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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.



The figure below shows the Operator Workspace:

Figure 1: Operator Workspace

	alialia cisco	Gisco MSX	MSX Eng Superuser
=7.	Operator Workspace	Operator Workspace	
ш	Tenant Workspace 🗸 🗸		
	Services 0	41 Tenants	4 Services
	Sites 0		\frown
	Service Controls	2 issues	2 issues
	Offer Catalog		
	Billing		
=	Devices	41 TENANTS Search Tenants Q	
0	Scheduled Jobs	Alexy cloudconnectAPITestTenant	Amar cloudconnect10051122949

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

	altalta cisco	Cisco MSX		MSX Eng Superuser	0
=7	Operator Workspace	Services: MDTenant10051150		Tenant: MDTenant10051150	0
ш	Tenant Workspace MDTenent10051150	1 Service	0 Sites	2 Devices	
	Sites 0	\frown		\bigcirc	
	Devices 2 Service Controls	1 Issue		2 Issues	
	Offer Catalog			-	
=	Devices	Managed Device		Activity Feed View Full	Log
0	Scheduled Jobs	Last Updated: Mar 10, 2021, 2:04:12 PM		Mar 10, 2021, 10:44:33 AM Bulk Create Initiate: true	î
*	Offer Management	To see details about the service as well as make changes to it	t, click the service home button d Device Home	Managed Device 1 system	n
4	Tenant Groups		Close	Processing bulk create request for bulk SMOKE pnp Managed Device	m
ata	Tenants				

Viewing Tenant Workspace

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.		

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

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:

Services Bron: Tenant Workspace		• +
1 Service	2 Sites	6 Devices
Managed Device Last Updated: Apr 13, 2022, 11:03:45 AM	VULNERABILITIES • 0 Vulnerable • 0 Without Detected Vulnerabilities	Activity Feed Wew Full Event Log Apr 13, 2022, 5:31:28 AM Meraki DSCP-COS mapping Synchronization for Organization A system Apr 13, 2022, 5:31:27 AM Meraki Group Policy Synchronization for Organization A system

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 set	verity 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.
Stop 2	To view the statue of one site house the managemeinten over the Site is an endie man view. Th

- **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.

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.

Figure 4: Device Overview window

Devices Coke: Tenant Work	space					• +
	1 Service		2 Sites		6 Devices	
	1 issue		2 issues		6 issues	
6 DEVICES S	Services: All 👻 Status: All 👻	Device Models: All			ی So	rted by : Status v
6 DEVICES	Services: All v Status: All v DEVICE	Device Models: All 💌	SERVICE	SERIAL NUMBER	OS VERSION	rted by : Status v
	Services: All v Status: All v DEVICE 4ccc8:a1:01:01:61 Fair	Device Models: All v MODEL	SERVICE Managed Device	SERIAL NUMBER	os version Unknown	rted by: Status v (C)

- Step 3To 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 1 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

	alialia cisco	😑 Cisco N	ISX				MSX	Eng Superuser	C
•	Scheduled Jobs	Event Log							0
*	Offer Management	Augustus ten	ante: M07eeare#20081056 📀 Se	write All					
4	Tenant Groups			Custom Ra	ING9 From Date: Select date and t	ma 🔟 To Da	ite: Select date and time		
	Tenants	SEVERITY	OBJECT	DESCRIPTION	TENANT	SERVICE	USER	TIMESTA	
1	Users	0	"clientId", "nfv- service", "userId", "e3a4f5e0- 5c75-11eb-bed6- 5bf94fbc2ddc", "username", " 5c75-11eb-bed6- 5bf94fbc2ddc", "tenantName tenam", "providerid", "fe3ad8	Bulk Create Initiate: success	MDTena	Managed Device	system	Jan 22, 2021, 1:43:37 PM	Ì
	Roles		449f-42f2-b4f8- b10ab7bc0266*						
	Notifications		*clientId":"nfv- service","userid":"e3a4f5e0- 5c75=11e0-bed6- 5bf94fbc2ddc","username"."	Processing bulk create request for bulk SMOKE	pnp No	Managed		Jan 22, 2021,	
	Settings	U	5c/5-11e0-be05- 5bf94fbc2ddc", "tenantName tenant", "providerid": "fe3ad8 449f-42f2-b4f8- b10ab7bc0266"	Template	MUTERA	Device	system	1:43:32 PM	
	Workflows								
=	Event Logs	Support Links		Support Telephone Numbers	Sales Te	lephone Numbers		pov	wered by

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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