

Configure Catalyst Center Event Notifications for Webex

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Introduction

This document describes how to configure Cisco Catalyst Center Event Notifications to send them to Webex Teams.

Prerequisites

Requirements

Basic Knowledge on:

- Cisco Catalyst Center Notifications
- Webex Teams

Components Used

- Cisco Catalyst Center 2.3.5.x
- Webex Teams

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Configure

Webex Bot Creation

1. Enter into the [Webex for Developers](#) page to create a new Webex Bot.
2. Login using your Webex Teams account.
3. Add a **Bot Name**, **Bot Username**, select an **Icon**, and add description for the **App Hub Description** field. Create the Bot by clicking the **Add Bot** option.

New Bot

Bot name*

Name of your bot as it will appear in Webex.

Catalyst Center Notification

Bot username*

The username users will use to add your bot to a space. Cannot be changed later.

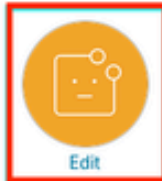
CatalystCenterTest

@webex.bot

✔ CatalystCenterTest@webex.bot is available

Icon*

Upload your own or select from our defaults. Must be exactly 512x512px in JPEG or PNG format.



App Hub Description*

What does your app do, how does it benefit users, how do users get started? Does your app require a non-Webex account? If your app is not free or has additional features for paid users, please note that and link to pricing information. 1024 character limit.

🔗 ☰ ⌋= 📄

Catalyst Center Bot used for Event Notifications.

Supported markdown

1451 characters remaining

By creating this app, you accept the [Terms of Service](#) and [Privacy Statement](#).

Cancel

Add Bot

4. Copy the **Bot Access Token** and **Bot Username** values.

Congratulations! 🎉

Catalyst Center Notification is one step closer to becoming a reality.

Catalyst Center Notification

👉 **Next Step:** Use your Bot Access Token to set up your webhook and finish building your bot.

Bot access token

Non-expiring (good for 100 years) access token for your bot. Save this token to set up your webhook.

MDU3NmZhZTctYTA0YS00NjM2LTJjYzQtYWUzMjVIZjU3NDlmMjEzYz.

Copy Token

💡 **Tip:** Save this token!
It won't be shown again (but you can regenerate a new one if needed).

Bot username*

The username users will use to add your bot to a space. Cannot be changed later.

CatalystCenterTest@webex.bot

Icon*

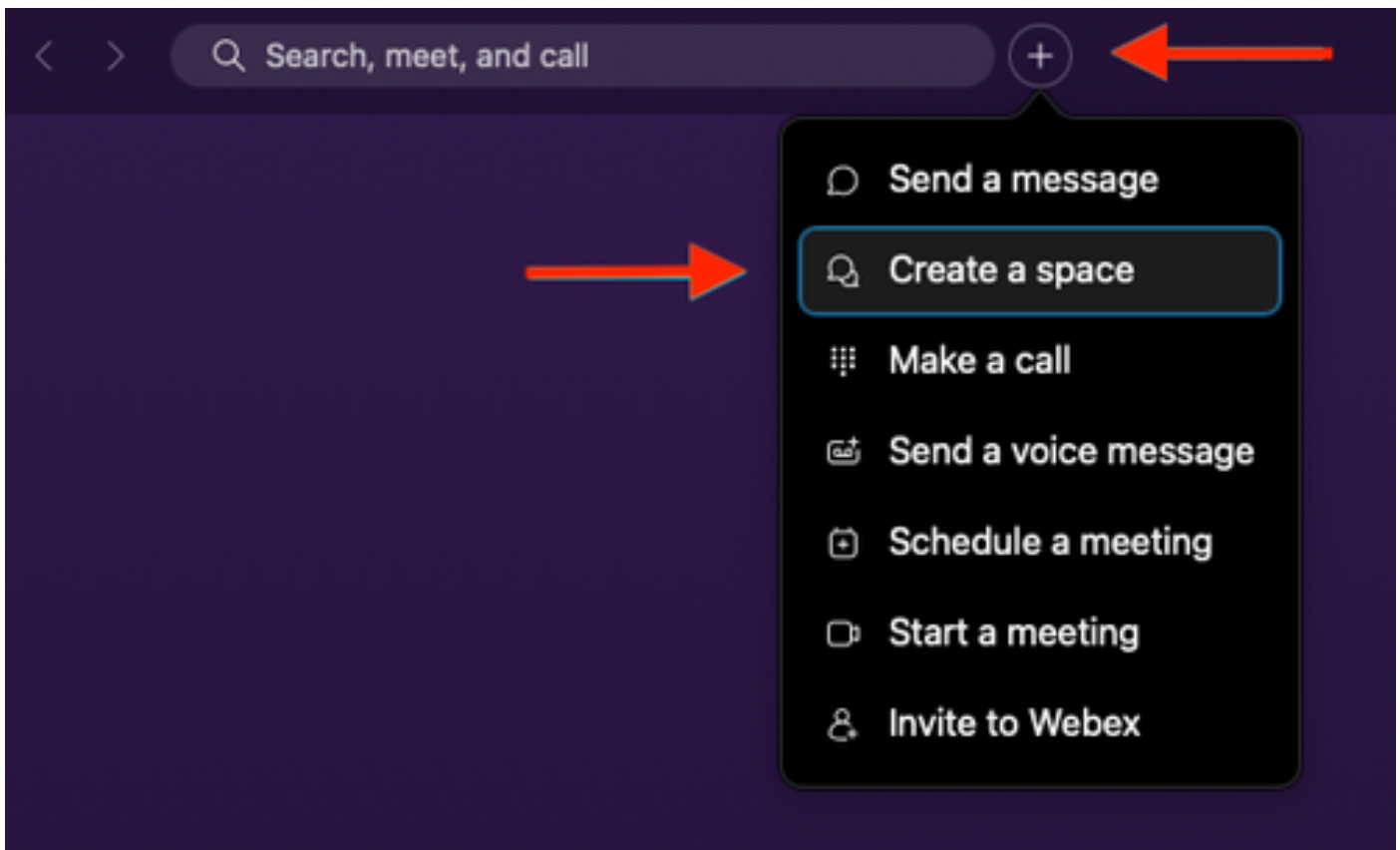
Upload your own or select from our defaults. Must be exactly 512x512px in JPEG or PNG format.



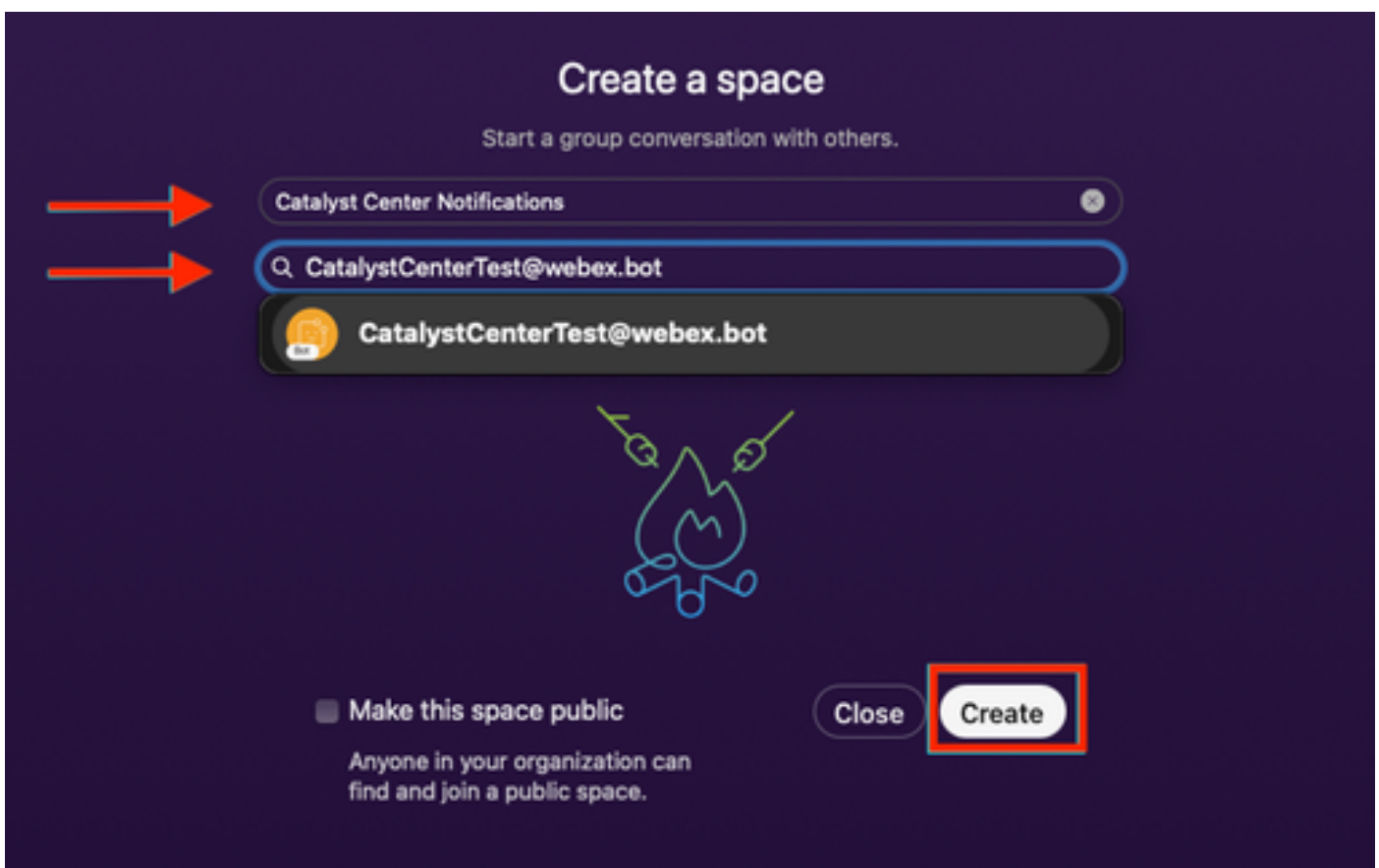
Edit

Webex Room Creation

1. On Webex Teams, proceed to create a Webex Room by clicking the '+' button followed by clicking the **Create a Space** option.



2. Add a name for the space, followed by adding the **Bot Username** in the **Add People by Name or Email** field. Proceed to create the space.



3. In order to use the Webex Teams Space in Catalyst Center for Event Notifications, it is necessary to have the **Webex Room ID** value for the space that was created. Enter the next [URL](#) to get the requested value.

4. Click the **Run** option to get the detailed information of the Webex Space that was created.

The screenshot displays the 'List Rooms' API endpoint documentation on the 'webex for Developers' website. The left sidebar lists various API categories, with 'Rooms' selected. The main content area provides details for the 'List Rooms' endpoint, including a description, known limitations, and query parameters. The right sidebar shows the 'Try it' section with a 'Run' button highlighted in a red box.

webex for Developers Documentation Blog Support Resources

Search

Organizations
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Reports
Reports: Detailed Call History
Resource Group Memberships
Resource Groups
Roles
Room Tabs
Rooms

GET List Rooms
POST Create a Room
GET Get Room Details
GET Get Room Meeting Details
PUT Update a Room
DELETE Delete a Room

List Rooms

List rooms to which the authenticated user belongs to. The `title` of the room for 1:1 rooms will be the display name of the other person. Please use the [memberships API](#) to list the people in the space.

Long result sets will be split into [pages](#).

Known Limitations: The underlying database does not support natural sorting by `lastactivity` and will only sort on limited set of results, which are pulled from the database in order of `roomId`. For users or bots in more than 3000 spaces this can result in anomalies such as spaces that have had recent activity not being returned in the results when sorting by `lastactivity`.

GET /v1/rooms

Query Parameters

teamId
string
List rooms associated with a team, by ID. Cannot be set in combination with `orgPublicSpaces`.

type
string
List rooms by type. Cannot be set in combination with `orgPublicSpaces`.
Possible values: `direct`, `group`

orgPublicSpaces
boolean
Shows the org's public spaces joined and unjoined. When set the result list is sorted by the `madePublic` timestamp.

from
string
Filters rooms, that were made public after this time. See `madePublic` timestamp

Try it Example

GET /v1/rooms(?teamId,type,sortBy,max)

Header

Authorization Use personal access token

Bearer *****

This limited-duration personal access token is hidden for your security.

Query Parameters

teamId e.g. Y2lzY29zcGFyazovL3VzL1JPT00v

type e.g. group

orgPublicSpaces e.g. true

from e.g. 2022-10-10T17:00:00.000Z

to e.g. 2022-10-11T17:00:00.000Z

sortBy e.g. id

max e.g. 100

Run

5. Copy the **ID** value of the Webex Space created from the response received.

Request Response

200 / OK

```
{
  "items": [
    {
      "id": "Y21zY29zcGFyazovL3VzL1JPT00vZDNLZWU4NjAt",
      "title": "Catalyst Cente Notifications",
      "type": "group",
      "isLocked": false,
      "lastActivity": "2024-07-16T18:32:59.622Z",
      "creatorId": "Y21zY29zcGFyazovL3VzL1BFT1BMRS82N",
      "created": "2024-07-16T18:32:59.622Z",
      "ownerId": "Y21zY29zcGFyazovL3VzL09SR0FOSVpBVE1",
      "isPublic": false,
      "isReadOnly": false
    },
  ],
}
```

Event Notification Creation

1. On Catalyst Center, navigate to **Platform > Developer Toolkit > Event Notifications > Notifications** and Create a New Notification.
2. For **Step 1 (Select Site and Events)**, select the corresponding sites and events to subscribe for the new notification.
3. On **Step 2 (Select Channels)**, select the WEBEX option.

Step 2 - Select Channels

Choose the notification channels

Channel	Icon	Selected
EMAIL	Envelope	<input type="checkbox"/>
PAGERDUTY	P	<input type="checkbox"/>
REST	API	<input type="checkbox"/>
SYSLOG	Database	<input type="checkbox"/>
WEBEX	W	<input checked="" type="checkbox"/>

4. During **Step 3 (WEBEX Settings)**, proceed to Create a New Instance.

5. Add an **Instance Name**. Paste the **Webex Space ID** into the **Webex Room Id** field. Paste the **Bot Access Token** value into the **Webex Bot Access Token** field.

Step 3 - WEBEX Settings

Configure the WEBEX channel settings for this notification

SERVICE CONFIGURATION

Select Existing Instance Create New Instance

Instance Name*
Webex Notification

Webex URL*
<https://webexapis.com/v1/messages>

Webex Room Id*
Y2IzY29zcGFyazovL3VzL1JPT00vZDNIZWU4NjAtNDNhMS0xMWVmLWJIZjEtNGRiOTU1ZTUzZjE2

Webex Bot Access Token*
MDU3NmZhZTctYTA0YS00NjM2LTlj [HIDE](#)

6. On **Step 4 (Name and Description)**, add a **Name** and **Description** for your notification.

Step 4 - Name and Description

Provide a name and short description for your notification

Name*

Webex Test

Name can have alphanumerics, underscore and hyphen

Description*

Webex Teams Notification test.

Description can have alphanumerics, underscore and hyphen

7. Click **Finish** to complete the notification.

Summary

Review your notification and make any changes. If you are satisfied, select "Finish" to complete this workflow

▼ Name and Description [Edit](#)

Name Webex Test
Description Webex Teams Notification test.

▼ Site and Events [Edit](#)

Sites (0)
Events (1) Switch Unreachable

▼ WEBEX Settings [Edit](#)

Webex URL https://webexapis.com/v1/messages
Webex Room Id Y2lzY29zcGFyazovL3VzL1JPT00vZDNIZWU4NjAtNDNhMS0xMWVmLWJlZjEtNGRlOTU1ZTUzZjE2
Webex Bot Access Token

[Back](#)

[Finish](#)

Verify

To test if notifications are being received by Webex Teams, on Catalyst Center, navigate to **Platform > Developer Toolkit > Event Notifications > Event Catalog**, search for the event you subscribed to at the time of making the notification and click it on the name.

The screenshot shows the Cisco DNA Center interface. The breadcrumb navigation is Platform / Developer Toolkit. The main menu includes APIs, Integration Flows, and Event Notifications. Under Event Notifications, there are sub-menus for Notifications and Event Catalog. The Event Catalog is active, and a search bar contains 'switch unre'. A table displays the search results:

Event ID	Name	Type	Category	Severity
NETWORK-NON-FABRIC_WIRED-1-200	Switch Unreachable	NETWORK	ALERT	1

Proceed to click the **Try-it Now** option followed by the **Publish** option.

Switch Unreachable



Event Details

Notifications

Try-It Now

GENERAL INFORMATION

Details

```
1 {
2   "Type": "$eventSource$",
3   "Assurance Issue Details": "This network device $nwDeviceName$ i
4   "Assurance Issue Priority": "$priority$",
5   "Device": "$eventUniqueId$",
6   "Assurance Issue Name": "Network Device $managementIpAddr$ Is Un
7   "Assurance Issue Category": "$category$",
8   "Assurance Issue Status": "$status$"
```

Cancel

Publish

Wait for Catalyst Center to publish the notification.

Notification



Event Name

Switch Unreachable

Event Id

NETWORK-NON-FABRIC_WIRED-1-200

Result

Notification	Channel	Status	Message
Webex Test	WEBEX	● PUBLISHED	



The notification is posted on the Webex Teams space group.

New messages



Catalyst Center Notification 1:20 p.m.

Cisco DNA Center Notification

Source DNA: 192.168.31.11
Center IP:
Severity: 1
Category: ALERT
Timestamp: 2024-07-16 19:20:00
Issue Name: Network Device 172.19.255.2 Is Unreachable From Controller
Issue Description: This network device Border1.Pod2.com is unreachable from controller. The device role is BORDER:DEFAULT:MAP-SERVER
Issue Status: resolved

[Cisco DNA Center Issue Details](#)