Service Monitoring: Milestone Draft (Cisco Internal)

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Monitoring Cisco MSX Service Status in Cisco MSX GUI

The Cisco MSX 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.

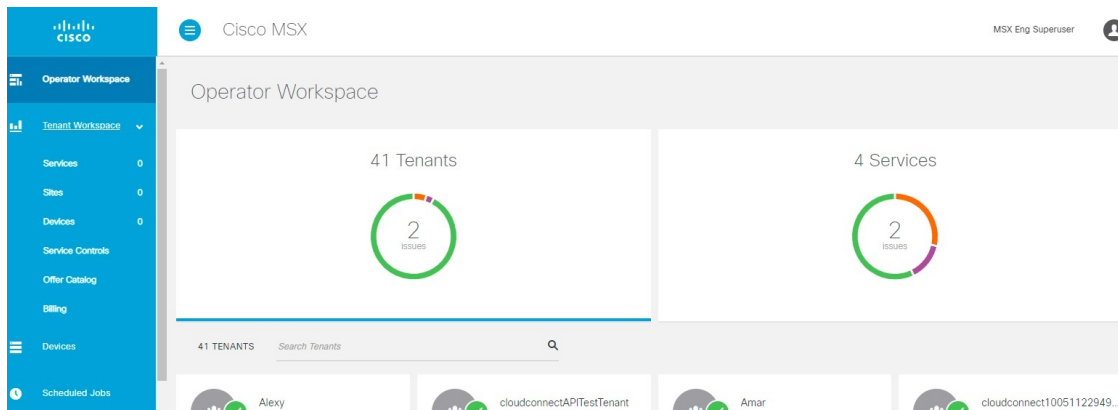- The **Tenant Workspace**, which allows tenants to access the information related to their subscribed services.

✎

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

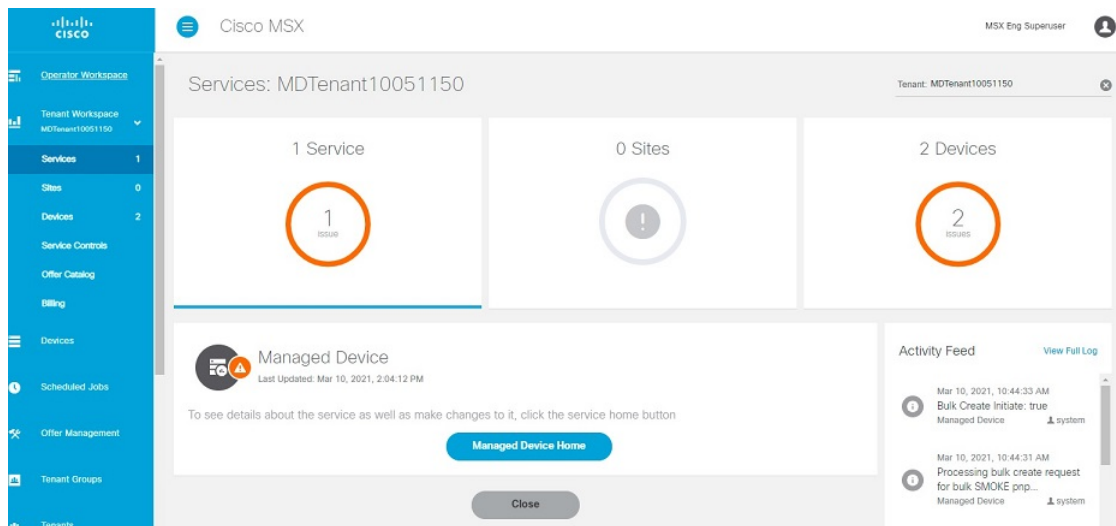The figure below shows the Operator Workspace:

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.

| Menu Name	Displays
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. **Note** Displays only the sites that have latitude and longitude.
Devices	Display an overview of the tenant's devices, device status, and allows access to device details. **Note** Displays both mapped or unmapped sites or devices.
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.
Settings	Configure service-level settings.

Monitoring Cisco MSX Service Status

The displayed status of a service is based on the lifecycle status of the service, or the health status when the lifecycle status of a service is provisioned.

The table below describes the Service statuses that are displayed on the Cisco MSX Portal:

Service Overall Status Indication	Service Status
Purple	In Progress

Service Overall Status Indication	Service Status
Red	Critical
Orange	Poor
Yellow	Fair
Grey	Unknown
Green	Good

The figure below displays the aggregated service status:
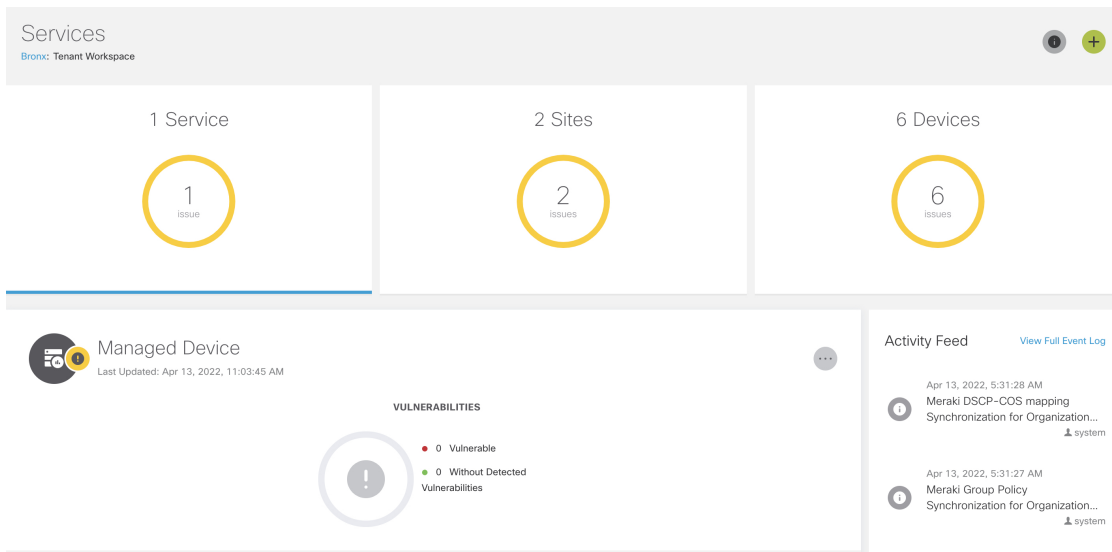
Using this procedure, you can view the service status.

Procedure

Step 1 Log in to the Cisco MSX portal using your credentials.

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

Step 3 To view the overall status of a service, click to expand a particular service panel. The service and the overall status of the sites using the services are displayed. Also, the list of devices being used for the selected service is displayed.

Monitoring Cisco MSX Site Status

The Cisco MSX platform provides site status updates based on the health status of the devices attached to the site, not the overall device status. The site status are categorized as critical, poor, fair, good, unknown and in progress. 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.

The table below describes the site status calculation:

Table 1: Calculating the Site Status

Device Condition	Site Status	Site Overall Status Icon
No device.	Good	Green
All devices are Up.	Good	Green
All devices are down.	Critical	Red
All devices are unknown.	Unknown	Grey
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
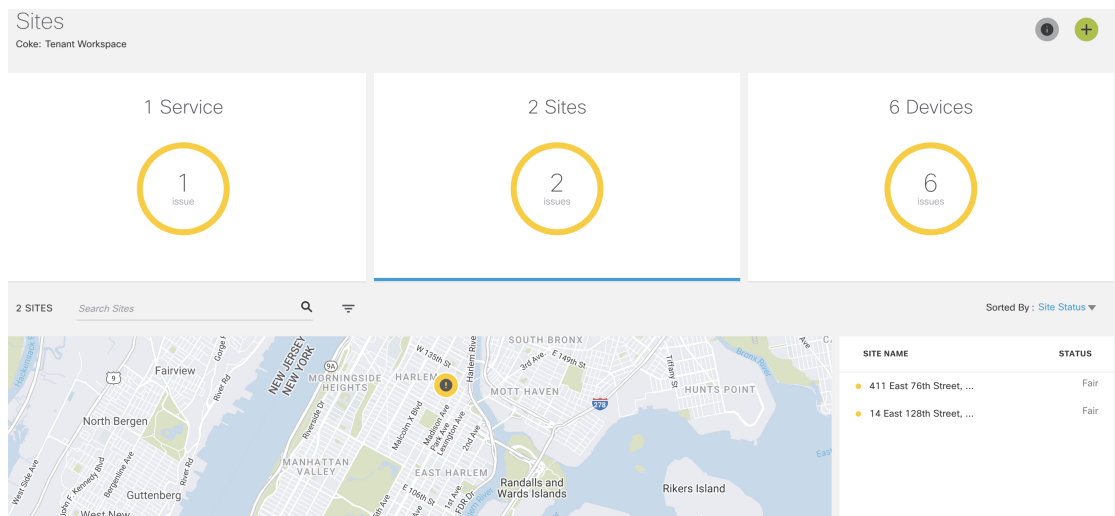
Using this procedure, you can view the site status.

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.

Monitoring Cisco MSX Device Status

The **Devices** menu option in the **Tenant Workspace** provides the devices' overall state. The **Devices** menu displays both mapped (latitude and longitude defined) or unmapped devices.

The overall device state is calculated based on various status, such as device lifecycle status, device health status, tunnel status, pnp status, sync status.

Within Cisco MSX, the state of the device is categorized as critical, poor, fair, good, unknown, and in progress. An overall state looks into the available statuses (lifecycle, device health, or other status) for a device and picks the device overall status indication and maps it to the below overall status.

Overall Status vs Device Overall Status Indication in Cisco MSX

Overall Status	In Progress	Critical	Poor	Fair	Unknown	Good
Device Overall Status Indication	Purple	Red	Orange	Yellow	Grey	Green

The following figure illustrates overall device state, device health, and lifecycle status for an SD-WAN device.
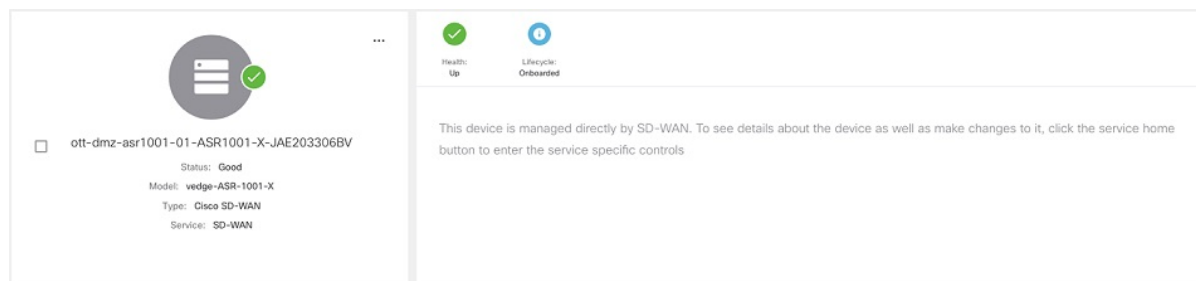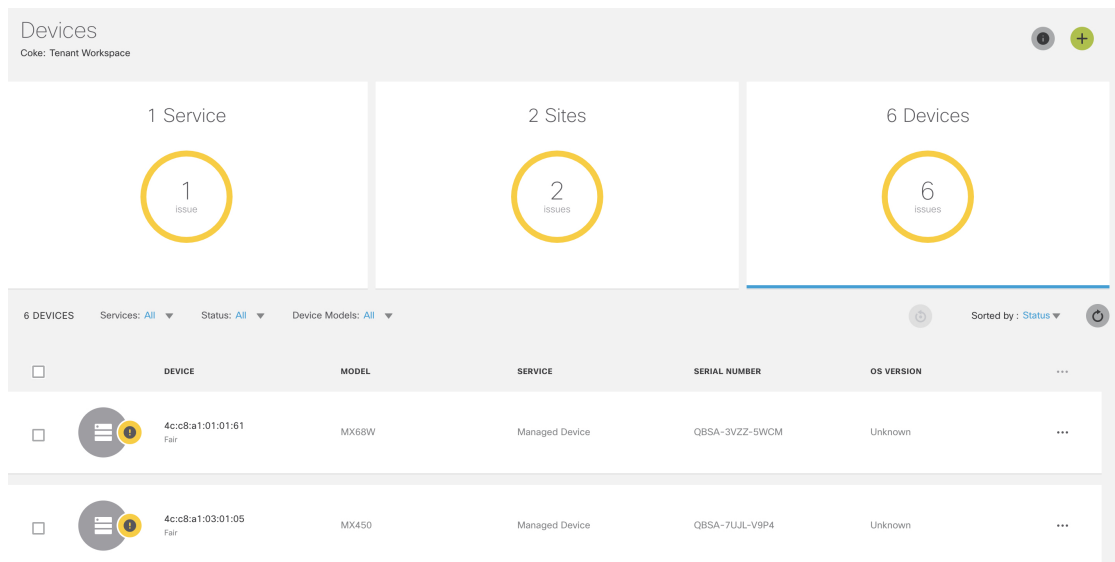

Using this procedure, you can view the device status.

Procedure

Step 1   Log in to the Cisco MSX portal using your credentials.

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

The **Devices Overview** window is displayed with overall status of the devices.

Step 3 To view the status of a device, hover the mouse over the device and click to view the device summary.

The device view expands and its overall status is displayed.

Step 4 Click **Device Details** to view additional details of the device.

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 5: Event Logs
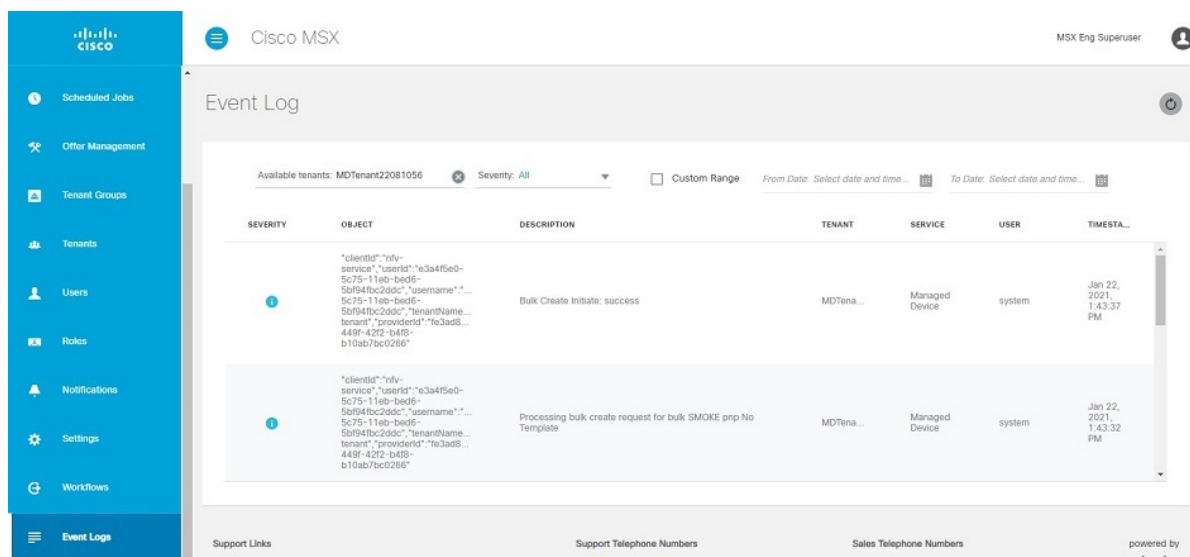
Page-Level Actions

The following table lists the page-level actions available for various services in Cisco MSX:

Table 2:

Cisco MSX Services	Page-Level Actions Available with Documentation Links
Managed Device	• Add Device
Enterprise Access	Add New Controller
SD-WAN	Add Site

Monitoring Service Panel

The **Service Panel** in the **Tenant Workspace** allows tenants to see the next steps that they can perform for their subscribed services. After the services are set up and the network has connectivity, the panel also shows the services-related metrics.

Service-Specific Actions

Tenants can perform additional operations for the subscribed services from the service panel using the ellipsis (...) and the (+) options. Use the table below to know more about the service-specific actions:

Table 3: Service-Specific Actions

Cisco MSX Services	Service-Level Actions Available with Documentation Links
Managed Device	• Add Device • Add Site • Import Device Using CSV • Unsubscribe • Manage Compliance
Enterprise Access	• Add New Controller • Setup New Controller • Controller Setup Monitor • Delete Subscription
SD-WAN	• Meraki SD-WAN Home • Control Plane Portal • Edit Control Plane • Control Plane Details • Bulk Import • Traffic Policy • Detach Control Plane • Unsubscribe • Add Device

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