Calendar Invite Functions for IBM Resilient

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Release Notes

Version	Date	Notes
1.2.0	1/2021	App Host and Proxy Support
1.0.0	9/2018	Initial Release

Overview

Resilient Circuits Components for 'fn_calendar_invite'

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Key Features

fn_calendar_invite function takes the input incident id and retrieves the members and the owner of the incident and their email addresses. The function creates an email and calendar ICS file and sends an email to all incident members using an SMTP server inviting them to a meeting to discuss the incident. Included in the package is an example workflow that uses the fn_calendar_invite function and an example rule for creating the fn_calendar_invite workflow menu item. Both the example workflow and rule are each called "Example: Calendar Invite".

Requirements

This app supports the IBM Resilient SOAR Platform and the IBM Cloud Pak for Security.

Resilient platform

The Resilient platform supports two app deployment mechanisms, App Host and integration server.

If deploying to a Resilient platform with an App Host, the requirements are:

- Resilient platform >= `36.0.5634`.
- The app is in a container-based format (available from the AppExchange as a `zip` file).

If deploying to a Resilient platform with an integration server, the requirements are:

- Resilient platform >= `36.0.5634`.
- The app is in the older integration format (available from the AppExchange as a `zip` file which contains a `tar.gz` file).
- Integration server is running `resilient_circuits>=30.0.0`.

- If using an API key account, make sure the account provides the following minimum permissions:

Name	Permissions
Org Data	Read
Function	Read
Incidents	Read

The following Resilient platform guides provide additional information:

- *App Host Deployment Guide*: provides installation, configuration, and troubleshooting information, including proxy server settings.
- *Integration Server Guide*: provides installation, configuration, and troubleshooting information, including proxy server settings.
- *System Administrator Guide*: provides the procedure to install, configure and deploy apps.

The above guides are available on the IBM Knowledge Center at ibm.biz/resilient-docs. On this web page, select your Resilient platform version. On the follow-on page, you can find the *App Host Deployment Guide* or *Integration Server Guide* by expanding **Resilient Apps** in the Table of Contents pane. The System Administrator Guide is available by expanding **System Administrator**.

Cloud Pak for Security

If you are deploying to IBM Cloud Pak for Security, the requirements are:

- IBM Cloud Pak for Security >= 1.4.
- Cloud Pak is configured with an App Host.
- The app is in a container-based format (available from the AppExchange as a `zip` file).

The following Cloud Pak guides provide additional information:

- *App Host Deployment Guide*: provides installation, configuration, and troubleshooting information, including proxy server settings. From the Table of Contents, select Case Management and Orchestration & Automation > **Orchestration and Automation Apps**.
- *System Administrator Guide*: provides information to install, configure, and deploy apps. From the IBM Cloud Pak for Security Knowledge Center table of contents, select Case Management and Orchestration & Automation > **System administrator**.

These guides are available on the IBM Knowledge Center at ibm.biz/cp4s-docs. From this web page, select your IBM Cloud Pak for Security version. From the version-specific Knowledge Center page, select Case Management and Orchestration & Automation.

Proxy Server

The app supports a proxy server.

Installation

Install

- To install or uninstall an App or Integration on the *Resilient platform*, see the documentation at ibm.biz/resilient-docs.
- To install or uninstall an App on *IBM Cloud Pak for Security*, see the documentation at ibm.biz/cp4s-docs and follow the instructions above to navigate to Orchestration and Automation.

App Configuration

The following table provides the settings you need to configure the app. These settings are made in the app.config file. See the documentation discussed in the Requirements section for the procedure.

Config	Required	Example	Description
email_username	Yes	user@example.com	Calendar invitation sender email address
email_password	Yes	xxxx	Password of sender's email account
email_nickname	Yes	Resilient Meeting Organizer	Calendar invite sender nickname
email_host	Yes	smtp.gmail.com	Email server
email_port	Yes	587	Email server port
http_proxy	No	http://user:password@x.x.x.x:3128	http proxy
https_proxy	No	http://user:password@x.x.x.x:3128	https proxy

Function - Calendar Invite

This function sends a meeting invitation via email to the members and owners of an incident along with any additionally specified email recipients.

▶ Inputs:

Name	Type	Required	Example	Tooltip

Name	Type	Required	Example	Tooltip
calendar_invite_datetime	datetimepicker	Yes	–	-
calendar_invite_description	text	Yes	–	Calendar invite meeting description
calendar_invite_extra_email_addr	text	No	–	Comma separated list of extra email addresses for invitees who are not already members of the incident
calendar_invite_incident_id	number	Yes	–	-
calendar_invite_subject	text	Yes	–	Subject for calendar invite email

▶ Outputs:

```
results = {
    'version': '1.0',
    'success': True,
    'reason': None,
    'content': {'recipient': ['a@a.com', 'restest@gmail.com'],
                'sender': 'Resilient Meeting Organizer
<restest@gmail.com>', 'subject': 'My Incident',
                'description': 'My Inicdent meeting'}, 'raw':
'{"recipient": ["a@a.com", "restest@gmail.com"], "sender": "Resilient
Meeting Organizer <restest@gmail.com>", "subject": "My Incident",
"description": "My Incident meeting"}', 'inputs':
{'calendar_invite_incident_id': 2151, 'calendar_invite_datetime':
1611291600000, 'calendar_invite_extra_email_addr': 'restest@gmail.com',
'calendar_invite_subject': 'My Incident', 'calendar_invite_description':
'My Incident meeting'},
    'metrics': {'version': '1.0',
                'package': 'fn-calendar-invite',
                'package_version': '1.1.0',
                'host': 'MacBook-Pro.local',
                'execution_time_ms': 12759,
                'timestamp': '2021-01-08 15:27:01'}
}
```

▶ Example Pre-Process Script:

```
# Get the Calendar invite input
inputs.calendar_invite_incident_id = incident.id
inputs.calendar_invite_subject = incident.name
# This workflow uses activity fields specified at the rule for the
following fields
inputs.calendar_invite_datetime = rule.properties.rule_calendar_date_time
inputs.calendar_invite_description =
rule.properties.rule_calendar_description.content
inputs.calendar_invite_extra_email_addr =
rule.properties.rule_calendar_extra_email_addr.content
```

▶ Example Post-Process Script:

```
# results.content dict contains "recipient", "sender", "subject", body"
content = results.get("content")
r_to = content.get("recipient")
r_from = content.get("sender")
r_subject = content.get("subject")
r_description = content.get("description")

note_text = u"""<p><b>Meeting Invite</b></p>
To: {}<br>
From:{}<br>
Subject: {}<br>
Description: {}""".format(r_to, r_from, r_subject, r_description)

incident.addNote(helper.createRichText(note_text))
```
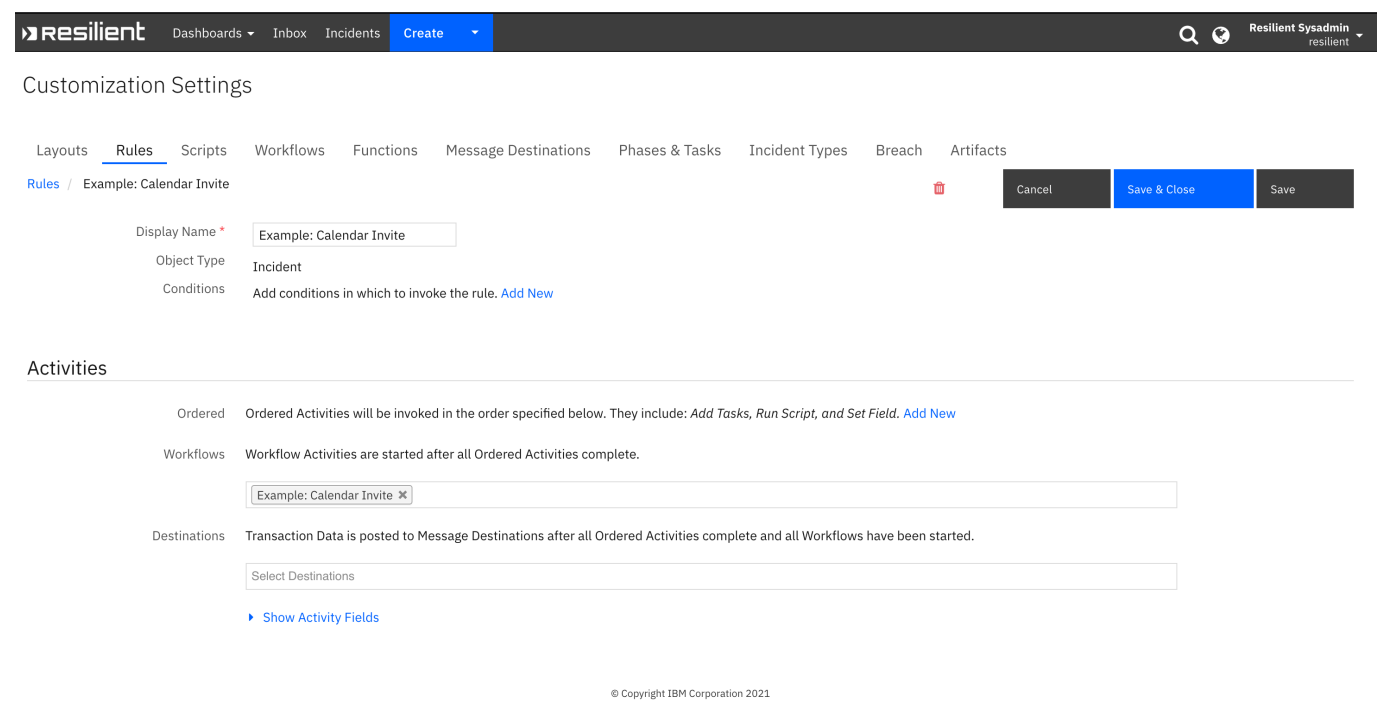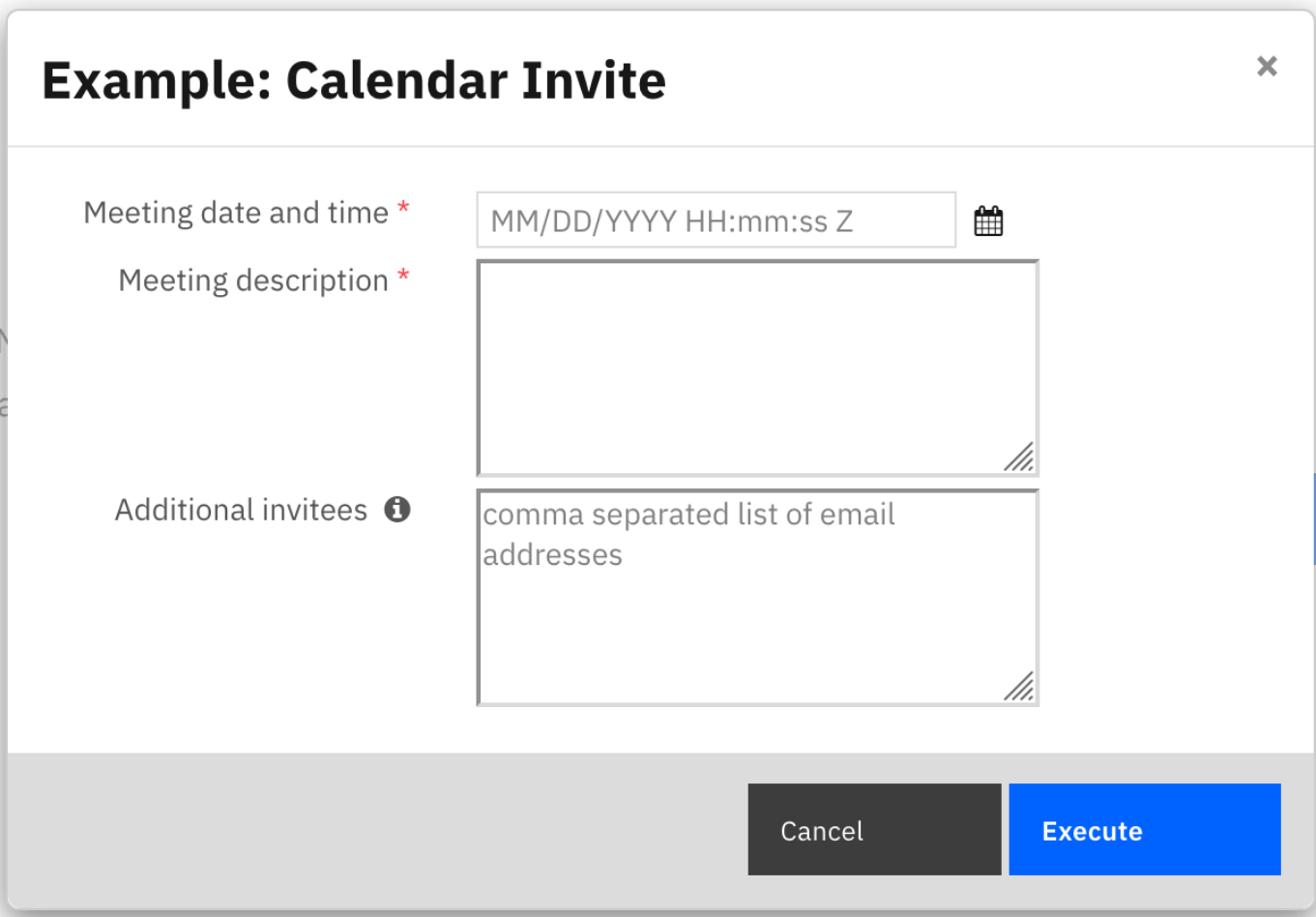
Rules

Rule Name	Object	Workflow Triggered
Example: Calendar Invite	incident	example_calendar_invite

The Example: Calendar Invite rule

The following activity popup menu appears when then the incident menu rule is activated:

Troubleshooting & Support

Refer to the documentation listed in the Requirements section for troubleshooting information.

For Support

This is a IBM Community provided App. Please search the Community https://ibm.biz/resilientcommunity for assistance.