Using the Partner Dashboard

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Best Practices

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How To

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- Trace Firehose

Advanced

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- Create region-specific apps

Partner Dashboard FAQs

Q. How do I get simulation events?

A. You can use the API key of your app to see how events are flowing through the Firehose API without activating your app.

You also need to select the **Receive Simulation Events** check box under the **Events** tab.

Q. How do I enable simulation events for my app?

A. Go to the **Events** section.

Under **Events** settings, set **Receive Simulation Events** to **Yes**.

Select the **Retail and Workspace** checkbox and click **Save**.

Q. Why am I not getting simulation events for my app?

A. Check the region setting for your app. Simulation events are available only for **Rest of the world** region.

Q. How do I get sandbox and pre-production API keys when my app is in Live state?

A. To view your live app's sandbox or pre-production API key, create a draft version of the app by clicking the app's tile, and then clicking **More** > **Update app**.

Note For an app in **Draft** state, only the sandbox and pre-production API keys are available in the **Integration** section.

Q. Why am I unable to edit my live app?

A. Once an app is live, any changes to it can only be done through the approval flow (auto approval or Admin approval).

Create a draft version of the app, make changes, and resubmit the app.

Q. I can only edit the Integration Details section of my Live app. How do I make other changes to my Live app?

A. When an app is in **Live** state, only limited settings can be changed, such as the **Integration Details** section.

To make any changes to a live app, first create a draft version of the app by clicking the app's tile, and then clicking **More** > **Update app**.

Once you update the draft version of your app, click **Submit** to initiate the review and approval workflow.

Q. I have a Cisco Spaces account in the EU region. How do I onboard myself to the Cisco Spaces - Partner Dashboard?

A. To enable partner dashboard access for your Cisco Spaces EU account, contact the Cisco Spaces support team. This team will create a Cisco Spaces IO account for you to access the unified dashboard. They will also help you to associate your Cisco Spaces EU account for partner access.

Q. Can I use the Cisco Spaces authentication site (Trigue application) to activate or publish my app?

A. You can use the Cisco Spaces test authentication site (Trigue application) only to test the app. To activate and publish your app, you must replace these URLs with your app's OAuth integration URLs.

Q. How do I know which app type to choose for my organisation's need?

A. If you are a cloud-based solution (SaaS) partner, choose the multi-tenant cloud app type.

If your organisation provides on-prem partner solutions, then choose the on-prem app type.

For detailed information, go to App Types.

Partner Dashboard Troubleshooting

Problem How can I verify if the activation of my cloud app is implemented using the OAuth 2.0 standard?

Solution To verify if the activation of your cloud app is implemented using the OAuth 2.0 standard, check if the scope is present in the *get access token* API response.

Solution Also, cross verify if the API headers and parameters are passed as outlined in Multi-Tenant Cloud: O-Auth integration

Problem How do I check if the activation of my multi-tenant cloud app is successful and if the events are flowing?

Solution To check the activation status of your multi-tenant cloud app, go to the **App Activation Sandbox** section.

Solution To check if the Firehose events are flowing after activation, do the following:

1. **Solution** On the Partner Dashboard home page, go to the specific app tile, and click **More** > **Firehose Trace**.
2. **Solution** Click **Download Present Data**.

   Solution The events will start flowing in.

Problem How do I check if the activation of my on-prem or single-tenant cloud app is successful and if the events are flowing?

Solution If your on-prem or single-tenant cloud app is successfully activated, you will find that the API key is generated successfully.

Solution To check if the Firehose events are flowing after activation, do the following:

1. **Solution** On the Partner Dashboard home page, go to the specific app tile, and click **More** > **Firehose Trace**.
2. **Solution** Select the **Customer** and corresponding **Activation**.

3. **Solution** Click **Download Present Data**.

   Solution The events start flowing in.

Problem Why am I getting an `App Submission Restricted` error when I submit my app?

- **Possible Cause** The app monitoring URLs have either not been specified or are invalid.
- **Possible Cause** The default OAuth URLs, Cisco test site (Trigue) URLs, have not been updated to valid OAuth URLs.

Solution In the Cisco Spaces - Partner Dashboard, navigate to the app you are unable to submit and click **Edit**.

- **Solution** Navigate to the **Behaviors** tab > **APP MONITORING** section. When your app is ready for submission, specify valid app monitoring URLs.
- **Solution** Navigate to the **App Tile** tab > **OAuth URL Configurations** section. When your app is ready for submission, replace the Cisco Spaces test authentication site (Trigue) URLs with valid OAuth URLs.