



# Cisco Security Cloud Control (SCC) Platform to simplify Day-2 Operations with APIs, Event Notification and Integration

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# Abstract

Cisco Security Cloud Control (SCC) is a cloud-based multi-device manager that facilitates management of security policies in highly distributed environments.

In this session, we will focus on a step-by-step process on how to integrate in-built event notification to Webex using webhooks and how to automate work-flow for Firewall management using RESTful new SCC APIs.

# Webex App

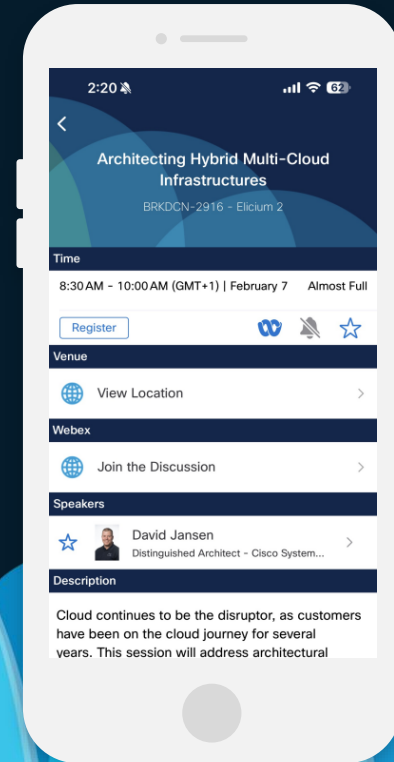
## Questions?

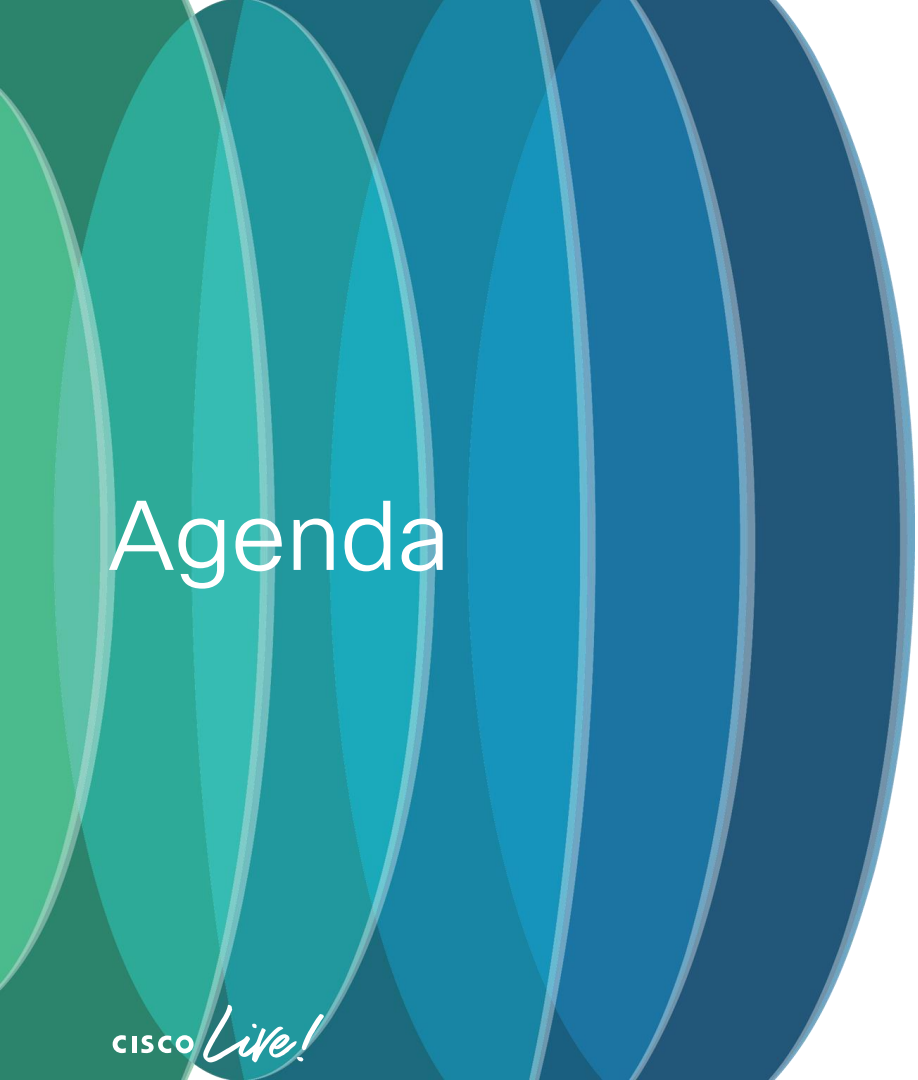
Use the Webex app to chat with the speaker after the session

## How

- 1 Find this session in the Cisco Events mobile app
- 2 Click “Join the Discussion”
- 3 Install the Webex app or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until February 28, 2025.



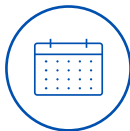


# Agenda

- Introduction
- Security Cloud Control Architecture
- cdFMC API Construct
- Adding Webex Notification



**CISCO** *Live!*



# Vijayanand CD (VCD)

A student with 21 years  
of industry experience

18 years with Cisco and 4 years  
with Cisco® partners

Held various roles at Cisco:

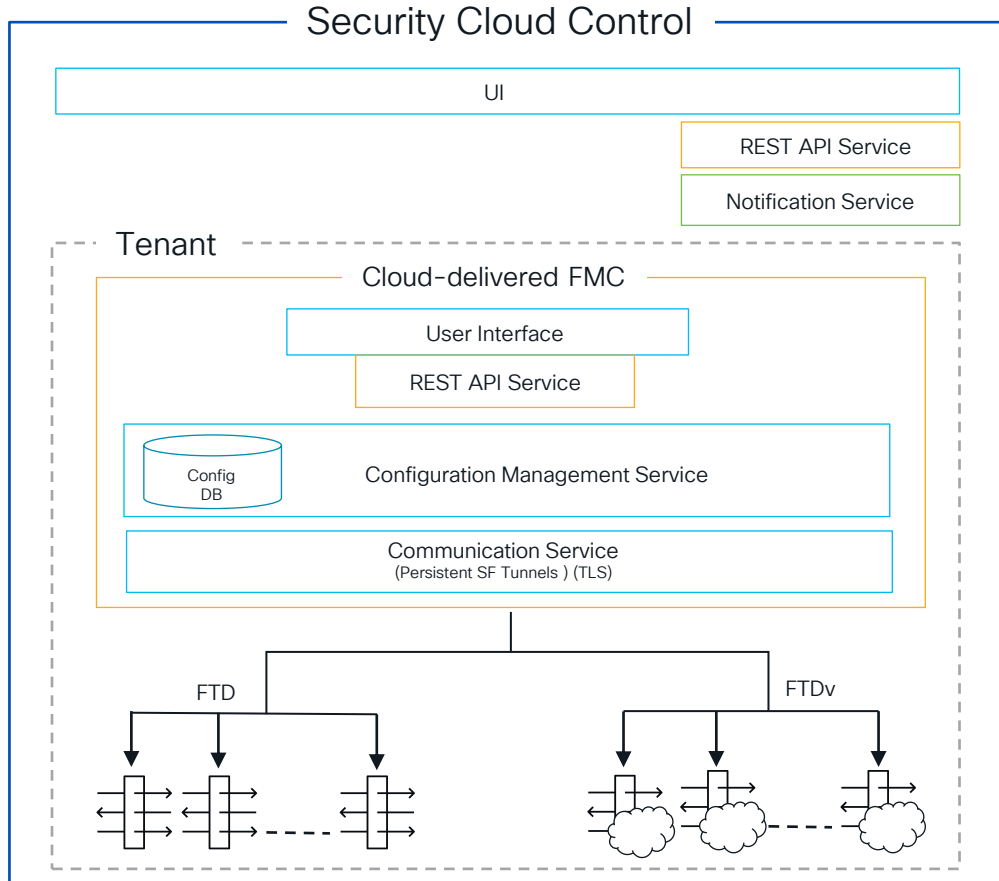
- Network Consulting Engineer
- On Site Engineer
- Focal Engineer
- Technical Leader
- Consulting System Engineer
- Technical Solutions Architect
- Solutions Engineer

Dual CCIE # 20769  
(Routing and Switching | Datacenter)

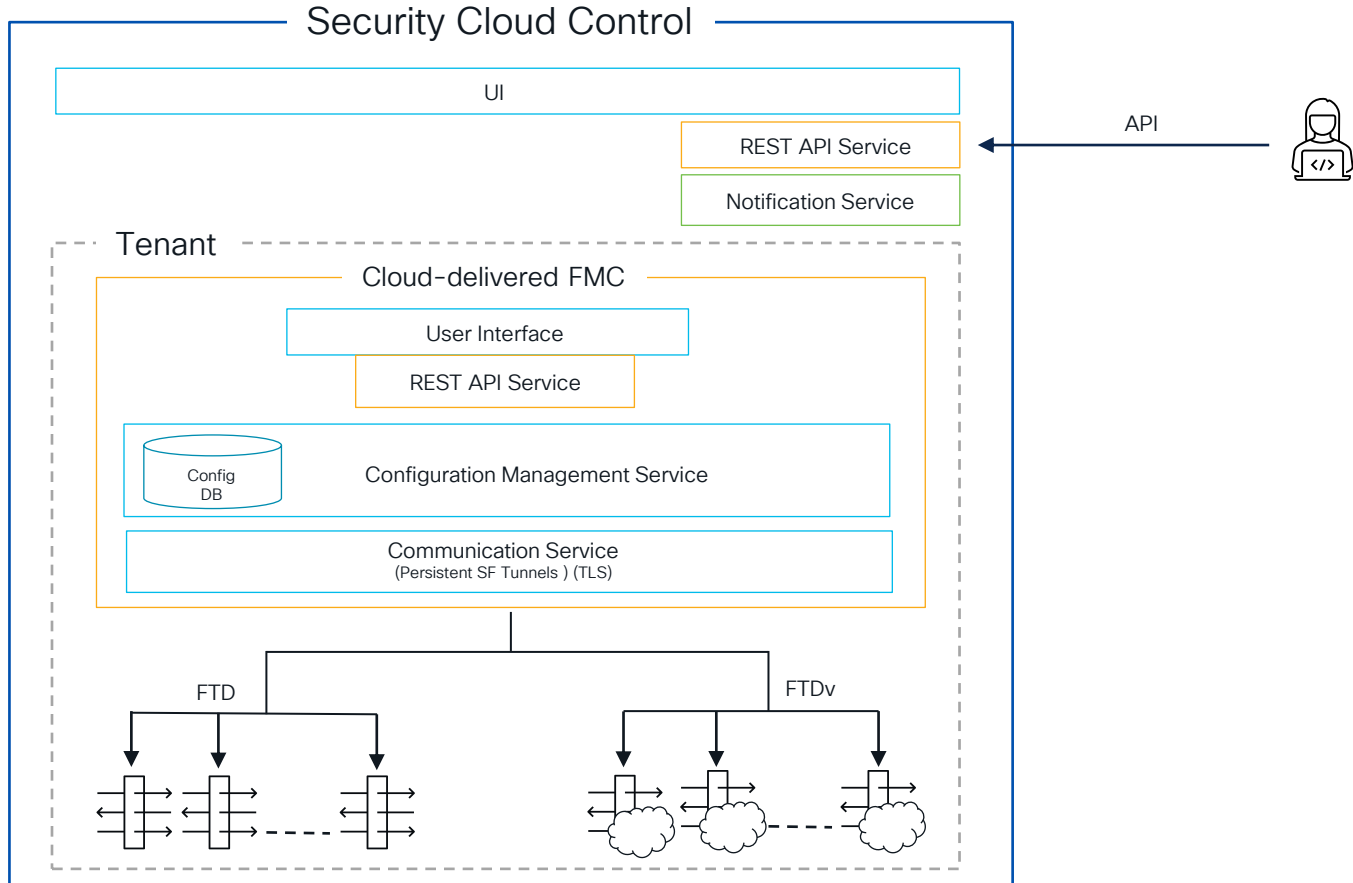
MSc in Mobile Communication  
and Internet Technologies

MSc in Software and Systems Security

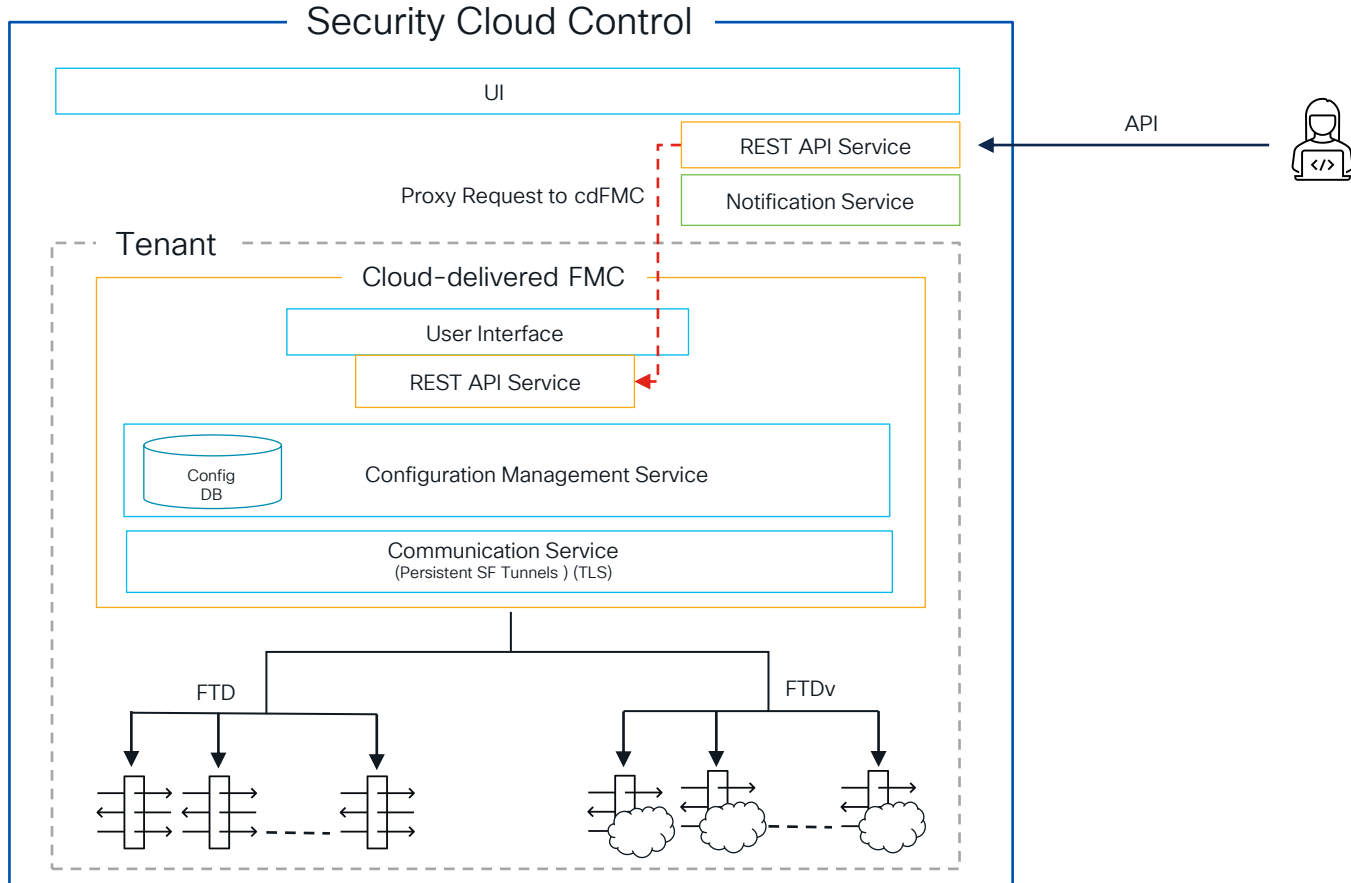
# Cloud-delivered FMC Architecture



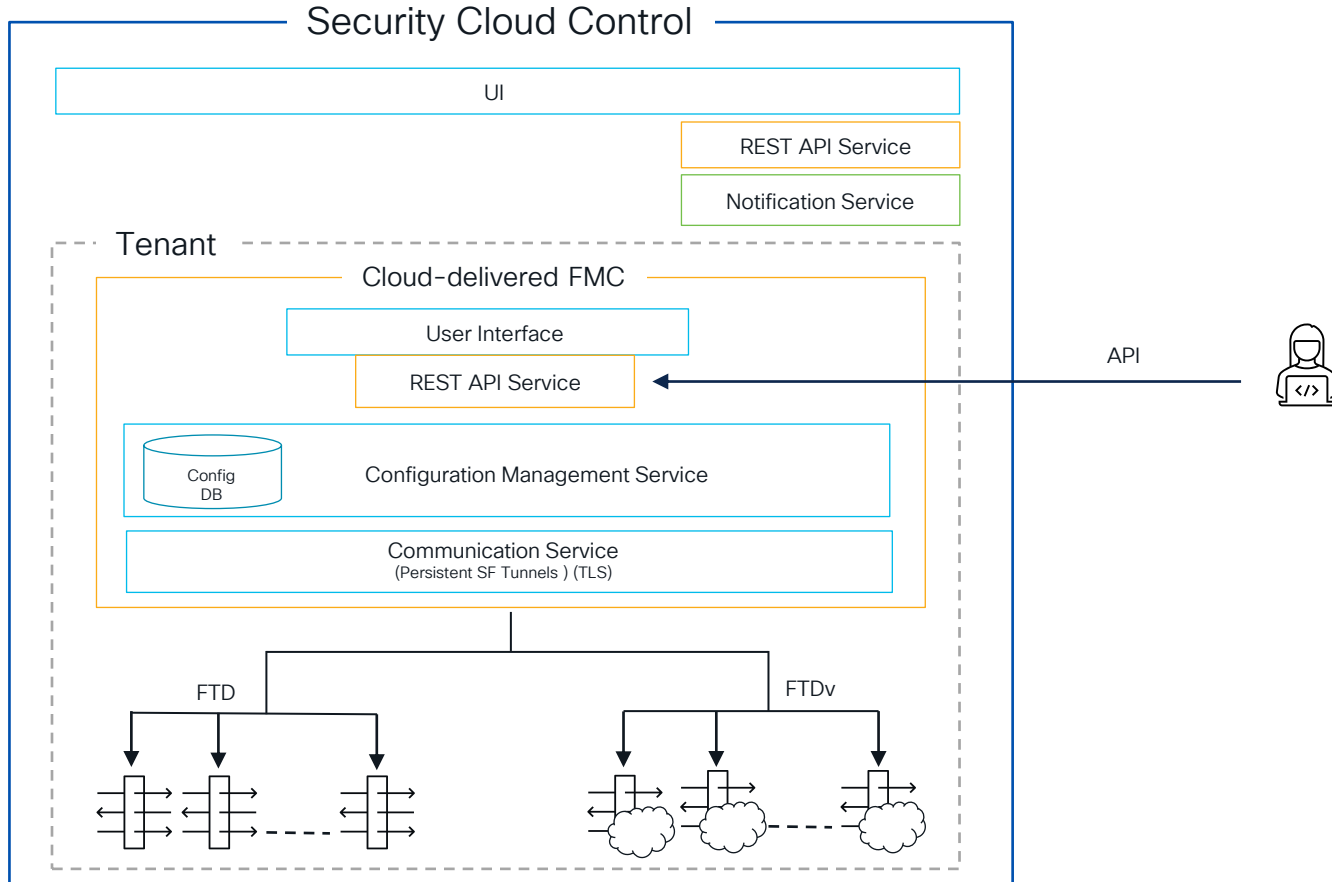
# Cloud-delivered FMC Architecture



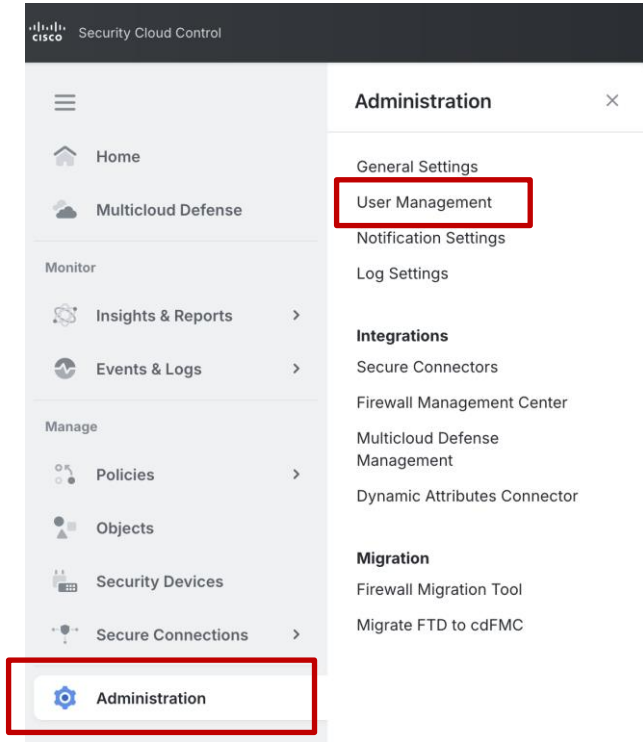
# Cloud-delivered FMC Architecture



# Cloud-delivered FMC Architecture



# Create a user for API



# Create a user for API

**Grant User Access to CDO\_cisco-vicd**

If this user is new to Security Cloud Control, please ensure the user has self-registered at [sign-on.security.cisco.com](https://sign-on.security.cisco.com) with the same email address used below.

Username:

Role:

- ☒ **Api Only User**
- Read Only
- Edit Only
- Deploy Only
- Admin

**Add**

**Administration**

| Roles       |  |
|-------------|--|
| Super Admin |  |
| Read Only   |  |
| Read Only   |  |
| Admin       |  |
| Read Only   |  |
| Read Only   |  |
| Super Admin |  |

# Create a user for API

The screenshot displays the Cisco Security Cloud User Management interface. The left sidebar shows the navigation menu with 'Adminis' highlighted. The main content area shows the 'User Management' section with a table of users. The table has columns for User, Last Login, Token, and Roles. The 'api@CDO\_cisco-vicd' user is highlighted, and the 'Refresh' button is highlighted with a red box. The 'Asia-RegionSOC@CDO\_cisco-vicd' user is also highlighted, and the 'Generate API Token' button is highlighted with a red box.

| User                                                  | Last Login               | Token                                                                 | Roles       |
|-------------------------------------------------------|--------------------------|-----------------------------------------------------------------------|-------------|
| api@CDO_cisco-vicd <small>API Only</small>            | -                        | <span>✓ API Token</span> <span>✗ Revoke</span> <span>🔄 Refresh</span> | Super Admin |
| Asia-RegionSOC@CDO_cisco-vicd <small>API Only</small> | -                        | <span>● No API Token</span> <span>Generate API Token</span>           | Read Only   |
| EU-RegionSOC@CDO_cisco-vicd <small>API Only</small>   | -                        | <span>● No API Token</span> <span>Generate API Token</span>           | Read Only   |
| rajvasan@cisco.com                                    | 7/19/2024<br>12:48:40 PM | <span>● No API Token</span>                                           | Admin       |
| Reporting-API@CDO_cisco-vicd <small>API Only</small>  | -                        | <span>● No API Token</span> <span>Generate API Token</span>           | Read Only   |
| US-RegionSOC@CDO_cisco-vicd <small>API Only</small>   | -                        | <span>● No API Token</span> <span>Generate API Token</span>           | Read Only   |
| vicd@cisco.com                                        | 2/10/2025<br>11:34:24 AM | <span>✓ API Token</span> <span>✗ Revoke</span>                        | Super Admin |

# Create a user for API

The screenshot displays the Cisco Security Cloud User Management interface. A modal window titled "API Token for Asia-RegionSOC@CDO\_cisco-vicd" is open, showing an SCC API Token. The token is a long alphanumeric string: `eyJraWQiOiIwIiwidHlwIjoiSldUIiwiaWxnbG9zZXMiOiJk9MRV' S-Nn9ZQNhBmW2yXC3bKvoJV041HHTa-dTAm_C098xa8FcPsU87v6be-3ku0DMvjyIA0A1W8JZTcVPRR3FrLmE.` Below the token is a "Copy API Token" link. An "OK" button is at the bottom right of the modal. In the background, the "Admin" link in the left sidebar is highlighted with a red box. The top navigation bar includes a search bar and user information for "cisco-vicd".

API Token for Asia-RegionSOC@CDO\_cisco-vicd

SCC API Token

`eyJraWQiOiIwIiwidHlwIjoiSldUIiwiaWxnbG9zZXMiOiJk9MRV' S-Nn9ZQNhBmW2yXC3bKvoJV041HHTa-dTAm_C098xa8FcPsU87v6be-3ku0DMvjyIA0A1W8JZTcVPRR3FrLmE.`

[Copy API Token](#)

OK

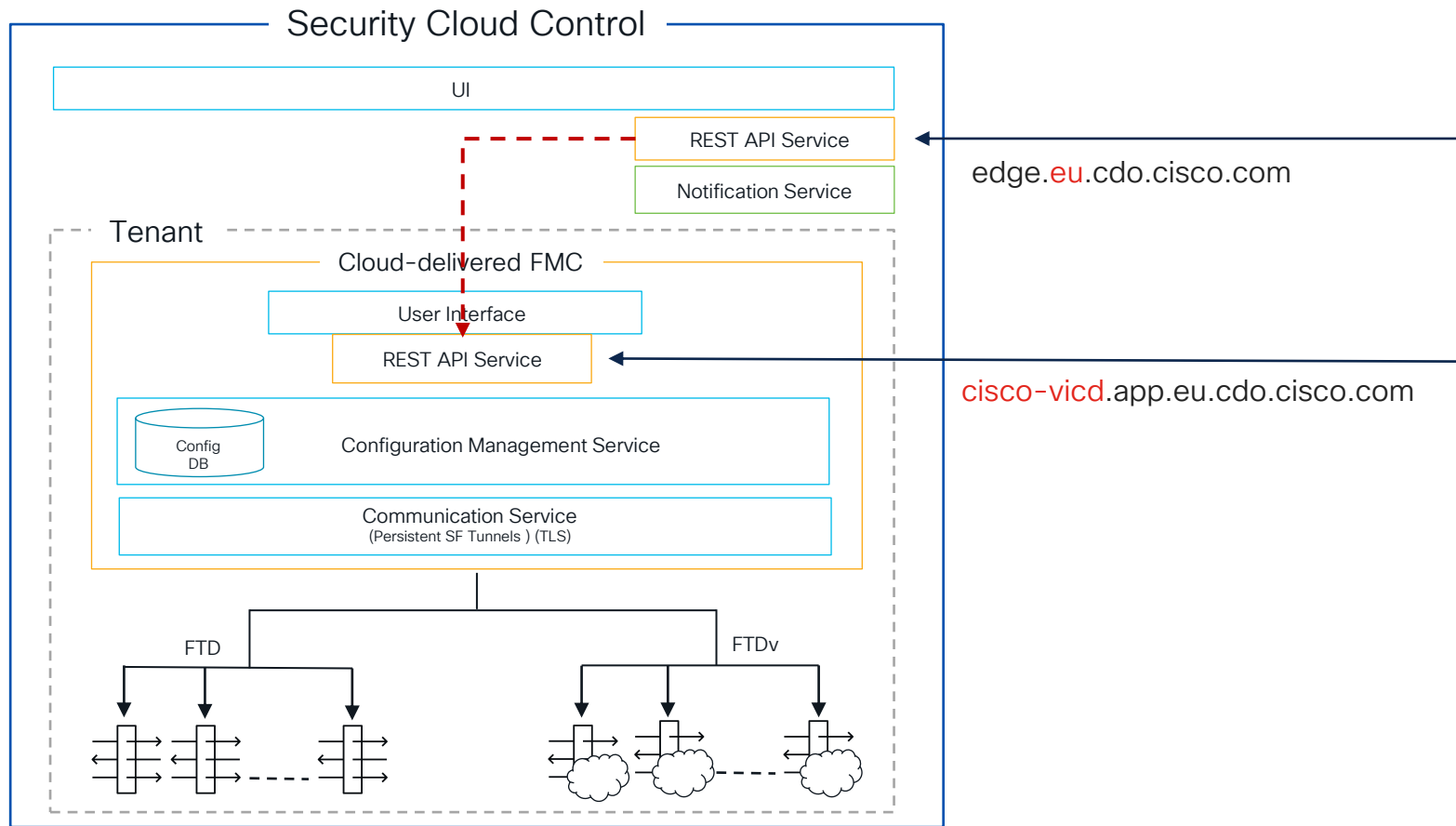
Asia-RegionSOC@CDO\_cisco-vicd API Only - ✓ API Token ✕ Revoke

# Add the API to the Client (Postman as example)

The image displays two screenshots of the Postman application interface, illustrating the steps to configure Bearer Token authentication for an API request.

**Top Screenshot:** Shows the 'Authorization' tab selected. The 'Auth Type' dropdown menu is open, and 'Bearer Token' is highlighted with a red box. The 'Token' field contains a sample token: `eyJraWQiOiIiwidHlwIjoiSldUliwiYWxnIjoiU...`, which is also highlighted with a red box.

**Bottom Screenshot:** Shows the same interface, but the 'Auth Type' dropdown is closed. The 'Token' field now displays the token: `eyJraWQiOiIiwidHlwIjoiSldUliwiYWxnIjoiU...`. Below the 'Token' field, a note states: "The authorization header will be automatically generated when you send the request. Learn more about [Bearer Token](#) authorization."



# SCC API Hostname

[Documentation](#) > [All](#) > [Cisco Security Cloud Control \(SCC\)](#) > Security Cloud Control API Documentation

Security Cloud Control API Documentation

[Introduction](#)

[Authentication](#)

[Getting Started](#)

Supported RESTful Operations

[API Resources](#)

[API User Prerequisites](#)

**Base URI**

[1. Authorization](#)

[2. Get a list of devices](#)

[Try it out with Postman](#)

[Searching](#)

[API Changelog](#)

[API Reference](#)

## Base URI

Cisco Security Cloud Control is deployed in multiple regions, and the API is available in all of these. The server URL for each region is as follows:

- US: <https://api.us.security.cisco.com/firewall> (use this if the Security Cloud Control URL you visit is <https://www.defenseorchestrator.com> or <https://us.manage.security.cisco.com>)
- EU: <https://api.eu.security.cisco.com/firewall> (use this if the Security Cloud Control URL you visit is <https://www.defenseorchestrator.eu> or <https://eu.manage.security.cisco.com>)
- APJ: <https://api.apj.security.cisco.com/firewall> (use this if the Security Cloud Control URL you visit is <https://apj.cdo.cisco.com> or <https://apj.manage.security.cisco.com>)
- Australia: <https://api.au.security.cisco.com/firewall> (use this if the Security Cloud Control URL you visit is <https://aus.cdo.cisco.com> or <https://aus.manage.security.cisco.com>)
- India: <https://api.in.security.cisco.com/firewall> (use this if the Security Cloud Control URL you visit is <https://in.cdo.cisco.com> or <https://in.manage.security.cisco.com>)

**Note:** If you were using the old base URIs (<https://edge.cdo.cisco.com>), they will continue to work. But please switch your automation to use the new URLs.

# cdFMC - Hostname

Security Cloud Control Services

Search by Device Name, IP Address, or Serial Number

Cloud-Delivered FMC

| Name                                                    | Vr | Devices | Type            | St | La |
|---------------------------------------------------------|----|---------|-----------------|----|----|
| <input checked="" type="checkbox"/> Cloud-Delivered FMC | 2  | 1       | Cloud-Delivered | C  |    |
| <input type="checkbox"/> VCD-FMC-OnPrem                 | 7  | 2       | On-Prem FMC     |    | C  |

Hostname: cisco-vicd.app.eu.cdo.cisco.com

Version: 900.41137

Smart license: Registered (last renewed on Oct 19 2024)

Actions

- Check For Changes
- Deployment
- Updates
- Workflows
- API Explorer
- Passive Identity

Management

- Devices
- Policies
- Objects
- NAT
- Site to Site VPN
- Remote Access VPN
- Platform Settings

System

Configuration

# Find the {domainUUID}

`https://{tenantname}.eu.cdo.cisco.com/api/api-explorer/`

**Health**

**Audit**

**System Information**

- GET `/api/fmc_platform/v1/info/serverversion/{objectId}`
- GET `/api/fmc_platform/v1/info/domain/{domainUUID}/{objectId}`
- GET `/api/fmc_platform/v1/info/serverversion`
- GET `/api/fmc_platform/v1/info/domain`**

**Analysis**

**Object**

Proxy request to cdFMC

FMC Endpoint

`https://edge.eu.cdo.cisco.com/api/rest/v1/cdfmc/ api/fmc_platform/v1/info/domain`

GET `https://edge.eu.cdo.cisco.com/api/rest/v1/cdfmc/api/fmc_platform/v1/info/domain` Send

Params Authorization Headers (7) Body Scripts Settings Cookies

Query Params

| Key | Value | Description | Bulk Edit |
|-----|-------|-------------|-----------|
|-----|-------|-------------|-----------|

Body Cookies Headers (24) Test Results 200 OK • 536 ms • 1.18 KB • ...

{ JSON Preview Visualize

```
1 {
2   "links": {
3     "self": "https://eu.cdo.cisco.com/api/rest/v1/cdfmc/api/fmc_platform/v1/info/domain?offset=0&limit=25"
4   },
5   "items": [
6     {
7       "uuid": "e276abec-e0f2-11e3-8169-6d9ed49b625f",
8       "name": "Global",
9       "type": "Domain"
10    }
11  ]
12 }
```

# Construct an API query – cdFMC Proxy

## Proxy Part + {DomainUUID} + FMC endpoint

Proxy request to cdFMC

FMC Endpoint

[https://edge.eu.cdo.cisco.com/api/rest/v1/cdfmc/api/fmc\\_config/v1/domain/e276abec-e0f2-11e3-8169-6d9ed49b625f/health/alerts](https://edge.eu.cdo.cisco.com/api/rest/v1/cdfmc/api/fmc_config/v1/domain/e276abec-e0f2-11e3-8169-6d9ed49b625f/health/alerts)

**Health**

- GET /api/fmc\_config/v1/domain/{domainUUID}/health/tunnelstatuses/{objectId}
- GET /api/fmc\_config/v1/domain/{domainUUID}/health/tunnelstatuses
- GET /api/fmc\_config/v1/domain/{domainUUID}/health/tunnelstatuses/{containerUUID}/tunneldetails
- GET /api/fmc\_config/v1/domain/{domainUUID}/health/tunnelsummaries
- GET /api/fmc\_config/v1/domain/{domainUUID}/health/ravpngateways
- POST /api/fmc\_config/v1/domain/{domainUUID}/health/ravpnsessions/operational/terminateravpnsessions
- GET /api/fmc\_config/v1/domain/{domainUUID}/health/pathmonitoredinterfaces
- GET /api/fmc\_config/v1/domain/{domainUUID}/health/events
- GET /api/fmc\_config/v1/domain/{domainUUID}/health/alerts**
- GET /api/fmc\_config/v1/domain/{domainUUID}/health/metrics

**Audit**

**System Information**

GET [https://edge.eu.cdo.cisco.com/api/rest/v1/cdfmc/api/fmc\\_config/v1/domain/e276abec-e0f2-11e3-8169-6d9ed49b625f/health/alerts](https://edge.eu.cdo.cisco.com/api/rest/v1/cdfmc/api/fmc_config/v1/domain/e276abec-e0f2-11e3-8169-6d9ed49b625f/health/alerts) Send

Params Authorization Headers (7) Body Scripts Settings Cookies

Query Params

| Key | Value | Description |
|-----|-------|-------------|
|-----|-------|-------------|

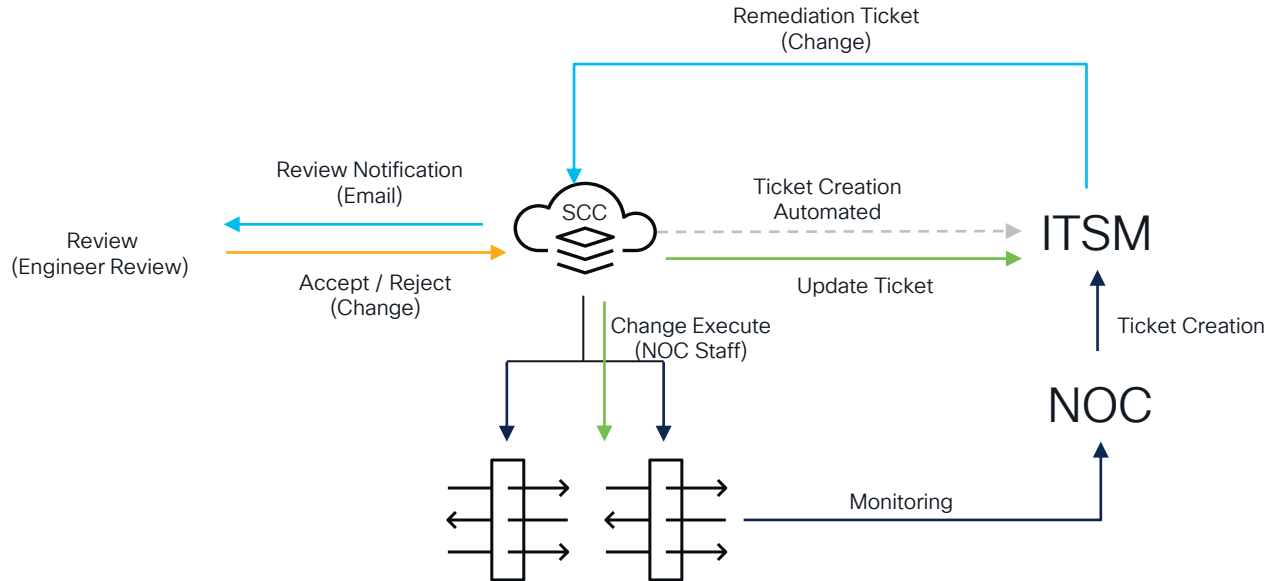
Body Cookies Headers (24) Test Results 200 OK • 607 ms • 8.85 KB

JSON Preview Visualize

```
1 {
2   "links": {
3     "self": "https://eu.cdo.cisco.com/api/rest/v1/cdfmc/api/fmc_config/v1/domain/e276abec-e0f2-11e3-8169-6d9ed49b625f/health/alerts?offset=0&limit=25"
4   },
5   "items": [
6     {
7       "deviceUUID": "9b420556-8ba4-11ef-a801-82083729070c",
8       "moduleID": "SNORT_IDENTITY_MEMORY_USAGE",
9       "moduleUUID": "36ce7a0d-79ec-4dfe-bee5-b8d37661ca17",
10      "timestamp": 1738667480,
11      "params": "<params><totalloop><val>7.4%</val></totalloop><totalloop><val>1.1M / 15.0M</val></totalloop><memloop><val>797.4K</val></memloop><memloop><val>32B</val></memloop><memloop><val>208.9K</val></memloop><bindingloop><val>0 / 64000</val></bindingloop><bindingloop><val>0</val></bindingloop><bindingloop><val>0</val></bindingloop><ugloop><val>0 / 128</val></ugloop></params>",
12      "status": "GREEN",
13      "details": "7.4% of 15.0M used",
14      "type": "Alert"
15    },
16  ]
17 }
```

# Change Request Management

## Example



Change Management Workflow enables the linking of a Change Request and its Business Justification to a Change Log event.

# Select the Change Management Workflow

The screenshot shows the cdFMC Change Management Workflow interface. The top navigation bar includes the cdFMC logo, a search bar, and links for Return Home, Deploy, and Select a Ticket. A user profile for vicd@cisco.com is visible on the right. The main content area is divided into a left sidebar with sections like Home, Monitor, and Manage, and a central panel titled 'My Tickets'. A dropdown menu is open from the settings icon in the top bar, displaying a list of options: Change Management Workflow (selected), Licenses, Tools, Configuration, Smart Licenses, Backup/Restore, Users, Scheduling, Product Upgrades, Health, Import/Export, Content Updates, Monitor, Policy, Audit, Events, Exclude, Statistics, and Monitor Alerts.

If the Change Management Workflow is not visible. Please enable it under the Configuration.

# Create a Change Request Ticket Manually

The screenshot displays the cdFMC Change Management Workflow interface. A modal form titled "Add Ticket" is open in the center. The form contains the following fields and controls:

- Ticket Name \***: A text input field.
- Description**: A larger text input field.
- Assign to**: A dropdown menu with "Self" selected.
- Buttons**: "Cancel", "Create", and "Create and Open".

Red boxes highlight the "Add Ticket" button in the top right of the interface and the "Create and Open" button in the modal. The background interface shows a sidebar with navigation links (Home, Monitor, Manage) and a main area with tabs for "Ticket" and "Review". A table titled "My Tickets" is visible, showing various ticket statuses and counts.

# Create a Change Request Ticket Manually (Continue..)

cdFMC  
Change Management Workflow

Return Home Deploy Select a Ticket vicd@cisco.com

Home Monitor

Ticket Review

My Tickets

Tickets in System

Cloud-delivered Firewall Management Center  
System / Change Management Workflow

Search Return Home Deploy Select a Ticket vicd@cisco.com

Home Monitor

Analysis

Manage Policies Devices Objects Integration

Ticket Review

My Tickets

All (1) New (0) Open (0) On Hold (0) Rejected (0) Pending Approval (1) Approved (0)

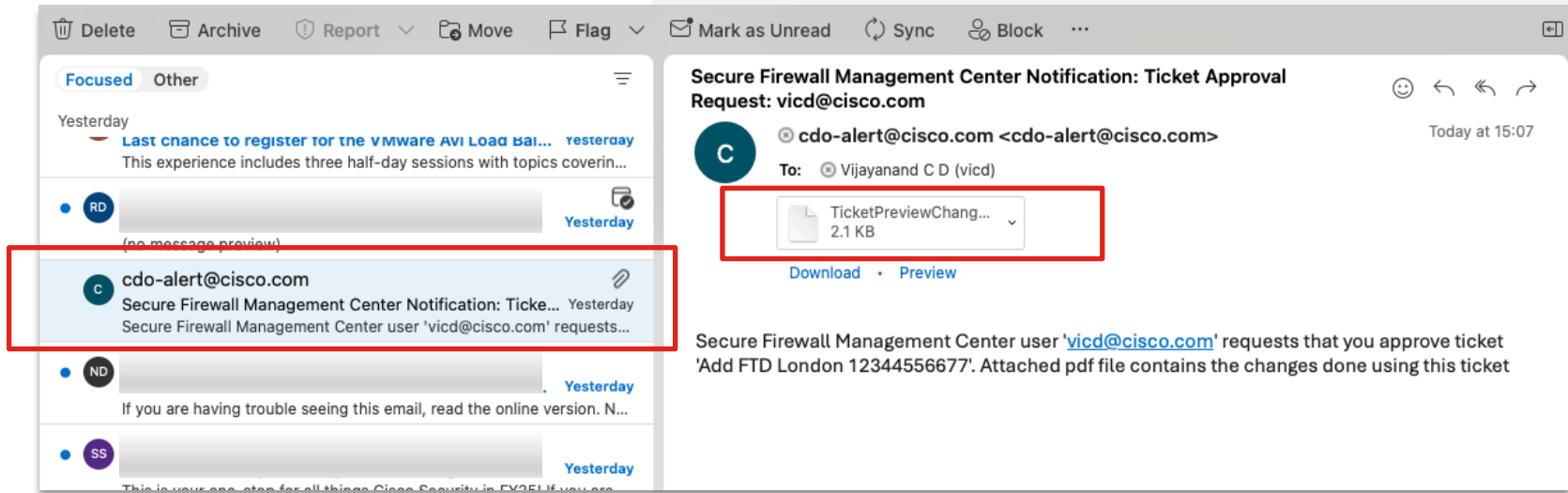
Tickets in System

All (2)

Search Ticket, Description, or Responsibility Add Ticket

| Ticket Name                               | Description                                   | Status           | Owner              | Preview | Action |
|-------------------------------------------|-----------------------------------------------|------------------|--------------------|---------|--------|
| > Decomission FW-Paris-01 and FW-Paris-01 | FW-Paris-01                                   | New              | api@CDO_cisco-vicd |         |        |
| > Add FTD London 12344556677              | Scheduled to add the new FTD in London Bra... | Pending Approval | vicd@cisco.com     |         |        |

# Change review - Email Alert to the Reviewer



# Ticket Bucket

The screenshot displays the Cisco FMC Ticket Bucket interface. The top navigation bar includes 'Return Home', 'Deploy', and a 'Select a Ticket' dropdown menu. The left sidebar shows navigation options like 'Home', 'Monitor', 'Analysis', 'Policies', 'Devices', 'Objects', and 'Integration'. The main content area shows a ticket titled 'Add FTD London 1234...' with a progress bar indicating the current state is 'Review'. The ticket details are as follows:

| Field         | Value                                                              |
|---------------|--------------------------------------------------------------------|
| Ticket Name   | Add FTD London 12344556677                                         |
| Description   | Scheduled to add the new FTD in London Branch. Tower Bridge Branch |
| Creator       | vicd@cisco.com                                                     |
| Last Modified | 2025-02-06 10:07                                                   |

The interface also shows a search bar, a list of tickets, and a 'Add Ticket' button.

# View Ticket History

The screenshot shows the Cisco cdFMC Change Management interface. The main content area displays the 'Ticket' review page for a specific ticket. The ticket details include:

- Ticket Name:** Add FTD London 12344556677
- Description:** Scheduled to add the new FT...
- Status:** Pending Approval
- Owner:** vicd@cisco...

The 'Details' section shows the ticket history, which is highlighted by a red box. The history table includes the following entries:

| State            | Date and Time    | Owner          | Description                 |
|------------------|------------------|----------------|-----------------------------|
| Pending Approval | 2025-02-06 10:07 | vicd@cisco.com | Pls approve                 |
| In Progress      | 2025-02-06 10:01 | vicd@cisco.com | Open                        |
| New              | 2025-02-06 10:01 | vicd@cisco.com | Scheduled to add the new... |

# Review the assigned change request ticket

The screenshot displays the Cisco cdFMC Change Management V interface. The top navigation bar includes 'Return Home', 'Deploy', and a 'Select a Ticket' dropdown menu. The left sidebar shows a navigation menu with 'Home', 'Monitor', 'Analysis', 'Manage', 'Policies', 'Devices', 'Objects', and 'Integration'. The main content area is titled 'My Tickets' and features a search bar and tabs for 'All (1)' and 'New (0)'. A modal window is open, showing the 'Reviews (1)' tab for a ticket titled 'Add FTD London 1234...'. The modal includes a search bar and a 'Details' tab. The details section shows the following information:

| Field         | Value                                                              |
|---------------|--------------------------------------------------------------------|
| Ticket Name   | Add FTD London 12344556677                                         |
| Description   | Scheduled to add the new FTD in London Branch. Tower Bridge Branch |
| Creator       | vicd@cisco.com                                                     |
| Last Modified | 2025-02-06 10:07                                                   |

The modal also shows a 'History' tab and a '0/1 Approved' status. The background interface includes a 'Ticket' tab, a 'Review' tab, and a 'My Tickets' section with a search bar and a list of tickets. The bottom right corner of the modal shows a 'Preview' and 'Action' section.

# Automate the change request management in SCC

- <https://{SCC tenant name}.app.eu.cdo.cisco.com/api/api-explorer/>
- <https://{on-premFMC IP}/api/api-explorer/>

## Troubleshoot >

## Status >

## Change Management ✓

GET /api/fmc\_config/v1/domain/{domainUUID}/changemanagement/tickets/{objectId}

PUT /api/fmc\_config/v1/domain/{domainUUID}/changemanagement/tickets/{objectId}

GET /api/fmc\_config/v1/domain/{domainUUID}/changemanagement/tickets

POST /api/fmc\_config/v1/domain/{domainUUID}/changemanagement/tickets

GET /api/fmc\_config/v1/domain/{domainUUID}/changemanagement/tickets/{containerUUID}/validationresults

GET /api/fmc\_config/v1/domain/{domainUUID}/changemanagement/tickets/{containerUUID}/previewchanges

## Integration >

## Health >

## Audit >

# API Response

Example

```
{
  "links": {
    "self": "https://cisco-vicd.app.eu.cdo.cisco.com/api/fmc_config/v1/domain/e276abec-e0f2-11e3-8169-6d9ed49b625f/changemanagement/tickets"
  },
  "items": [
    {
      "id": "06007764-4C4C-0ed3-0000-073014523823",
      "name": "Add FTD London 12344556677",
      "type": "Ticket"
    }
  ],
}
```

The screenshot displays the Cisco Cloud-delivered Firewall Management Center (FMC) interface. The top navigation bar includes the Cisco logo, the title 'Cloud-delivered Firewall Management Center System / Change Management Workflow', a search bar, and links for 'Return Home', 'Deploy', 'Select a Ticket', and user information 'vicd@cisco.com'. The left sidebar contains navigation options: Home, Monitor, Analysis, Manage, Policies, Devices, Objects, and Integration. The main content area is titled 'Ticket Review' and shows 'My Tickets' with a filter for 'All (1)'. A search bar is present above a table of tickets. The table has columns for Ticket Name, Description, Status, Owner, Preview, and Action. One ticket is listed: 'Add FTD London 12344556677' with a description 'Scheduled to add the new FTD in London Bra...', a status of 'Pending Approval', and owner 'vicd@cisco.com'. A red box highlights the ticket name and description in the API response above and the ticket entry in the table below.

| Ticket Name                  | Description                                   | Status           | Owner          | Preview | Action |
|------------------------------|-----------------------------------------------|------------------|----------------|---------|--------|
| > Add FTD London 12344556677 | Scheduled to add the new FTD in London Bra... | Pending Approval | vicd@cisco.com |         |        |

# Integrate TAC case APIs

[Documentation](#) > [All](#) > [Support API](#)

## Overview

[Introduction to Cisco Support APIs](#)

## Getting started

[User onboarding process](#)

[Application registration](#)

[Authentication](#)

## API References

[Automated Software Distribution](#)

[Bug](#)

[Case](#)

[Introduction](#)

[Overview](#)

[Features](#)

[API Reference](#)

[GET Case Summary](#)

[GET Case Details](#)

[GET Cases by Contract ID](#)

[GET Cases by User ID](#)

[Error Codes](#)

[EOX](#)

[Product Information](#)

[Serial Number to Information](#)

[Service Order Return \(RMA\)](#)

## Introduction

### Overview

The Cisco Support Case API v3 provides a powerful, convenient, and simple way to interact with the Cisco Support Case Manager tool and aims to improve the partner and customer experience by enabling you to access case information instantly, programmatically, and in bulk.

The Cisco Support Case API is stateless, externally accessible, and delivered as a REST web service, which allows partners to build innovative case management applications and portals. Case API is available for Cisco Partner Support Service (PSS) partners.

### Features

The Cisco Support Case API provides the following features:

- Includes web services that return:
  - Detailed case information for specified case(s)
  - Summary case information associated with the specified case(s), user ID(s), and contract ID(s)
- Supports RESTful interface.
- Supports JSON data format.

## API Reference

This topic describes the methods provided by this API.

### Notes:

- Pagination is supported for Get Cases By Contract Id and Get Cases By User Id: see [Pagination Response Record](#) for details on paginatio.

# Support Case Automation

## The Cisco Support Case API v3

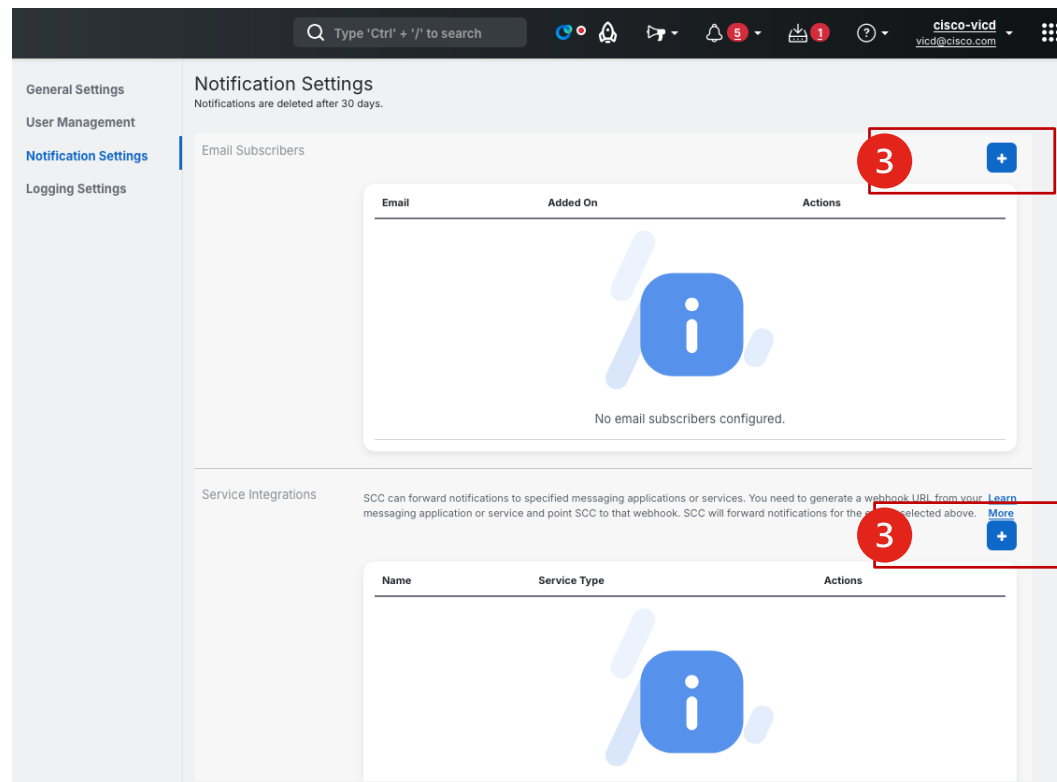
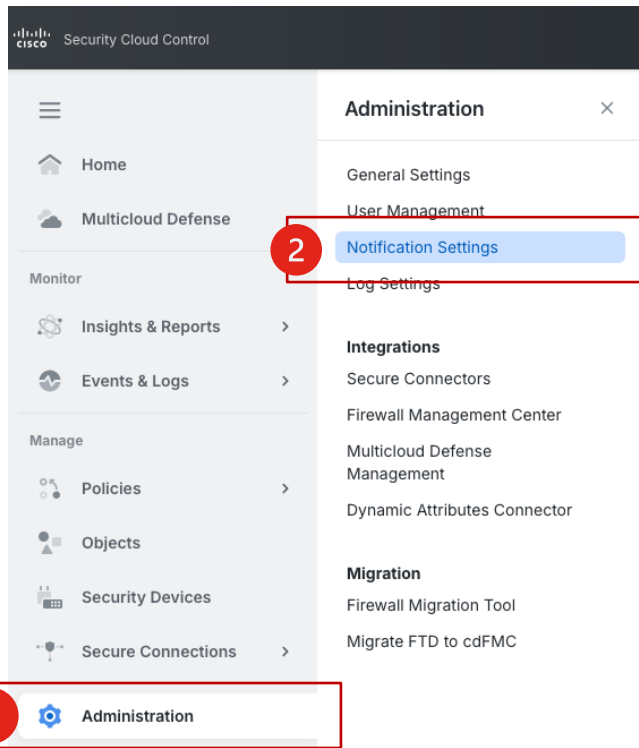
- API can return: Detailed case information for specified case(s)
- Summary case information associated with the specified case(s), user ID(s), and contract ID(s)
- Supports RESTful interface. Supports JSON data format.



Reference

Cisco Support Case API version 3  
[Link](#)

```
"cases": [  
  {  
    "item_entry_id": 1,  
    "user_id": "directcust4",  
    "case_id": "682299374",  
    "title": "SNTC : Day 2 : NOS Handover Collector  
Training :TARGET CORPORATION",  
    "severity": "3",  
    "contact_name": "CPRSMOKE TESTER",  
    "status_flag": "C",  
    "status": "Closed",  
    "creation_date": "2017-05-09T20:08:45.000Z",  
    "updated_date": "2017-05-12T18:51:54.000Z",  
    "serial_number": "", "contract_id": "",  
    "technology_name": "Smart Services  
Capabilities",  
    "sub_technology_name": "Collector Deployment  
SNTC (Contract Required)",  
    "rmas": [],  
    "bugs": []  
  }  
]
```



Settings

vicd@cisco.com

### Add Email Subscriber

Email

Send Alerts When

Device Workflows

- ☒ Deployments
  - ☒ Failed ☒ Started ☒ Succeeded
- ☒ Backups
  - ☒ Failed ☒ Started ☒ Succeeded
- ☒ Upgrades
  - ☒ Failed ☒ Started ☒ Succeeded
- ☒ Migrate FTD to cdFMC
  - ☒ Failed ☒ Started ☒ Succeeded
  - ☒ Commit pending

Device Events

- ☒ All device events
  - ☒ Went offline
  - ☒ Back online
  - ☒ Conflict detected
  - ☒ HA state changed
  - ☒ Site-to-Site session disconnected
  - ☒ Certificate expiring

Background Log Search

- ☒ All background log search events
  - ☒ Search started
  - ☒ Search completed
  - ☒ Search failed

Cancel OK

General Settings

User Management

Notification Settings

Logging Settings

### Notification Settings

Notifications are deleted after 30 days.

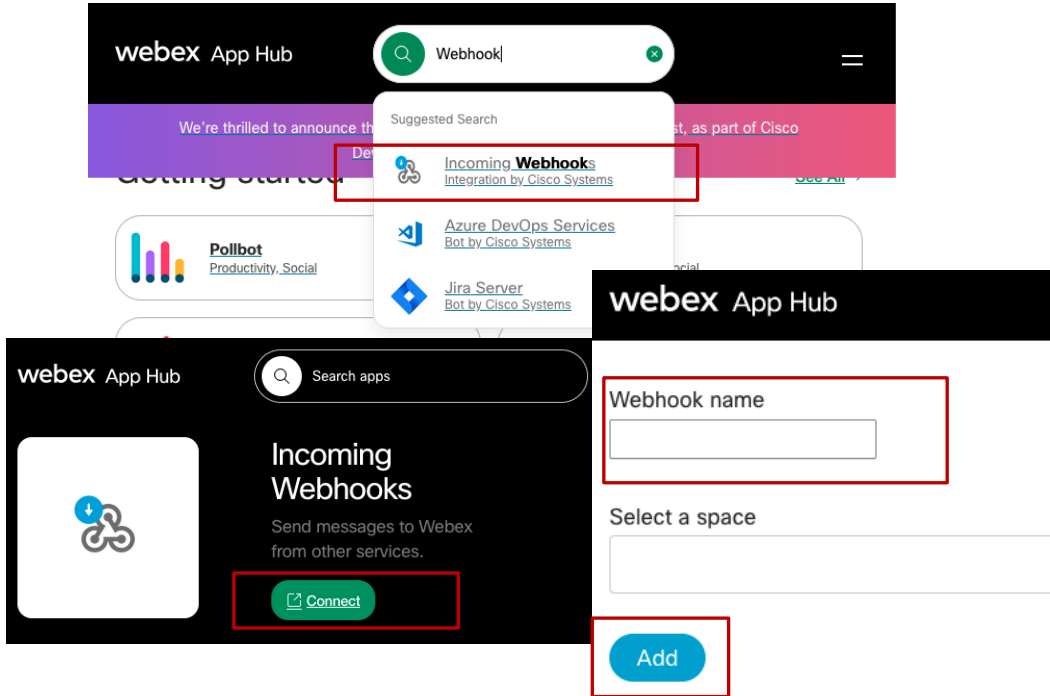
Email Subscribers

| Email          | Added On | Actions                                     |
|----------------|----------|---------------------------------------------|
| vicd@cisco.com | 2/3/2025 | <a href="#">Edit</a> <a href="#">Remove</a> |



## Create a Webhook URL in Webex

- 1 Create a space in Webex Team to receive webhook notifications
- 2 <https://apphub.webex.com/>



Webhook name

Select a space



Add

## Incoming Webhooks

VCD-CDO

Room: CDO-IntegrationVCD

 Webhook URL

<https://webexapis.com/v1/webhooks/incoming/Y2lzY>:

SecureConnectLab

Room: SecureConnectLab

## Add Service Integration

Name \*

VCD-CDO

Service Type

Webex

Enable the Incoming Webhooks app in the Cisco Webex App Hub and add a new webhook for the space that will receive SCC notifications. Copy the generated URL and paste it below.

[Learn More](#)

URL \*

L3VzL1dFQkhPT0svN2ZkOGE5M2MtZTY5Mi00YzdiLTk0M2ItMmVkODE0ZTg3MWNm

Test

Send Alerts When

Device Workflows

☒ Deployments

- ☒ Failed
- ☒ Started
- ☒ Succeeded

☒ Backups

- ☒ Failed
- ☒ Started
- ☒ Succeeded

☒ Upgrades

- ☒ Failed
- ☒ Started
- ☒ Succeeded

☒ Migrate FTD to cdFMC

- ☒ Failed
- ☒ Started
- ☒ Succeeded

☒ Commit pending

Device Events

☒ All device events

- ☒ Went offline
- ☒ Back online
- ☒ Conflict detected
- ☒ HA state changed
- ☒ Site-to-Site session disconnected
- ☒ Certificate expiring

Background Log Search

☒ All background log search

Cancel

Save

New messages

VCD-CDO 13:00  
[CDO] Hello, World!

General Settings

User Management

Notification Settings

Logging Settings

## Notification Settings

Notifications are deleted after 30 days.

Email Subscribers

| Email          | Added On | Actions                                     |
|----------------|----------|---------------------------------------------|
| vicd@cisco.com | 2/3/2025 | <a href="#">Edit</a> <a href="#">Remove</a> |

Service Integrations

SCC can forward notifications to specified messaging applications or services. You need to generate a webhook URL from your messaging application or service and point SCC to that webhook. SCC will forward notifications for the events selected above.

| Name    | Service Type | Actions                                     |
|---------|--------------|---------------------------------------------|
| VCD-CDO | Webex        | <a href="#">Edit</a> <a href="#">Remove</a> |

# Receiving Announcements & Notifications from SCC

The image shows a screenshot of the SCC (Security Cloud Control) interface, specifically the 'Add Service Integration' dialog and a notification window.

**Add Service Integration Dialog:**

- Name:** VCD-CDO
- Service Type:** Webex
- URL:** L3VzL1dFQkhPT0svN2ZkOGE5M2M (highlighted with a red box)
- Send Alerts When:**
  - Device Workflows
    - Deployments
      - Failed
      - Started
    - Backups
      - Failed
      - Started
    - Upgrades
      - Failed
      - Started
    - Migrate FTD to cdFMC
      - Failed
      - Started
    - Commit pending

**Notification Window (CDO-IntegrationVCD):**

- Messages:** VCD-CDO 30/01/2025, 06:48
- Service Announcement:** The Multicloud Defense Controller may be temporarily unavailable during the following period: EU (PST) - 8 Feb, 2025 7:00 PM to 10:00 PM. Deployed Gateways will continue to operate as expected. Do not make any configuration changes during this maintenance window.
- Friday • 31/01/2025**
- Device connection lost:**
  - Device:** VCD-FMC-OnPrem
  - Tenant:** cisco-vicd
  - Time:** Fri, 31 Jan 2025 23:08:46 UTC
  - Log in to [Security Cloud Control](#) for more details.

**Bottom Bar:** All background log search, Cancel, Save (highlighted with a red box).

**Right Side:** A Teams room interface is partially visible, showing a 'Meet' button and a list of added services with actions like 'Edit' and 'Remove'.

# Key Takeaways



As a best practice use separate API user in SCC



Cloud-delivered Proxy helps to reduce the API complexity



Leverage in-build notification to optimized workflow automation

# Webex App

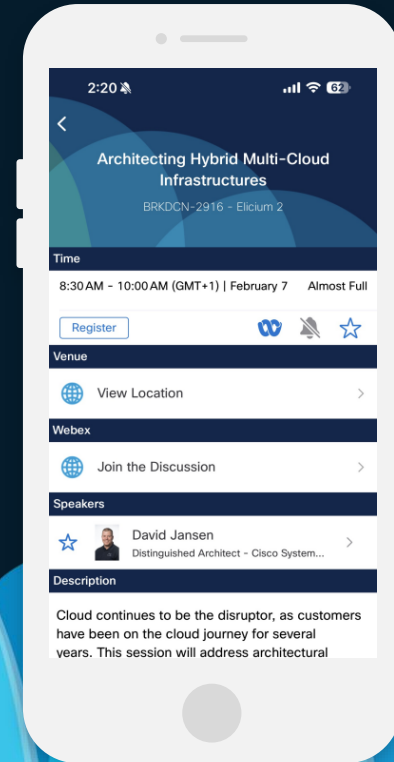
## Questions?

Use the Webex app to chat with the speaker after the session

## How

- 1 Find this session in the Cisco Events mobile app
- 2 Click “Join the Discussion”
- 3 Install the Webex app or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until February 28, 2025.



# Fill Out Your Session Surveys



Participants who fill out a minimum of 4 session surveys and the overall event survey will get a unique Cisco Live t-shirt.

(from 11:30 on Thursday, while supplies last)



All surveys can be taken in the Cisco Events mobile app or by logging in to the Session Catalog and clicking the 'Participant Dashboard'



Content Catalog

# Continue your education

CISCO *Live!*

- Visit the Cisco Showcase for related demos
- Book your one-on-one Meet the Engineer meeting
- Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs
- Visit the On-Demand Library for more sessions at [ciscolive.com/on-demand](https://ciscolive.com/on-demand). Sessions from this event will be available from March 3.

Contact me at: [VICD@CISCO.COM](mailto:VICD@CISCO.COM)

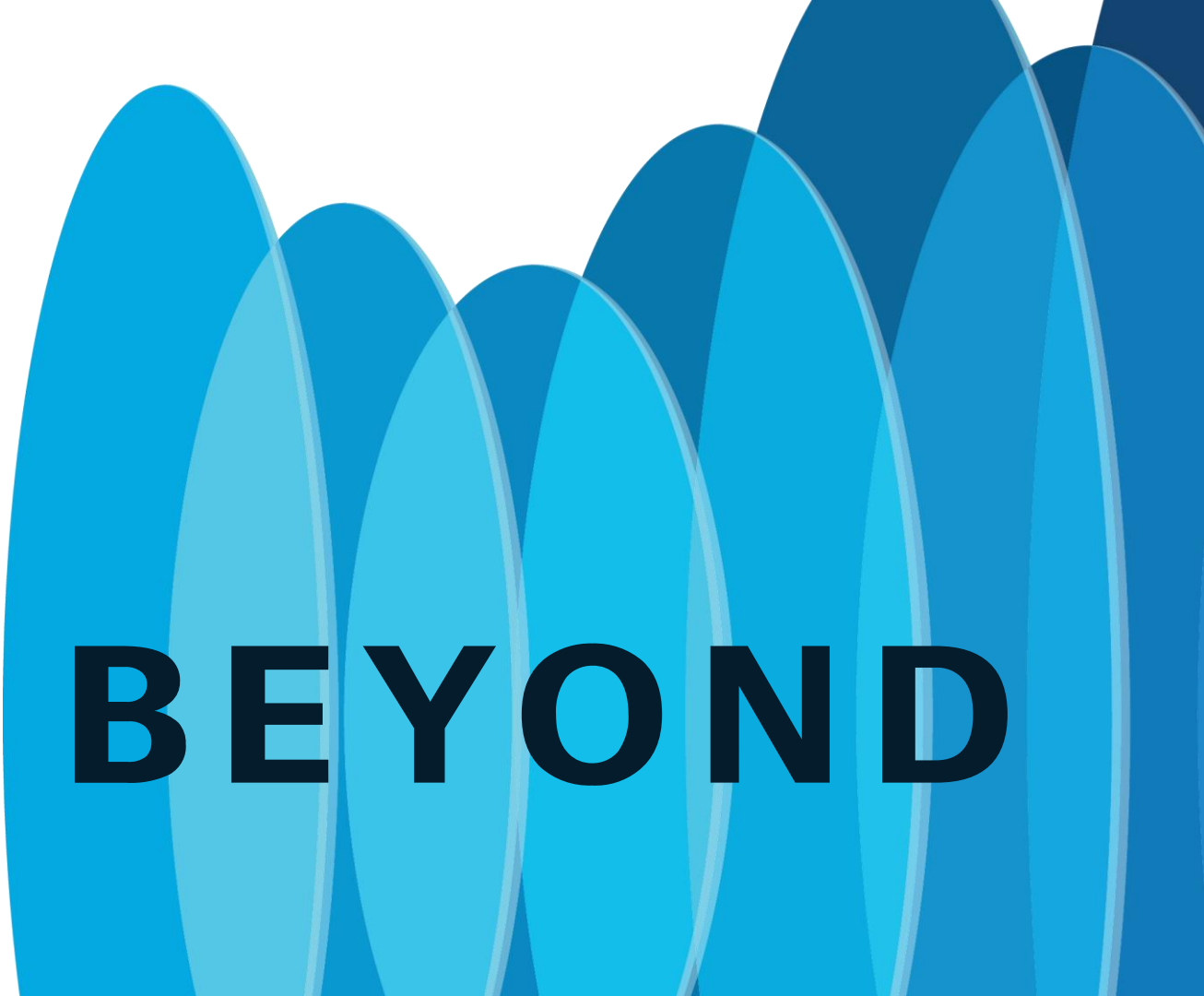


Thank you



CISCO *Live!*

GO BEYOND

The background of the slide features a series of overlapping, teardrop-shaped elements in various shades of blue, ranging from light sky blue to deep navy blue. These shapes are arranged in a way that creates a sense of depth and movement, resembling a stylized horizon or a series of waves. The overall aesthetic is clean and modern.