



Get Started With Cisco EPN Manager



Note

If you are an administrator and need to set up Cisco EPN Manager for its initial use, see [Server Setup Tasks](#).

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Setup Tasks That Should Be Completed Before Using Cisco EPN Manager

Before you can use the Cisco EPN Manager features, these tasks should be completed by an administrator:

Table 1: Setup Tasks and References

| Tasks to completed before using Cisco EPN Manager | For information, see: |
|--|--|
| Set up and configure the Cisco EPN Manager server. | Server Setup Tasks |
| Add devices to Cisco EPN Manager and create device groups to simplify device and network management. | Add and Organize Devices |


| Tasks to completed before using Cisco EPN Manager | For information, see: |
|--|---|
| Enable monitoring for interfaces and technologies used by the network. | Monitor Device and Network Health and Performance |
| Customize alarm and event behavior for your deployment (for example, alarm and event refresh rates and e-mail and trap receivers). | Set Alarm and Event Management Preferences |

Log In and Out

To log into the GUI, enter the following in your web browser address field, where *server-ip* is the IP address of the Cisco EPN Manager server:

https://server-ip


Depending on your network configuration, the first time your browser connects to the Cisco EPN Manager web server, you may have to update your client browser to trust the server's security certificate. This ensures the security of the connection between your client and the Cisco EPN Manager web server.

To log out, click  at the top right of the Cisco EPN Manager window and choose **Log Out**.

For information on Cisco EPN Manager users and the actions they can perform, see:



- [How to Transition Between the CLI User Interfaces in Cisco EPN Manager](#)—Describes all classes of users supported by Cisco EPN Manager, including the various CLI user accounts.
- [Types of User Groups](#)—Describes the user group mechanism which allows you to control the functions that everyday web GUI users can perform. What you can see and do in the user interface is controlled by your user account privileges. This topic also describes the virtual domain mechanism, which manages Role-Based Access Control (RBAC) for devices.

Change Your Password

You can change your password at any time by clicking  at the top right of the Cisco EPN Manager window and choosing **Change Password**. Click the information icon to review the password policy.

Use the Main Window Controls

The top left of the Cisco EPN Manager title bar provides the following controls.

| | |
|---|--|
|  | Menu button—Toggles the main Cisco EPN Manager navigation menu on the left (also called the left sidebar menu) |
|  | Home button—Returns you to the home page (normally the Overview Dashboard) |

The right side of the title bar displays your user name and the virtual domain you are working in. A *virtual domain* is a logical grouping of devices. Virtual domains are used to control who has access to devices and areas of the network. To switch between virtual domains that are assigned to you, see [Work In a Different Virtual Domain](#) , on page 17.



| | |
|--|---|
| | Web GUI global settings button—Log out, change password, view your Cisco.com account profile, adjust your GUI preferences, check a Cisco.com support case, launch online help |
|--|---|

When you click on the right side of the title bar, the window settings menu opens.

jsmith - ROOT-DOMAIN

Logged In As *jsmith*

- Log out
- Change Password
- Set Current Page As Home
- My Preferences
- Support Cases

Virtual Domain: **ROOT-DOMAIN**

Help

- Getting Started
- Online Help
- API Help
- Supported Devices

Feedback

- I wish this page would...
- About Cisco EPN Manager

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Finally, the Alarm Summary gives you a visual indicator of number of alarms in your network. The color indicates the highest severity alarm.



Alarm Summary—Provides a visual count of alarms in the categories you specify. Clicking this area opens the **Alarm Summary** popup window.

When you click the **Alarm Summary** button (circled in the following figure), Cisco EPN Manager opens the **Alarm Summary** popup window. You can customize the data that is displayed in both the button and the pop-up window. In this example, the button displays a count for Switches and Hubs and System alarms, and the Alarm Summary pop-up to show all of the alarm categories listed in the following illustration.

| Category | Critical | Major | Minor |
|------------------------------|----------|-------|-------|
| Alarm Summary | 0 | 5 | 2 |
| Application Performance | 0 | 0 | 0 |
| Carrier Ethernet | 0 | 0 | 0 |
| Cisco Interfaces and Modules | 0 | 0 | 0 |
| Performance | 0 | 0 | 0 |
| Routers | 0 | 0 | 1 |
| Security | 0 | 0 | 0 |
| Switches and Hubs | 0 | 4 | 1 |
| System | 0 | 1 | 0 |

Last Updated: Tuesday, February 10 2015, 03:42 PM [View Details](#)


Change Your Default Home Page

You can specify which page you want to display when you perform either of the following tasks:

- You click from the left side of the web GUI title bar.

- You log in to the Cisco EPN Manager web GUI.

This setting is saved on a per-user basis. You can change it at any time without affecting other users.

-
- Step 1** While you have the page you want displayed, click  at the top right of the Cisco EPN Manager web GUI.
- Step 2** Choose **Set Current Page as Home**.
-

Set Up and Use the Dashboards

Dashboards provide at-a-glance views of the most important data in your network. They provide status as well as alerts, monitoring, performance, and reporting information. You can customize these dashboards so they contain only the information that is important to you. It may be helpful to set the **Network Summary** dashboard as your default home page. By doing so, this dashboard is displayed after you log in and you can quickly check overall network health before you do anything else. To set any dashboard as your default home page, see [Change Your Default Home Page, on page 4](#).

Use the following dashboards to monitor and manage your network:

- **Network Summary** dashboard—To check the health of the entire network. See [Network Summary Dashboard Overview](#).
- **Service Performance** dashboard—To monitor Carrier Ethernet and optical service performance. See [Service Performance Dashboard Overview](#).
- **Performance** dashboard—To view high-level performance metrics for network components such as interfaces, QoS policies, and ITU-T Y.1731 probes. See [Performance Dashboard Overview](#).
- **Device Trends** dashboard—To view performance information for a specific device, application, or service. See [Device Trends Dashboard Overview](#).
- **DWDM/OTN Performance** dashboard—To view performance information for the dense wavelength division multiplexing (DWDM) and Optical Transport Network (OTN) interfaces in your network. See [DWDM/OTN Performance Dashboard Overview](#).

Users with administrator privileges can also use the following dashboards:

- **Licensing** dashboard—See [View the Licensing Dashboard](#).
- **Jobs** dashboard—See [Manage Jobs Using the Jobs Dashboard, on page 18](#).
- **System Monitoring** dashboard—See [Check Cisco EPN Manager Server Health, Jobs, Performance, and API Statistics Using the System Monitoring Dashboard](#).

Note the following:

- For an explanation of the parts of the dashboard window and how to use dashboard filters, see [How to Use the Dashboards, on page 11](#).
- To troubleshoot dashboard data issues, see [Find Out Why Data Is Missing from a Dashboard](#).

Types of Dashboards

The following topics describe the dashboards available in Cisco EPN Manager.

Service Performance Dashboard Overview

From the **Service Performance** dashboard, you can view the performance statistics for a particular circuit, VC, or service during the time frame you specify. To open this dashboard, choose **Dashboard > Service Performance >** any of the tabs described in the following table.

| Dashboard Tab | Information Provided |
|---------------|---|
| CEM | <p>For the selected Circuit Emulation (CEM) circuit:</p> <ul style="list-style-type: none"> • Details such as its name, type, and creation date • Packet statistics • Number of packets lost or missed during transmission • Number of packets re-ordered in the jitter buffer before they reached their destination • Number of packets ordered incorrectly and subsequently dropped • Jitter and errors between endpoints and errored blocks • Number of malformed packets • Number of seconds that were errored, severely errored, or unavailable • Failed events |
| TE Tunnel | <p>For the selected Traffic Engineering (TE) tunnel circuit:</p> <ul style="list-style-type: none"> • Details such as its name, serviceability state, and associated endpoint • Service statistics • Outgoing traffic, bandwidth utilization, and reserved bandwidth • Service availability |
| CE/L3VPN | <p>For the selected circuit or VC:</p> <ul style="list-style-type: none"> • Details such as its name, discovery state, and the last time it was modified • Average inbound and outbound traffic rate between endpoints • QoS class drops and traffic • Service availability • Delay, jitter, and frame loss |

Note the following:

- Interface monitoring is not enabled by default. For information on how to check this, see [Check What Cisco EPN Manager Is Monitoring](#).
- For a description of how to customize the contents and layout of a dashboard tab, see [Customize a Dashboard Tab](#).

Performance Dashboard Overview

From the **Performance** dashboard, you can view high-level performance metrics for network components such as interfaces, QoS policies, and ITU-T Y.1731 probes. To open this dashboard, choose **Dashboard > Performance >** any of the tabs described in the following table.

| Dashboard | Information Provided |
|------------|---|
| Interfaces | For the selected interface: <ul style="list-style-type: none"> • Details such as its name, the IP address of the device it is located on, and its configured speed • Statistics and graphs for traffic, utilization, errors, and discards • Top N QoS class map policy graph • Interface availability • QoS class map policy statistics (inbound and outbound) |
| QoS | For the selected QoS policy: <ul style="list-style-type: none"> • Summary information • Statistics and graphs for pre-policy, post-policy, and dropped class map traffic • Statistics and graphs for conforming, exceeding, and violating class map traffic |
| IP SLA | For Layer 3 services on the selected probe: <ul style="list-style-type: none"> • Summary information • IP Service Level Agreement (SLA) statistics • Delay, jitter, and frame loss between endpoints • Endpoint availability |

| Dashboard | Information Provided |
|----------------|---|
| Y1731 | <p>For Layer 2 services on the selected probe:</p> <ul style="list-style-type: none"> • Summary information • ITU-T Y.1731 statistics • Delay, jitter, and frame loss between endpoints • Endpoint availability • Endpoints with the most delay, jitter, and frame loss |
| BNG Statistics | <p>Broadband Network Gateway (BNG) information for the selected device:</p> <ul style="list-style-type: none"> • Details such as its name, IP address, product type, and software version • Names of configured IP pools, as well as the number and percentage of available addresses used by each pool • Chart that graphs the number of used or free addresses for the selected IP pools • Charts that graph the number of sessions for authenticated and up subscribers by line card and session type <p>Note the following:</p> <ul style="list-style-type: none"> • Use the check boxes below the charts to select the items you want to view information for. • Place your cursor over any point in the graphs to view the values for the selected items at that particular time. |
| ME1200 QoS | <p>Quality of Service (QoS) information for the selected service on a Cisco ME 1200 device:</p> <ul style="list-style-type: none"> • Details such as the device name, the customer associated with this device, as well as its user-network interface (UNI) and network node interface (NNI) ports • Average bit and frame rates for green (conforming), yellow (exceeding), red (violating), and discard traffic (both inbound and outbound) • Rate (in frames and kilobits per second) for green , yellow, red, and discard traffic (both inbound and outbound) |

Note the following:

- Interface monitoring is not enabled by default. For information on how to check this, see [Check What Cisco EPN Manager Is Monitoring](#).

- For a description of how to customize the contents and layout of a dashboard tab, see [Customize a Dashboard Tab](#).

Network Summary Dashboard Overview

The **Network Summary** dashboard alerts you to the most important issues currently affecting your network. It also collects metrics from various sources to display a set of key performance indicators (KPIs). To open this dashboard, choose **Dashboard > Network Summary >** any of the tabs described in the following table.

| Dashboard Tab | Information Provided |
|------------------|--|
| Network Devices | <ul style="list-style-type: none"> • Status (ICMP Reachability, SNMP Reachability, Device Manageability), Alarm Summary, and System Health metric dashlets <p>Note To open a pop-up window that describes the information provided by a metric dashlet, place your cursor over its name and then click the (?) icon.</p> <ul style="list-style-type: none"> • Top N devices by CPU utilization, memory utilization, and operating temperature • Network topology |
| Incidents | <ul style="list-style-type: none"> • System Health and Alarm Summary metric dashlets <p>Note To open a pop-up window that describes the information provided by a metric dashlet, place your cursor over its name and then click the (?) icon.</p> <ul style="list-style-type: none"> • Alarm count for the entire network and the Cisco EPN Manager server • Top N alarm types • Syslog summary • Top N event types and their count • Top N devices by number of syslogs sent • Syslog details such as the corresponding device, severity, and message text • Top N devices by number of alarms raised |
| Top N Interfaces | <p>For the selected port group:</p> <ul style="list-style-type: none"> • Interface availability and utilization summaries • Top N devices by interface traffic, availability, errors, and discards • Bottom N devices by interface availability |
| Top N QoS | <p>For the selected port group:</p> <ul style="list-style-type: none"> • Top N devices by QoS pre-policy, post-policy, and drop rate • Top N devices by conforming, exceeding, and violating traffic rate |

Note the following:

- In the **Top N Interfaces** and **Top N QoS** tabs, you can choose a specific port group to view information for:
 - If you choose a port group using a tab's **Port Groups** filter, all of the dashlets in that tab display information for the selected group.
 - If you click a dashlet's **Edit** icon and choose a port group from the **Port Groups** drop-down list, information for the selected group is displayed in just that dashlet.
 - To determine if a particular dashlet is displaying information for a specific port group or all port groups, view the **Input of port group** - field.
- In the **Top N Interfaces** and **Top N QoS** tabs, you can click an interface's name link to view performance information for that interface in the **Performance** dashboard. If you click a link in the **Top N Interfaces** tab, the **Interfaces** tab opens. If you click a link in the **Top N QoS** tab, the **QoS** tab opens instead.
- Interface monitoring is not enabled by default. For information on how to check this, see [Check What Cisco EPN Manager Is Monitoring](#).
- For a description of how to customize the contents and layout of a dashboard tab, see [Customize a Dashboard Tab](#).

Device Trends Dashboard Overview

From the **Device Trends** dashboard, you can view performance information for a specific device, application, or service. To open this dashboard, choose **Dashboard > Device Trends >** any of the tabs described in the following table.

| Dashboard Tab | Information Provided |
|---------------|---|
| Device | For the selected device: <ul style="list-style-type: none"> • CPU utilization and memory utilization • Health information • Port summary |
| Application | For the selected application or service: <ul style="list-style-type: none"> • Traffic rate and volume • Top N clients, servers, and applications by traffic rate and volume |

Note the following:

- Interface monitoring is not enabled by default. For information on how to check this, see [Check What Cisco EPN Manager Is Monitoring](#).
- For a description of how to customize the contents and layout of a dashboard tab, see [Customize a Dashboard Tab](#).

DWDM/OTN Performance Dashboard Overview

From the **DWDM/OTN Performance** dashboard, you can view performance information for the dense wavelength division multiplexing (DWDM) and Optical Transport Network (OTN) interfaces in your network. This includes physical, optical data unit (ODU), optical transport unit (OTU), Ethernet, Synchronous Optical Network (SONET), and Synchronous Digital Hierarchy (SDH) interfaces. To open this dashboard, do one of the following:

- Choose **Dashboard > DWDM/OTN Performance > Optical Interface**.
- With an interface's 360 view open, choose **View > Performance**.

If you open the **DWDM/OTN Performance** dashboard using the first method, you also need to choose an interface from the **Interface** drop-down list. The dashlets provided by the dashboard will vary, depending on the type of interface you choose.

Note the following:

- The **Circuits** drop-down list is disabled, so you cannot use it to filter the information provided by this dashboard.
- Interface monitoring is not enabled by default. For information on how to check this, see [Check What Cisco EPN Manager Is Monitoring](#).
- For a description of how to customize the contents and layout of a dashboard tab, see [Customize a Dashboard Tab](#).

How to Use the Dashboards

The following figure illustrates the key parts of a dashboard window and the controls you can use to adjust them.

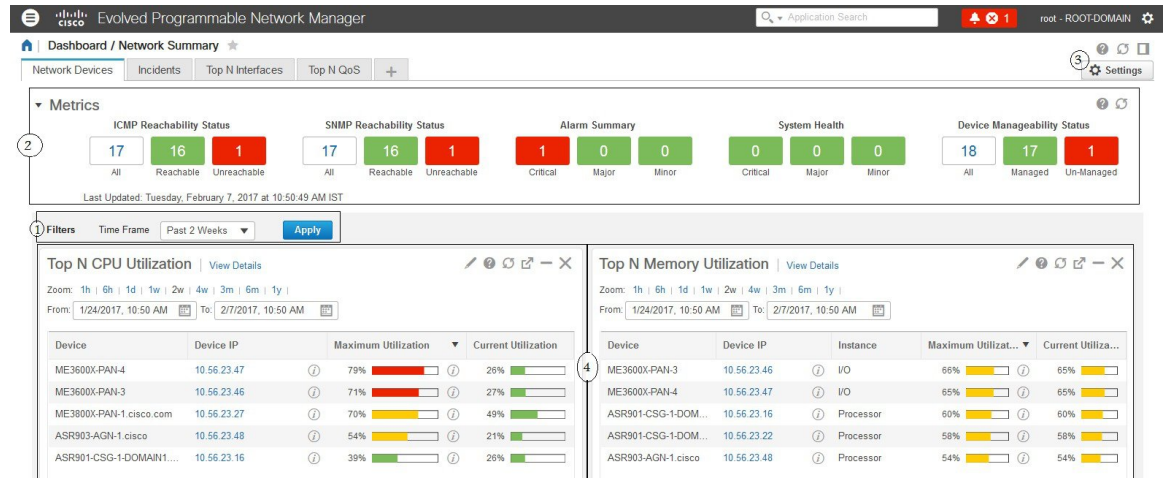
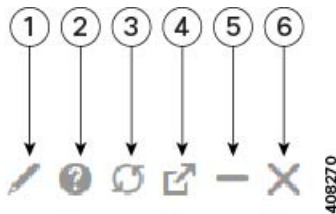


Table 2: Dashboard Elements

| | |
|---|--|
| 1 | Dashboard filters—Filters all dashlets in the dashboard according to the selection. In this example, a time-based filter is used. The filters displayed depend on the dashboard type. For example, in the performance dashboards, you must select a specific interface, device, circuit, or VC. |
| 2 | Metric dashlets—Provides quick metrics for alarms, available devices, and so forth. |
| 3 | Dashboard settings and controls: <ul style="list-style-type: none"> • Dashboard icons—Allows you to launch online help, refresh the entire dashboard, and open the Dock window. • Dashboard Settings menu—Allows you to add or rename a dashboard tab, add new dashlets (both standard and metric), adjust the dashboard's layout, reset all dashboards to their default settings, and export data from the selected dashlets. |
| 4 | Standard dashlets—Provides at-a-glance data that is relevant to the dashboard. |

At the top right corner of each dashlet are icons that are activated when you use that dashlet. The dashlet type determines the icons that are available. The most common icons are displayed in the following figure:



| | |
|---|---|
| 1 | Edit icon—Click to change a dashlet's properties, such as its title, refresh interval, and so forth. |
| 2 | Help icon—Click to open a pop-up window that describes the dashlet, indicates the monitoring policy that needs to be activated in order for the dashlet to collect data, and lists the filters that can be applied to the dashlet. |
| 3 | Refresh icon: Click to refresh the information displayed in the dashlet. |
| 4 | Detach icon—Click to move the dashlet to another location in the dashboard. |
| 5 | Collapse/Expand icon—Click to toggle between a maximized and minimized dashlet. |
| 6 | Close icon—Click to remove the dashlet from the dashboard. |

See these topics for additional information on dashboards:

- [Types of Dashboards](#), on page 6

- [Add Dashlets to Dashboards](#), on page 14
- [Add a New Dashboard](#), on page 13
- [Find Out Why Data Is Missing from a Dashboard](#)

Add a New Dashboard

Use this procedure to create a new dashboard. Your new dashboard will appear as a new tab under one of the dashboards listed in [Types of Dashboards](#), on page 6.

-
- Step 1** Open the relevant existing dashboard.
For example, if you want to create a new tab under the **Performance** dashboard, click any tab under **Dashboard > Performance**.
- Step 2** Click the + (**Add New Dashboard**) tab.
The **Settings** menu opens.
- Step 3** Enter a name for the new dashboard, then click **Apply**.
- Step 4** Click the new dashboard tab, then add dashlets as described in [Add a Predefined Dashlet To a Dashboard](#), on page 14.
-

Customize a Dashboard Tab

To customize a tab in any of the dashboards that Cisco EPN Manager provides, complete the following procedure:

-
- Step 1** Choose **Dashboard >** the dashboard tab you want to customize.
For example, if you want to customize the **Performance** dashboard's **BNG** tab, you would choose **Dashboard > Performance > BNG**.
- Step 2** Adjust the dashboard tab as needed.
You can do things like:
- Drag dashlets to a different location on the dashboard.
 - From the tab's **Settings** menu, rename a tab, add new dashlets (see [Add Dashlets to Dashboards](#)), and change the tab's layout.
- Note** To open a pop-up window that provides an overview of a dashlet you are thinking about adding, expand the **Add Dashlets** drop-down list, locate the dashlet, and then place your cursor over its name.
- Use the filters to specify the information you want to view and the appropriate time frame, then click **Apply**.
- Step 3** If necessary, troubleshoot why the tab is not displaying any data.
See [Find Out Why Data Is Missing from a Dashboard](#) for more information.
-

Add Dashlets to Dashboards

You can add two types of dashlets to your dashboards:

- Prepackaged dashlets that are provided with Cisco EPN Manager —Some of the dashlets are displayed on dashboards by default; others are listed in the **Settings** menu, and you can add them as needed. These dashlets provide information you will likely monitor (for example, device CPU utilization, interface errors and discards, and traffic statistics). See [Add a Predefined Dashlet To a Dashboard](#), on page 14.
- Customized dashlets that you create to monitor device performance—These dashlet types can only be added to the **Device Trends** dashboard. See [Add a Customized Dashlet to the Device Trends Dashboard](#).

Add a Predefined Dashlet To a Dashboard

Cisco EPN Manager provides a predefined set of dashlets that will provide you with commonly-sought network data. By default, a subset of these dashlets is already included in the dashboards, to help you get started. Complete the following procedure to add another of these predefined dashlets to your dashboards.



Note To edit or remove a dashlet, click the appropriate icon from the top right corner of that dashlet. (See [How to Use the Dashboards](#).)

Step 1 From the sidebar menu, choose **Dashboard**, then select the dashboard you want to add a dashlet to. For example, to add a **Device Memory Utilization** dashlet to the **Device Trends** dashboard, choose **Dashboard > Device Trends > Device**.

Step 2 Identify the dashlet you want to add, then add it:

- From the top right corner of the dashboard, click **Settings** and then choose **Add Dashlets**. Cisco EPN Manager lists the dashlets that can be added to that dashboard.
- To open a pop-up window that provides an overview of a particular dashlet, place your cursor to the left of that dashlet's name. The pop-up window also lists the sources for the data the dashlet provides and the filters you can apply to the dashlet, as shown in the following illustration.

The screenshot shows a dashboard titled 'Top N CPU Utilization'. The main content area contains a table with the following data:

| Device | Device IP | Maximum Utilization | Current Utilization |
|-------------------------|----------------|---------------------|---------------------|
| C360E cisco.com | 172.20.118.231 | 92% | 0% |
| ASR_Sanby_Reg cisco.com | 10.104.240.153 | 58% | 12% |
| SAMS-SJ-CE cisco.com | 172.23.208.131 | 22% | 22% |
| ASR_Sanby_Reg cisco.com | 10.104.240.153 | 22% | 22% |
| SAMS-SJ-CE cisco.com | 172.23.208.131 | 13% | 9% |

To the right of the table is a 'Description' section: 'This dashlet shows the devices with highest CPU Utilization in the network. It shows the bar charts of average, minimum, maximum utilization for the selected time duration'. Below that is 'DataSources' (SNMP polling-Device Health) and 'Applicable Filters' (Dashlet specific Filters override the global filter which are available in the edit settings -Time, CPU Instance, Number of Rows).

On the right side, a settings menu is open with the following options: '+ Add New Dashboard', 'Rename Dashboard', 'Add Dashlet(s)', and 'Utilization'. The 'Add Dashlet(s)' option is highlighted in blue, and a red box highlights the 'Top N CPU Utilization (1)' option in the list below it.

- Click **Add** to add the selected dashlet to the dashboard.

Step 3 Verify that the dashlet is populated with data. If it is not, check whether the required monitoring policy is enabled. (Only the Device Health monitoring policy is enabled by default. It checks device availability, CPU and memory pool utilization, and environmental temperature.)

- a) From the top right corner of the dashlet, click its ? (**Help**) icon to open the dashlet's pop-up window.
- b) Check the information provided in the **Data Sources** area. If it lists a monitoring policy, check whether the policy is activated. See [Check What Cisco EPN Manager Is Monitoring](#).

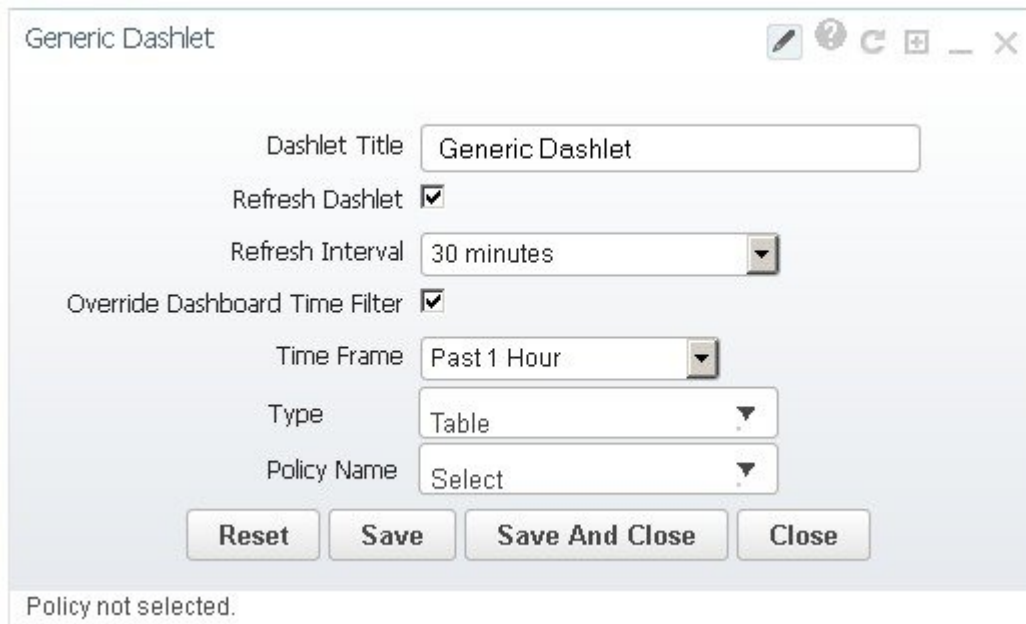
Add a Customized Dashlet to the Device Trends Dashboard

If none of the dashlets in the **Device Trends** dashboard provide the device performance information you need, you can add a dashlet that uses a customized template to poll devices for their SNMP MIB attributes. Complete the following procedure to add this dashlet to the dashboard.

Before You Begin

Check the available monitoring policies to determine which policy collects the information you need. You will have to specify a policy during the dashlet creation process. If none of the policies meet your needs, you can create a policy that polls new parameters. See [Create a Monitoring Policy for Unsupported Parameters and Third-Party Devices](#).

- Step 1** Choose **Dashboard > Device Trends > Device**.
- Step 2** From the top right corner of the dashboard, click **Settings** and then choose **Add Dashlets**.
- Step 3** Expand the **Device Dashlets** list.
- Step 4** Locate **Generic Dashlet**, then click **Add**.
Cisco EPN Manager adds a blank generic dashlet to the **Device Trends** dashboard.



Generic Dashlet

Dashlet Title

Refresh Dashlet

Refresh Interval

Override Dashboard Time Filter

Time Frame

Type

Policy Name

Policy not selected.

- Step 5** Configure the new dashlet as needed.

At a minimum, you should:

- Enter a meaningful title in the **Dashlet Title** field.
- Check the **Override Dashboard Time Filter** check box if you do not want to apply the time filters to all of the dashlets in the dashboard.
- In the **Type** drop-down list, choose whether the dashlet will display its data as a table or line chart. (Regardless of your choice, Cisco EPN Manager will display a toggle at the bottom of the dashlet that allows you to change the format.)
- In the **Policy Name** drop-down list, choose the monitoring policy that will collect the data for this dashlet. See [Monitoring Policies Reference](#) for descriptions of the available monitoring policies.

Step 6 Click **Save and Close**.

If no data is displayed in the dashlet, see [Find Out Why Data Is Missing from a Dashboard](#).

Customize the Dock Window

Use the **Dock** window for quick navigation to frequently used web GUI pages and pop-up windows (such as the 360 view for a particular device). From here, you can also access links to the 15 most recently visited pages and Cisco EPN Manager training materials. To open this window, click the **Dock** icon (located in the top right area of the page).

Complete the following procedure to update the links provided in the **Dock** window:

Step 1 Add a web GUI page link to the **Favorites** tab (**Dock** icon > **Links Visited** > **Favorites**):

- Open the web GUI page you want to add.
- Click its star (**Favorite**) icon, which is located in the top left area of the page.

Step 2 Add a pop-up window link to the **Docked Items** area (**Dock** icon > **Docked Items**):

- Open the pop-up window you want to add, then open its 360 view.
 - From the top right corner of the pop-up window, click the **Add to Dock** icon.
-

Find Out Why Data Is Missing from a Dashboard

If data is missing from a dashboard or dashlet, perform the following steps to identify the cause:

Step 1 Check whether the dashlet data is filtered.

If you see **Edited** next to the dashlet name, do the following:

- Click the **Edit** icon and adjust the current filter settings.

b) Click **Save and Close**.

Step 2

Check whether there is a problem with the device.
See [Get Basic Device Information: Device 360 View](#).

Step 3

Check whether the device inventory is being collected properly.
See [Find Devices With Inventory Collection or Discovery Problems](#).

Step 4

Check whether Cisco EPN Manager is collecting the required data by viewing the monitoring policies it is using:

- a) Open the dashlet's overview pop-up window by clicking its **Help** icon.
- b) Note the monitoring policy listed under **Data Sources**.
Monitoring policies are described in [Monitoring Policies Reference](#).
- c) Verify that this policy is listed and active in the **Monitoring Policies** page.
To open this page, choose **Monitor > Monitoring Tools > Monitoring Policies**, then choose **My Policies**.
 - If the policy is not listed, proceed to Step 4d.
 - If the policy is listed and its status is **Active**, click **Details** to open the **Collection Data** pop-up window and see if the device is being monitored by the policy. If it is not, you must adjust the policy as described in [Change the Device Set a Policy is Monitoring](#). If the device is included in the policy, proceed to Step 5.
 - If the policy is listed and its status is **Inactive**, select the policy and click **Activate**.
- d) Create a new monitoring policy and activate it.
See [Adjust What Is Being Monitored](#).

Step 5


Check whether the relevant data was purged from the system.
See [How Data Retention Settings Affect Web GUI Data](#).

Work In a Different Virtual Domain

Virtual domains are logical groupings of devices and are used to control your access to specific sites and devices. Virtual domains can be based on physical sites, device types, user communities, or any other designation the administrator chooses. All devices belong to ROOT-DOMAIN, which is the parent domain for all new virtual domains. For more information about virtual domains, see [Create Virtual Domains to Control User Access to Devices](#).

If you are allowed access to more than one virtual domain, you can switch to a different domain by completing the following procedure:

Step 1

Click  from the right side of the title bar.

Step 2

Choose **Virtual Domain: current-domain**.

Step 3

From the **Virtual Domain** drop-down list, choose a different domain.
Cisco EPN Manager immediately changes your working domain.

Manage Jobs Using the Jobs Dashboard

If you have the appropriate user account privileges, you can manage Cisco EPN Manager jobs using the Jobs dashboard. To view the **Jobs** dashboard, choose **Administration > Dashboards > Job Dashboard**. From here, you can quickly see if a job was successful, partially successful, or failed.

If too many jobs are already running, Cisco EPN Manager will hold other jobs in the queue until resources are available. If this delays a scheduled job past its normal starting time, the job will not run. You will have to run it manually.

Some jobs may require approval. If this is the case, Cisco EPN Manager sends an email to users with Administrator privileges notifying them that a job was scheduled and needs approval. The job will only run after it is approved. See .

The following table describes the buttons displayed in the **Jobs** dashboard.

Table 3: Jobs Dashboard Buttons

| Button | Description |
|----------------------|--|
| Delete Job | Removes a job from the Jobs dashboard. |
| Edit Job | Edit the settings configured for the selected job. |
| Edit Schedule | Displays the series schedule and lets you edit it (start time, interval, and end time). |
| Run | Runs a new instance of the selected job. Use this to rerun partially successful or failed jobs; the job will only run for the failed or partially successful components. |
| Abort | Stops a currently-running job, but allows you to rerun it later. Not all jobs can be aborted; Cisco EPN Manager will indicate when this is the case. |
| Cancel Series | Stops a currently-running job and does not allow anyone to rerun it. If the job is part of a series, future runs are not affected. |
| Pause Series | Pauses a scheduled job series. When a series is paused, you cannot run any instances of that series (using Run). |
| Resume Series | Resumes a scheduled job series that has been paused. |



Note

The **Delete Job**, **Abort**, and **Cancel Series** buttons are not available for system and poller jobs.

To view the details of a job, follow these steps:

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- Step 1** Choose **Administration > Dashboards > Job Dashboard**.
- Step 2** From the **Jobs** pane, choose a job series to get basic information (such as job type, status, job duration, and next start time).
- Step 3** To view the job interval, click a job instance hyperlink.
At the top of the job page, the **Recurrence** field indicates how often the job recurs.
- Step 4** To get details about a failed or partially successful job, click the job instance hyperlink and expand the entries provided on the resulting page.
This is especially helpful for inventory-related jobs. For example, if a user imported devices using a CSV file (a bulk import), the job will be listed in the **Jobs** sidebar menu under **User Jobs > Device Bulk Import**. The job details will list the devices that were successfully added and the devices that were not.
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Example


To troubleshoot a failed software image import job:

- 1 Choose **User Jobs > Software Image Import** from the **Jobs** sidebar menu.
- 2 Locate the failed job in the table and then click its hyperlink.
- 3 Expand the job's details (if not already expanded) to view the list of devices associated with the job and the status of the image import for each device.
- 4 To view the import details for a specific device, click that device's *i* (**information**) icon in the **Status** column. This opens an **Image Management Job Results** pop-up window.
- 5 Examine each step and its status. For example, the **Collecting image with Protocol: SFTP** column might report that SFTP is not supported on the device.

Extend Cisco EPN Manager Functions

Advanced users can extend Cisco EPN Manager using the following tools:

- Cisco Evolved Programmable Network Manager MTOSI API—Integrates Cisco EPN Manager with your operations support system (OSS).
- Cisco Evolved Programmable Network Manager REST API—Manages additional administrative operations.

To get information about these tools, click  from the right side of the title bar and then choose **Help > API Help**. You can also download the following documents from Cisco.com:

- [Cisco Evolved Programmable Network Manager MTOSI API Guide for OSS Integration](#)
- [Cisco Evolved Programmable Network Manager RESTConf NBI Guide](#)

Check Cisco.com for the Latest Cisco EPN Manager Documentation

Refer to the [Cisco Evolved Programmable Network Manager Documentation Overview](#) for information about and links to all of the documentation that is provided with Cisco EPN Manager .



Note

We sometimes update the documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.
