



## View and Manage Events

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### Events Dashboard Overview

The **Events** dashboard provides a contextual view of events for devices (routers, switches, wireless controllers, APs) and endpoints (wired and wireless). Instead of having to search for events triggered by devices that are connected to other devices involved in an event, Assurance provides these details for you.

By default, the **Events** dashboard displays a timeline chart and a list view.

The timeline chart provides a color representation of the number of events by device type that occurred over a period of time.

The list view displays a table of events. Up to 10,000 events can be displayed, even if more events have been logged. You can export up to 5000 events to a CSV file. However, if there are more than 5000 events, the export capability is disabled.

From the list view, you can click an event to view its details, including events triggered by connected devices. You can configure the event time period in 15-minute increments, up to one hour (+/- 15 minutes, +/- 30 minutes, +/- 45 minutes, +/- 1 hour).

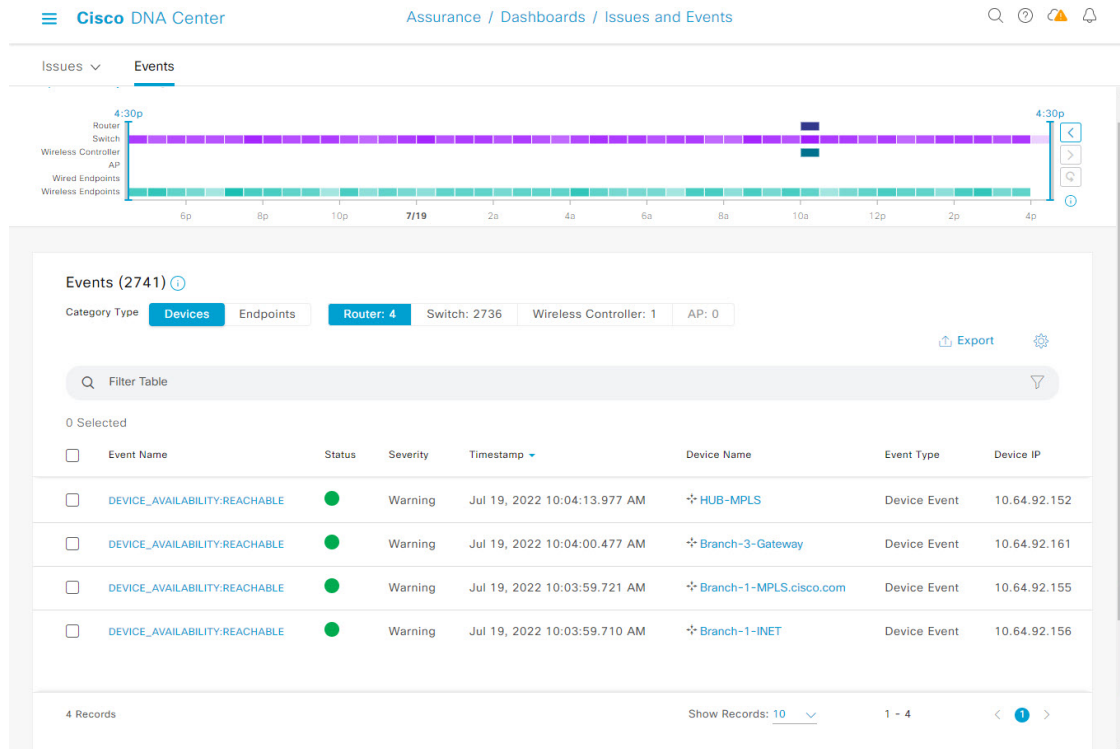
When you select more than one event, you can view multiple cards with event details. When you have multiple event cards displayed, you can minimize, maximize, and close cards. For example, to view the connected device events table for an event, maximize the event card. To return to the multiple card view, minimize the card.

### View Device Events





Use this procedure to view events generated by routers, switches, wireless controllers, and APs.






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- Step 1** Click the menu icon (☰) and choose **Assurance > Dashboards > Issues and Events**.  
The **Events** dashboard opens with **Device** selected as the **Category Type** by default.

Figure 1: Device Events Dashboard







## Device Events Dashboard

| Item   | Description   |
|--|---|
|  Global | <ul style="list-style-type: none"> <li>Click  Global in the top menu bar to choose the site, building, or floor from the Site hierarchy.</li> <li>Click  next to the location icon and choose <b>Site Details</b> to view the event counts for each site.</li> <li>Choose <b>Hierarchical Site View</b> or <b>Building View</b> from the drop-down list. Based on what you choose, the table is refreshed.</li> <li>From the <b>Go to sites</b> column, click  for a site or building to display events for only that location.</li> </ul> |

| Device Events Dashboard  |   |
|--|---|
| Item   | Description   |
| <br><b>Time Range</b> setting | <p>Allows you to display information on the window based on the time range you select. The default is <b>24 Hours</b>. Do the following:</p> <ol style="list-style-type: none"> <li>From the <b>24 Hours</b> drop-down list, choose a time range: <b>3 hours</b>, <b>24 hours</b>, or <b>7 days</b>.</li> <li>Specify the <b>Start Date</b> and time, and the <b>End Date</b> and time.</li> <li>Click <b>Apply</b>.</li> </ol> <p>This sets the range of the timeline.</p>   |
| Timeline Slider  | <p>Allows you to specify a more granular time range. Click and drag the timeline boundary lines to specify the time range.</p> <p>The colors represent the device type:</p> <ul style="list-style-type: none"> <li>: Router</li> <li>: Switch</li> <li>: Wireless controller</li> <li>: AP</li> </ul> <p>The intensity of the color indicates its significance, whether more or fewer events have occurred for that device. For example, a lighter shade of blue indicates fewer router events than a deeper shade of blue.</p> |
| <b>Total Events</b>  | The total number of events for all device types for a specific time range.  |

**Step 2** Under **Events**, for the **Category Type**, click the **Router**, **Switch**, **Wireless Controller**, or **AP** tab to display a list of events for that device type in the table.

| Events Table      |   |
|-------------------|---|
| Item              | Description   |
| <b>Event Name</b> | <p>Name of the event.</p> <p>Click the event name to open a slide-in pane with details about the event.</p>   |
| <b>Status</b>     | <p>Status of the device.</p> <p>The color represents the severity of the event.</p> <ul style="list-style-type: none"> <li>: Error.</li> <li>: Warning.</li> <li>: Info.</li> <li>: No data available.</li> </ul> |
| <b>Severity</b>   | Severity of the event: Critical and above (Emergency and Alert) and less severe than Critical level (Error, Warning, Notice, and Info).   |
| <b>Timestamp</b>  | Date and time when the event occurred.  |

| Events Table |   |
|--------------|---|
| Item         | Description   |
| Device Name  | Name of the device that was impacted by the event.<br>Click the device name to open the <b>Device 360</b> window. |
| Event Type   | Category of the event: <b>Syslog, Trap, Event, or AP Event</b> .  |
| Device IP    | IP address of the device.   |


**Step 3** To view multiple events, check the check box next to each event you want to view and click **Show Selected Events**.


The **Multiple Events** slide-in pane opens with each event displayed in a separate card.

From inside a card, you can do the following:

- Minimize, maximize, and close a card.
- Display more details by clicking the down arrow.
- Click hyperlinks to launch the respective device 360 window.


When a card is maximized, any connected device events are displayed.

**Step 4** From the **Multiple Events** slide-in pane, click the list view icon  to display a compilation of all the subevents sequentially in a list.

To return to the card view, click the card view icon .

## View Endpoint Events

Use this procedure to view events generated by wired and wireless endpoints.

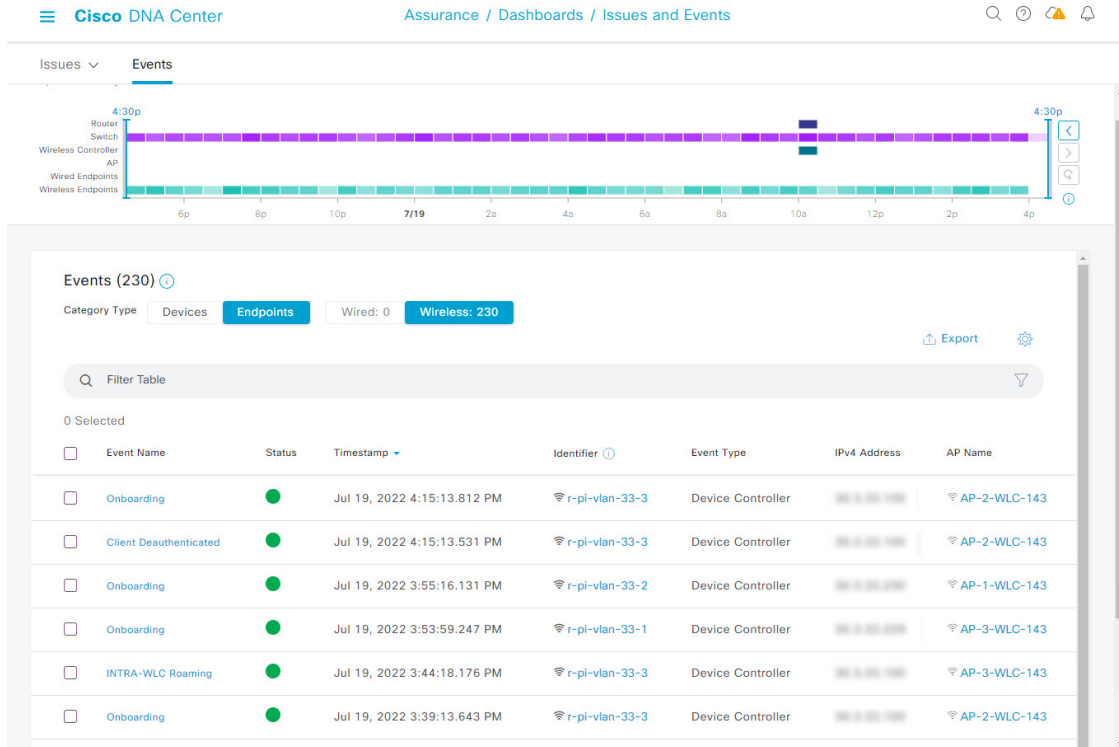
**Step 1** Click the menu icon () and choose **Assurance > Dashboards > Issues and Events**.

**Step 2** Click the **Events** tab.





The **Events** dashboard opens.




**Step 3** For the **Category Type**, click the **Endpoints** tab.

Figure 2: Endpoint Events Dashboard







## Device Events Dashboard

| Item   | Description   |
|--|---|
|  Global | <ul style="list-style-type: none"> <li>Click  Global in the top menu bar to choose the site, building, or floor from the Site hierarchy.</li> <li>Click  next to the location icon and choose <b>Site Details</b> to view the event counts for each site.</li> <li>Choose <b>Hierarchical Site View</b> or <b>Building View</b> from the drop-down list. Based on what you choose, the table is refreshed.</li> <li>From the <b>Go to sites</b> column, click  for a site or building to display events for only that location.</li> </ul> |

| Device Events Dashboard  |   |
|--|---|
| Item   | Description   |
| <br><b>Time Range</b> setting | <p>Allows you to display information on the window based on the time range you select. The default is <b>24 Hours</b>. Do the following:</p> <ol style="list-style-type: none"> <li>From the <b>24 Hours</b> drop-down list, choose a time range: <b>3 hours</b>, <b>24 hours</b>, or <b>7 days</b>.</li> <li>Specify the <b>Start Date</b> and time, and the <b>End Date</b> and time.</li> <li>Click <b>Apply</b>.</li> </ol> <p>This sets the range of the timeline.</p>   |
| Timeline Slider  | <p>Allows you to specify a more granular time range. Click and drag the timeline boundary lines to specify the time range.</p> <p>The colors represent the endpoint type:</p> <ul style="list-style-type: none"> <li>: Wired</li> <li>: Wireless</li> </ul> <p>The intensity of the color indicates its significance, whether more or fewer events have occurred for that device. For example, a lighter shade of purple indicates fewer endpoint events than a deeper shade of purple.</p> |
| <b>Total Events</b>  | The total number of events for all endpoint types for a specific time range.  |

**Step 4** Click the **Wired** or **Wireless** tab to display a list of events for that endpoint type in the table.

| Events Table                           |  |
|--|--|
| Item                                   | Description  |
| <b>Event Name</b>                      | <p>Name of the event.</p> <p>Click the event name to open a slide-in pane with more details.</p>   |
| <b>Status</b> (Wired Endpoints Only)   | <p>The color represents the severity of the event.</p> <ul style="list-style-type: none"> <li>: Error.</li> <li>: Warning.</li> <li>: Info.</li> <li>: No data available.</li> </ul> |
| <b>Severity</b> (Wired Endpoints Only) | Severity of the event. Severity can be critical and above (Emergency and Alert) and less severe (Error, Warning, Notice, and Info).  |
| <b>Timestamp</b>                       | Date and time when the event occurred.   |
| <b>Identifier</b>                      | <p>Identifier of the endpoint. It can be either user ID, hostname, IP Address, or MAC address, depending on the availability in that order.</p> <p>Click the identifier to open a slide-in pane with more details.</p>   |

| Events Table  |  |
|---|--|
| Item  | Description  |
| <b>Event Type</b>   | Category of the event: <b>Syslog</b> , <b>Trap</b> , <b>Event</b> , or <b>AP Event</b> .                                   |
| <b>IPv4 Address</b>                                       | IPv4 address of the device that is connected to the endpoint.  |
| <b>AP Name</b> (Wireless Endpoints Only)                  | Name of the AP that is connected to the wireless endpoint.<br>Click the AP name to open the <b>AP Device 360</b> window.   |
| <b>Switch</b> (Wired Endpoints Only)                      | Name of the switch that is connected to the wired endpoint.<br>Click the switch name to open the <b>Device 360</b> window. |
| <b>MAC Address</b>  | MAC address of the device that is connected to the endpoint.   |
| <b>Port</b> (Wired Endpoints Only)                        | Switch port that is connected to the wired endpoint.   |
| <b>VLAN ID</b> (Wired Endpoints Only)                     | VLAN ID of the switch port that is connected to the wired endpoint.  |
| <b>Switch IP Address</b> (Wired Endpoints Only)           | IP address of the switch connected to the wired endpoint.  |
| <b>AP MAC</b> (Wireless Endpoints Only)                   | MAC address of the AP that is connected to the wireless endpoint.  |
| <b>SSID</b> (Wireless Endpoints Only)                     | SSID that the wireless endpoint is using.  |
| <b>UserID</b> (Wireless Endpoints Only)                   | User ID of the wireless endpoint.  |
| <b>Wireless Controller Name</b> (Wireless Endpoints Only) | Name of the wireless controller that is connected to the wireless endpoint.  |
| <b>Band</b> (Wireless Endpoints Only)                     | Radio band that the wireless endpoint is using.  |
| <b>DHCP Server</b> (Wireless Endpoints Only)              | DHCP server that the wireless endpoint is using.   |


**Step 5** To view multiple events, check the check box next to each event you want to view and click **Show Selected Events**.


The **Multiple Events** slide-in pane opens with each event displayed in a separate card.

From inside a card, you can do the following:

- Minimize, maximize, and close a card.
- Display more details by clicking the down arrow.
- Click any hyperlinked data.

When a card is maximized, any connected device events are displayed.

**Step 6** From the **Multiple Events** slide-in pane, click the list view icon  to display a compilation of all the subevents sequentially in a list.

To return to the card view, click the card view icon .

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