Cisco: Meraki [API] PowerPack Release Notes

Beta Version 103

Table of Contents

Overview 3
Before You Install or Upgrade 3
Installation or Upgrade Process 3
Features 4
Enhancements and Issues Addressed 5
Known Issues 6

Overview

Version 103 of the *Cisco: Meraki [API]* PowerPack addresses an issue that was preventing the ScienceLogic platform from parsing inbound emails from Meraki devices in order to generate events. Version 103 also includes an update to one of the Dynamic Applications to collect device status via API, as well as two new example credentials to support the ability to monitor Meraki through a third-party proxy server and to discover only certain selected devices.

- **Minimum Required Platform Version**: 8.7.1.2
- **Support Status**: Beta

This document describes:

- *Pre-installation or pre-upgrade information*
- *The installation process for the PowerPack*
- *The features included in version 103*
- *The enhancements and issues addressed in version 103*
- *The known issues that affect version 103*

Before You Install or Upgrade

Ensure that you are running version 8.7.1.2 or later of the ScienceLogic platform before installing the *Cisco: Meraki [API]* PowerPack version 103.

NOTE: For details on upgrading the ScienceLogic platform, see the appropriate ScienceLogic Release Notes.

Installation or Upgrade Process

To install or upgrade to version 103 of the *Cisco: Meraki [API]* PowerPack:

1. Familiarize yourself with the *Known Issues* for this release.
2. If you have not done so already, upgrade your system to the 8.7.1.2 or later release.
3. If you are upgrading from *Cisco: Meraki [API]* PowerPack version 100, then you must delete your existing Meraki component devices before installing version 103. To do so:
    - Go to the **Device Components** page (Registry > Devices > Device Components) and select the check box for the Meraki Cloud Controller device.
    - Select *DELETE Selected Devices* in the ***Select Action*** drop-down field, and then click **[Go]**. The

Meraki component devices are deleted.

- Repeat these steps to delete the Meraki Cloud Controller root device.

NOTE: You must rediscover your Meraki component devices after installing version 103.

4. Download version 103 of the *Cisco: Meraki [API]* PowerPack from the Customer Portal to a local computer.
5. Go to the **PowerPack Manager** page (System > Manage > PowerPacks). Click the **[Actions]** menu and choose *Import PowerPack*. When prompted, import version 103 of the *Cisco: Meraki [API]* PowerPack.
6. After importing the PowerPack, you will be prompted to install the PowerPack. Click the **[Install]** button to install the PowerPack.

NOTE: After installing the *Cisco: Meraki [API]* PowerPack, you must disable the "Data Collection: Async Dynamic App Collection" process prior to discovering your Meraki system. If you later decide to delete all Meraki devices and re-enable this process on your ScienceLogic system, you must first log in to the ScienceLogic Database Server or Data Collector to delete any asynchronous processes that are already queued up. Failing to do so can cause the system to stop all collections. For more information, see the ***Monitoring Cisco Meraki (API)*** manual.

Features

The following features are included in version 103 of the *Cisco: Meraki [API]* PowerPack:

- Dynamic Applications to discover and monitor Cisco Meraki devices
- Device Classes for each type of Meraki component device the ScienceLogic platform monitors
- Event Policies that are triggered when Meraki component devices meet certain status criteria
- Sample Credentials for discovering Cisco Meraki devices:
  - A SOAP/XML Credential for users who connect to the Meraki API through a third-party proxy server
  - A SOAP/XML Credential for users who want to discover only select devices
  - A Basic/Snippet Credential for users who do not fall into either of the two above categories.
- Run Book Action and Automation policies that perform the following actions:
  - Locate and (if needed) update the SNMP credential used for discovery.
  - Create a Meraki Cloud Controller virtual device during discovery.

NOTE: The *Cisco: Meraki [API]* PowerPack includes some Event Policies that can generate events in the ScienceLogic platform based on emails the platform receives from Cisco Meraki. To enable the platform to generate these events from email, you must first configure your Meraki devices to send email to the platform using certain formatting rules. You must then configure the platform to generate events from the inbound Meraki emails. For instructions, see the ***Monitoring Cisco Meraki (API)*** manual.

CAUTION: The email Event Policies included in the *Cisco: Meraki [API]* PowerPack each have an expiry delay setting that specifies the amount of time after which an active event is automatically cleared from the ScienceLogic platform if the event has not reoccurred. However, the platform clearing an event for reaching its expiry delay setting does not mean that the initial condition that caused the event has been resolved.

NOTE: If your Meraki system has only SNMP v3 enabled, you must create an SNMP v3 credential (not included in the PowerPack) for the system that you are discovering. However, you do not need to select this credential during discovery; the Run Book Action and Automation policies included in the PowerPack gather this credential information automatically. For more information, see the ***Monitoring Cisco Meraki (API)*** manual.

Enhancements and Issues Addressed

The following enhancements and addressed issues are included in version 103 of the *Cisco: Meraki [API]* PowerPack:

- An issue was addressed that was preventing the ScienceLogic platform from parsing inbound emails from Meraki devices in order to generate events. With this enhancement, an inbound email that matches a component device name and the regular expression (RegEx) pattern of one of the PowerPack's Event Policies will generate an event aligned to that network component device.

  The following RegEx patterns are used:

  - For scheduled maintenance emails:

    ```
    (Scheduled maintenance for network)\s*"([a-zA-Z0-9_\-\.]+)"\s*
    ```

  - For all other emails:

    ```
    (Alert for)\s*([a-zA-Z0-9_\-\.]+)\s*
    ```

NOTE: The Event Policies included in the *Cisco: Meraki [API]* PowerPack ***do not*** include RegEx patterns "out of the box". Users can add or modify Event Policy RegEx patterns to best suit their needs.

NOTE: Emails that do not match the RegEx pattern of any Meraki Event Policy will generate a message in the system log. Emails that do not match the name of any component device in the ScienceLogic platform will not generate any events or messages.

NOTE: Events that are triggered when the virtual private network (VPN) goes down and comes back up might miss the "came up" event if both cases are reflected in the email. For example, the following email message would trigger only the "went down" event:

```
There were VPN connectivity changes in the BETUN-bsp-s2s network.
Changed VPN connections:
The site-to-site VPN connection to BETUN-bssd-s2s is now down.
The site-to-site VPN connection to BETUN-fsu-s2s is now up.
```

- Two new example SOAP/XML credentials were added to the PowerPack:
    - "Cisco: Meraki - API - Proxy", for users who connect to Meraki through a third-party proxy server
    - "Cisco: Meraki - API (Selective)", for users who want to discover only some selected devices

NOTE: Users who do not access the Meraki cloud service through a proxy server and do not want to use selective discovery can continue using Basic/Snippet and SNMP credentials.

NOTE: For more information about using these new credentials, see the ***Monitoring Cisco Meraki (API)*** manual.

- The "Cisco: Meraki Device Configuration [API]" Dynamic Application was updated to collect device status information from the Meraki API instead of via SNMP.

Known Issues

The following known issue affects version 103 of the *Cisco: Meraki [API]* PowerPack.

- Due to a limitation in the number of requests Meraki can handle per second, data collection gaps might occur when monitoring larger scale systems.

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