



# Cisco DNA Center-to-Cisco Webex Integration

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## 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	<p>Review the following Cisco DNA Center-to-Cisco Webex integration requirements:</p> <ul style="list-style-type: none"> <li>• Cisco DNA Center, Release 2.3.4</li> <li>• Cisco Webex</li> </ul> <p><b>Note</b> Cisco DNA Center integration with Cisco Webex is accomplished by using a Cisco Webex Bot, as well as using REST APIs.</p>
Step 2	<p>Create a Cisco Webex Bot for use in the integration.</p> <p>For information about creating a Cisco Webex Bot, see <a href="#">Webex Teams - Integrations &amp; Bots</a>.</p>
Step 3	<p>Configure the integration settings. Click the menu icon (☰) and choose <b>System &gt; Settings &gt; System Configuration &gt; Integration Settings</b>. Enter your callback URL hostname or IP address.</p>
Step 4	<p>Select and subscribe one or more events to forward notifications from Cisco DNA Center to Cisco Webex.</p> <p>To access an event in Cisco DNA Center, click the menu icon (☰) and choose <b>Platform &gt; Developer Toolkit &gt; Events</b>. Review and choose an event from the <b>Events</b> table. For example, from the list of events in the window, choose <b>AP Down</b> and subscribe to that event.</p>

Step	Description
Step 5	<p>Configure the Cisco Webex settings in the selected event.</p> <p>Click <b>Subscribe</b> to configure the event for a subscription.</p> <p>The following required data must be entered in the Cisco DNA Center platform GUI:</p> <ul style="list-style-type: none"> <li>• Authentication (bot access token)</li> <li>• Space name (or room ID)</li> </ul> <p>For detailed information about this procedure, see <a href="#">Subscribe Cisco DNA Center Event Notifications to Cisco Webex, on page 2</a>.</p>
Step 6	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 7	<p>Cisco Webex responds to Cisco DNA Center with one of the following API messages:</p> <ul style="list-style-type: none"> <li>• 202: The event has been accepted by Cisco Webex.</li> <li>• 400: Bad Request - Check that the JSON is valid.</li> <li>• 429: Too many API calls at a time.</li> <li>• 500 or other 5xx: Internal Server Error - the Cisco Webex server experienced an error while processing the event.</li> <li>• Networking Error: Error while trying to communicate with Cisco Webex servers.</li> </ul>
Step 8	Review the issue in Cisco Webex.
Step 9	Close the issue in Cisco Webex.
Step 10	Cisco DNA Center receives the status from Cisco Webex and then closes the issue.

## 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](#).

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

The **Events** window appears.

**Step 2** In the **Events** 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 **Find** 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 a 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.

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### What to do next

Access Cisco Webex to review the events.

