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# Webex SyncPack

Version 1.0.0

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# Table of Contents

<b>Introduction to the Webex SyncPack</b> .....	<b>3</b>
What Can I Do with this SyncPack? .....	4
Contents of the SyncPack .....	4
PowerFlow Applications .....	4
Configuration Object .....	4
Steps .....	4
<b>Installing the Webex SyncPack</b> .....	<b>6</b>
Prerequisites for the SyncPack .....	7
Downloading and Installing the Webex SyncPack .....	7
Downloading the SyncPack .....	7
Importing the SyncPack .....	8
Installing the SyncPack .....	8
Installing the Webex Automation PowerPack .....	9
<b>Configuring PowerFlow Applications for the Webex SyncPack</b> .....	<b>10</b>
Workflow for Configuring the SyncPack .....	11
Configuring Webex .....	11
Configuring SL1 .....	11
Configuring PowerFlow .....	11
Configuring Webex .....	11
Creating a Bot in Webex .....	11
Creating a Webhook .....	11
Configuring SL1 .....	12
Creating a SOAP/XML Credential to Access PowerFlow .....	12
Editing the Webex Run Book Actions .....	13
Enabling the Webex Run Book Automations .....	13
Configuring PowerFlow .....	14
Creating a Configuration Object .....	14
Aligning a Configuration Object and Configuring PowerFlow Applications .....	15
Scheduling PowerFlow Applications .....	16

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# Chapter

# 1

## Introduction to the Webex SyncPack

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### 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.

This SyncPack uses the "Webex Automation" PowerPack.

This manual covers the following topics:

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## What Can I Do with this SyncPack?

The "Webex" SyncPack lets you create channels and trigger event messages from SL1 to Webex. The integration is uni-directional between SL1 and Webex.

This SyncPack includes the following integrations:

- Create a Webex room from an event, and send a notification when a room has been created.
- Synchronize an event update made in Webex with the event status in SL1.
- Notify users of a "Major" event.

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## 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 the PowerFlow Applications for the Webex SyncPack](#).

### Configuration Object

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

### Steps

- 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

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# Chapter

# 2

## Installing the Webex SyncPack

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### Overview

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

This chapter covers the following topics:

<i>Prerequisites for the SyncPack</i> .....	7
<i>Downloading and Installing the Webex SyncPack</i> .....	7
<i>Installing the Webex Automation PowerPack</i> .....	9

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## Prerequisites for the SyncPack

This SyncPack requires the following:

- The latest "Webex Automation" PowerPack
- Administrator access to SL1
- Webex administrator access

For the latest System Requirements, see the [SL1 PowerFlow SyncPack Release Notes](#).

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

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## Downloading and Installing the Webex 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 & SyncPacks*.
3. In the **Search** 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 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 the following topic.

**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.



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## Installing 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.

**NOTE:** The "Webex Automation" PowerPack requires SL1 version 11.1.0 or later. For details on upgrading SL1, see the [SL1 Platform 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 the PowerPack:

1. Search for and download the PowerPack from the **PowerPacks** page (Product Downloads > PowerPacks & SyncPacks) at the [ScienceLogic Support Site](#).
2. In SL1, go to the **PowerPacks** page (System > Manage > PowerPacks).
3. Click the **[Actions]** button and choose *Import PowerPack*. The **Import PowerPack** dialog box appears.
4. Click **[Browse]** and navigate to the PowerPack file from step 1.
5. Select the PowerPack file and click **[Import]**. The **PowerPack Installer** modal displays a list of the PowerPack contents.
6. Click **[Install]**. The PowerPack is added to the **PowerPacks** page.

**NOTE:** If you exit the **PowerPack Installer** modal without installing the imported PowerPack, the imported PowerPack will not appear in the **PowerPacks** 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*.

## Configuring PowerFlow Applications for the Webex SyncPack

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### Overview

This chapter describes how to set up the run book automations in SL1 and how to configure the PowerFlow applications in the "Webex" SyncPack.

This chapter covers the following topics:

<i>Workflow for Configuring the SyncPack</i> .....	11
<i>Configuring Webex</i> .....	11
<i>Configuring SL1</i> .....	12
<i>Configuring PowerFlow</i> .....	14
<i>Scheduling PowerFlow Applications</i> .....	16

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# Workflow for Configuring the SyncPack

The following workflows describe how to configure SL1 and PowerFlow to work with the "Webex" SyncPack.

## Configuring Webex

1. [Create a bot in Webex](#)
2. [Create a Webhook](#)

## Configuring SL1

1. [Create a SOAP/XML credential to access PowerFlow](#)
2. [Edit the Webex run book actions](#)
3. [Enable the Webex run book automations](#)

## Configuring PowerFlow

1. [Create a configuration object](#)
2. [Align the configuration object and configure the Webex PowerFlow applications](#)
3. [Schedule the PowerFlow applications](#)

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# Configuring Webex

The following topics cover how to set up Webex to work with the SyncPack.

## Creating a Bot in Webex

Create a bot in Webex:

1. Log in to [developer.webex.com](https://developer.webex.com).
2. Select your profile, and then select **My Webex Apps**.
3. Select **Create a New App**, and 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.

## Creating a Webhook

Next, you will need to create an API Key in PowerFlow and a webhook in Webex:

1. In PowerFlow, go to the **API Keys** page.
2. Select **Create API Key** and copy the key when it is generated.
3. Create the following URL, inserting your PowerFlow IP address and the API key from step 2 where indicated:

```
https://<Your PowerFlow 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. Add the following parameter values:
  - **targetUrl**. Use the URL you created using your API key.
  - **resource**. attachmentActions
  - **event**. created

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## Configuring SL1

The following topics cover how to set up your SL1 instance to work with the "Webex" SyncPack.

### Creating a SOAP/XML Credential to Access PowerFlow

You will need to create a SOAP/XML credential so that the automation actions included in the "Webex Automation" PowerPack can access your PowerFlow system. The "Webex Automation" PowerPack includes the "PowerFlow Webex Teams" credential, which you can use as a template for the SOAP/XML credential.

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


1. In SL1, go to the **Credentials** page (Manage > Credentials).
2. Click the wrench icon () for the "PowerFlow WebexTeams" credential. The **Credential Editor** modal window appears:
3. Complete the following fields:
  - **Name**. Type a new name for the credential.
  - **All Organizations**. Toggle on (blue) to align the credential to all organizations, or toggle off (gray) and then select one or more specific organizations from the **What organization manages this service?** drop-down field to align the credential with those specific organizations.
  - **URL**. Type the URL for your PowerFlow system.
  - **HTTP Auth User**. Type the username for your PowerFlow system.
  - **HTTP Auth Password**. Type the password for your PowerFlow system.
4. Click **[Save & Close]**.

5. Take note of the SL1-assigned ID number for the new credential on the **Credentials** page, in the **ID** column. You will need the ID number when editing the input parameters of the run book actions included in the PowerPack, below.

## Editing the Webex Run Book Actions

The "Webex Automation" PowerPack includes run book 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.

To edit the run book actions included in the PowerPack:

1. In SL1, go to the **Actions** page (Registry > Run Book > Actions).
2. Locate the action policy 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 PowerFlow system in the previous procedure. This parameter is required.
  - **include\_event**. Leave the value as "true".
  - **application\_name**. Leave the default application value.
  - **params**. Leave the default parameter value.
4. Make sure the **Action State** is set to *Enabled*, and then click **[Save]**.


## Enabling the Webex Run Book Automations

The "Webex Automation" PowerPack includes six standard automation policies that you will need to enable. These policies create Webex channels, acknowledge or clear Webex room notifications, and update SL1 events created from Webex.

The following table shows the run book automation policy, its aligned events, and the run book action that runs in response to the events.

Automation Policy Name	Aligned Events	Run Book 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

To enable the run book automations:

1. In SL1, go to the **Automation** page (Registry > Run Book > Automation).
2. Locate a Webex run book automation policy and click its wrench icon (). The **Automation Policy Editor** page appears.
3. Update the following fields:
  - **Policy State**. Select *Enabled*.
  - **Policy Priority**. Select *High* to ensure that this PowerFlow automation policy is added to the top of the queue.
  - **Available Actions**. If it is not already selected, select the "Run Integration Service Application: <name>" action that corresponds with the Webex automation policy you selected in step 2, and click the arrows to move it to **Aligned Actions**.

**WARNING:** ScienceLogic highly recommends that you do not make changes to the **Policy Type, Repeat Time, or Align With** fields or the *And event is NOT acknowledged* setting.


4. Click **[Save]**.
5. Repeat steps 2-4 for the remaining Webex run book automation policies.

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## Configuring PowerFlow

The following topics cover how to set up your PowerFlow instance to work with the "Webex" SyncPack.

### Creating a Configuration Object

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.

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. Then you need to align that configuration object to the relevant applications.

**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.
3. Click **[Copy as]**. The **Create Configuration** pane appears.
4. Complete the following fields:
  - **Friendly Name**. Type a name for the configuration object that will display on the **Configurations** page.
  - **Description**. Type a brief description of the configuration object.
  - **Author**. Type the user or organization that created the configuration object.
  - **Version**. Type a 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.

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.

3. Update any of the remaining fields on the **Configurations** pane as needed.
4. Click **[Save]**.
5. Repeat this process for the other PowerFlow applications.

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## 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 create a schedule:

1. On the **Applications** page (📄), click the **[Schedule]** button for the application you want to schedule. The **Scheduler** window appears.
2. In the **Schedule List** pane, click the down arrow icon (▼) next to an existing schedule to view the details for that schedule.
3. In the **Schedule Creator** pane, complete the following fields for the default **Frequency** setting:
  - **Schedule Name.** Type a name for the schedule.
  - **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.
4. To use a cron expression, click the **Switch to Cron Expression** toggle to turn it blue. 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:



Schedule Creator
Switch to Frequency in Seconds

For more information about schedules, see [schedules documentation](#).

Schedule Name  
**Saturday Schedule**

A unique name for the new schedule.

Cron Expression key operators

\* any value , list separator - range of values / step values

Minutes <b>0,30</b>	Hours <b>*</b>	Day of Month <b>*</b>	Month <b>*</b>	Day of Week <b>6</b>
Allowed values: 0-59	Allowed values: 0-23	Allowed values: 1-31	Allowed values: 1-12 Alt. values JAN-DEC	Allowed values: 0-6 Alt. values SUN-SAT

**Runs app: "Every 0 and 30th minute past every hour on Sat" (UTC -4)**

Derived from given values in fields above.

Custom Parameters (Optional)

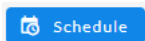
1	{ }
---	-----

Overrides default application variables for ad-hoc execution settings. Any application variable may be specified, and overridden per run here. Special properties like "queue" may also be set here.

Close Save Schedule

As you update the cron expression, the **Schedule** window displays the results of the expression in more readable language, such as *Runs app: "Every 0 and 30th minute past every hour on Sat"*, based on 0,30 in the **Minutes** field and 6 in the **Day of Week** field.



- Click **[Save Schedule]**. The schedule is added to the **Schedule List** pane. Also, on the **Applications** page, the **[Schedule]** button now displays with a dark blue background:



**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:

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

2. Click the down arrow icon (  ) to view the details of an existing schedule.
3. To delete the selected schedule, click the Actions icon (  ) and select **[Delete]**.

**TIP:** On the **Scheduler** window for a PowerFlow application, you can click the **[Copy as]** button from the **Schedule List** pane to make a copy of an existing schedule.

**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.

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