Procedure to Monitor CPAM Gateways Going Down or Unknown Status

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Introduction

This document describes how to monitor Cisco Physical Access Manager (CPAM) gateway using Automation Rule. If any of the gateway changes their status to Down or Unknown, it is notified via email.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CPAM 1.4.x or CPAM 1.5.x
- SMTP Server & Port
- Email Address

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Configure SMTP on CPAM Server

Step 1. Login to CPAM Administration page, as shown in the image:



Step 2. Navigate to **Setup > Email**, Configure the Simple Mail Transfer Protocol (SMTP) Server Address and Email Address, as shown in the image:

CISCO PAM S	erver Administration		•
Monitoring Setup Commands	Launch CRAM Client Downloads		
Setup List	Setup > Email		
User Statusork DAS Dass Dass Losse Losse Losse Sector Restore Upysete Localization	SMTP Server Address: SMTP Email Address from:	outhound.ciscs.com manjesh@ciscs.com Teel Update Cancel 10.105.130.40 says: E-mail setup test successful	

Step 3. Click Update.

Step 4. Click in Test. (CPAM server sends Test email to Email Address).

Step 5. Log in to CPAM Client

ug Log I	T- CISCO PHy	rsical Acces	
cisc	•		
Serve	: 10.105.139.4	0	
Username	: cpamadmin	ı	
Password	•••••	1	
		Log In	Cancel

Configure Automation Rule from CPAM Client

Step 1. Navigate to **Doors > Hardware**, as shown in the image:



Step 2. Right click on Automation Driver, Select Edit.

Step 3. Navigate to SMTP Sever Settings and fill all the SMTP details

Host – SMTP server address

- Check Use Authentication
- User name User ID
- Password
- Port 25
- Sender Email Address Email Address of above user.

Step 4. Navigate to Events & Alarms > Global IO, as shown in the image:



Step 5. As shown in the image, click Add.

Name	Enabled	Trigger		Actions	Notify	ation	
Event Clean Queue	Yes	Periodic - Daily		Device Command: Historical Events Driver	-		
Event Start Copy	Yes	Periodic - Daily		Device Command: Historical Events Driver	L		
Event Start Prune	West	Periodic - Daily		Device Command: Historical Events Driver	5-m		
Event Stop Copy	Yes	Periodic - Daily		Device Command: Historical Events Driver	-		
Event Stop Prune	Yes	Periodic - Daily		Device Command: Historical Events Driver	L		
Gateway_Offine	Yes	Event - EllogCode.uniq	wid IN[VCSC0EV	Report Events - Unknown Gateways (1 m	- Tecm	anje/i@cisco.co	85
		- 16		Edit - Automation Rule			
		Name	Enabled Gateway, Office				
		Location	Cicco-Bangalore		¥	Choose	Clear
		Tripper	Event - OllogCode	uniqueld IN (VX.SKDEV.UNK, GW.SKC	LR.	New.	Clear
		Actions	Description Report Events - U Sanity Report Acti	kängen Sateways on			
		Notification	Tec manjesh@cisc Record event who	a.com	[dt.	New.	Clear

Step 6. Enter the Name and Select the Location Tree.

Step 7. Trigger, Select EDIT and then Event

ic - Daily		Device Command:	mistorical events	Unver		
6		Add - Auto	pmation Rule			
🔛 Save and C	lose					
	Enabled					
Name:						
Location:				×	Choose	Clear
Trigger				Edit	New	Clear
	📝 Edit 😭 🗛	5d_ ☆ Move Up & M	ove Down 🕱 🛙	Delete		
	Description	B Select Tr	igger Type	×		
		Type: Event		-		
Actions:		Periodic				
		Manual On	y .			
Notification:				Edit	New	Clear
	Record event w	hen rule invoked				
	 Record event w 	hen trigger fails				
	A livecoug event m	nen action rails				

Step 8. Click in Edit Filter, as shown in the image:

8	Filter - Event	×
General Personnel Record Credential Badge Login Location Device Device Location	General Time Win Start date (mm/dd/y Start time (hhom End date (mm/dd/y	dow: [None] yyyi:
	Log code: Device: Unknown Gateway Controller: Down Gateway Controller: Unknown Gateway Interface: Down	ation ate
View Query Save a	Preset	nand Result

Navigate to **General > Log Code.** Choose these log code

- Device: Unknown
- Gateway Controller: Down
- Gateway Controller: Unknown
- Gateway Interface: Down
- Module Down
- Select Event from Priority

6	Filter - Event	×
General Personnel Record	Device	
Credential Badge Login	Type: Gateway Controller Gateway Driver Gateway Interface Gateway Module	Ê
Device Device Location	Enabled: No	^
	Access GW Driver gw_FOC154281RW gw_FOC121380CY Device:	Choose Clear
	Parent:	Choose Clear
View Query Save as	Preset Reset OK	Cancel

Select Device. Choose these Type

- Gateway Controller
- Gateway Interface
- Gateway Module
- Go to Device, Choose all the Gateways.

Step 9. Click OK

Step 10. Click on Add, Select Sanity Report Action > Gateways that are offline

8	Edit - Automation Rule			×
Save and C	lose			
	Enabled			
Name:	Gateway_Offline			
Location:	Cisco-Bangalore	~	Choose	Clear
Trigger:	Event - (((logCode.uniqueld IN { VX.SX.DEV.UNK, GW.SX.C	Edit	New	Clear
	Edit Add Ave Up A Move Down 30 Description Report Events - Unknown G	Delete		
Artices	Sanity Report Action			
Actions:				
Notification:	To: manjesh@cisco.com	Edit	New	Clear
	Record event when rule invoked			
	Record event when trigger fails			
	Record event when action fails			
	 Record event when notification fails 			
6	Select Action Type			
Type:	Sanity Report Action 🛛 🗸 🗸			
	OK Cancel			
-				
60	Add - Sanity Report A	ction		×
🔛 Save a	and Close			
Report	Gateways that are offline			~

Step 11. Click on Save and Close.

Step 12. Navigate to Notification, Click New, as shown in the image:

6	Add - Automation Rule
🔛 Save and O	Close
	✓ Enabled
Name:	
Location:	v Choose Clear
Trigger:	Edit New Clear
	Edit_ P Add_ Q Mouello A Moue Down W Delete
	Description
Actions	
Notification:	Edit New Clear
	Record event when rule invoked
	Record event when action fails
	Record event when notification fails
🐻 Se	lect Notification Type
-	
Type:	E-mail 🗸
	OK Cancel

Step 13. Select Type Emal.

Step 14. Click **Add**, select Specific Email Address and Enter Email address to which notification to be sent (Also email address can be added to CC and BCC), as shown in the image:

6	E-mail Notification	×
To Edit	🔐 Add 💥 Delete	
Value 3 Sel	ect E-mail Address Type	
Type: S	pecific E-mail Address	
	OK Cancel	
CC	🚰 Add 💢 Delete	
Value		٦
BCC	F P Add St Dalata	
Value	Delete	٦
	OK Cancel	

Step 15. Click Save and Close.

Step 16. Click OK.

Configure Automation Rule from CPAM Client

Manually Invoke the Automation Rule

- 1. Navigate to **Doors > Hardware.**
- 2. Right click on Automation driver.
- 3. Click Invoke Automation Rule, Select Rule Gateway_Offline. Click OK.

🙀 localhost - Historical Events Driver [Started]

🔛 localhost - Autom	tion Driver [Statten1]
	▶ [®] Start
	🔎 Stop
	Pestart
	Invoke Automation Rule
Alarma (11 a stirus	View Recent Events
Alarms: 11 active	Edit
	Disable
ks	💢 Delete
	View Device Status

🚳 In	voke Automatio	on Rule	
Rule:	Gateway_Offline	~	
	ОК	Cancel	

Configured Email address should receive attached of Offline Gateway list as an attachment.