



# CHAPTER 15

## Understanding Workspaces

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Workspaces contain multiple *views* that let you organize workspace content by the type of information they display. When you begin customizing your workspace views, you should consider the types of information you need to view most often, the devices to which you need to pay closest attention, and the level of detail you want to monitor through a particular workspace view. You should also take into consideration the type of workspace, and the types of workspace content you can add. For more information on workspace content, see [Chapter 16, “Workspace Content.”](#)

### About Workspaces

Cisco netManager comes with two workspaces:

- **Home workspace.** This is the first screen you see after you log in to the web interface. This universal workspace is designed to house the network information that you typically need. The default Home workspace view cannot be customized, but you can make a copy of it and then add different types of workspace content. For more information on workspace content, see [Chapter 16, “Workspace Content.”](#)
- **Device Status workspace.** This workspace is limited to display only device-level workspace content. Only workspace content specific to a single device can be placed on a device status workspace. When you change the device-in-context, the workspace contents displayed show data corresponding to the newly selected device.

To access the Device Status workspace, select the Device Tab and double-click on a device.



**Note**

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For changes that you make in workspace views under your account, your user account will be the only account affected by these changes.

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### Home Workspace

The Cisco netManager Home workspace is the first screen that you see after you log in to the web interface. This universal workspace is designed to display the network information that you typically need.

The Home Workspace contains three pre-configured views:

- Home Page
- Problem Areas 1

- Problem Areas 2

## Home Page View

The Home Page view cannot be customized, but you can make a copy of it and then add different types of [workspace content](#). It displays typical information about the monitored devices in your network. Specific to the Home Workspace and also on the Home Page view are the following workspace contents:

- **Monitoring Dashboard**—Launches [topology views](#) and the [device list](#), which displays events.
- **Device and Phone Summary**—Displays a summary of the number of devices and phones that are reachable. Device status can have one of the following values:

### Devices

- **Monitored**—Device is reachable during discovery and is being polled.
- **Monitoring Suspended**—Polling is suspended on the device.
- **Unreachable**—The device did not respond to a ping.

### Phones

- **Registered**—Phones registered with a Cisco Unified Communications Manager.
- **Unregistered**—Phones not registered with a Cisco Unified Communications Manager.



#### Note

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The Phones Summary will appear only if you have the appropriate license. The ability to view and monitor IP communication devices depends upon the type of licensing you have.

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- **Ping - Devices with Ping Availability under 50%**—Displays devices with ping availability percentages below 50%.

## Problem Areas 1 and Problem Areas 2

Problem Areas 1 and Problem Areas 2 are views that you can decide to keep, alter, expand, or remove. Each page has default workspace content that provides you with troubleshooting information.

For more information on workspace content, see [Chapter 16, “Workspace Content.”](#) You can also create your own workspace views for the Home Workspace through the Manage Workspace Views dialog box. For more information, see [Managing Workspace Views, page 15-3.](#)

## Device Status Workspace

The Device Status workspace displays device details for a network device. To access the Device Status workspace, select the Device Tab and double-click on a device. You can change the device-in-context, but the workspace content in each workspace view remain the same. Only workspace content specific to a single device can be placed on a device status workspace. For more information on what types of device workspace content are available, see [Device Workspace Content, page 16-4.](#)

Figure 15-1 Device Status Workspace



Figure 15-1 shows an example of a Device Status workspace. The Devices icon opens the Devices Tab and the Properties icon opens the property attributes for the selected device.

The Device Status workspace has several pre-configured workspace views:

- Device specific workspace (Cisco Unified Communications Manager, Cisco Unity, etc.)
- Disk/CPU/Memory
- General
- Problem Areas

You can view full device reports by selecting a report from the More Device Reports drop-down list. For more information on Device Reports, see [About Device Reports, page 14-3](#).

## Managing Workspace Views

You can create more of your own workspace views to use along with the pre-configured views. You can create as many as you feel are necessary to organize your system for efficient reporting. You can also edit these views as needed.

From the **Workspace View** drop-down menu, select **Manage Workspace Views**.

In the Manage Workspace Views dialog, you can create new workspace views, and edit, copy, or delete an existing workspace view.

- Click **New** to configure a new workspace.
- Select an existing workspace view and click **Edit** to change the current configuration of a workspace.
- Double-click an existing workspace to change its configuration.
- Select a workspace view, then click **Copy** to make a copy of that workspace and add it to the list.
- Select a workspace view, then click **Copy to** to copy an existing workspace to another user.


- Select a workspace monitor view, then click **Delete** to remove it from the list.

## Creating a New Workspace View

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- Step 1** From the Manage Workspace Views dialog, select **New**. The New Workspace View dialog opens. Enter the appropriate information in the following fields:
- **View name.** Enter a name for the workspace view.
  - **View type.** Choose a type for the workspace view from the drop-down menu.
  - **Column count.** Enter a value for the number of columns you wish to have in the new workspace view. Keep in mind that the more columns you include, the smaller the data displayed inside a workspace.
  - Enter a value in pixels for each of the workspace columns.
- Step 2** Click **OK** to save changes.
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## Editing a Workspace View

To edit a workspace view:

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- Step 1** From the Manage Workspace Views dialog, select **Edit**. The Edit Workspace View dialog opens.
- Step 2** Enter the appropriate information in the following fields:
- **Workspace name.** The workspace title as it appears in the Workspace Library.
  - **Workspace type.** The workspace type as it appears in the Workspace Library (Home or Device).
-  **Note** Workspace view types cannot be edited after a view is created.
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- **Column count.** The number of columns in the workspace.
  - **Column width.** The width of each column in the workspace, in pixels.
- Step 3** Click **OK** to save changes.
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To copy an existing workspace view:

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- Step 1** From the Manage Workspace Views dialog, select **Copy**. The Edit Workspace View dialog opens. Enter the appropriate information in the following fields:
- **Workspace name.** The workspace title as it appears in the Workspace Library.
  - **Column count.** The number of columns in the workspace.
  - **Column width.** The width of each column in the workspace in pixels.
- Step 2** Click **OK** to save changes.
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To copy a workspace view to another Cisco netManager user:

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- Step 1** From the Manage Workspace Views dialog, select **Copy to**. The Edit Workspace View dialog opens. Enter the appropriate information into the following fields:
- **Copy to user.** Select a user account from the drop-down menu in which to copy the workspace view.
  - **View name.** The name of the workspace view as it will appear in the Workspace Library.
- Step 2** Click **OK** to save.
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## Deleting a Workspace View

To delete a workspace view:

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- Step 1** From the Manage Workspace Views dialog, click **Delete**.
- Step 2** Click **OK** on the dialog that follows.
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## Navigating Through Workspaces

The main way to navigate from one workspace view to another is through the Workspace toolbar. From here you can add content to a workspace, manage your workspace and workspace views, and access the Cisco netManager help system.

### Workspace Toolbar

- **Add Content**—Use this button to add workspace content to your workspace views.
- **Workspace View**—Use this drop-down list to edit and switch between workspace views.
- **Help**—Use this button to view the Cisco netManager Help for the window you are currently viewing.

## About Workspace Content

Workspace content is a quick view of a report. You can customize a workspace by adding additional workspace contents to a workspace view. For more information about workspace content, see [Chapter 16, “Workspace Content.”](#)

To add workspace content to a workspace view:

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- Step 1** In the Workspace toolbar, click **Add Content**. The Add Content To View page opens.
  - Step 2** Click the **plus symbol (+)** button next to a workspace content category folder, then click to select the workspace content you want to add to the workspace view.
  - Step 3** Click **OK** to save changes. The new workspace content is added to the workspace view.
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