# Runtime Dashboard

## About Runtime Dashboard

The **Runtime Dashboard** provides you with a quick review of the following summaries:

- **API Summary**: Summary of recent API calls, results, and performances. Click **View Details** to open a slide-in pane with information about individual API call counts and call durations.

> **Note** The **Runtime Dashboard** only displays data from a Cisco DNA Center to ServiceNow API integration.

- **Event Summary**: Cisco DNA Center events involving REST endpoints or integration flows. Click an event name (link) to open a slide-in pane with additional detailed event information.

- **CMDB Synchronization Summary**: Summary that displays the Configuration Management Database (CMDB) synchronization status of devices selected from **Inventory**.

- **Integration Flow Summary**: Summary of integration flow instances, results, and performances. Choose the appropriate tab to view additional detailed information about either the REST-based or Schedule-based Integration Flows.

## Review the Event Summary

Perform this procedure to review the Cisco DNA Center platform **Event Summary**. The **Event Summary** displays the total number of events published to external systems, based on the type of event. You can use the **Event Summary** to assist in monitoring and troubleshooting the Cisco DNA Center platform and its integration with other systems.

You review the **Event Summary** in the **Runtime Dashboard** window in the Cisco DNA Center GUI.

Figure 1: Cisco DNA Center Platform Runtime Dashboard Window
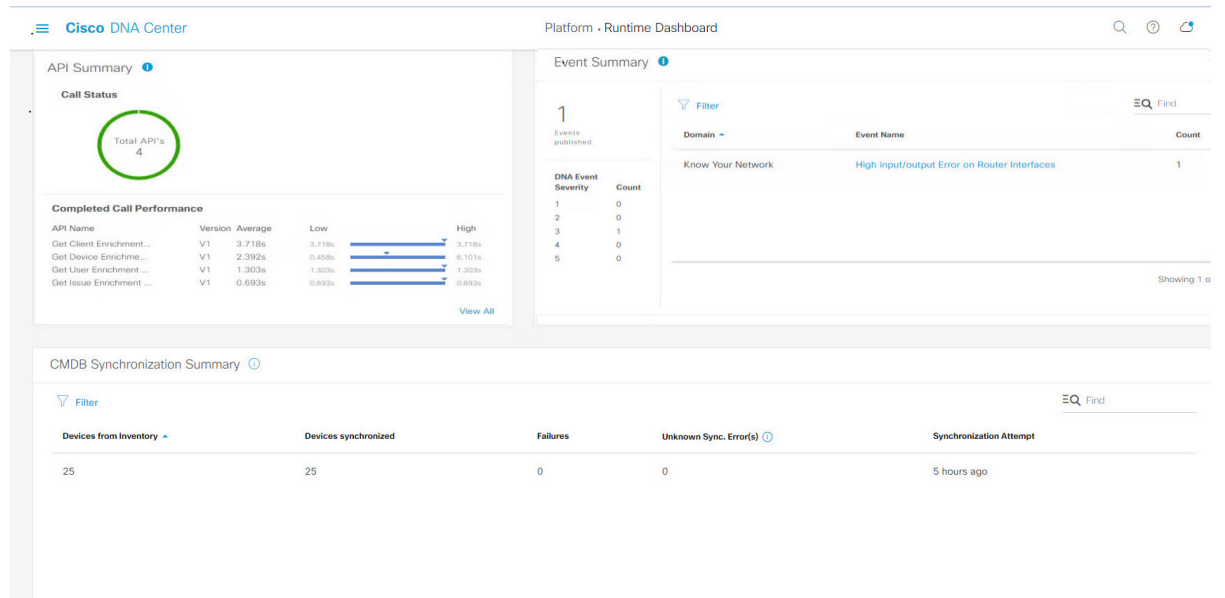


**Before you begin**

**Step 1** Click the menu icon (☰) and choose **Platform** > **Runtime Dashboard**.

**Step 2** Choose a time interval for the event summary by clicking on **Last 1 Week** at the upper right side of the GUI menu bar.

You can view the event summary for the last 6, 12, and 24 hour period or for the week.

**Step 3** Review the **Event Summary** field in the **Runtime Dashboard** window.

**Figure 2: Events Summary Field**
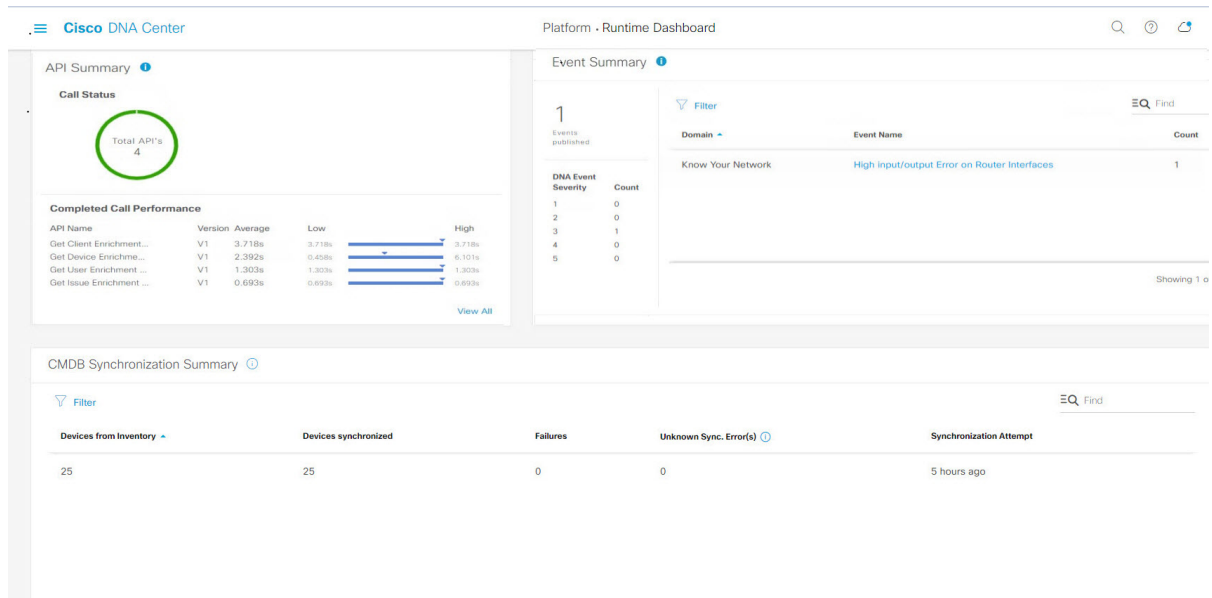


The following information is displayed for any current events:

- **Events Published**: Total number of events that are captured and published (displayed in the GUI) by the Cisco DNA Center platform.

- **DNA Event Severity**: Event totals by severity number (1 through 5).

- **Count**: Number of events.

- **Events**: List of events by domain (category), event name (links), and count (number of events).

**Note**        Scroll down to view the entire list by using the scroll bar at the right of the field.
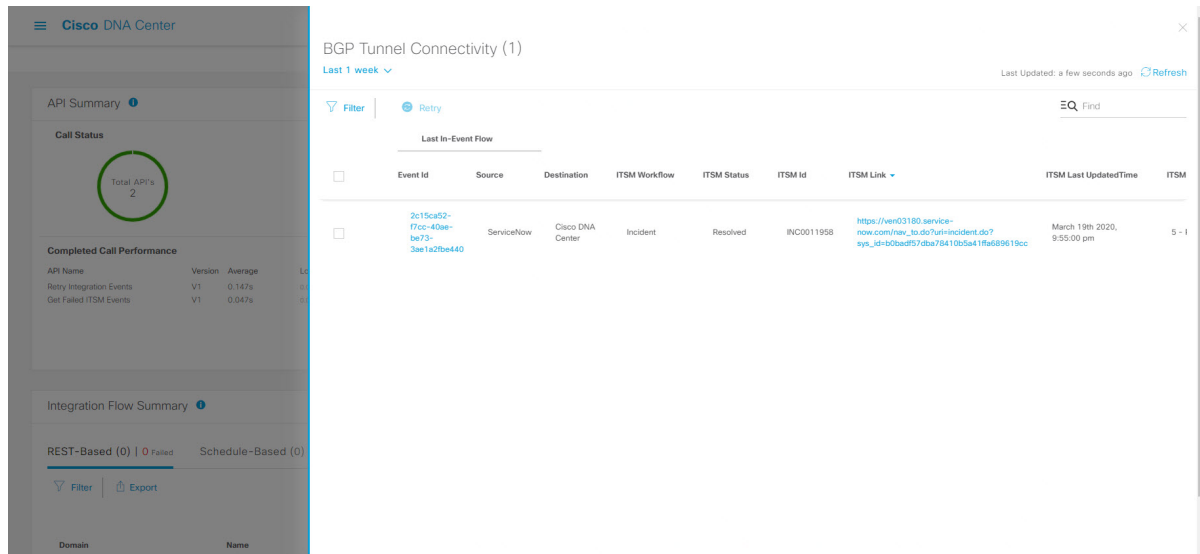
**Step 4**    Click an event name (link) to view additional detailed data.

As an example, if the events **Router Unreachable** or **BGP Tunnel Connectivity** exist in your GUI window click the link.

After clicking on an event name (link), a slide-in pane opens.

**Step 5**    Review a list of this type of event (history) in the slide-in pane.

**Figure 3: Event History**



Individual events are listed displaying the following information:

- **Event ID**: Cisco DNA Center event identification number generated by Cisco DNA Center .

- **Source**: Location from where event originated. For example, the Cisco DNA Center platform (DNACP) or an ITSM system (ServiceNow).

- **Destination**: Location for where the event was directed to. For example, the Cisco DNA Center platform (Cisco DNA Center) or an ITSM system (ServiceNow).

- **ITSM Workflow**: Type of ITSM workflow (for example, an **Incident** or **Problem**).

- **ITSM Status**: Current status of the event. For example, an event can have a status of **Open**, **New**, **Closed**, or **N/A**.

- **ITSM ID**: ITSM event identification number generated by the ITSM (ServiceNow).

- **ITSM Link**: Link to ITSM server for the ITSM event.

- **ITSM Last Updated Time**: Last date and time of event update.

- **ITSM Entity Severity/Priority**: ITSM severity or priority assigned to the event.

- **DNA Event Severity**: Cisco DNA Center severity assigned to the event (1 through 5).

You can adjust the events that are displayed in the table by clicking the **Filter** icon and using the filter, or by entering a keyword in the **Find** field.

**Step 6** Click an event ID number (link) to view only data associated with that specific event.

After clicking an event ID number (link), a slide-in pane opens.

**Step 7** Review the event ID data in the slide-in pane.

**Figure 4: Event ID Data**



The following information is displayed about that single event:

- **Source**: Location from where event originated (for example, the Cisco DNA Center platform or DNACP).

- **Destination**: Location for where the event was directed to. For example, the REST Endpoint.

- **ITSM Workflow**: Type of ITSM workflow (for example, an **Incident** or **Problem**).

- **ITSM Status**: Current status of the event. For example, an event can have a status of **Open**, **New**, or **Resolved**.

- **ITSM ID**: ITSM event identification number.

- **ITSM Link**: Link to the ITSM (ServiceNow).

- **ITSM Last Updated Time**: Last date and time of event update.

- **ITSM Entity Severity/Priority**: ITSM severity or priority assigned to the event.

- **DNA Event Severity**: Cisco DNA Center severity assigned to the event (1 through 5).

To close the slide-in pane and return to the previous window, click the event link at the top left of the window.

To close the slide-in pane in the new window and return to the **Runtime Dashboard**, click the link at the top left again.

**Step 8** (Optional) Click the **ITSM Link** to open up and access the ITSM program (ServiceNow Service Management GUI) and specific Incident.

*Figure 5: ServiceNow Incident*



> **Note** For the **Runtime** event link to ITSM program to be operational, you must follow the procedures to set up the Cisco DNA Center platform to ServiceNow integration as described in the *Cisco DNA Center ITSM Integration Guide*.

**Step 9** (Optional) Click the **Cisco DNA** tab in the ServiceNow Service Management GUI to review details about the event.

*Figure 6: Cisco DNA Tab*



The following information is available from the **Cisco DNA** tab:

- **Cisco DNA Network UserID**

- **Cisco 360 View**

- **Cisco DNA Network Details**

• **Cisco DNA Event Domain**

• **Cisco DNA Event Details and Suggested Actions**

• **Cisco DNA Event ID**

• **Approval Status**

**What to do next**

Proceed to review the additional Cisco DNA Center platform data displayed in the **Runtime Dashboard**.

# Retry an ITSM Event

You can retry (resend and reprocess) an ITSM event from the Cisco DNA Center platform to an ITSM (ServiceNow). You retry an individual ITSM event in the **Event Summary** fields of the Cisco DNA Center GUI.

*Figure 7: Retry Icon Within ITSM Event*



The **Event Summary** window in **Runtime Dashboard** displays the total number of events that are published to external systems, based on the type of event. You use the **Event Summary** to help monitoring and troubleshooting the Cisco DNA Center platform and its integration with other systems.

**Before you begin**

• For the **Event Summary** field to display events, you must enable, configure, and activate the bundles in **Bundles**. Also, you must enable associated event notifications for the bundles in **Event Settings**.

**Step 1** Click the menu icon ( ≡ ) and choose **Platform** > **Runtime Dashboard**.

**Step 2** Choose a time interval for the event summary by clicking on **Last 1 Week** at the upper right side of the GUI menu bar.

You can view the event summary for the last 6, 12, and 24-hour period or for the week.

**Step 3** Review the **Event Summary** field in the **Runtime Dashboard** window.

The following information is displayed for any current events:

- **Events Published**: Total number of events that are captured and published (displayed in the GUI) by the Cisco DNA Center platform.

- **DNA Event Severity**: Event totals by severity number (1–5).

- **Count**: Number of events.

- **Events**: List of events by domain (category), event name (links), and count (number of events).

**Note** Scroll down to view the entire list by using the scroll bar at the right of the field.

**Step 4** Click an ITSM event name (link) to view more detailed data.

As an example, if the ITSM event **SWIM Upgrade Request Creation Image Activation** exists in your GUI window click the link.

After clicking on an event name (link), a slide-in pane opens.

**Step 5** Review a list of this type of event (history) in the slide-in pane.

*Figure 8: Event History*



Individual events are listed displaying the following information:

- **Event ID**: Cisco DNA Center event identification number generated by Cisco DNA Center .

- **Source**: Location from where event originated. For example, the Cisco DNA Center platform (DNACP) or an ITSM system (ServiceNow).

- **Destination**: Location for where the event was directed to. For example, the Cisco DNA Center platform (Cisco DNA Center) or an ITSM system (ServiceNow).

- **ITSM Workflow**: Type of ITSM workflow (for example, an **Incident** or **Problem**).

- **ITSM Status**: Current status of the event. For example, an event can have a status of **Open**, **New**, **Closed**, **N/A** or, **Resolved**.

- **ITSM ID**: ITSM event identification number generated by the ITSM (ServiceNow).

- **ITSM Link**: Link to ITSM server for the ITSM event.

- **ITSM Last Updated Time**: Last date and time of event update.

- **ITSM Entity Severity/Priority**: ITSM severity or priority that is assigned to the event.

- **DNA Event Severity**: Cisco DNA Center severity that is assigned to the event (1–5).

You can adjust the events that are displayed in the table by clicking the **Filter** icon and using the filter, or by entering a keyword in the **Find** field.

**Step 6**    Determine what ITSM events must be resent and reprocessed.

If an ITSM event displays **N/A** as a value for **ITSM Workflow**, **ITSM Status**, or **ITSM ID** (and the source of the event is ServiceNow and the destination of the event is Cisco DNA Center), then this indicates an issue that would require a retry attempt. Also, a check box appears under the **Filter** column for an ITSM event that requires a retry attempt.

**Step 7**    Click the check box in the **Filter** column to select an ITSM event and enable the **Retry** button.

**Step 8**    Click the **Retry** button.

*Figure 9: Retry ITSM Event Icon*



After the event is resent to the ITSM destination, one of the following occurs:

- Retry Success: Appropriate values display in the **ITSM Workflow**, **ITSM Status**, and **ITSM ID** columns for the event. For example, *RFC* in the **ITSM Workflow** column, *New* in the **ITSM Status** column, and an alphanumeric ID for the **ITSM ID**.

- Retry Failure: If the event retry fails, then the ITSM event will still display **N/A** as a value for **ITSM Workflow**, **ITSM Status**, or **ITSM ID**. See the following step for working with a second retry failure.

**Step 9**     (Optional) After another retry failure, in the Cisco DNA Center GUI, click the **Menu** icon (≡) and choose **Platform** > **Developer Toolkit** > **APIs** > **Ecosystem Integrations** > **ITSM** > **Get Failed ITSM Events**.

Access this API method to retrieve information about the ITSM integration failure.

**Step 10**    Click **Try It** and enter the instance ID (**instanceId**) of the failed event from the **Runtime Dashboard**.

**Step 11**    Click **Run**.

The following response data can be retrieved using this API:

- **eventStatus**: ITSM (ServiceNow) event status

- **errorCode**: ITSM (ServiceNow) event error code

- **errorDescription**: Description of the ITSM (ServiceNow) event error

- **responseReceivedFromITSMSystem**: ITSM (ServiceNow) response

Use the information retrieved by the API to understand and correct the event failure.

**What to do next**

Retry (resend and reprocess) any other ITSM events if necessary.

# Review the API Summary

Perform this procedure to review the Cisco DNA Center platform **API Summary**. The **API Summary** displays the total number of API calls, API call duration, and API call status. You can use this data to assist in monitoring performance of the Cisco DNA Center platform APIs. This information can be helpful when monitoring or troubleshooting Cisco DNA Center platform and its integration with other systems.

You review the **API Summary** using the **Runtime Dashboard** window in the Cisco DNA Center GUI.

*Figure 10: Cisco DNA Center Platform Runtime Dashboard Window*
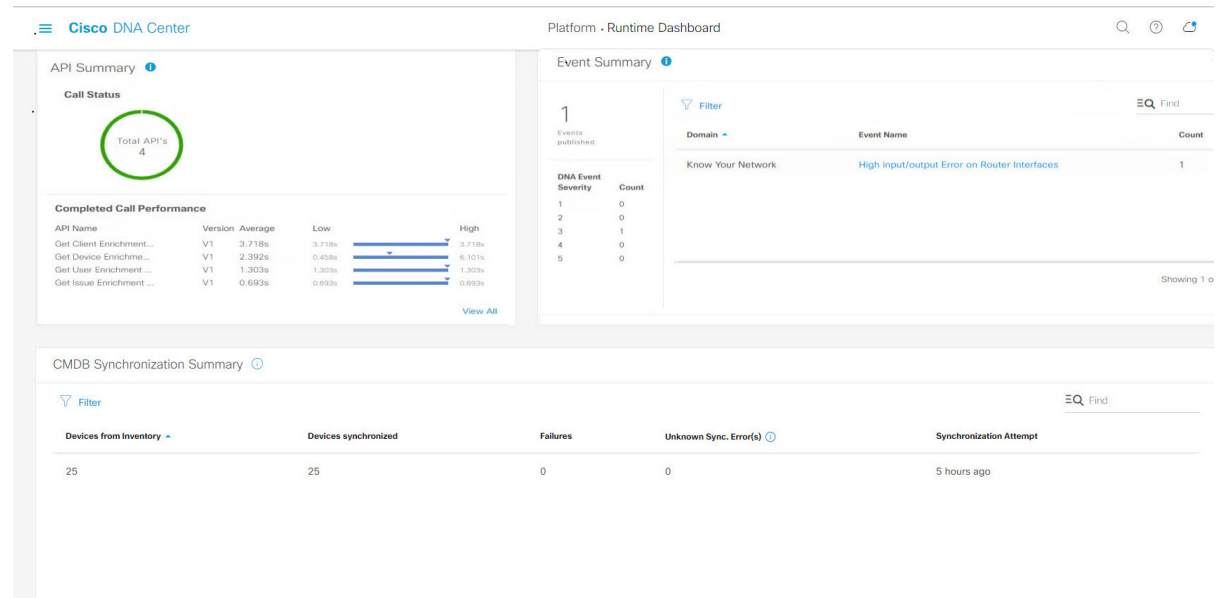


**Step 1**     Click the menu icon ( ☰ ) and choose **Platform** > **Runtime Dashboard**.

**Step 2**     Choose a time interval for the API summary by clicking on **Last 1 Week** at the upper right side of the GUI menu bar.

You can view the API summary for the last 6, 12, and 24 hour period or for the week.

**Step 3**     Review the **API Summary** field.

The **API Summary** field displays the following information:

- **Call Status**: Total number of API calls and status display. The color green represents the successful API calls and the color red represents the unsuccessful API calls.

- **Completed Call Performance**: List of API calls in alphabetical order with completed call performance in seconds (Low, Average, High).

- **View Details**: Link to view additional API details.

**Step 4**     Click **View Details** to review additional details about the APIs.

The **All APIs calls** slide-in pane opens.

**Step 5**     Review the information in the **All APIs calls** slide-in pane.

The following information is displayed:

- API by name

- API version

- API call count table, that includes the total number of API calls, number of successful API calls (green icon), and number of unsuccessful API calls (red icon).

- API call duration table that includes minimum, maximum, and average duration.

You can adjust the APIs that are displayed in the tables by clicking the **Filter** icon and using the filter, or by entering a keyword in the **Find** field.

**What to do next**

Proceed to review the additional Cisco DNA Center platform data displayed in the **Runtime Dashboard**.
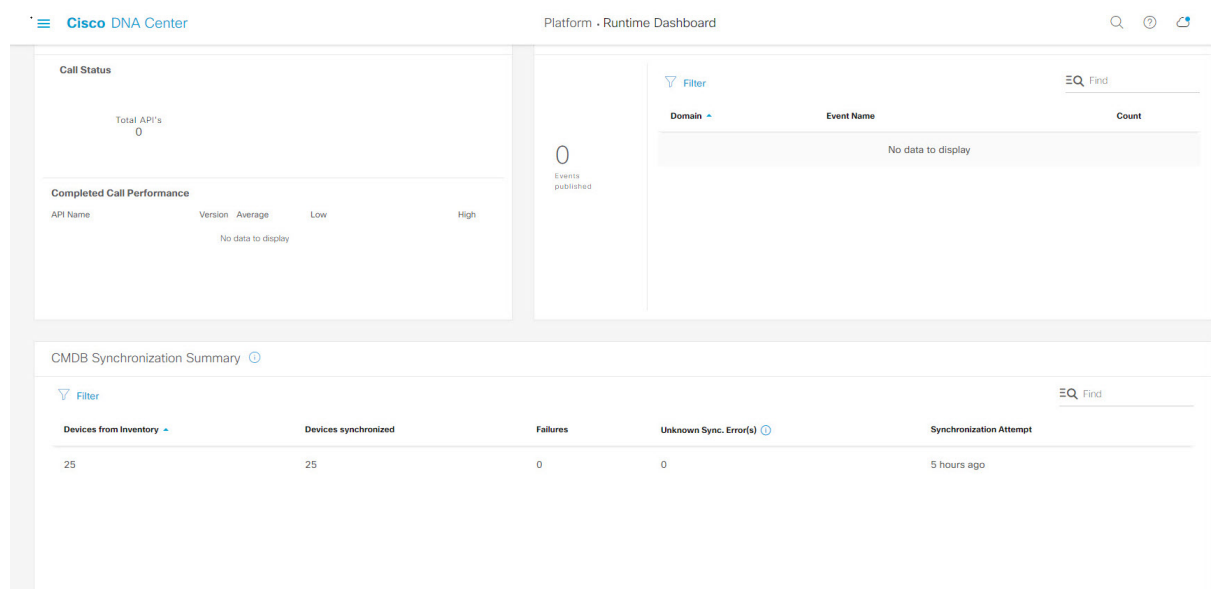
# Review the CMDB Synchronization Summary

Perform this procedure to review the Cisco DNA Center platform **CMDB Synchronization Summary**. The **CMDB Synchronization Summary** displays the synchronization status of inventory device data to ServiceNow. You can use the summary to help monitor and troubleshoot device data synchronization with ServiceNow.

You review the **CMDB Synchronization Summary** using the **Runtime Dashboard** window in the Cisco DNA Center GUI.

*Figure 11: Cisco DNA Center Platform Runtime Window*



**Before you begin**

**Step 1**   Click the menu icon ( ) and choose **Platform** > **Runtime Dashboard**.

**Step 2**   Review the **CMDB Synchronization Summary** field.

The **CMDB Synchronization Summary** field displays the following information:

- **Devices from inventory**: Total number of devices from **Inventory** collected from the Cisco DNA Center.

- **Devices synchronized**: List of devices that were successful synchronized with ServiceNow.

- **Failures**: Number of failed synchronization attempts between Cisco DNA Center and ServiceNow.

Click **Learn More...** link for additional information.

- **Unknown Synch Errors**: Number of partially successful synchroniation attempts between Cisco DNA Center and ServiceNow

Click **Learn More...** link for additional information.

- **Synchronization Attempt**: When the last synchronziation attempt was made between Cisco DNA Center and ServiceNow.

**Step 3**    (Optional) Click the **Learn More...** link for any synchronizaton faillure.

**Step 4**    Review the displayed data about the synchronization failure for the device.

The following information is displayed in a table:

- **Device ID**: Device identification number.

- **Host Name**: Name of the host to which the device is connected to.

- **Device Type**: Type of device. For example, if the device is a switch, router, or AP.

- **MAC Address**: MAC address of the device.

- **Management IP Address**: Device's management address that can be used to access and troubleshoot the device.

- **Serial Number:** Serial number of the device.

**Step 5**    Click the **DeviceID** link in the window to review additional information about the device in the Cisco DNA Center **Inventory** window.

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### What to do next

Review the data displayed by Cisco DNA Center to troubleshoot any synchronization issues between the device and ServiceNow.

Proceed to review the additional Cisco DNA Center platform data displayed in the **Runtime Dashboard**.

# Review the Integration Flow Summary

Perform this procedure to review the Cisco DNA Center platform **Integration Flow Summary**. You can use the **Integration Flow Summary** to assist in monitoring performance of the Cisco DNA Center platform integration flows. This information can be helpful when monitoring or troubleshooting Cisco DNA Center platform and its integration with other systems.

You review the **Integration Flow Summary** using the **Runtime Dashboard** window in the Cisco DNA Center GUI.

*Figure 12: Cisco DNA Center Platform Runtime Dashboard Window*
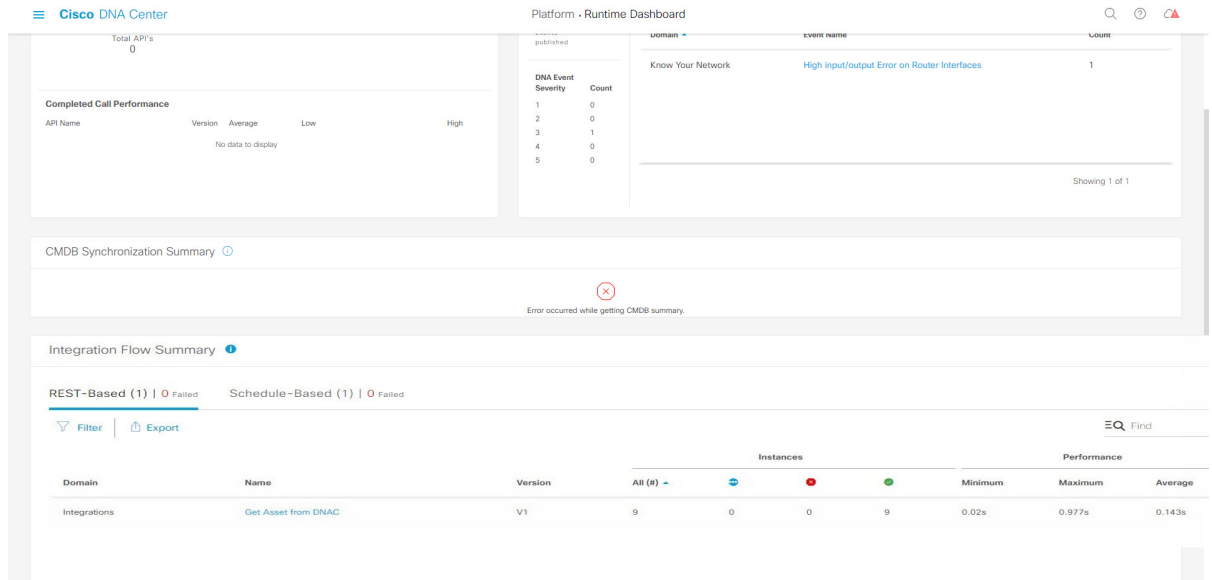
**Step 1**     Click the menu icon ( ≡ ) and choose **Platform** > **Runtime Dashboard**.

**Step 2**     Choose a time interval for the integration flow summary by clicking on **Last 1 Week** at the upper right side of the GUI menu bar.

You can view the integration flow summary for the last 6, 12, 24 hour period or for the week.

**Step 3**     Review the **Integration Flow Summary** field.

The **Integration Flow Summary** field displays the following information:

- **REST-Based**: Domain, integration flow name and link, version, instance totals, instance status (successful (green), fail (red), in progress (blue)), and performances (minimum, maximum, and average call performance times in milliseconds).

- **Schedule-Based**: Domain, integration flow name and link, version, instance totals, instance status (successful (green), fail (red), in progress (blue)), and performances (minimum, maximum, and average call performance times in milliseconds).

**Step 4**     For a summary of the data generated by REST-based integration flows, click the **REST-Based** tab.

**Step 5**     Review the **REST-Based** data.

Click an integration flow name (link) to view additional information about the instances. The following additional information appears in a slide-in pane:

- **Instance ID**: Identification number (and link) of the instance to the integration flow. You can configure an instance to more than one integration flow.

- **Status**: Status of the instance (success or fail).

- **Start Time**: Start date and time of the instance call.

- **End Time**: End date and time of the instance call.

**Step 6**    Click an individual instance ID (link) to view detailed information about it.

The following additional information appears in a slide-in pane:

- **RUN SUMMARY**: Start and end times and dates, time taken, status

- **ERRORS**: Error responses (if any)

- **LOGS**: Log entries (if available)

Click the **X** icon at the upper right to close the slide-in pane and return to the previous window.

**Step 7**    For a summary of the data generated by schedule-based integration flows, click the **Schedule-Based** tab.

**Step 8**    Review the **Schedule-Based** data.

Click an integration flow name (link) to view additional information about the instances. The following additional information appears in a slide-in pane:

- **Instance ID**: Identification number of the instance within the integration flow.

- **Status**: Status of the instance (success or fail).

- **Start Time**: Start date and time of the instance call.

- **End Time**: End date and time of the instance call.

- **Duration**: Duration of call in seconds.

**Step 9**    Click an individual instance ID (link) to view detailed information about it.

The following additional information appears in a slide-in pane:

- **RUN SUMMARY**: Start and end times and dates, time taken, status

- **ERRORS**: Error responses (if any)

- **LOGS**: Log entries (if available)

Click the **X** icon at the upper right to close the slide-in pane and return to the previous window.

**What to do next**

Proceed to review the additional Cisco DNA Center platform data displayed in the **Runtime Dashboard**.

**Review the Integration Flow Summary**