Service Monitoring

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Monitoring Managed Device Service Status on the Cisco MSX GUI

Cisco MSX 4.0 uses tenant-centric GUI for the Managed Device service pack. The tenant-centric portal displays both the Operator Workspace and Tenant Workspace.

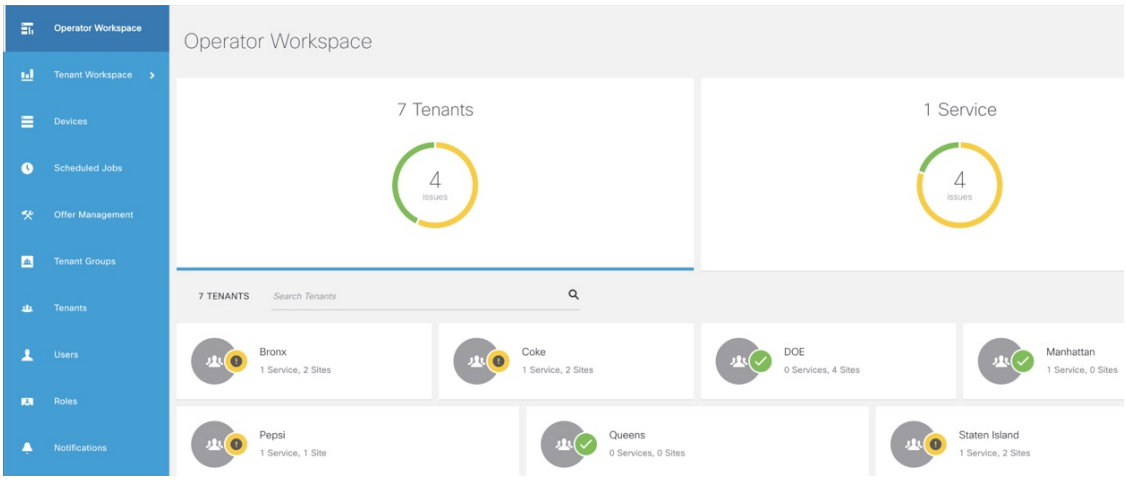
Tenant-centric GUI has the following workspaces:

- Operator workspace—Which lists all the tenants and the services these tenants have subscribed to.
- Tenant Workspace—Which allows tenants to access information related to their subscribed services.

Operator Workspace

The Operator Workspace has dashlets such as Tenants and Services. The tenant-centric portal is role-based and is accessible by both tenants and operators. For more information, see Managing Specific User Roles in Managed Device.

Figure 1: Operator Workspace



Tenants—Displays all the existing tenants for the logged in user.

Services—Displays all the service packs that are provisioned by tenants.

Tenant Workspace

The following are the menus that are available in the Tenant Workspace:

- **Services**— Display the status of all services subscribed by a tenant.
- **Sites**—Display the sites a specific tenant is associated with and the overall health status of the sites.
- **Devices**—Display devices available at all sites for a particular tenant.
- **Service Controls**—Display the custom service controls that are used by the services.

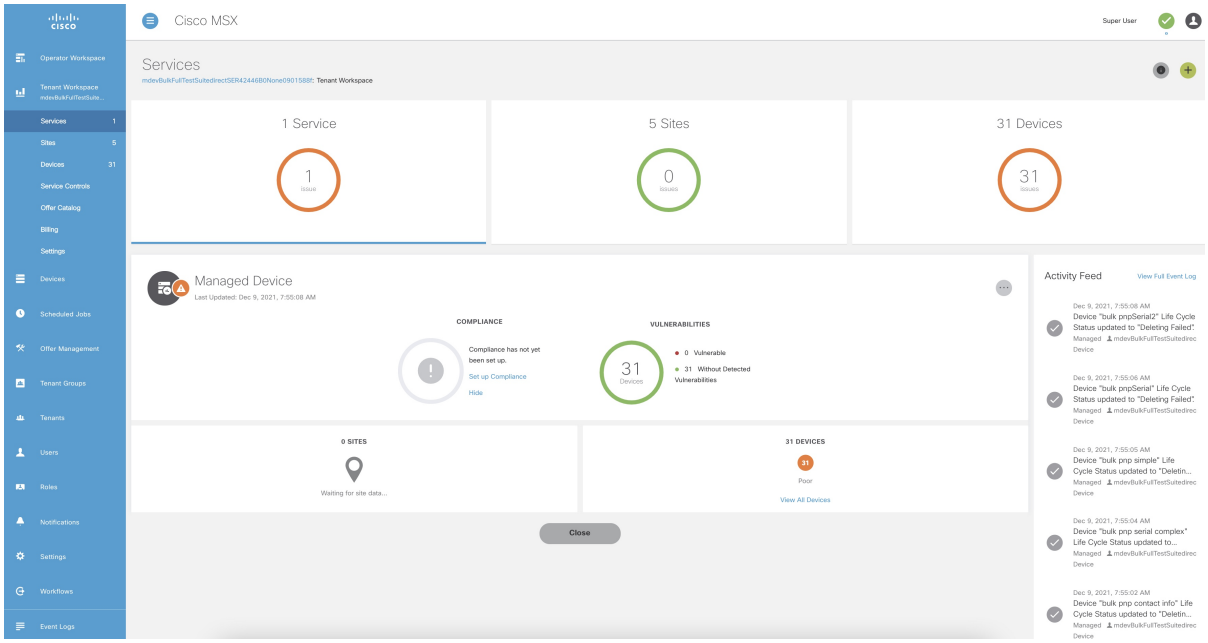
- **Offer Catalog**—Displays existing subscriptions and allows subscribing to new services.

Select the desired tenant to view the subscribed Services, Sites, and Status of the respective tenant. For more information, see Monitoring Managed Device Service from Tenant Workspace.

Monitoring Managed Device Service from Tenant Workspace

The tenant-centric portal displays the status of all the Services, Sites, and Devices of the selected tenant.

Figure 2: Tenant Workspace



Procedure

Step 1 Log in to the Cisco MSX portal.

Step 2 From the left pane, choose **Operator Workspace**.

The **Operator Workspace** home page appears displaying all the Tenants and Services.

Step 3 Select the required tenant.

The **Services** home page of the Tenant Workspace appears with the list of all the provisioned service pack. Displays the Services, Sites, and Devices of the selected tenant.

Note From the **Services** home page of the Tenant Workspace, you can monitor the status of the Cisco MSX Enterprise Access, Managed Device, and other service packs.

Step 4 From the **Tenant Workspace** main menu, choose **Sites** to monitor the status of the sites.

The map view appears with all the available sites of the selected tenant. Hover the mouse pointer over the site to know the status.

Step 5 From the **Tenant workspace** main menu, choose **Devices** to monitor the status of the devices.

The list view of all the available devices of the selected tenant appears, displaying the information such as Devices, Services, Serial Number, IP Address, Model, and Configuration.

a) From the list view, select a device to view device summary.

Note In the main menu, click **Tenant Workspace** to return to the tenant-centric portal.

b) From the list view, click the **ellipsis (…)** that is located far right on the same row of the selected device.

Step 6 From the **Tenant Workspace** main menu, choose **Service Controls** to view the custom service controls that are used by the services.

Step 7 From the **Tenant Workspace** main menu, choose **Offer Catalog** to view the existing subscriptions and subscribe to new services.

Understanding Managed Device Life Cycle Statuses

The Managed Device service pack provides drill-down views of the operational state of the sites.

To view the device status:

Procedure

Step 1 Log in to the Cisco MSX portal.

Step 2 From the left pane, choose **Tenant Workspace > Devices**.

The **Devices** tile is displayed with the available devices.

Step 3 Choose a device from the list.

The device information is displayed. The table below shows the color indicators to describe the site status:

Table 1: Color Indicators for Several Site Status

Serial Number	Status	Color Indicator	Notes
1.	Up	Green	Service is Up at this site, device is reachable and metrics can be viewed.
2.	Down	Red	Service is Down at this site and device may not be reachable to view any metrics information.
3.	Onboarding	Turquoise	• Waiting for the ZTP device to call-home to Cisco MSX. • Initiating connection from Cisco MSX for the Direct connection onboarding method.

Serial Number	Status	Color Indicator	Notes
4.	Onboarded	Blue	Device has been onboarded to Cisco MSX and ready for applying the configuration template.
5.	Failed	Orange	Device onboarding to Cisco MSX has failed and will require the operator to debug and restore the device.
6.	Provisioning	Purple	Configuration template is being applied to the device.
7.	Provisioned	Blue	Configuration template has been successfully applied to the device.
8.	Deleting	Purple	Site deletion is in progress. This could include restoring the device configuration to Day-1 upon successful deletion.
9.	Unregistered	Yellow	Initially, the site is created without providing a device serial number. Therefore, the device exists in an unregistered state. After adding the device serial number, the device transitions from the unregistered state to UP state.

Viewing Site Metrics

Cisco MSX Managed Device service pack provides the capability to monitor the site status.

When the third-party device is on-boarded to Managed Device, device metrics are automatically calculated based on the device model.

To view the site metrics:

Procedure

Step 1 Log in to the Cisco MSX portal.

Step 2 From the left pane, choose **Tenant Workspace** > **Sites**.

The list of sites associated with a tenant is displayed.

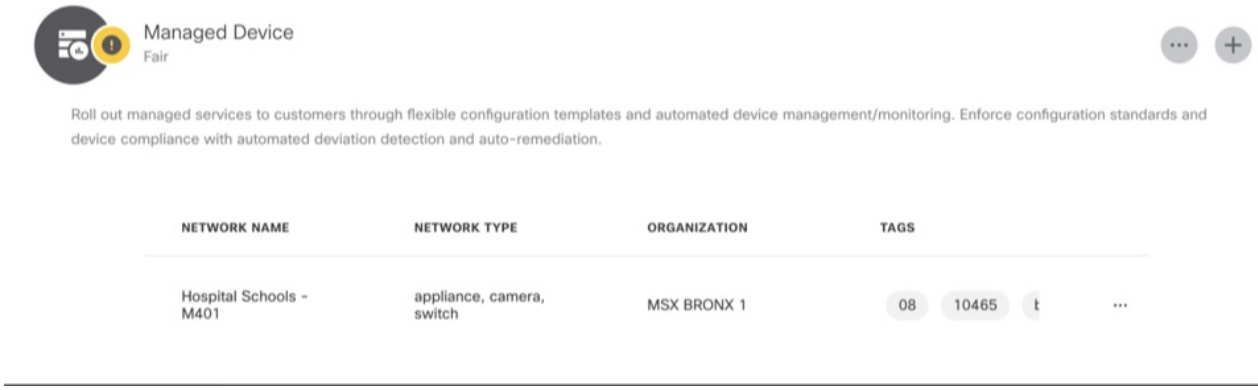
Step 3 Select any one of the sites to view the detailed site status.

This page lists all the site metrics along with status of the selected site.

Under the **Managed Device** section of the page, you can view the list of Meraki networks that were assigned to this site.

For information on adding Meraki network, see Creating Networks.

Figure 3: Site Metrics



Viewing Device Metrics

Cisco MSX Managed Device service pack provides the capability to monitor the device status.

When the third-party device is on-boarded to Managed Device, device metrics are automatically calculated based on the device model.

To view the device metrics:

Procedure

Step 1 Log in to the Cisco MSX portal.

Step 2 From the left pane, choose **Tenant Workspace > Devices**.

The list of devices associated with a tenant is displayed.

Step 3 Select a device from the list.

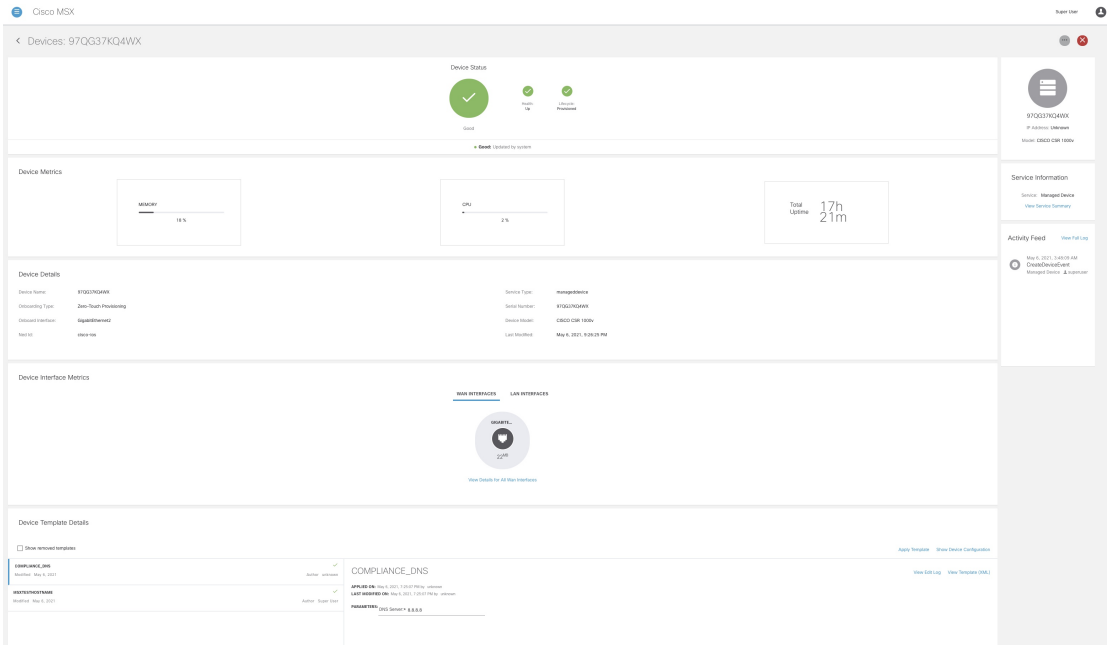
The status of the selected device and other metrics are displayed.

Note For Meraki devices, you will see additional details such as Network ID, Serial Number, and Device Uplink Details. The following table lists the mapping between the Meraki status and Cisco MSX overall device status that is displayed on the Cisco MSX portal:

Meraki Status	Cisco MSX Device Status
Offline	Down
Online	Up
Alerting	Degrading
Dormant	Degrading
Others	Unknown

For more information on Meraki status, see *Cisco Meraki documentation*.

Figure 4: Device Metrics



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