Assurance

The section contains the following topics:

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- Device Integrity, on page 5
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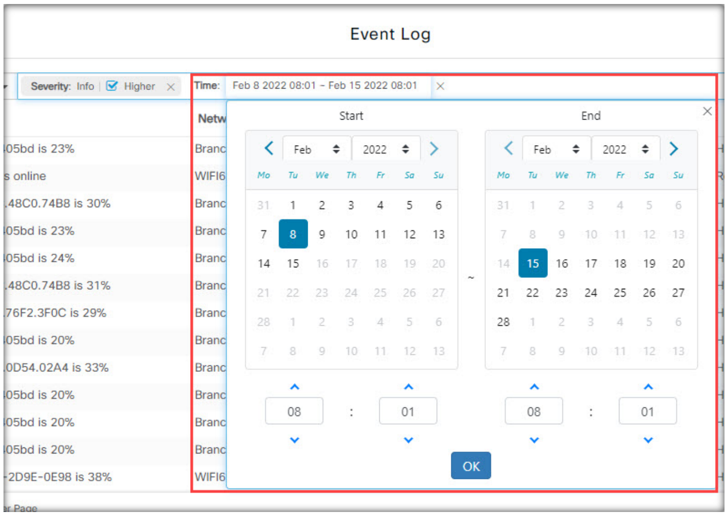
About the Event Log

Open the Event Log screen to search for events that happen across your network. This screen provides an interface where you can search and sort through the events generated across the network. Up to 500,000 of these events are stored for a maximum of 90 days. You can use the filter controls provided to limit the events displayed based on any combination of the following parameters:

Add a **Time** to specify the start and end times for the period of interest. Only events occurring in this period will be displayed.



Event Log

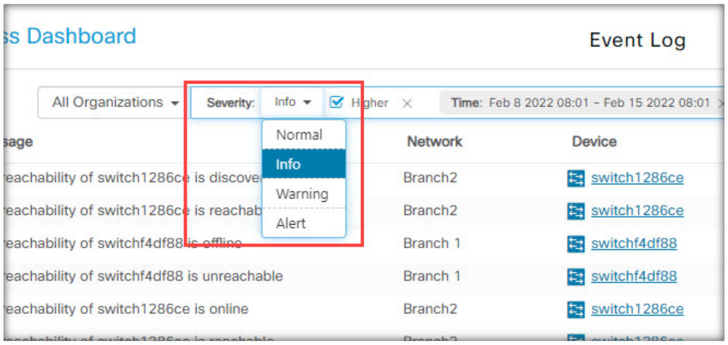
Severity: Info ☑ Higher

Time: Feb 8 2022 08:01 ~ Feb 15 2022 08:01

Start: Feb 2022, 8, 08 : 01

End: Feb 2022, 15, 08 : 01

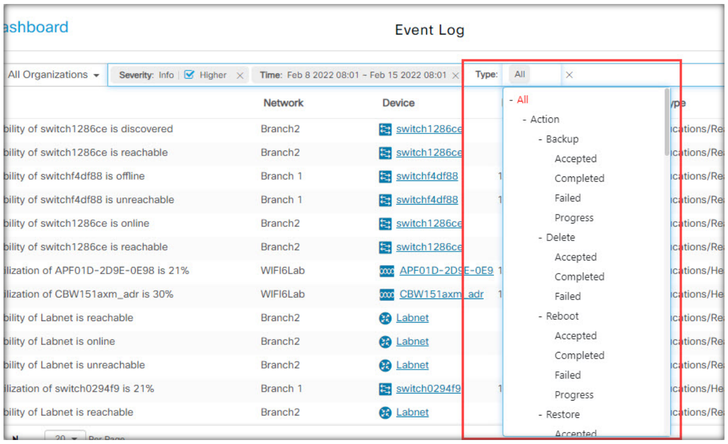
Add a **Severity** filter to select the level of events to display. You can also check the *Higher* checkbox to include events with a higher severity level.



All Organizations ▾ | Severity: Info ▾ ☑ Higher × | Time: Feb 8 2022 08:01 - Feb 15 2022 08:01

sage	Network	Device
eachability of switch1286ce is discove	Branch2	switch1286ce
eachability of switch1286ce is reachab	Branch2	switch1286ce
eachability of switchf4df88 is offline	Branch 1	switchf4df88
eachability of switchf4df88 is unreachable	Branch 1	switchf4df88
eachability of switch1286ce is online	Branch2	switch1286ce

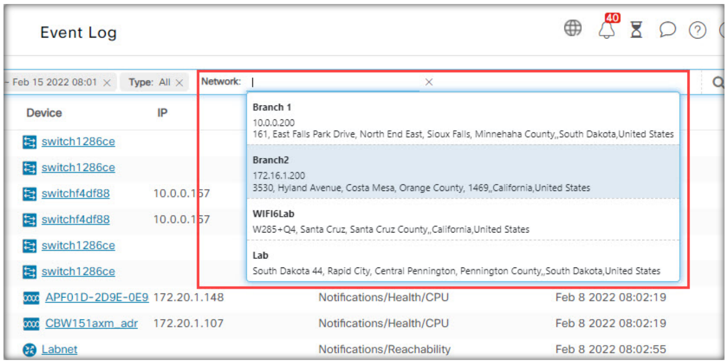
Add the **Type** filter to select one or more event types to display. The types are arranged in a tree structure, and selecting a type will automatically include all event types underneath the selected type in the tree.



All Organizations ▾ | Severity: Info ☑ Higher × | Time: Feb 8 2022 08:01 - Feb 15 2022 08:01 × | Type: All ×

	Network	Device
bility of switch1286ce is discovered	Branch2	switch1286ce
bility of switch1286ce is reachable	Branch2	switch1286ce
bility of switchf4df88 is offline	Branch 1	switchf4df88
bility of switchf4df88 is unreachable	Branch 1	switchf4df88
bility of switch1286ce is online	Branch2	switch1286ce
bility of switch1286ce is reachable	Branch2	switch1286ce
ilization of APF01D-2D9E-0E98 is 21%	WIFI6Lab	APF01D-2D9E-0E9
ilization of CBW151axm_adr is 30%	WIFI6Lab	CBW151axm_adr
bility of Labnet is reachable	Branch2	Labnet
bility of Labnet is online	Branch2	Labnet
bility of Labnet is unreachable	Branch2	Labnet
ilization of switch0294f9 is 21%	Branch 1	switch0294f9
bility of Labnet is reachable	Branch2	Labnet

Use the **Network**filter to display events by one or more networks. As you type, matching sites will be displayed.



- Feb 15 2022 08:01 × | Type: All × | Network: | ×

Branch 1
10.0.0.200
161, East Falls Park Drive, North End East, Sioux Falls, Minnehaha County,,South Dakota,United States

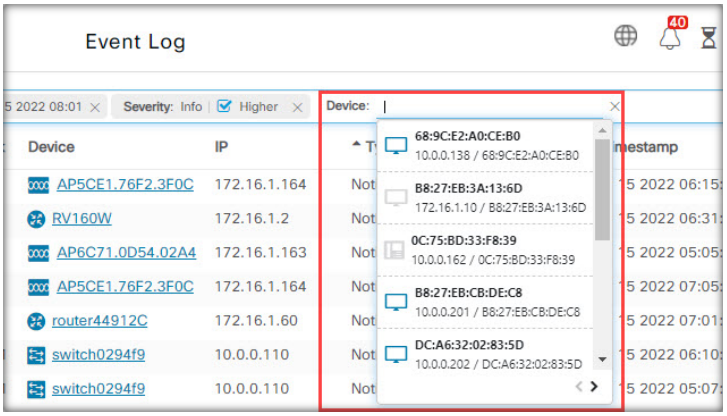
Branch2
172.16.1.200
3530, Hyland Avenue, Costa Mesa, Orange County, 1469,,California,United States

WIFI6Lab
W285+Q4, Santa Cruz, Santa Cruz County,,California,United States

Lab
South Dakota 44, Rapid City, Central Pennington, Pennington County,,South Dakota,United States

Device	IP		
switch1286ce			
switch1286ce			
switchf4df88	10.0.0.157		
switchf4df88	10.0.0.157		
switch1286ce			
switch1286ce			
APF01D-2D9E-0E9	172.20.1.148	Notifications/Health/CPU	Feb 8 2022 08:02:19
CBW151axm_adr	172.20.1.107	Notifications/Health/CPU	Feb 8 2022 08:02:19
Labnet		Notifications/Reachability	Feb 8 2022 08:02:55

Use the **Device**filter to display events by one or more devices. As you type, matching devices will be displayed. You can also specify devices by name, IP address, or MAC address.



Event Log

5 2022 08:01 × | Severity: Info | ☑ Higher × | Device: |

68:9C:E2:A0:CE:B0
10.0.0.138 / 68:9C:E2:A0:CE:B0

B8:27:EB:3A:13:6D
172.16.1.10 / B8:27:EB:3A:13:6D

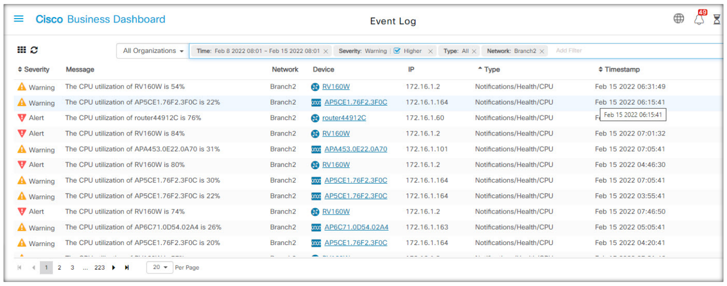
0C:75:BD:33:F8:39
10.0.0.162 / 0C:75:BD:33:F8:39

B8:27:EB:CB:DE:C8
10.0.0.201 / B8:27:EB:CB:DE:C8

DC:A6:32:02:83:5D
10.0.0.202 / DC:A6:32:02:83:5D

Device	IP	T	mestamp
AP5CE1.76F2.3F0C	172.16.1.164	Not	5 2022 06:15:
RV160W	172.16.1.2	Not	5 2022 06:31:
AP6C71.0D54.02A4	172.16.1.163	Not	5 2022 05:05:
AP5CE1.76F2.3F0C	172.16.1.164	Not	5 2022 07:05:
router44912C	172.16.1.60	Not	5 2022 07:01:
switch0294f9	10.0.0.110	Not	5 2022 06:10:
switch0294f9	10.0.0.110	Not	5 2022 05:07:

Events that match the filter conditions will be displayed in a table like the example shown below. You can also sort the information in the table using the column headings.



Cisco Business Dashboard   Event Log

All Organizations | Time: Feb 8 2022 08:01 – Feb 15 2022 08:01 × | Severity: Warning | ☑ Higher × | Type: All × | Network: Branch2 × | Add Filter

Severity	Message	Network	Device	IP	Type	Timestamp
Warning	The CPU utilization of RV160W is 54%	Branch2	RV160W	172.16.1.2	Notifications/Health/CPU	Feb 15 2022 06:31:49
Warning	The CPU utilization of AP5CE1.76F2.3F0C is 22%	Branch2	AP5CE1.76F2.3F0C	172.16.1.164	Notifications/Health/CPU	Feb 15 2022 06:15:41
Alert	The CPU utilization of router44912C is 76%	Branch2	router44912C	172.16.1.60	Notifications/Health/CPU	F Feb 15 2022 06:15:41
Alert	The CPU utilization of RV160W is 84%	Branch2	RV160W	172.16.1.2	Notifications/Health/CPU	Feb 15 2022 07:01:32
Warning	The CPU utilization of APA453.0E22.0A70 is 31%	Branch2	APA453.0E22.0A70	172.16.1.101	Notifications/Health/CPU	Feb 15 2022 07:05:41
Alert	The CPU utilization of RV160W is 80%	Branch2	RV160W	172.16.1.2	Notifications/Health/CPU	Feb 15 2022 04:46:30
Warning	The CPU utilization of AP5CE1.76F2.3F0C is 30%	Branch2	AP5CE1.76F2.3F0C	172.16.1.164	Notifications/Health/CPU	Feb 15 2022 07:05:41
Warning	The CPU utilization of AP5CE1.76F2.3F0C is 22%	Branch2	AP5CE1.76F2.3F0C	172.16.1.164	Notifications/Health/CPU	Feb 15 2022 03:55:41
Alert	The CPU utilization of RV160W is 74%	Branch2	RV160W	172.16.1.2	Notifications/Health/CPU	Feb 15 2022 07:46:50
Warning	The CPU utilization of AP6C71.0D54.02A4 is 26%	Branch2	AP6C71.0D54.02A4	172.16.1.163	Notifications/Health/CPU	Feb 15 2022 05:05:41
Warning	The CPU utilization of AP5CE1.76F2.3F0C is 20%	Branch2	AP5CE1.76F2.3F0C	172.16.1.164	Notifications/Health/CPU	Feb 15 2022 04:20:41

1 2 3 ... 223   20 Per Page

Monitoring Defaults

Monitoring Profiles allow you to control the device monitoring that is performed in the network. Monitoring Profiles may be applied at the organization level or at the system level. Organizations that choose to inherit system level monitoring profiles will have the behavior controlled by the **Monitoring Defaults** page.

To change the **Monitoring Profiles** applied across the system, follow the steps below.

1. Navigate to **Assurance** > **Monitoring** > **Monitoring Defaults**.
2. Use the drop-downs to select the appropriate monitoring profile to be applied to devices of the corresponding type. See Managing Monitoring Profiles for more information on creating monitoring profiles.
3. Click **Save**.

See Monitoring Profiles for more information about the types of monitoring that can be performed and how to configure them. See Organizations for details on changing monitoring settings at the organization level.

Monitoring Profiles

Monitoring Profiles control the data that is collected from devices and the notifications that are generated. Profiles can be applied to different types of devices within an organization or across the system. For instance some devices might need different monitoring requirements depending on their location or security requirements. Within a profile, two types of monitors are supported – **Notification Monitors** and **Reporting Monitors**.

Notification Monitors cause notifications and alerts to be generated, usually due to a change in device state or a parameter crossing a threshold. Notifications have different levels of severity – informational, warning and alert – and can be delivered through the following channels:

- Pop-up notifications of the Web UI.
- Email. This requires that email settings are correctly configured. See Managing Email Settings for more details.
- Help desk ticket. This requires integration with an application providing help desk services. See Managing Integration Settings for more details.
- Collaboration message. This requires integration with a collaboration application. See Managing Integration Settings for more details.

Note Cisco recommends you configure the Monitoring Profiles to ensure the average rate of 60 tickets and/or collaboration messages per hour is not exceeded. When communicating with external applications, sustained rates over this could result in API congestion and loss of events.

Active notifications are also visible in the **Notification Center** and are displayed in the device information views. Changes in notifications are also recorded in the **Event Log**

Reporting monitors collect the data used for the wireless reports and traffic graphs in the monitoring dashboard.

Multiple monitoring profiles can be created, and different profiles can be assigned to different device types at the system level or on a per-organization basis. For more information on assigning monitoring profiles to devices, see Organizations and Monitoring Defaults, on page 3.

Add a New Monitoring Profile

1. Navigate to **Assurance** > **Monitoring** > **Monitoring Profiles**.
2. Click the + (plus) icon to create a new profile
3. Specify a name for the profile and an organization to associate the profile to. You can also specify All Organizations here, allowing the profile to be used with any organization or as a system level default.
4. You can also provide a description for the profile and a comma-separated list of email address to receive notifications.
5. Click **Save**
6. The screen updates to display the different notification and reporting monitors. You can enable and disable individual monitors using the controls provided.
7. The notification monitors have additional settings that can be modified by clicking the **Edit** icon for the monitor. The settings will vary between monitors, but include the notification types that should be generated, the severity of the notification, and the thresholds that should trigger the notification.

Copy an Existing Monitoring Profile

To copy an existing monitoring profile, follow the steps below.

1. Navigate to **Assurance** > **Monitoring** > **Monitoring Profiles**.

2. Select the check box next to the profile to be copied and click the **Save As** icon.
3. Update the profile name, description, organization and email address(es) as required, then click **Save**.
4. Make changes to the notification and reporting monitors as required. You can restore the monitor settings to the defaults by clicking the **Reset to defaults** button.

Modify a Monitoring Profile

To modify an existing monitoring profile, follow the steps below.

1. Navigate to **Assurance** > **Monitoring** > **Monitoring Profiles**
2. Select the check box next to the profile to be copied and click the **Edit** icon.
3. Update the profile settings and email address(es) as required, then click **Save**.
4. Make changes to the notification and reporting monitors as required. You can restore the monitor settings to the defaults by clicking the **Reset to defaults** button.

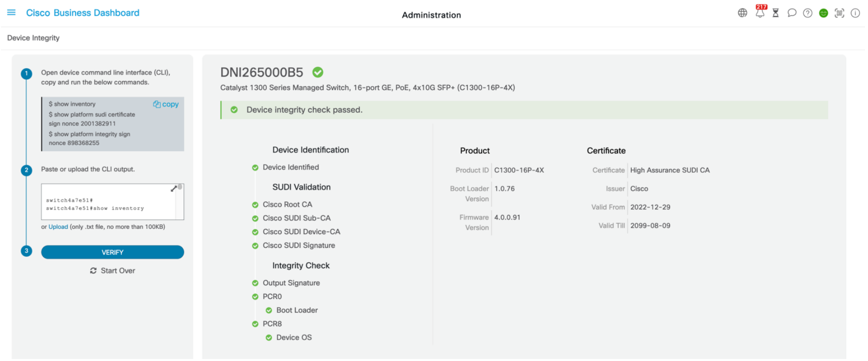
Remove a Monitoring Profile

1. Navigate to **Assurance** > **Monitoring** > **Monitoring Profiles**.
2. Select the check box next to the profile to be copied and click the **Delete** icon.

Note If the profile is in use as an organization-level monitoring profile, then the corresponding organization and device type will be updated to inherit the system-level configuration. Profiles that are in use as system-level monitoring profiles can not be removed. Remove the profile from the **Assurance** > **Monitoring** > **Monitoring Defaults** page before deleting it.

Device Integrity

This service analyzes the integrity of your Cisco product by verifying key components of Cisco's software and hardware that include Cisco's Trustworthy Technologies. These security technologies are designed into Cisco Networking devices to protect against counterfeit and software modification and verify that Cisco products are operating as intended.



1 Open device command line interface (CLI), copy and run the below commands.

```
$ show inventory
$ show platform sudi certificate sign nonce 2001382911
$ show platform integrity sign nonce 898368255
```

2 Paste or upload the CLI output.

```
switch4a7e51#
switch4a7e51#show inventory
```

or Upload (only .txt file, no more than 100KB)

DNI265000B5 ✓

Catalyst 1300 Series Managed Switch, 16-port GE, PoE, 4x10G SFP+ (C1300-16P-4X)

✓ Device integrity check passed.

Device Identification
✓ Device Identified

SUDI Validation
✓ Cisco Root CA
✓ Cisco SUDI Sub-CA
✓ Cisco SUDI Device-CA
✓ Cisco SUDI Signature

Integrity Check
✓ Output Signature
✓ PCR0
✓ Boot Loader
✓ PCR8
✓ Device OS

Product	
Product ID	C1300-16P-4X
Boot Loader Version	1.0.76
Firmware Version	4.0.0.91

Certificate	
Certificate	High Assurance SUDI CA
Issuer	Cisco
Valid From	2022-12-29
Valid Till	2099-08-09

To verify device integrity, follow these steps:

1. Copy the CLI commands.
2. Open the device command line interface (CLI), paste and run the CLI commands.
3. On the CBD GUI, paste the CLI outputs or save the CLI outputs into a file, then upload.
4. Click **Verify.**

Notifications

This segment contains the following sections:

About Notifications

Cisco Business Dashboard generates notifications when different events occur in the network including Connectwise or Webex teams integration notifications. A notification may generate an email or a pop-up alert that appears in the lower right corner of the browser, and all notifications are logged for later review.

Notifications can also be acknowledged when they are no longer of interest. Those notifications will be hidden from the **Notification Center** by default.

Supported Notifications

The following table lists the notifications supported by Cisco Business Dashboard

Table 1: Supported Notifications

Event	Level	Description	Clears Automatically?
Device Notifications for Access Points, Routers, IP Phones and Switches			
Reachability/Device Discovered	Information	A new device is detected on the network.	Yes, 5 minutes after the device is discovered.
Reachability/Device Unreachable	Warning	A device is known through a discovery protocol, but is not reachable using IP.	Yes, when the device is reachable through IP again.
Reachability/Device Offline	Alert	A device is no longer detectable on the network	Yes, when the device is rediscovered.
Credential Required/SNMP	Warning	The Probe is unable to access the device due to an authentication error.	Yes, when the Probe authenticates.
Credential Required/User ID	Warning	The Probe is unable to access the device due to an authentication error.	Yes, when the Probe authenticates.

Event	Level	Description	Clears Automatically?
Credential Required/Password Expired	Warning	The password has expired for the admin user on the device.	Yes, when the password on the device has been reset.
Configuration Mismatch	Alert	The current device configuration does not match the configuration specified in Cisco Business Dashboard configuration profiles and device settings.	Yes, when the configuration mismatch is resolved.
Device Service/SNMP	Warning	SNMP is disabled on the device.	Yes, when SNMP is enabled.
Device Service/Web service	Warning	The web service is disabled on the device.	Yes, when web service API is enabled
Health	Warning/Alert	The device health level changes to warning or alert.	Yes, when the device health returns to normal.
Cisco Support Notifications			
Firmware	Information	A later version of firmware is available on cisco.com	Yes, when the device is updated to the latest version.
End of Life	Warning/Alert	An End of Life bulletin is found for the device or an End of Life milestone has been reached.	No
Maintenance Expiry	Warning/Alert	The device is out of warranty and/or does not have a currently active maintenance contract.	Yes, if a new maintenance contract is taken out.
Device Health Notifications			
CPU	Warning/Alert	Device CPU usage exceeds maximum thresholds.	Yes, when the CPU usage returns to a normal level.
Uptime	Warning/Alert	Device uptime is below minimum thresholds.	Yes, when the device uptime exceeds minimum levels.
Connected Clients	Warning/Alert	The number of connected clients exceeds maximum thresholds.	Yes, when the number of connected clients returns to an acceptable level.

Viewing and Filtering Current Device Notifications

To view currently active notifications for a single device or all devices, do the following:

Step 1 In the **Home** window, click **Notification Center** icon on the top right corner of the global tool bar. The number badge on the icon specifies the total number of unacknowledged notifications outstanding, and the color of the badge indicates the highest severity level currently outstanding.

Any notifications currently outstanding are listed below the icons in the **Notification Center**. The number on the severity icon provides a total of the number of notifications in each of the following categories:

- Information (green circle icon)
- Warning (orange triangle icon)
- Alert (red inverted triangle icon)

Step 2 In the **Notification Center**, you can perform the following actions:

- Acknowledge a notification—Check the check box against the notification to acknowledge it. You may acknowledge all notifications in the display by checking the **ACK All** checkbox
- Filter the displayed notifications—Instructions for this action is provided in the following step

Step 3 The Filter box limits the notifications displayed in the table. By default, notifications of all types and all severity levels will be displayed. To change an existing filter, double click on that filter to change the setting. To add a new filter, click on the Add Filter label and select a filter from the dropdown list. The following filters are available:

Table 2: Available Filters

Filter	Description
Notification Type	The type of notification to be displayed. For example, to display notifications for devices that are offline, choose **Device Offline** from the drop-down list.
Severity	The severity level of the notifications to be displayed. It can be one of the following: • Info • Warning • Alert You may include higher severity levels by selecting the **Higher** checkbox.
Include Ack	Include notifications that have been acknowledged.
Network	Displays notifications for the specified network(s). Start typing in the filter and matching networks will be listed in a dropdown. Click to select the desired network. You may include multiple networks in the filter.
Device	Displays notifications for the specified device(s). Start typing in the filter and matching devices will be listed in a dropdown. Click to select the desired device. You may include multiple devices in the filter.

Note Notifications for individual devices may be seen in the **Basic Info** and the **Detailed Info** panels for the device.

To control how you receive notifications, change the notification settings at the organization or system level.

Viewing and Filtering Historical Device Notifications

The occurrence or change in state of any notification is recorded as an event on the Dashboard, and may be viewed through the Event Log. A subset of the event log can be viewed through the following panels:

The **Basic Info** panel or the **Device Detail** panel displays individual devices.

The **Basic Info** Panel shows only the last 24 hours worth of events.

The **Device Detail** panel shows all historical data for the device that is available.

Note The **Device Detail** panel can be filtered to help isolate those events you are interested in. See About the Event Log for more information on viewing and filtering historical events.