Cisco DNA Center-to-Cisco Webex Integration

About Cisco DNA Center-to-Cisco Webex Integration

You can integrate Cisco DNA Center with Cisco Webex.

The following table displays the supported Cisco DNA Center-to-Cisco Webex integration workflow.

Table 1: Cisco DNA Center-to-Cisco Webex Integration Workflow

Step	Description
Step 1	Review the following Cisco DNA Center-to-Cisco Webex integration requirements: • Cisco DNA Center, Release 2.3.3 • Cisco Webex **Note** Cisco DNA Center integration with Cisco Webex is accomplished by using a Cisco Webex Bot, as well as using REST APIs.
Step 2	Create a Cisco Webex Bot for use in the integration. For information about creating a Cisco Webex Bot, see Webex Teams - Integrations & Bots.
Step 3	Select and subscribe one or more events to forward notifications from Cisco DNA Center to Cisco Webex. To access an event in Cisco DNA Center, click the menu icon (≡) and choose **Platform** > **Developer Toolkit** > **Event Notifications** > **Event Catalog**. **Event Catalog** displays all the events. Review the events and click the **Notifications** tab to subscribe to an event.

Step	Description
Step 4	In the **Notifications** tab, create a new notification for the event. Follow the steps in the **Create a New Notification** wizard and select Cisco Webex as the notification channel. The following required data must be entered in the Cisco DNA Center platform GUI: • Authentication (bot access token) • Space name (or room ID) For detailed information about this procedure, see Subscribe Cisco DNA Center Event Notifications to Cisco Webex, on page 5.
Step 5	Any notifications for the selected event are now forwarded to Cisco Webex from Cisco DNA Center and published as a new message in Cisco Webex.
Step 6	Cisco Webex responds to Cisco DNA Center with one of the following API messages: • 202: The event has been accepted by Cisco Webex. • 400: Bad Request - Check that the JSON is valid. • 429: Too many API calls at a time. • 500 or other 5xx: Internal Server Error - the Cisco Webex server experienced an error while processing the event. • Networking Error: Error while trying to communicate with Cisco Webex servers.
Step 7	Review the issue in Cisco Webex.
Step 8	Close the issue in Cisco Webex.
Step 9	Cisco DNA Center receives the status from Cisco Webex and then closes the issue.

Configure Cisco Webex Integration

Complete the following steps to configure a Cisco DNA Center-to-Cisco Webex integration.

Before you begin

Ensure that you have Cisco Webex running on a network that you will integrate with the Cisco DNA Center platform.

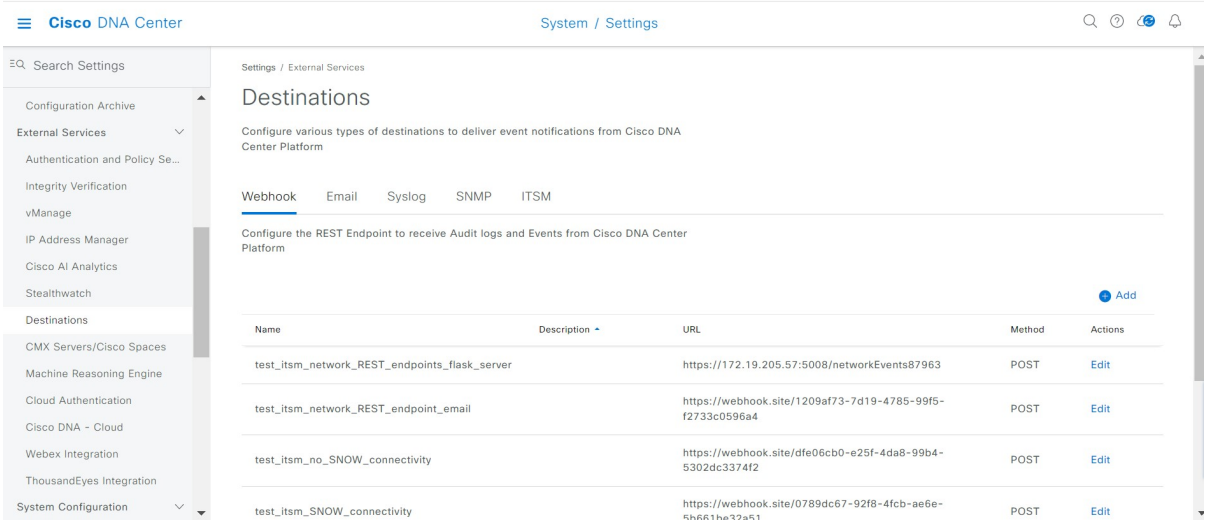
You must have the appropriate permissions to perform the tasks as described in this procedure. For information about role-based access control for the Cisco DNA Center platform, see the *Cisco DNA Center Platform User Guide*.

Step 1 Click the menu icon (☰) and choose **System** > **Settings** > **External Services** > **Destinations** > **Webhook**.

Step 2 Review the **Webhook** tab.

Cisco DNA Center-to-Cisco Webex Integration

Figure 1: Webhook Tab



The following fields are displayed:

- **Name**: Name of the webhook.
- **Description**: Description (user provided) of the webhook.
- **URL**: URL of webhook (callback URL).
- **Method**: REST API method of webhook (POST).
- **Edit**: Link that opens field to edit the configured webhook fields. After editing the webhook configuration, click **Update** to save your changes.

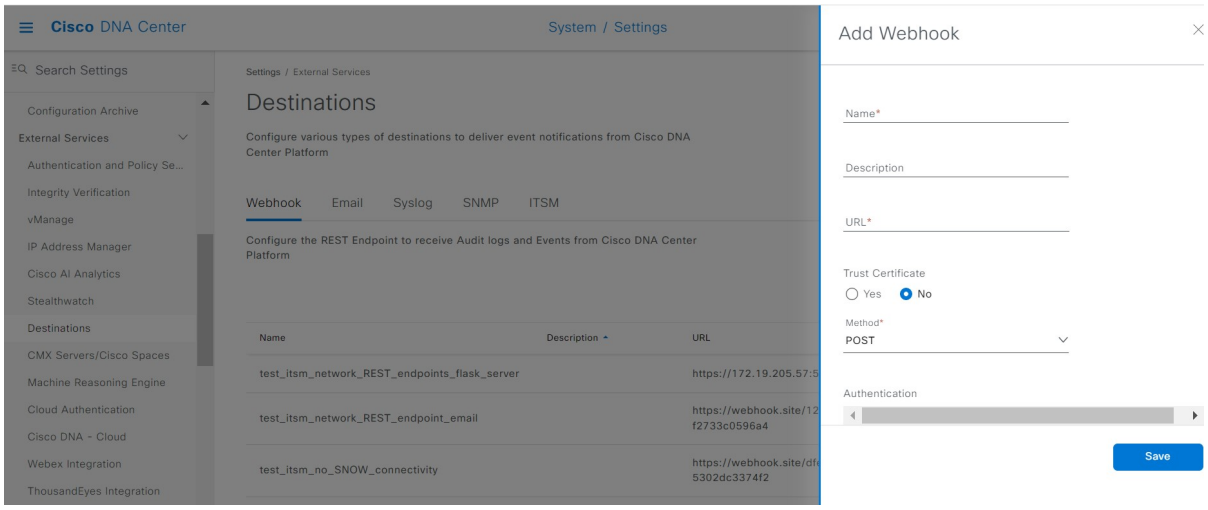
Step 3 Click the **Add** link/icon to configure a webhook.

An **Add Webhook** slide-in pane opens.

Step 4 Enter values in the fields in the **Add Webhook** slide-in pane to configure the webhook.

Cisco DNA Center-to-Cisco Webex Integration

Figure 2: Add Webhook



- **Name**: Name of the webhook.
- **Description**: Description of the webhook.
- **URL**: URL address of the webhook (callback URL).

Step 5 Choose whether a trust certificate is associated with the webhook URL.

Depending on your webhook configuration, within the **Trust Certificate** field, click **Yes** or **No**.

Step 6 Choose the authentication type associated with your webhook URL.

Depending on your webhook configuration, within the **Authentication** field, click one of the following:

- **Basic**: Authentication where the client sends HTTP requests with the Authorization header that contains the word *Basic*, followed by a space and a base64-encoded string *username:password*. If you choose **Basic** in the GUI, the **Header Key** field enters the value **Authorization**.
- **Token**: Authentication where users are authenticated using a security token that is provided by the server. If you choose **Token**, the **Header Key** field enters the value **X-Auth-Token**.
- **No Authentication**: No authentication is required.

Step 7 Within the **Headers** field, enter values for the **Header Name** and **Header Value**, and click **Add**.

Note The **Headers** field may be auto-populated depending on your **Authentication** selection.

Step 8 Click **Save** to save your webhook destination configuration.

What to do next

Select individual events in the **Events** table and subscribe to Cisco Webex.

Subscribe Cisco DNA Center Event Notifications to Cisco Webex

Complete the following steps to subscribe Cisco DNA Center platform event notifications to Cisco Webex.

Before you begin

Ensure that you have Cisco Webex running on a network that you will integrate with the Cisco DNA Center platform.

Ensure that you have **Webex Teams Room Id** and **Webex Teams Bot Access Token**. For more information, see About Cisco DNA Center-to-Cisco Webex Integration, on page 1.

You must have the appropriate permissions to perform the tasks as described in this procedure. For information about role-based access control for the Cisco DNA Center platform, see the Cisco DNA Center Platform User Guide.

Step 1 Click the menu icon (☰) and choose **Platform** > **Developer Toolkit** > **Event Notifications** > **Event Catalog**.

The **Event Catalog** window appears.

Step 2 In the **Event Catalog** window, review the events table that is displayed by the GUI.

Note You can adjust the events that are displayed in the GUI by entering a keyword in the **Search** field.

Step 3 Review the data on an individual event within the table.

The following **Events** data is provided:

- **Event ID**: Identification number for the event.
- **Name**: Name of the event (link).

  If you click this link, the **Name** slide-in pane opens for the event. The **Name** slide-in pane consists of two tabs: **Events Details** and **Active Subscriptions**.
- **Description**: Brief description of the event.
- **Type**: Network, App, System, Security, or Integrations type of event.
- **Category**: Error, Warn, Info, Alert, Task Progress, Task Complete.
- **Severity**: 1–5.

  Note Severity 1 is the most important or critical priority and should be assigned for this type of an event.
- **Status**: Subscription status (whether a user has subscribed to the event). If subscribed to an event, a link appears in this column to the **Active Subscription** tab.

Step 4 Click a **Name** link to open an event subscription slide-in pane.

Step 5 Review the data displayed in the event subscription slide-in pane.

The following **Event Details** tab data is displayed:

- **Description**: Brief description of the event and how it is triggered.

- **Event ID**: Identification number of the event.
- **Version**: Version number of the event.
- **Namespace**: Namespace of the event.

  The default value for all the events is ASSURANCE.
- **Domain**: REST API domain to which the event belongs.
- **Sub Domain**: Subgroup under the REST API domain to which the event belongs.
- **Type**: Network, App, System, Security, or Integrations type of event.
- **Category**: Error, Warn, Info, Alert, Task Progress, Task Complete.
- **Severity**: 1–5.

  Note Severity 1 is the most important or critical priority and should be assigned for this type of an event.
- **Cisco DNA Event Link**: Event broadcast using REST URL.
- **Note**: Additional information about the event or to help further understand the event.
- **Tenant Aware**: Whether the event is tenant aware or not.
- **Tags**: Tags indicate what Cisco DNA Center component is affected by the event. The default value for tags for this release is ASSURANCE with additional syntax for the specific Assurance issue.
- **Supported Endpoints**: What endpoint types are supported for the event notifications. The following endpoints are supported with this release:
  - REST API
  - Syslog server
  - Email
  - SNMP trap
  - PagerDuty
  - Cisco WebEx
- **Model Schema**: Presents model schema about the event:
  - **Details**: Example of model schema detail for the event.
  - **REST Schema**: REST schema format for the event.

Step 6 Click the **Active Subscriptions** tab.

The following **Active Subscriptions** tab data is displayed:

- **Broadcast Methods**: Email, REST API, or SNMP trap
- **Count and Instances**: Number of instances of notifications for emails, REST APIs or SNMP traps.

Note After subscribing to an event, click the subscription count under **Count and Instances** to edit or unsubscribe to the active subscription. After clicking the individual subscription count, click **Unsubscribe** to unsubscribe or **Edit** to further edit it. For multiple subscriptions, you must unsubscribe to each subscription one at time. The ability for multiple subscribing or unsubscribing is not supported using the GUI.

- **Actions**: Either unsubscribe or edit the active subscription.

  Note After subscribing to an event, a **Try It** button appears in the **Active Subscriptions** tab. By clicking this button, you can run an event simulation.

Step 7 Click **Subscribe** to add this event to your active subscription of events. For a Cisco WebEx notification, configure the following fields:

- **Name**: Name of the event.
- **Subscription Type**: From the Subscription drop-down list, choose **WEBEX**.

  Note Subscription type can be set for either email, REST API endpoint (webhook), syslog server, SNMP trap, PagerDuty, or Cisco Webex.

- **Select an existing endpoint**: Select the **Subscription Endpoint** from the drop-down list.
- **Create a new endpoint**: To create a new endpoint, enter a new **Endpoint Name** and **Endpoint Description**.
- In the **SERVICE CONFIGURATION** area, enter the **Webex Teams URL**, **Webex Teams Room Id**, and **Webex Teams Bot Access Token**.

Click **Subscribe** to save and enable the subscription or **Cancel** to cancel and exit the window.

Step 8 Review your subscriptions in the **Active Subscriptions** tab.

The following information is provided for a subscription:

- **Broadcast Method**: Email, REST API, or SNMP trap notification.
- **Counts and Instances**: Number of instances of notification.

  Click the **Unsubscribe** and **Edit** links to unsubscribe or edit the subscription, respectively.

- **Actions**: Actions taken for the events.

Note You can adjust the subscriptions that are displayed in the GUI by clicking the **Filter** icon and using the filter, or entering a keyword in the **Find** field.

What to do next

Access Cisco Webex to review the events.

Cisco DNA Center-to-Cisco Webex Integration