



# Monitoring and Support

---

This chapter describes the monitoring details that are displayed in Cisco Spaces.

To access the **Monitor** window, in the **Cisco Spaces** dashboard, click the three-line menu icon at the top-left, and choose **Monitor**.

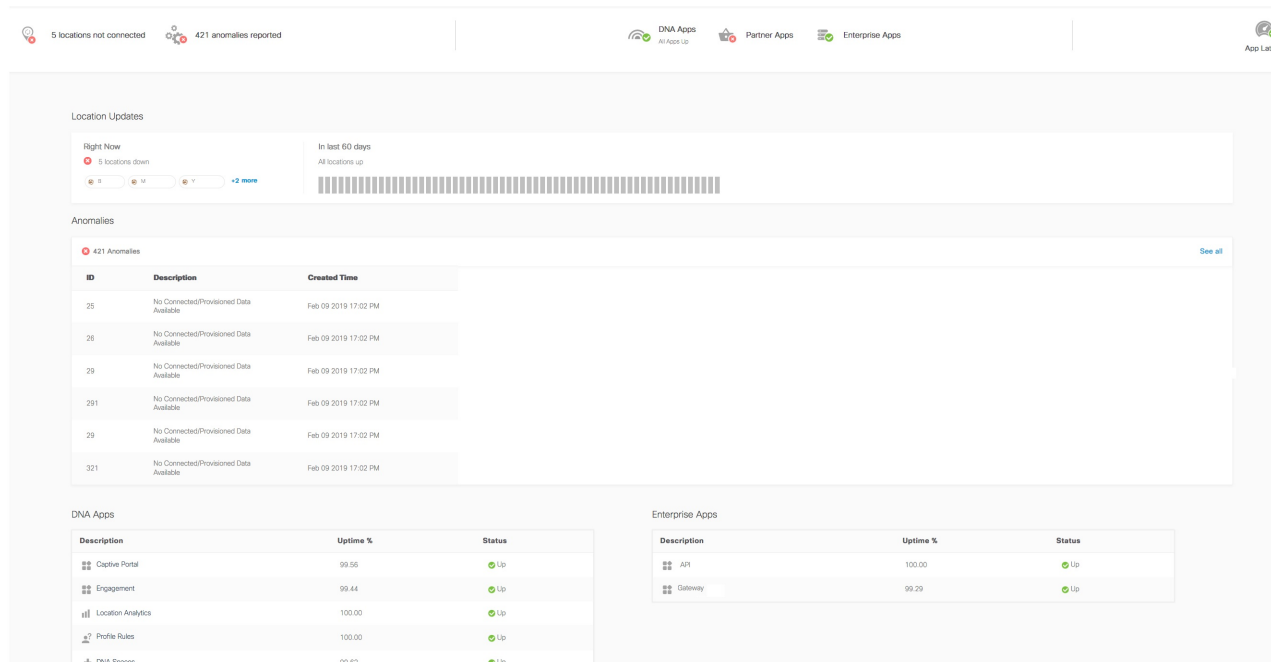
- [Monitoring, on page 1](#)
- [App Latency, on page 4](#)
- [Enterprise Apps, on page 4](#)
- [Partner Apps, on page 4](#)

## Monitoring

This section describes Cisco Spaces health details that are displayed in the **Monitor** section.

The **Monitor** section of Cisco Spaces is shown in the following figure:

Figure 1: Monitor



The header of the monitoring section will be having the following details:

- **All Locations connected:** Displays the current location update status for the locations to which you have access. This section will be marked as up if location updates are received from all the locations, and the status will be **All Locations Connected**. If there is any location update issue, this section will be marked as down, and the total number of locations that have location update issue will be displayed.
- **No Anomalies Reported:** Displays the current status of location updates and internet provisioning (this is applicable only if you have configured customer acquisition through captive portals) in the locations. This section is marked as up if location updates and internet provisioning are happening for all the locations without any issues. If any of them is not happening for any location, the status will be down. If both location update and internet provisioning are not happening for a location, such locations will be listed out.
- **DNA Apps:** Displays the current status of Cisco Spaces apps. This section is marked as up if all the Cisco Spaces apps are currently active.
- **Partner apps:** Displays the current status of partner apps that you have integrated with Cisco Spaces. This section is marked as up if the partner apps that are integrated with Cisco Spaces are functioning as expected. This section will be marked as down, if you have not integrated any partner app with Cisco Spaces or if the partner apps are not functioning as expected.
- **Enterprise Apps:** Displays the current status of enterprise apps that you have integrated with Cisco Spaces. This section is marked as up if the enterprise apps that are integrated with Cisco Spaces are functioning as expected. This section will be marked as down, if you have not integrated any enterprise app with Cisco Spaces or if the enterprise apps are not functioning as expected.
- **App Latency:** This area displays the current latency status for the apps.

## Location Updates

The locations for which the location updates are not happening currently are listed in this area. This area also displays a bar that shows location update status for the last 30 days. Each line in the bar represents a day of last 30 days. For days having location update issues the corresponding line in the bar appears in red.

## Anomalies

This area displays the location updates issues and internet provisioning issues (this is applicable only if you have configured customer acquisition through captive portals) currently occurring in the locations. The total number of anomalies for your Cisco Spaces account will be listed.

The following details for each anomaly will be displayed:

- **ID**- The ID for anomaly.
- **Description**- Describes whether it is a location update or internet provisioning issue.
- **CreatedTime**- The time at which the anomaly is recorded.

## DNA Apps

This area displays the status of the apps provided by Cisco Spaces for last 30 days. The following details of each Cisco Spaces app will be shown.

The status of the following apps will be shown:

- **Captive Portal**—Displays the status of the Captive Portal app.
- **Engagement**—Displays the status of the Engagement app.
- **Location Analytics**—Displays the status of the location updates for all your locations.
- **Location Personas**—Displays the status of the Location Personas app.
- **Cisco Spaces**—Displays the status of the Cisco Spaces domain. The status of the Cisco Spaces domain will be active only if all the associated apps are active.



---

**Note** Cisco Spaces domain will be marked as up, only if the domain is working for all the Cisco Spaces customers.

---

The following details will be shown for each app:

- **Description**— The name of the app.
- **Uptime %**— With in the last 30 days, the percentage of period for which the app was up. For example, if the app was active for all the last 30 days without any health issues, the **Uptime%** value will be 100 %.
- **Status**— Displays the current status of the app.

The following health properties will be considered to decide the status of the apps:

- **Captive Portal app**— Portal Health, Rule Engine Health, Subscriber Health, Email Verifier health, SMS Health, and database health.
- Cisco Spaces: Vault health, Dashboard health DMS health, TMS health.
- **Engagement app**— Dashboard health, Subscriber health, Server health, Location Receiver health, DMS health, Email Verifier health, SMS health, and Database health.
- **Location Analytics**— Dashboard health, Subscriber health, Server Health, Location Receiver health, and Database health.
- **Location Personas**— Dashboard Health, Subscriber Health, Server health, Location Receiver health, and Database health.

## App Latency

This area displays the status of latencies associated with the apps for the last 30 days.

The following app latency details will be shown:

- **Description**— The name of the app. For example, Kafka server.
- **Latency**— During the last 30 days, the percentage of period for which the app latency status was up. For example, if the Kafka server has a app latency on 1 day during the last 30 days, the latency value will be 96.6 %.
- **Status**— The current status of the app latency.

## Enterprise Apps

This area displays the status of the enterprise apps for the last 30 days.

The following enterprise app details will be shown:

- **Description**-Name of the Enterprise app.
- **Uptime Percentage**-During the last 30 days, the percentage of period for which the Enterprise app was up.
- **Status**- The current status of the enterprise app.

## Partner Apps

This area displays the uptime and health status of all the apps you have activated. The overall status of partner apps is shown in the Summary section.

The following partner app details will be shown:

- **PartnerName**-Name of the partner.
- **AppName**-Name of the partner app.

- **Uptime %**-The percentage of period for which the partner app was up.
- **Status**- The current status of the partner app.

