

Configure Webhook Notifications for Alarms

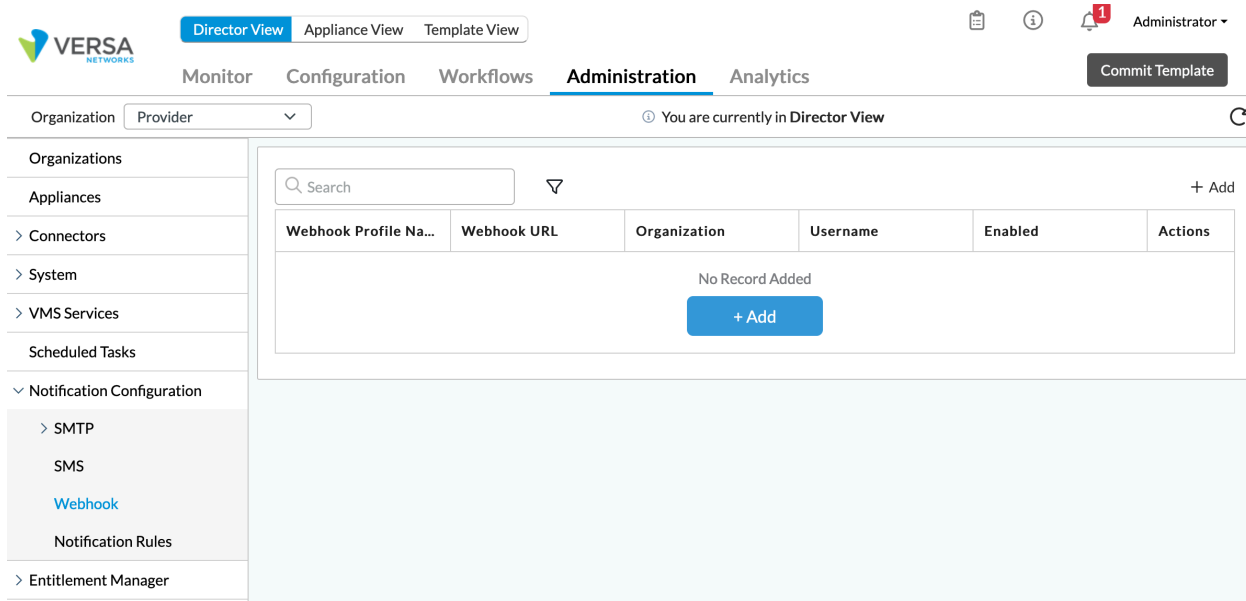
 For supported software information, click [here](#).

When a Versa Operating System™ (VOS™) device generates an alarm, the alarm is sent to the Director and Analytics nodes. On the Director node, you can configure webhook notifications to forward the alarms and notifications to an external HTTP or HTTPS server and to a ServiceNow platform, and you can then incorporate the notification details into your web services. The webhook notifications are generated in JSON response format.

Configure a Webhook Notification

To configure a webhook notification:

1. In Director view, select the Administration tab in the top menu bar.
2. Select Notification Configuration > Webhook in the left menu bar.



The screenshot shows the Versa Networks Director interface. The top navigation bar includes tabs for Director View, Appliance View, and Template View. The main menu bar has options for Monitor, Configuration, Workflows, Administration (selected), and Analytics. A 'Commit Template' button is visible on the right. The left sidebar shows a tree view with 'Notification Configuration' expanded, and 'Webhook' selected. The main content area displays a table for Webhook configurations. The table has columns: Webhook Profile Na..., Webhook URL, Organization, Username, Enabled, and Actions. Below the table, it says 'No Record Added' and there is a '+ Add' button.

| Webhook Profile Na... | Webhook URL | Organization | Username | Enabled | Actions |
|-----------------------|-------------|--------------|----------|---------|---------|
| No Record Added | | | | | |

3. Click the  Add icon. In the Add Webhook popup window, enter information for the following fields.

Add Webhook



Webhook Profile Name *

Webhook URL *

Organization *

Sub Organizations

Username

Password

☒ Enabled

Authorization *

HTTP Method *

Headers

| Attribute | Value |
|-----------|-------|
| | |

Parameters

| Name | Value |
|------|-------|
| | |

Body Template


```
1 {
2 }
3
```

Reset

OK

Cancel

| Field | Description |
|---------------------------------|---|
| Webhook Profile Name (Required) | Enter a name for the webhook profile. |
| Webhook URL (Required) | Enter the fully qualified HTTP or HTTPS URL of where to send the request. |
| Organization (Required) | (For Releases 22.1.3 and later.) Select an organization to which to apply the v |
| Suborganizations | (For Releases 22.1.3 and later.) Select a suborganization that can access the parent organization. |
| Username | Enter the username for authorization of the external HTTP or HTTPS server. |
| Password | Enter the password. |
| Enabled | Click to activate the webhook. If you do not select this option, alarms are not s you have added a webhook to the alarm notification rule. |
| Authorization (Required) | Select the authorization type: <ul style="list-style-type: none"> BasicAuth—Use basic authorization. For this authorization, you must ente NoAuth—Do not use authorization. |

| Field | Description |
|------------------------|--|
| HTTP Method (Required) | <p>Select the type of HTTP request:</p> <ul style="list-style-type: none"> POST PUT |
| Headers | <p>Enter HTTP or HTTPS headers to add information to the request for the webhook. Add icon.</p> |
| Parameters | <p>Enter additional URL parameters, and then click  Add icon.</p> |
| Body Template | <p>Enter a valid velocity JSON template in which the key matches the API field definition. The value of the key is mapped to alarm object variables that start with a dollar (\$) sign. A generic JSON template is valid.</p> <p>The following velocity alarm variables are supported:</p> <ul style="list-style-type: none"> alarmText—Alarm description. deviceName—VOS device name. isCleared—Whether the alarm has been cleared. This variable is populated if the alarm has already occurred and should have been cleared. <ul style="list-style-type: none"> True—Alarm has been cleared. False—Alarm has not been cleared. lastPerceivedSeverity—Last known severity of the alarm. lastStatusChange—Timestamp of the last status change. <p>The following shows the generic body template. In this template, the alarm time in milliseconds fields are available for Releases 22.1.3 and later.</p> <pre>{ 'Device Name': '\$deviceName', 'Alarm Type': '\$type', 'Tenant': '\$org', 'Severity': '\$severity', 'Managed Object': '\$managedObject', 'Specific Problem': '\$specificProblem', 'Alarm Text': '\$alarmText', 'Alarm Time': '\$alarmTime', 'Alarm Timestamp': '\$alarmTimestamp', 'Alarm Time In Milliseconds': '\$alarmTimeInMillis' }</pre> |

4. Click OK.

https://docs.versa-networks.com/Management_and_Orchestration/Versa_Director/Configuration/Configure_Webhook_Notifications

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Configure a ServiceNow Webhook Profile

You can use Webhooks to create incidents or events automatically on a ServiceNow IT service management platform. To do this, you configure a webhook profile whose JSON payload template is specific to the API endpoint of the ServiceNow platform. Note that you can configure similar webhook profiles for other IT service management platforms.

To configure a ServiceNow webhook profile:

1. In Director view, select the Administration tab in the top menu bar.
2. Select Notification Configuration > Webhook in the left menu bar.

The screenshot shows the Versa Networks Director View interface. The top navigation bar includes tabs for Director View, Appliance View, and Template View. The main navigation bar has tabs for Monitor, Configuration, Workflows, Administration (selected), and Analytics. A 'Commit Template' button is visible on the right. The left sidebar shows a tree view with categories like Organizations, Appliances, Connectors, System, VMS Services, Scheduled Tasks, Notification Configuration (expanded), SMTP, SMS, Webhook (selected), Notification Rules, and Entitlement Manager. The main content area displays a table for Webhook Profiles. The table has columns: Webhook Profile Na..., Webhook URL, Organization, Username, Enabled, and Actions. A search bar and a '+ Add' button are at the top right of the table. The table currently shows 'No Record Added' and a '+ Add' button.

| Webhook Profile Na... | Webhook URL | Organization | Username | Enabled | Actions |
|-----------------------|-------------|--------------|----------|---------|---------|
| No Record Added | | | | | |

3. Click the  Add icon. In the Add Webhook popup window, enter information for the following fields.

Add Webhook



Webhook Name *

Service-Now

Webhook URL *

https://dev34235.service-now.com/api/now/table/incident

Organization *

tenant1

Sub Organizations

Select Option

Username

admin

Password

•••••



Authorization *

BasicAuth

☒ Enabled

HTTP Method *

POST

Headers

Attribute

Value



Accept

application...





Body Template

```
1  {
2    urgency: '$lastPerceivedSeverity',
3    assigned_to: 'admin',
4    short_description: '$type',
5    description: '$lastAlarmText'
6  }
```

Reset

OK

Cancel

| Field | Description |
|---------------------------------|---|
| Webhook Profile Name (Required) | Enter a name for the webhook. |
| Webhook URL (Required) | Enter the API endpoint URL for the ServiceNow event table or incident table. |
| Organization (Required) | (For Releases 22.1.3 and later.) Select an organization to which to apply the webhook. |
| Suborganizations | (For Releases 22.1.3 and later.) Select a suborganization that can access the webhook configured for the parent organization. |
| Username | Enter the ServiceNow instance username for authorization. |
| Password | Enter the password associated with the username. |
| Enabled | Click to activate the webhook. If you do not select this option, alarms are not sent to the webhook API even if you have added a webhook to the alarm notification rule. |
| Authorization (Required) | Select BasicAuth. |
| HTTP Method (Required) | Select POST. |
| Headers | <p>Enter HTTP or HTTPS headers to add information to the request for the webhook API call, and then click  Add icon. For ServiceNow, add the following headers:</p> <ul style="list-style-type: none"> ◦ Accept: application/json ◦ Content-Type: application/json |
| Parameters | Enter additional URL parameters, and then click  Add icon. |
| Body Template | Enter a valid velocity JSON template in which the key matches the API field definition and the value of each field is mapped to alarm object variables that start with a dollar (\$) sign. A green check mark indicates that |

the JSON template is valid.

For ServiceNow, use the following body template:

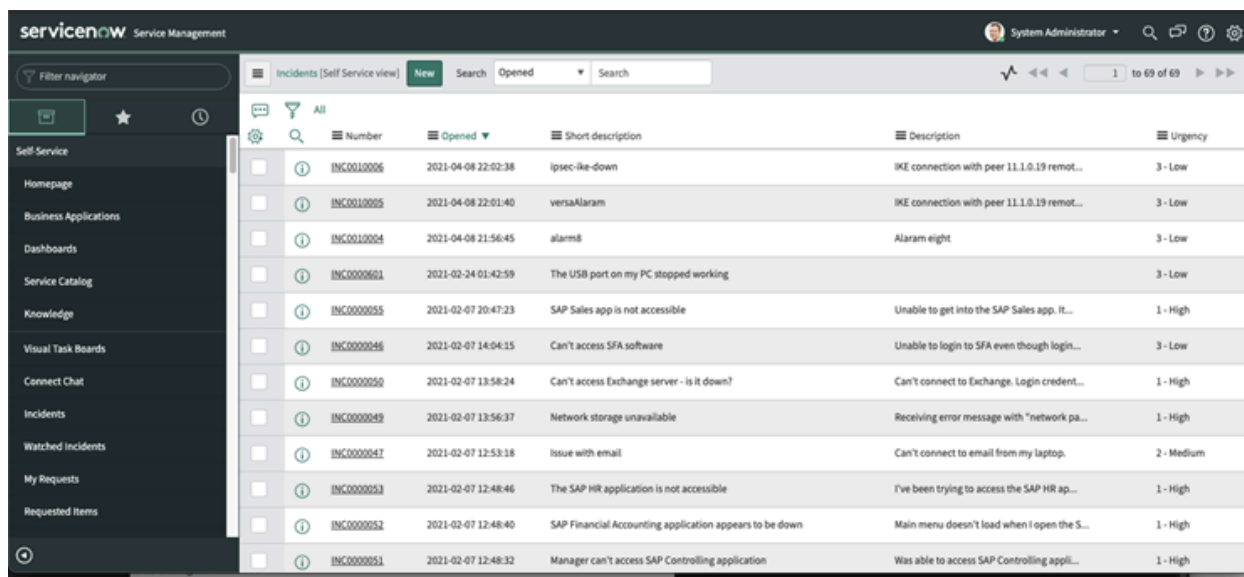
```
{
  urgency: '$lastPerceivedSeverity',
  assigned_to: 'admin',
  short_description: '$type',
  description: '$lastAlarmText'
}
```

The following example shows how the body template is transformed:

```
{
  urgency: '3',
  caller_id: '1245-356575-366464-df24v52-
dw2452',
  assigned_to: 'admin',
  short_description: 'ipsec-ike-down',
  description: 'IKE connection with peer 11.1.0.
19 remote branch name Branch-Appliance-
QA-2
(routing instance Appliance-QA-Control-VR)
is up'
}
```

4. Click OK.

In the ServiceNow platform, the posted alarm displays with an autogenerated incident number.



| | Number | Opened | Short description | Description | Urgency |
|--|-------------|---------------------|---|---|------------|
| | INC0010006 | 2021-04-08 22:02:38 | ipsec-ike-down | IKE connection with peer 11.1.0.19 remot... | 3 - Low |
| | INC0010005 | 2021-04-08 22:01:40 | versaAlarm | IKE connection with peer 11.1.0.19 remot... | 3 - Low |
| | INC0010004 | 2021-04-08 21:56:45 | alarm8 | Alarm eight | 3 - Low |
| | INC00000601 | 2021-02-24 01:42:59 | The USB port on my PC stopped working | | 3 - Low |
| | INC0000055 | 2021-02-07 20:47:23 | SAP Sales app is not accessible | Unable to get into the SAP Sales app. It... | 1 - High |
| | INC0000046 | 2021-02-07 14:04:15 | Can't access SFA software | Unable to login to SFA even though login... | 3 - Low |
| | INC0000050 | 2021-02-07 13:58:24 | Can't access Exchange server - is it down? | Can't connect to Exchange. Login credent... | 1 - High |
| | INC0000048 | 2021-02-07 13:56:37 | Network storage unavailable | Receiving error message with "network pa... | 1 - High |
| | INC0000047 | 2021-02-07 12:53:18 | Issue with email | Can't connect to email from my laptop. | 2 - Medium |
| | INC0000053 | 2021-02-07 12:48:46 | The SAP HR application is not accessible | I've been trying to access the SAP HR ap... | 1 - High |
| | INC0000052 | 2021-02-07 12:48:40 | SAP Financial Accounting application appears to be down | Main menu doesn't load when I open the S... | 1 - High |
| | INC0000051 | 2021-02-07 12:48:32 | Manager can't access SAP Controlling application | Was able to access SAP Controlling appli... | 1 - High |

https://docs.versa-networks.com/Management_and_Orchestration/Versa_Director/Configuration/Configure_Webhook_Notifica...

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Supported Software Information

Release 21.2.1 and later support all content described in this article, except:

- Release 22.1.3 adds the Organization and Suborganization fields in the Add Webhook popup window, and the alarm time, alarm timestamp, and alarm time in milliseconds fields in the generic body template.

Additional Information

[Configure Notifications for Alarms](#)

[Configure VOS Device Alarms](#)

[Enable SMS Text Messaging](#)