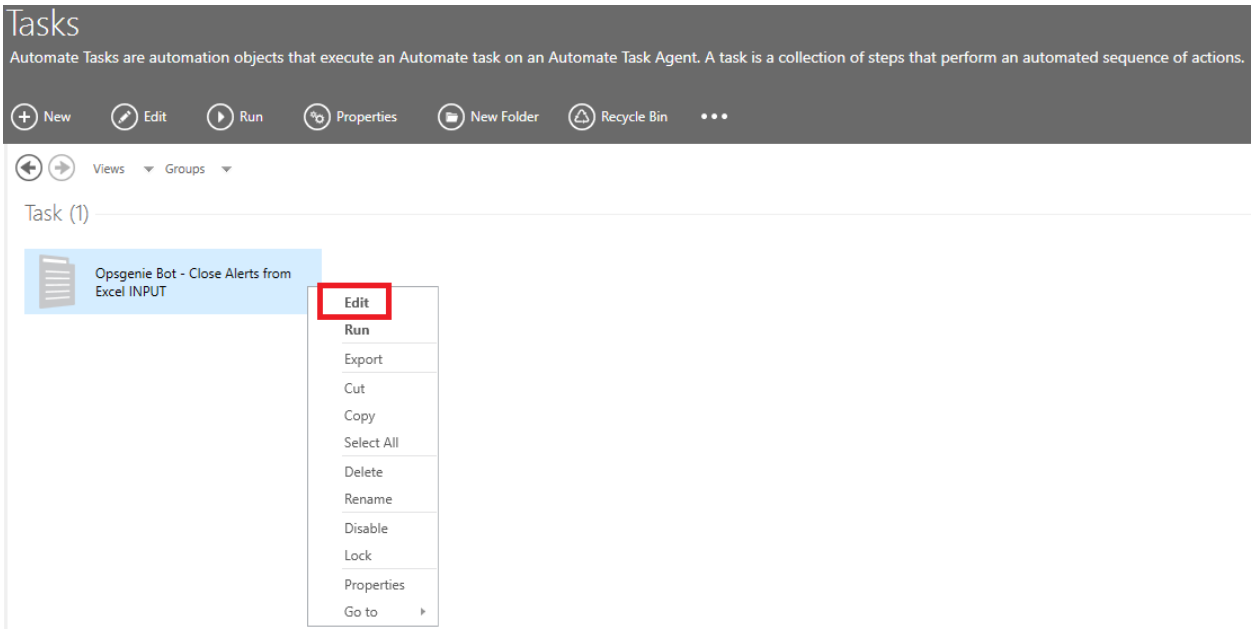
- ***Red fields*** are mandatory.
- A Note will be added to the alert and related it to the User filled in the Excel file.
- Columns E to G in the INPUT file will be filled with the result of the execution and the request ID. See APPENDIX A for an example on the resulting.

How to execute the Opsgenie Bot - Close Alerts from Excel INPUT

If this is the first time running this task, we will need to set some parameters

Open the Server Management Console and locate the imported task

Edit the imported task by right clicking on the task and selecting edit



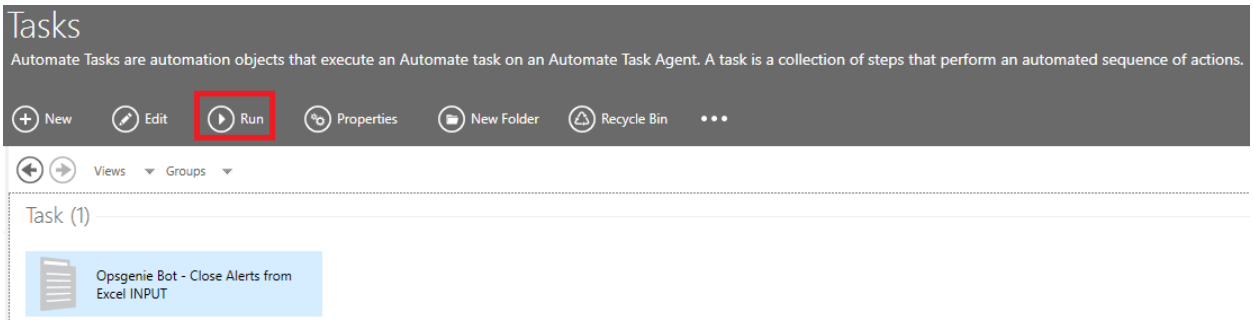
From step 2 edit the next variables according to your desired output:

- var_ExcelInputFile: The complete path and filename of the Opsgenie Close Alerts INPUT.xlsx.

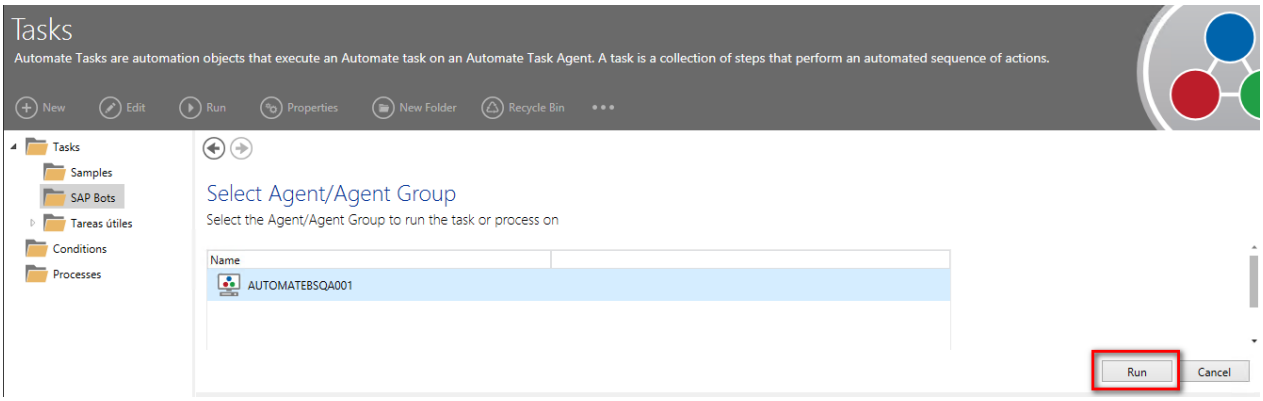
  Example: ***"D:\Automate\Opsgenie Close Alerts INPUT.xlsx"***

Save and close the task

Select the task and click on Run



Select your Agent and click on Run again



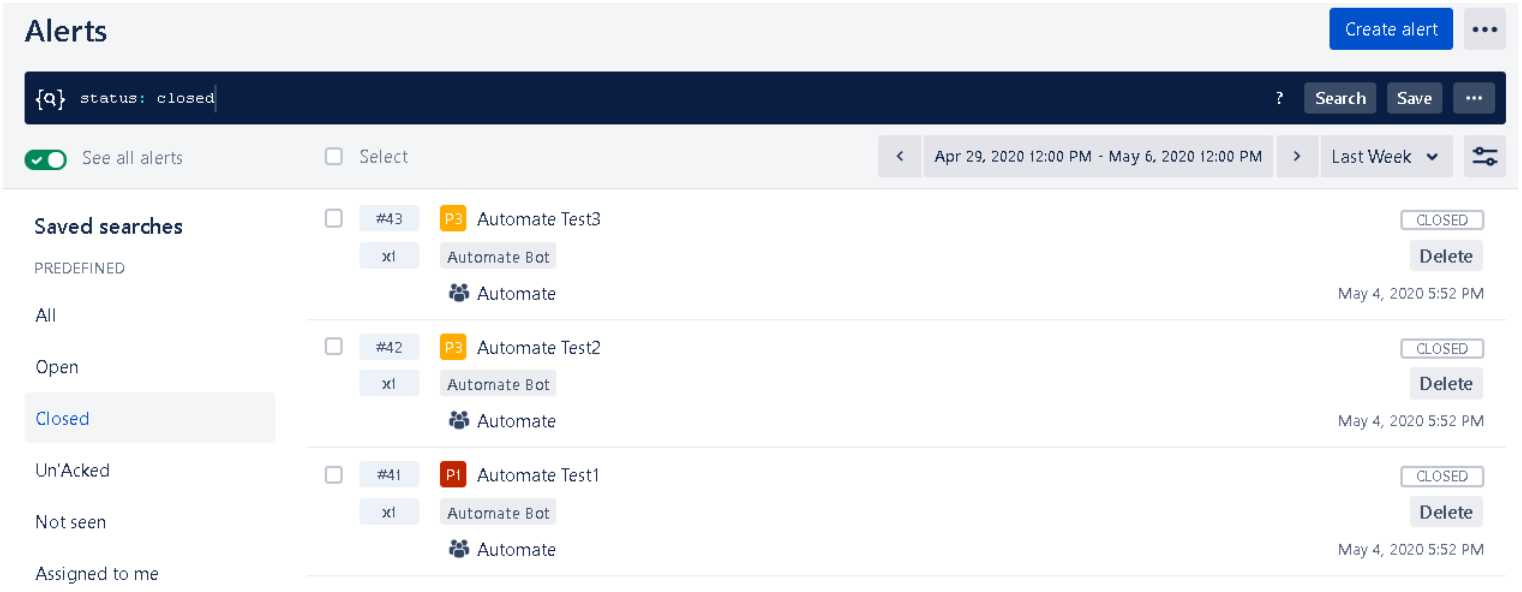
APPENDIX A – OPSGENIE ALERTS VIEW AND EXCEL RESULTS EXAMPLES

INPUT Excel file with results:

	A	B	C	D	E	F	G
1	Opsgenie - Alert Fields				Closed?	Result Details	
2	Alert ID	Note	User	Source	Yes/No	Date	Request ID / Result Message
3	65558c70-e901-4794-950b-76cc63dda47d-1588269143815	This alert was closed by AutoMate	AutomateUser	AutomateBot	YES	30/04/2020 3:09:40 PM	343b59e0-feeb-4dcb-832f-975f74668fd5
4	4d2e4168-e538-48a5-a32e-d12e825d8ff1-1588269147724	This alert was closed by AutoMate	AutomateUser	AutomateBot	YES	30/04/2020 3:09:43 PM	de4384c1-9550-47c1-94b3-977c27734048
5	80870e02-8650-4720-9518-f58ceb429df0-1588269150548	This alert was closed by AutoMate	AutomateUser	AutomateBot	YES	30/04/2020 3:09:44 PM	b20031f3-b820-47cf-a40c-72059d0db2fa

Note that the execution result is written from column E to G. Column E will have the request ID in Opsgenie.

Opsgenie Alerts view result:



APPENDIX B - TROUBLESHOOTING

- Logs: Each iteration of our BOT creates a Log file for troubleshooting. You can locate the log file under C:\Automate\Tasks\<<TASK NAME>>. By Default, the task name is *Opsgenie Bot - Close Alerts from Excel INPUT.*

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