ScienceLogic

Webex Integrations

Webex SyncPack Version 1.0.0

Webex Automation PowerPack Version 100

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Chapter

1

Introduction to the Webex SyncPack

Overview

This chapter describes how you can use the *Webex* SyncPack to automatically create channels and trigger event messages from SL1 to Webex. The integration is uni-directional between SL1 and Webex.

> **NOTE:** The label "SyncPack" is used in place of "SyncPack" in the PowerFlow user interface.

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This manual covers the following topics:

Prerequisites for the SyncPack

This SyncPack requires the following:

- Administrator access to SL1
- Webex administrator access

The following table lists the port access required by PowerFlow and this SyncPack:

Source IP	PowerFlow Destination	PowerFlow Source Port	Destination Port	Requirement
PowerFlow	SL1 API	Any	TCP 443	SL1 API Access
PowerFlow	Webex API	Any	TCP 443	Webex API Access

Contents of the SyncPack

This section lists the contents of the *Webex* SyncPack.

PowerFlow Applications

- ***Create Room For Event***. Creates a Webex room from an event.
- ***Created Room Event Notification***. Sends a notification when a room has been created.
- ***Major Event Notification***. Notifies users of a "Major" event.
- ***Sync Event Status From Webex to SL1***. This application synchronizes an event update made in Webex with the event status in SL1.

For more information about how to configure these applications, see *Configuring and Aligning a Configuration Object in PowerFlow*.

Configuration Object

- ***Sample Webex Config***. This configuration object can be used as a template after the SyncPack is installed on the PowerFlow system.

Steps

The following steps are included in this SyncPack:

- Create Webex Room
- Create SL1 Payload
- Delete Event From SL1
- Fetch Room ID From Name
- Fetch User Email
- Fetch User Input
- Invite Users To Room
- Post Event Card To Webex
- Post Update To SL1

Installing the SyncPack

A SyncPack file has the **.whl** file extension type. You can download the SyncPack file from the ScienceLogic Support site.

Downloading the SyncPack

> **NOTE:** If you are installing or upgrading to the latest version of this SyncPack in an offline deployment, see *Installing or Upgrading in an Offline Environment* to ensure you install any external dependencies.

To locate and download the SyncPack:

1. Go to the ScienceLogic Support Site at https://support.sciencelogic.com/s/.
2. Click the **[Product Downloads]** tab and select *PowerPacks*.
3. In the *Search PowerPacks* field, search for the SyncPack and select it from the search results. The **Release Version** page appears.
4. On the **[Files]** tab, click the down arrow next to the SyncPack version that you want to install, and select *Show File Details*. The **Release File Details** page appears.
5. Click the **[Download File]** button to download the .zip file containing the SyncPack.

After you download the SyncPack, you can import it to your PowerFlow system using the PowerFlow user interface.

Importing the SyncPack

To import a SyncPack in the PowerFlow user interface:

1. On the **SyncPacks** page (⊚) of the PowerFlow user interface, click **[Import SyncPack]**. The **Import SyncPack** page appears.
2. Click **[Browse]** and select the **.whl** file for the SyncPack you want to install. You can also drag and drop a .whl file to the **Import SyncPack** page.
3. Click **[Import]**. PowerFlow registers and uploads the SyncPack. The SyncPack is added to the **SyncPacks** page.
4. You will need to activate and install the SyncPack in PowerFlow. For more information, see *Activating and Installing a SyncPack*.

> **NOTE:** You cannot edit the content package in a SyncPack published by ScienceLogic. You must make a copy of a ScienceLogic SyncPack and save your changes to the new SyncPack to prevent overwriting any information in the original SyncPack when upgrading.

Installing the SyncPack

To activate and install a SyncPack in the PowerFlow user interface:

1. On the **SyncPacks** page of the PowerFlow user interface, click the **[Actions]** button (⋮) for the SyncPack you want to install and select *Activate & Install*. The **Activate & Install SyncPack** modal appears.

> **NOTE:** If you try to activate and install a SyncPack that is already activated and installed, you can choose to "force" installation across all the nodes in the PowerFlow system.

> **TIP:** If you do not see the PowerPack that you want to install, click the Filter icon (☰) on the **SyncPacks** page and select *Toggle Inactive SyncPacks* to see a list of the imported PowerPacks.

2. Click **[Yes]** to confirm the activation and installation. When the SyncPack is activated, the **SyncPacks** page displays a green check mark icon (✅) for that SyncPack. If the activation or installation failed, then a red exclamation mark icon (🔴) appears.

3. For more information about the activation and installation process, click the check mark icon (✅) or the exclamation mark icon (🔴) in the **Activated** column for that SyncPack. For a successful installation, the "Activate & Install SyncPack" application appears, and you can view the Step Log for the steps. For a failed installation, the **Error Logs** window appears.

4. If you have other versions of the same SyncPack on your PowerFlow system, you can click the **[Actions]** button (⋮) for that SyncPack and select *Change active version* to activate a different version other than the version that is currently running.

Chapter

2

Configuring Applications for the Webex SyncPack

Overview

This chapter describes how to set up the PowerFlow applications for the *Webex* SyncPack.

This chapter covers the following topics:

Configuring Webex

To configure Webex to work with PowerFlow:

1. Log in to developer.webex.com.

2. Select your profile and then select **My Webex Apps**.

3. Select **Create a New App**, then select **Create a Bot.**

4. When you have created the bot, save the access token from the bot. This will be used for posting messages and creating rooms.

5. Add the bot that you created to the appropriate team.

Next, you will create a webhook in Webex:

1. In PowerFlow, go to the **API Keys** page.

2. Select **Create API Key** and copy the key once it is generated.

3. Create the following URL, inserting your PowerFlow IP address and API key where indicated:

```
https://<Your PF IP Address>/api/v1/applications/sync_event_status_
from_webex_to_sl1/run?PF-APIKEY=<API Key>
```

4. Go to Webhooks - Create a Webhook | Webex for Developers.

5. Use the Bot token in Authorization while creating the webhook using the API.

6. Give the following parameter values:

   - *targetUrl*. Use the URL you created above using your API key.

   - *resource*. attachmentActions

   - **event**. created

Creating and Aligning a Configuration Object in PowerFlow

A *configuration object* supplies the login credentials and other required information needed to execute the steps for a PowerFlow application. The **Configurations** page ( ) of the PowerFlow user interface lists all available configuration objects for that system.

You can create as many configuration objects as you need. A PowerFlow application can only use one configuration object at a time, but you can use (or "align") the same configuration object with multiple applications.

To use this SyncPack, you will need to use an existing configuration object in the PowerFlow user interface or create a new configuration object. Next, you need to align that configuration object to the relevant applications.

Creating a Configuration Object

For this SyncPack, you can make a copy of the " Config" configuration object, which is the sample configuration file that was installed with the *Webex* SyncPack.

> **TIP:** The "Sample Webex Config" configuration object contains all of the required variables. Simply update the variables from that object to match your SL1 and Webex settings.

To create a configuration object based on the "Sample Webex Config" configuration object:

1. In the PowerFlow user interface, go to the **Configurations** page (⚙).

2. Click the **[Actions]** button (⋮) for the "Sample Webex Config" configuration object and select *Edit*. The **Configuration** pane appears:

Sample Webex Config   ✕

Toggle JSON Editor

Description
sample configuration file for Webex

Version
1.0.0

Configuration Data Values

Name   Value
sl1_host   dummy   ☐ Encrypted   ⊗

Name   Value
sl1_password   G59vyJ1LY4mcqzBwEEd   ☑ Encrypted   ⊗

Name   Value
sl1_user   dummy   ☐ Encrypted   ⊗

Name   Value
token   doVMMUo/1OtqsqetdO   ☑ Encrypted   ⊗

Name   Value
default_ack_user   dummy   ☐ Encrypted   ⊗

Name   Value
team_id   dummy   ☐ Encrypted   ⊗

Name   Value
users   dummy   ☐ Encrypted   ⊗

Creating and Aligning a Configuration Object in PowerFlow

Name   Value
room_id   dummy   ☐ Encrypted   ⊗

3. Click **[Copy as]**. The **Create Configuration** pane appears.

4. Complete the following fields:
    - *Friendly Name*. Name of the configuration object that will display on the **Configurations** page.

    - *Description*. A brief description of the configuration object.

    - *Author*. User or organization that created the configuration object.

    - *Version*. Version of the configuration object.

5. In the *Configuration Data* field, update the default variable definitions to match your PowerFlow configuration:

    - *sl1_host*. The hostname or IP address of the SL1 system the alerts will synchronize to.

    - *sl1_user*. The username for your SL1 system.

    - *sl1_password*. The password for your SL1 system.

    - *token*. Webex bot token.

    - *default_ack_user*. The default user to acknowledge events and alerts.

    - *team_id*. ID of the team to create the channel for.

    - *users*. Comma-separated list of Webex user emails to invite to the created channel.

    - *room_id*. ID of the room to post messages in.

9. Click **[Save]**. You can now align this configuration object with one or more applications.

Aligning a Configuration Object and Configuring PowerFlow Applications
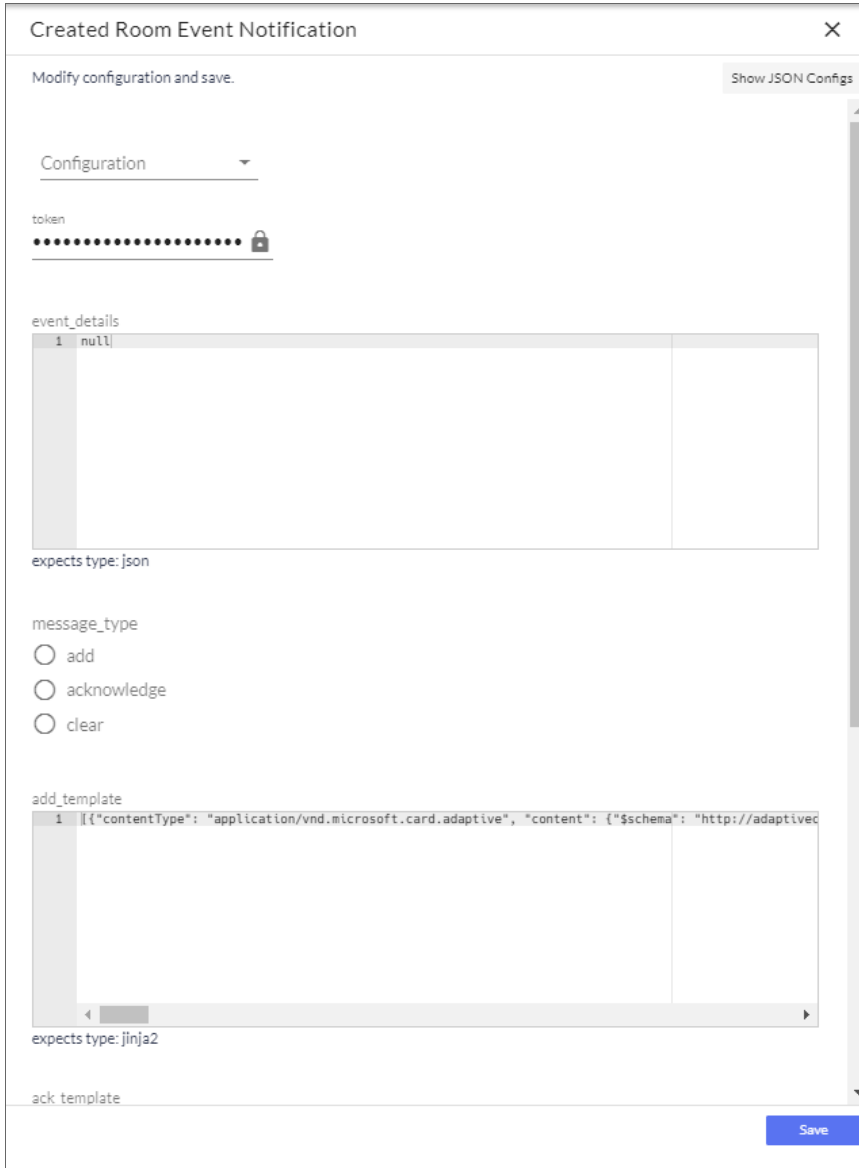
With this SyncPack, any status changes made to an SL1 event is sent to Webex to update the corresponding alert. Any status changes to the Webex alert are synced back to the corresponding SL1 event. You will need to align the Webex applications with the relevant configuration object in PowerFlow, and, if needed, update any other fields on the **Configuration** pane for the applications.

To run this SyncPack, you must "align" the configuration object to run with the following PowerFlow applications:

    ○ "Create Room For Event"

    ○ "Created Room Event Notification"

    ○ "Major Event Notification"

    ○ "Sync Event Status From Webex To SL1"

To align the configuration object with the relevant PowerFlow applications:

1. On the **Applications** page of the PowerFlow user interface, open one of the PowerFlow applications listed above and click **[Configure]** (⚙). The **Configurations** pane for that application appears:

2. From the **Configurations** drop-down, select the configuration object you want to use.

> **NOTE:** The values for **proxy_host** and the other parameters that appear in the **Configuration** pane with a padlock icon (🔒) are populated either by the configuration object you aligned with the application or by the Run Book Action. Do not modify these values. If you encounter an error, make sure your Run Book Action is configured properly.

Creating and Aligning a Configuration Object in PowerFlow

3. Click **[Save]** to align that configuration with the application.

4. Wait until you see the "App & Config modifications saved" pop-up message before proceeding.

5. Repeat this process for the other PowerFlow applications.

Scheduling PowerFlow Applications

You can create one or more schedules for a single application in the PowerFlow user interface. When creating each schedule, you can specify the queue and the configuration file for that application.
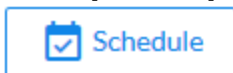
To schedule an application:

1. On the **Applications** page (⌗), click the **[Schedule]** button for the application you want to schedule. The **Schedule** window appears, displaying any existing schedules for that application:
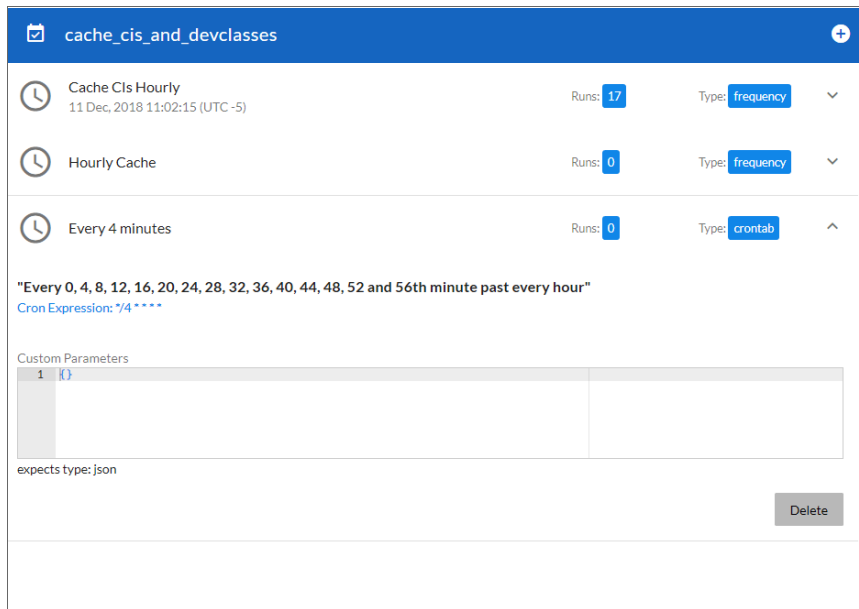
> **NOTE**: If you set up a schedule using a cron expression, the details of that schedule display in a more readable format in this list. For example, if you set up a cron expression of ***/4 * * * ***, the schedule on this window includes the cron expression along with an explanation of that expression: *"Every 0, 4, 8, 12, 16, 20, 24, 28, 32, 36, 40, 44, 48, 52, and 56th minute past every hour"*.

2. Select a schedule from the list to view the details for that schedule.

3. Click the + icon to create a schedule. A blank **Schedule** window appears:

4. In the **Schedule** window, complete the following fields:

   - *Schedule Name*. Type a name for the schedule.

   - *Switch to*. Use this toggle to switch between a cron expression and setting the frequency in seconds.

     ○ *Cron expression*. Select this option to schedule the application using a cron expression. If you select this option, you can create complicated schedules based on minutes, hours, the day of the month, the month, and the day of the week. As you update the cron expression, the **Schedule** window displays the results of the expression in more readable language, such as *Expression: "Every 0 and 30th minute past every hour on the 1 and 31st of every month"*, based on ***/30 * * /30 * ***.

     ○ *Frequency in seconds*. Type the number of seconds per interval that you want to run the application.

   - *Custom Parameters*. Type any JSON parameters you want to use for this schedule, such as information about a configuration file or mappings.

5. Click **[Save Schedule]**. The schedule is added to the list of schedules on the initial **Schedule** window. Also, on the **Applications** page, the word "Scheduled" appears in the **Scheduled** column for this application, and the **[Schedule]** button contains a check mark:

NOTE: After you create a schedule, it continues to run until you delete it. Also, you cannot edit an existing schedule, but you can delete it and create a similar schedule if needed.

To view or delete an existing schedule:

1. On the **Applications** page, click the **[Schedule]** button for the application that contains a schedule you want to delete. The **Schedule** window appears.

2. Click the down arrow icon (∨) to view the details of an existing schedule:
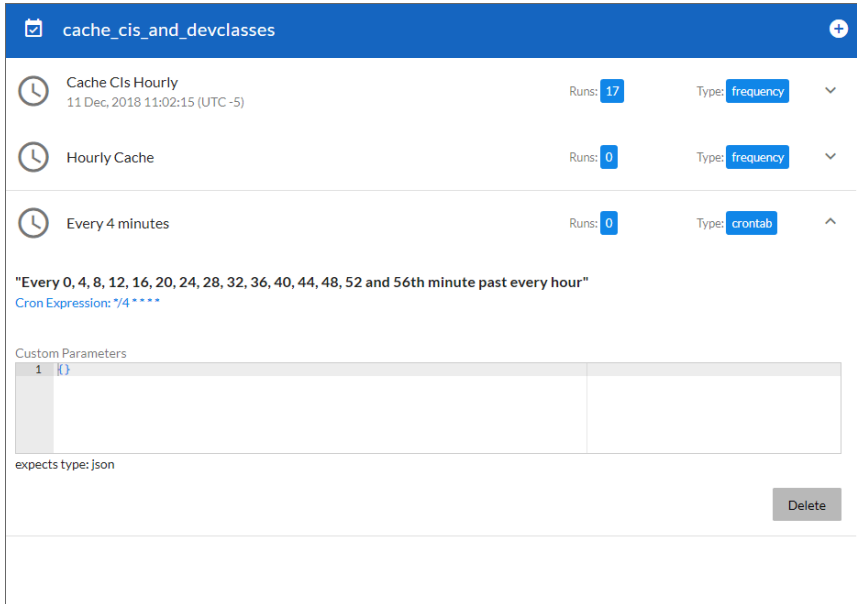
3. To delete the selected schedule, click **[Delete]**. The schedule is removed.

> **NOTE:** When either multiple SL1 instance or multiple Webex instances are involved with PowerFlow, you should create an individual configuration object for each SL1 or Webex instance. Next, create an individual schedule for each configuration object. Each schedule should use a configuration object that is specific to that single SL1 or Webex instance. Creating copies of a PowerFlow application from a SyncPack for the purpose of distinguishing between domains is not supported, and will result in issues on upgrades.

Chapter

3

Introduction to the Webex Automation PowerPack

Overview

This chapter describes how to install the *Webex Automation* PowerPack.

This chapter covers the following topics:

What is the Webex Automation PowerPack?

The *Webex Automation* PowerPack includes Run Book automation policies and actions that create channels and trigger event updates between SL1 and Webex.

Installing the Webex Automation PowerPack

Before completing the steps in this manual, you must import and install the latest version of the *Webex Automation* PowerPack.

> **IMPORTANT:** You must install and configure the *Webex* SyncPack version 1.0.0 before using the *Webex Automation* PowerPack.

> **NOTE:** The *Webex* PowerPack requires SL1 version 11.1.0 or later. For details on upgrading SL1, see the appropriate SL1 [Release Notes](#).

> **TIP:** By default, installing a new version of a PowerPack overwrites all content from a previous version of that PowerPack that has already been installed on the target system. You can use the **Enable Selective PowerPack Field Protection** setting in the **Behavior Settings** page (System > Settings > Behavior) to prevent new PowerPacks from overwriting local changes for some commonly customized fields. (For more information, see the **System Administration** manual.)

To download and install a PowerPack:

1. Download the PowerPack from the ScienceLogic Support Site at https://support.sciencelogic.com/s/powerpacks.

2. Go to the **PowerPack Manager** page (System > Manage > PowerPacks).

3. In the **PowerPack Manager** page, click the **[Actions]** button, then select *Import PowerPack*. The **Import PowerPack** dialog box appears.

4. Click the **[Browse]** button and navigate to the PowerPack file.

5. When the **PowerPack Installer** modal appears, click the **[Install]** button to install the PowerPack.

> **NOTE:** If you exit the **PowerPack Installer** modal without installing the imported PowerPack, the imported PowerPack will not appear in the **PowerPack Manager** page. However, the imported PowerPack will appear in the **Imported PowerPacks** modal. This page appears when you click the **[Actions]** menu and select *Install PowerPack*.

Chapter

4

Configuring Device Credentials

Overview

This chapter describes how to configure the credential required by the automation actions in the *Webex Automation* PowerPack.

This chapter covers the following topics:

Creating a SOAP/XML Credential to Access SL1 PowerFlow

After you have integrated your Webex and SL1 PowerFlow systems, you must create a SOAP/XML credential so that the automation actions included in the *Webex Automation* PowerPack can access your SL1 PowerFlow system. The *Webex Automation* PowerPack includes a template for a SOAP/XML credential that you can edit for use with your PowerFlow system.

To define a SOAP/XML credential using the example credential:

1. Go to the **Credential Management** page (System > Manage > Credentials).

2. Click the wrench icon ( ) for the**PowerFlow WebexTeams**credential. The **Credential Editor** modal window appears:

3. Supply values in the following fields:

- *Profile Name*. Type a new name for the credential.

- *URL*. Type the URL for your SL1 PowerFlow system.

- *HTTP Auth User*. Type the username for your SL1 PowerFlow user account.

- *HTTP Auth Password*. Type the password for your SL1 PowerFlow user account.

4. Click the **[Save As]** button to save the new SOAP/XML credential.

5. SL1 assigns the credential an ID number. Take note of the ID number that appears in the **Credential Editor** heading, as you will need this when editing the input parameters of the automation actions included in the *Webex Automation* PowerPack.

Chapter

5

Configuring the Webex Automation Actions

Overview

This manual describes how to edit the automation actions included in the *Webex Automation* PowerPack so that the automation actions can communicate with your SL1 PowerFlow system.

This chapter covers the following topics:

Editing the Webex Automation Actions

The *Webex Automation* PowerPack includes automation actions that use the "Run Integration Service Application" action type to trigger the PowerFlow applications that send and receive data to and from Webex. You can specify the credential ID in a JSON structure that you enter in the **Input Parameters** field in the **Action Policy Editor** modal.

After you edit the action and trigger the event policy, the new event log will be added to the respective device on the **Event Console** page.

To edit the automation actions included in the PowerPack:

1. Go to the **Action Policy Manager** page (Registry > Run Book > Actions).

2. Locate the automation action that you want to use, and then click its wrench icon ( ). The **Editing Action** page appears:

3. In the **Input Parameters** field, change the values of the following parameters:

   - **credential_id**. Change the value to the credential ID that you noted earlier when creating a credential for your SL1 PowerFlow system. This field is required.

- *include_event*. Leave the value as "true".
- *application_name*. Leave the default application value.
- *params*. Leave the default parameter value.

4. Click **[Save]**.

Chapter

6

Webex Automation Policies

Overview

This chapter describes the automation policies found in the *Webex Automation* PowerPack.

This chapter covers the following topics:

Standard Automation Policies

The *Webex Automation* PowerPack includes six standard automation policies that you can enable, shown in the following figure.

These policies create Webex channels, acknowledge or clear Webex room notifications, and update SL1 events created from Webex.
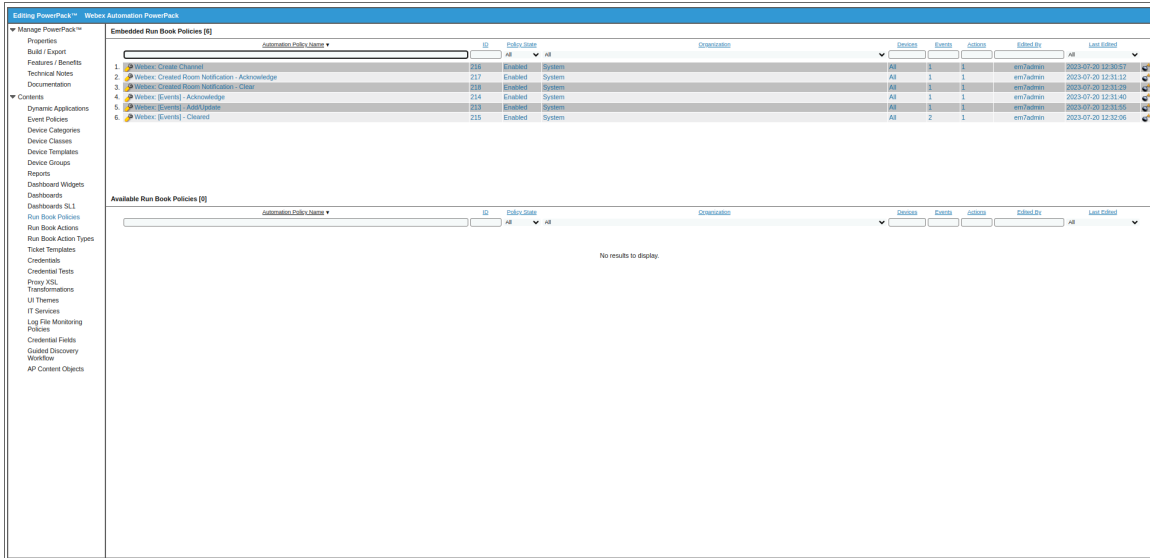
The following table shows the automation policy, its aligned events, and the automation action that runs in response to the events.

Automation Policy Name	Aligned Events	Automation Action
Webex: Create Channel	All Events	Webex: Create Room
Webex: Created Room Notification - Acknowledge	All Events	Webex: Created Room Notification - Acknowledge
Webex: Created Room Notification - Clear	All Events	Webex: Created Room Notification - Clear
Webex: [Events] - Acknowledge	All Events	Webex: Acknowledge
Webex: [Events] - Add/Update	All Events	Webex: Add/Update
Webex: [Events] - Cleared	All Events	Webex: Clear

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Other

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