

Configure and Verify Alarm Notifications from Catalyst SD-WAN Manager to Webex Application

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Introduction

This document describes how to enable alarm notifications from Cisco SDWAN-Manager to be sent via webhook to Cisco Webex Teams channel.

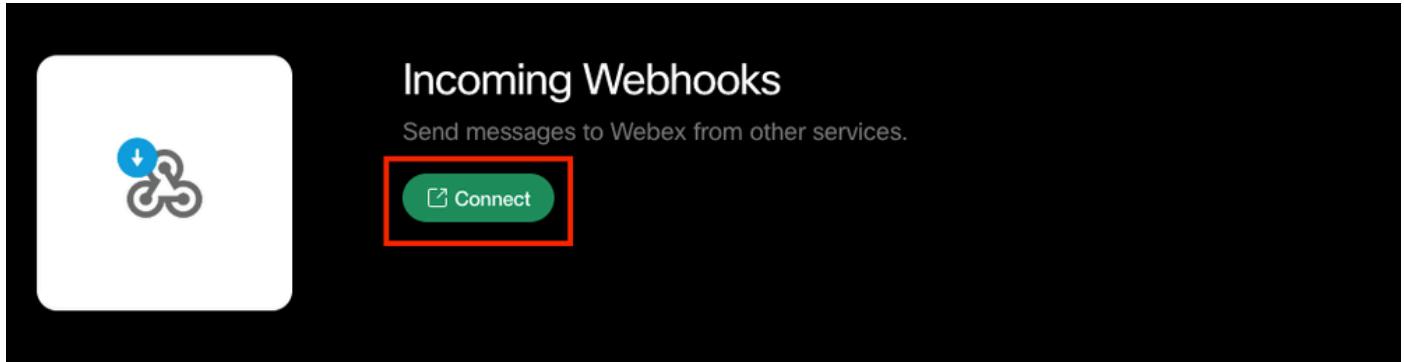
Prerequisites

Requirements

Create webhook URL endpoint

Create the incoming webhook for Cisco Webex from <https://apphub.webex.com> in order to configure Cisco SDWAN-Manager alarm notifications to be sent to Cisco Webex Teams channel.

1: Click on the **Connect**.



Integration by Cisco Systems

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Incoming webhooks let you post messages in Webex spaces when an event occurs in another service that supports webhooks. Webhook events trigger in near real-time allowing your Webex spaces to stay in sync with events happening outside of Webex.

The incoming webhook URL expects an HTTP request with a JSON payload which includes the message in either a plaintext field or Markdown-formatted field.

```
curl -X POST -H "Content-Type: application/json" \
-d '{"text" : "This is a message from a Webex incoming webhook."}' \
"https://webexapis.com/v1/webhooks/incoming/<incoming\_webhook\_url>"
```

```
curl -X POST -H "Content-Type: application/json" \
-d '{"markdown" : "This is a formatted message from a Webex incoming webhook."}' \
"https://webexapis.com/v1/webhooks/incoming/<incoming\_webhook\_url>".
```

2: Create a Webhook name and a new space (ex: Webhook Notification) in Webex. Then, select the Webhook Notification space from the drop-down menu and click **ADD**.

Webhook name

Notification

Select a space

Webhook Notification

Add

3: **Webhook URL** endpoint is created.

Incoming Webhooks

Notification Room: Webhook Notification ^

🔗 Webhook URL

https://webexapis.com/v1/webhooks/incoming/Y2IzY'

Save Delete

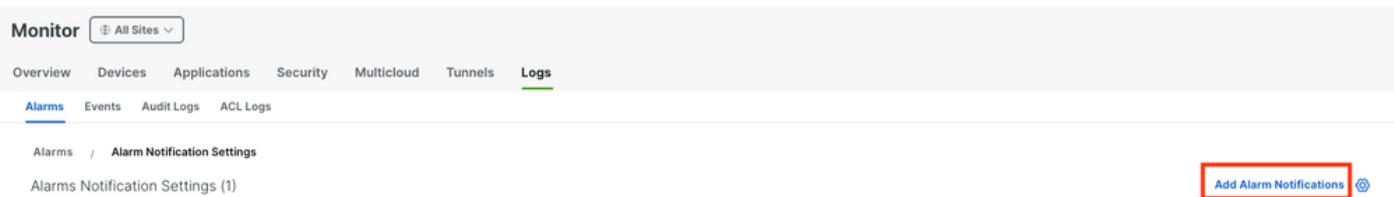
Components Used

This document is based on these software and hardware versions.

- Cisco Catalyst SD-WAN Manager version 20.15.3.1

Configure

1. On the Cisco SD-WAN Manager menu. Navigate to **Monitor > Logs > Alarms > Alarm Notifications > Add Alarm Notifications.**



The screenshot shows the Cisco SD-WAN Manager interface. The top navigation bar has 'Monitor' selected. Below it, there are tabs for 'Overview', 'Devices', 'Applications', 'Security', 'Multicloud', 'Tunnels', and 'Logs'. The 'Logs' tab is underlined, indicating it is selected. Under the 'Logs' tab, there are sub-tabs: 'Alarms' (which is underlined), 'Events', 'Audit Logs', and 'ACL Logs'. The main content area shows the path 'Alarms / Alarm Notification Settings'. At the bottom right of this area, there is a red box around the 'Add Alarm Notifications' button, which is highlighted in red. The URL in the address bar is 'Alarms Notification Settings (1)'.

- **Notification:** Created the name for Notification.
- **Alarm Type:**
 - **Object Type:** Select Devices.
 - **Object List :** select ALL or individual devices.
 - **Severity:** All.
 - **Types:** All or Select which are needed.
- **Delivery Method:**
 - Select WebHook.
- **Choose a Channel for Webhook :**
 - From drop down menu, select **Cisco Webex**.
- **WebHook URL:** Copy URL from **Incoming Webhooks APP**.

Incoming Webhooks

Notification

Room: Webhook Notification

^

🔗 Webhook URL

<https://webexapis.com/v1/webhooks/incoming/Y2IzY>



Notification

Room: Webhook Notification

▼

Notification

Room: Webhook Notification

▼

- **Webhook Threshold:** 4
- Click **Add Notifications** when you are finished.

Add Alarm Notifications

X

All fields are required unless otherwise indicated as optional.

Notification Name

Notifications

Alarm Type

Object Type

Device

Object List

All

Severity

All

Types

All

Delivery Method

Email

WebHook

Choose a Channel for Webhook:

Cisco Webex

WebHook URL

<https://webexapis.com/v1/webhooks/incoming/Y2IzY29zcGFyazovL> [Hide](#)

WebHook Threshold

4

Cancel

Add Notification

Verify

- Verify that the alarm notification is forwarded to the Cisco Webex Teams channel (Channel name: "Webhook Notification").

[New messages](#)

Notification 4:04 PM

**Rule Name:** security-vedge-serial-file-uploaded**Time:** 22:04:06 Nov 7 2025 (GMT)**Severity:** Critical**Message:** vEdge serial file uploaded**Type:** (Security)security-vedge-serial-file-uploaded**Impacted Sites/Hosts List:** SITE_101019(vmanage_1)**Rule Name:** security-vedge-serial-file-uploaded**Time:** 22:04:10 Nov 7 2025 (GMT)**Severity:** Critical**Message:** vEdge serial file uploaded**Type:** (Security)security-vedge-serial-file-uploaded**Impacted Sites/Hosts List:** SITE_101011(vsmart-west)**Rule Name:** security-vedge-serial-file-uploaded**Time:** 22:03:58 Nov 7 2025 (GMT)**Severity:** Critical**Message:** vEdge serial file uploaded**Type:** (Security)security-vedge-serial-file-uploaded**Impacted Sites/Hosts List:** SITE_101015(vbond-west)**Rule Name:** security-vedge-serial-file-uploaded**Time:** 22:04:16 Nov 7 2025 (GMT)**Severity:** Critical**Message:** vEdge serial file uploaded**Type:** (Security)security-vedge-serial-file-uploaded**Impacted Sites/Hosts List:** SITE_102015(vbond-east)

Seen by

Troubleshoot

If there is any issue with the webhook integration, check the logs. Log in to the Cisco SDWAN-Manager shell, go to cd /var/log/nms directory and check the vmanage-server.log file.

Working Example :

- If you receive a **204** status code, this means webhook was successfully delivered and processed.

```
vmanage_1# vsh
vmanage_1:~$ cd /var/log/nms
vmanage_1:/var/log/nms$ tail -f vmanage-server.log | grep webhook
[] [vmanage_1] [NotificationsConsumer] (pool-53-thread-9) || Response status code after sending webhook
[] [vmanage_1] [NotificationsConsumer] (pool-53-thread-11) || Response status code after sending webhook
[] [vmanage_1] [NotificationsConsumer] (pool-53-thread-10) || Response status code after sending webhook
[] [vmanage_1] [NotificationsConsumer] (pool-53-thread-12) || Response status code after sending webhook
```

Not Working Example:

- If you receive a **404** response code, this means the endpoint URL is not correct.

```
vmanage_1:/var/log/nms$ tail -f vmanage-server.log | grep webhook
[] [vmanage_1] [NotificationsConsumer] (pool-53-thread-13) || Response status code after sending webhook
[] [vmanage_1] [NotificationsConsumer] (pool-53-thread-14) || Response status code after sending webhook
[] [vmanage_1] [NotificationsConsumer] (pool-53-thread-15) || Response status code after sending webhook
[] [vmanage_1] [NotificationsConsumer] (pool-53-thread-1) || Response status code after sending webhook
```

Related Information

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