



## Service Monitoring

[Monitoring Cisco MSX Service Status in MSX GUI](#) 2

[Viewing Tenant Workspace](#) 3

[Monitoring Cisco MSX Site Status](#) 4

[Viewing an Event Log](#) 6

Revised: June 30, 2021

# Monitoring Cisco MSX Service Status in MSX GUI

Cisco MSX GUI includes a Operator Workspace and Tenant Workspace, that are visible only if users have subscribed to the Cisco MSX Enterprise Access (EA) service pack.

The CiscoMSX GUI has:

- The **Operator Workspace** is only visible to operator users. It lists all tenants that the operator is managing and the services they have subscribed to.

Click on a tenant's tile to see details specific to a tenant in the Tenant Workspace GUI.

- The **Tenant Workspace**, which allows tenants to access the information related to their subscribed services.

The menus that are available in the Tenant Workspace:

- **Services**: Display all services subscribed by a tenant, service status, and other service metrics.
- **Sites**: Display an overview of the tenant's sites, site status, and allows access to site details.
- **Devices**: Displays an overview of the tenant's devices, device status, and allows access to device details.
- **Service Controls**: Display the custom service controls that are used to manage the services.
- **Offer Catalog**: Display existing subscriptions and allows subscribing to new services.
- **Billing**: Display billing information about the tenant's subscriptions.
- **Activity Feed**: The Cisco MSX portal allows a tenant to view several events pertaining to the subscriptions, sites, devices, template, and services. The events that are logged in the **Events Log** window are also used in the Activity Feed. To view the Activity Feed, choose **Tenant Workspace > Services**. These contextual event feeds are also displayed on the **Sites Overview** window and **Devices Overview** window.



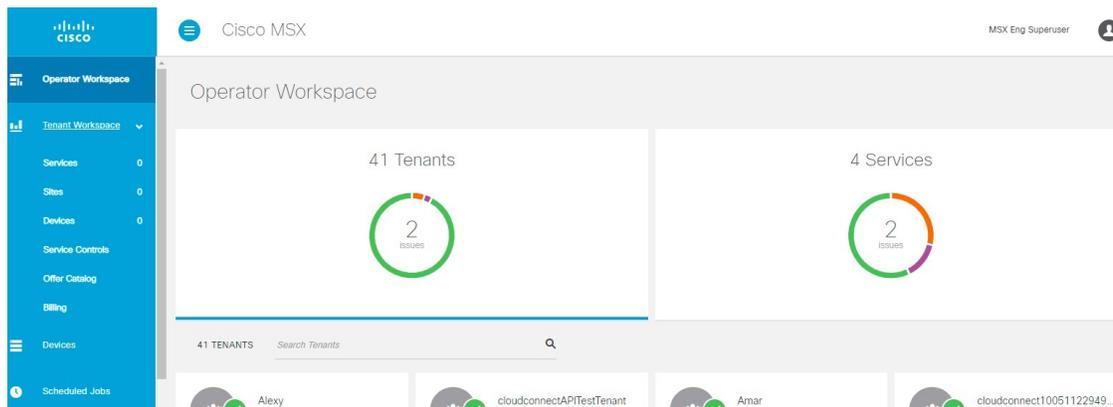
---

**Note** Only users with operators permission can view the Operator Workspace.

---

The figure below shows the Operator Workspace:

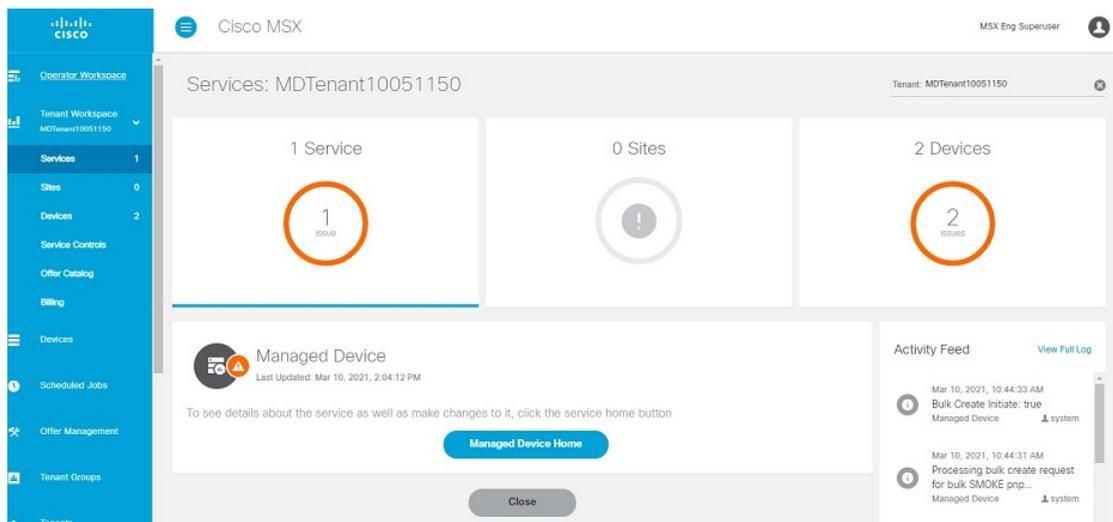
**Figure 1: Operator Workspace**



**Note** Only a user with the permissions to manage this Tenant can access the Tenant’s Workspace.

The figure below shows the Tenant Workspace:

**Figure 2: Tenant Workspace**



## Viewing Tenant Workspace

A Tenant Workspace allows tenants to access the information related to their subscribed services.

Tenant Workspace is divided into three areas:

Panel	Panel Name	Displays	References
1	Top-Level Panel	The following:	

Panel	Panel Name	Displays	References
		<ul style="list-style-type: none"> <li>• <b>Services:</b> Display all services subscribed by a tenant, service status, and other service metrics.</li> <li>• <b>Sites:</b> Display an overview of the tenant's sites, site status, and allows access to site details. <ul style="list-style-type: none"> <li><b>Note</b> Displays only the sites that have latitude and longitude. For more information, see <a href="#">Monitoring Cisco MSX Site Status</a>.</li> </ul> </li> <li>• <b>Devices:</b> Displays an overview of the tenant's devices, device status, and allows access to device details. <ul style="list-style-type: none"> <li><b>Note</b> Displays both mapped or unmapped sites or devices.</li> </ul> </li> </ul>	
2	Service Panel	Displays the next steps that can be performed on the subscribed services.	
3	Activity Feed	Events pertaining to the subscriptions, sites, devices, template, and services. The events that are logged in the <b>Events Log</b> window are also used in the Activity Feed. These contextual event feeds are also displayed on the <b>Sites Detail</b> window and <b>Devices Detail</b> window.	

## Monitoring Cisco MSX Site Status

The Cisco MSX platform provides the overall site status updates based on the health status of the devices attached to the site. The site status are categorized as critical, poor, fair, good, and unknown. The device health status are categorized as Up, Down, and Unknown.

The status of devices in the Cisco MSX system are updated periodically. The health updates are triggered by monitor microservice. The device beat constantly pings the device and the monitor microservice queries the data produced by the beat to update the health status.

Using this procedure, you can view the site status.

### Procedure

- 
- Step 1** Log in to the Cisco MSX portal using your credentials.
- Step 2** From the left pane, choose **Tenant Workspace > Sites**.  
The **Sites Overview** window is displayed.
- Step 3** To view the status of one site, hover the mouse pointer over the **Site** icon on the map view. The site name and its corresponding status are displayed.
- Step 4** Click the **Site** icon to land on the **Site Overview** window. Alternatively, you can use the list view or the tile view to access **Site Overview** window. The list view of the sites appear on the right pane and its corresponding site status are also indicated.  
Hover the mouse pointer on the Sites to know the aggregate site status data.

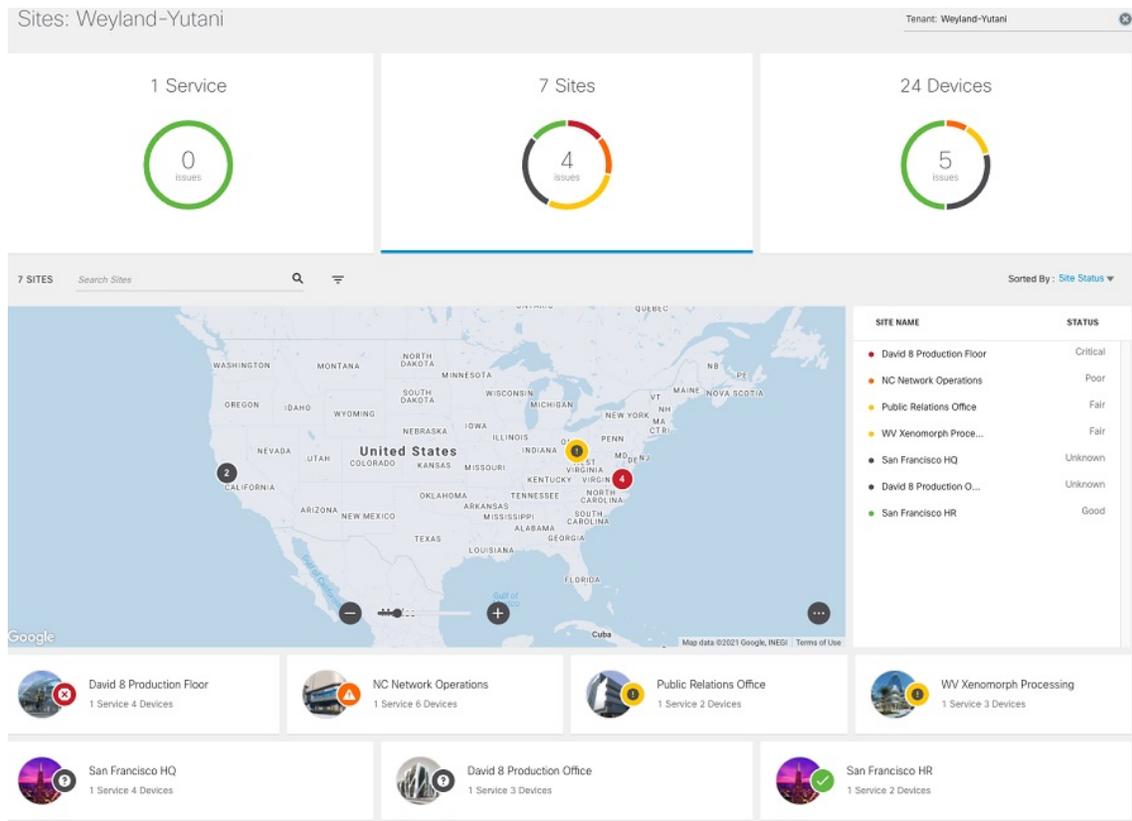
The table below describes the site status calculation:

**Table 1: Calculating the Site Status**

Device Condition	Severity Number	Site Status	Site Overall Status Icon
No device.	1	Good	Green
All devices are Up.	1	Good	Green
All devices are down.	7	Critical	Red
All devices are unknown.	3	Unknown	Gray
Devices with different health status.	Values correspond to the device with the highest severity number.		

The figure below displays the status of the individual site and aggregated sites:

**Figure 3: Site Status**



# Viewing an Event Log

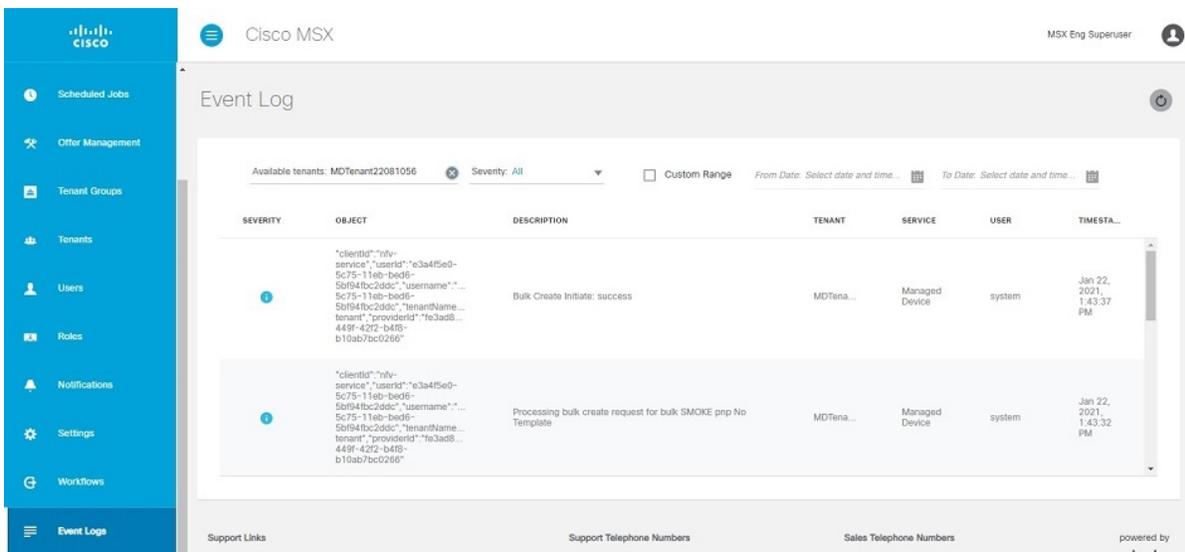
Using this procedure, you can view an event log.

## Procedure

- Step 1** Log in to the Cisco MSX portal using your credentials.
- Step 2** From the left pane, click **Event Log**.  
The **Event Log** window is displayed.
- Step 3** From the Event Log screen, filter the event log records. Select the available tenant from the drop-down. You can filter these events by severity and time frame. To list event logs for a specific duration, select the Custom Range and specify the dates.

The figure below displays the Event Logs window:

**Figure 4: Event Logs**







**Americas Headquarters**  
Cisco Systems, Inc.  
San Jose, CA 95134-1706  
USA

**Asia Pacific Headquarters**  
CiscoSystems(USA)Pte.Ltd.  
Singapore

**Europe Headquarters**  
CiscoSystemsInternationalBV  
Amsterdam,TheNetherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).