

Monitor Customer Organizations

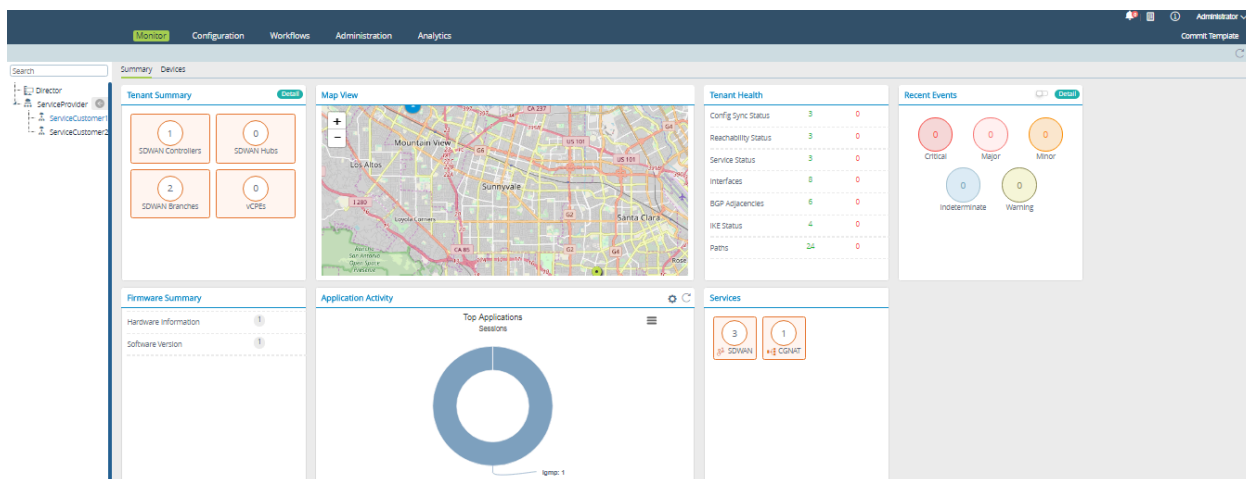
 For supported software information, click [here](#).

Each customer organization monitor dashboard displays the summary and granular information of its associated devices, along with their network health and service information. The information displayed includes the following:

- Customer organizations connecting to different core elements such as the controllers and different device types associated with the customer organization
- Map displaying the different core elements and device location. Here, you can click on a device on the map to view the device details.
- Firmware summary of the associated devices
- Multiple device health summary with drill down functionality to view the device list with their respective status
- Alarm summary and drill-down functionality to view the list of devices with their respective events
- Application utilization of all the associated devices
- Subscribed services view for each customer organization
- Policy violations view for each customer organization

To display the customer organization monitor dashboard:

1. Select the Monitor tab in the top menu bar.
2. Select a provider organization in the left menu bar.
3. Select a customer organization in the left menu bar.

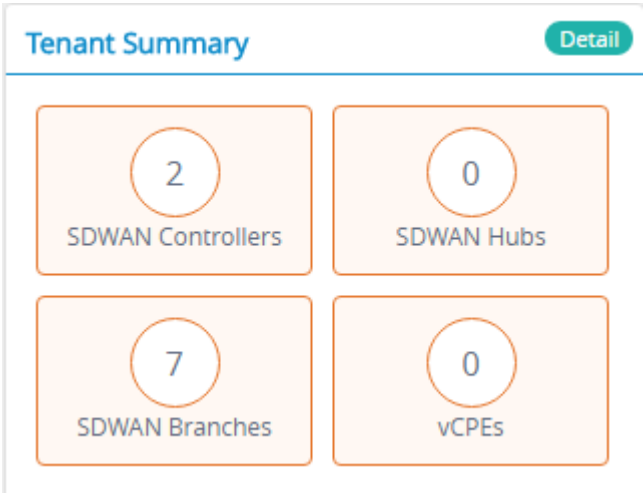


The following sections describe each of the panes on the customer organization monitor dashboard.

Tenant Summary

The Tenant Summary pane display the number of core elements associated and devices associated with the customer organization. Specifically, it displays counts of the following network components:

- SD-WAN Controller nodes associated with the customer organization
- SD-WAN hubs associated with the customer organization
- Branches associated with the customer organization
- Non-SD-WAN nodes, such as routers, DHCP, NAT, and security standalone devices



Click the Tenant Summary pane to view the tenant information in a tabular format.

The screenshot shows the Versa Director interface with the 'Monitor' tab selected. The table displays tenant information for three tenants: Controll..., Branch11, and Branch12. The table has columns for Name, Interfaces (Up, Down), Config Synchronized (Up, Down), Reachability (Up, Down), BGP (Up, Down), IKE (Up, Down), Path (Up, Down), HA, Services, CPU Utilization, Memory Utilization, Location, and Ev... (Event).

Name	Interfaces		Config Synchronized		Reachability		BGP		IKE		Path		HA	Services	CPU Utilization	Memory Utilization	Location	Ev...
	Up	Down	Up	Down	Up	Down	Up	Down	Up	Down	Up	Down						
Controll...	2	0	1	0	1	0	3	0	2	0	8	0	Paired	SDWAN			USA 940...	
Branch11	3	0	1	0	1	0	1	0	1	0	8	0	Paired	SDWAN			USA 950...	
Branch12	3	0	1	0	1	0	2	0	1	0	8	0	Paired	SDWAN CGNAT			USA 940...	

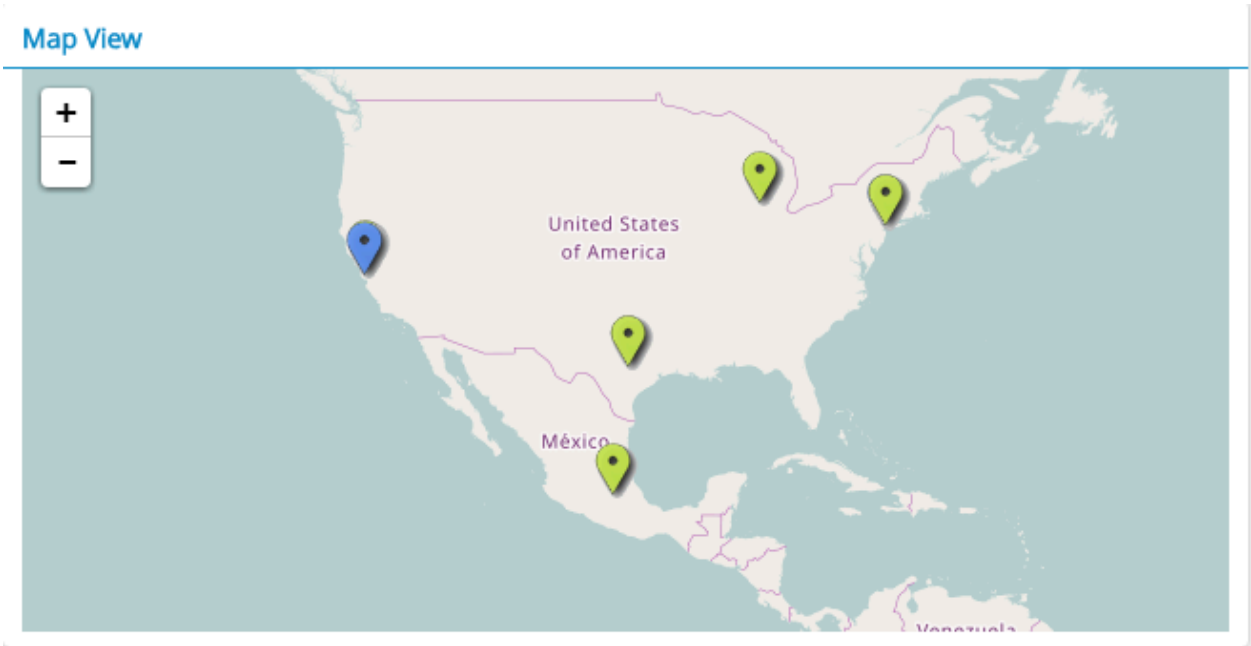
Click the **Back** button return to the graphical view.

Map View

The Map View pane brings up OpenStreet Maps to display the location of the customer organization. In the map:

- Blue displays the location of Controller nodes.

- Green displays the location of branches.
- Orange displays the location of hubs.



Tenant Health


The Tenant Health pane displays summary information about all the VOS devices associated with the customer organization.

Tenant Health		
Config Sync Status	6	2
Reachability Status	7	1
Service Status	7	1
Interfaces	24	0
BGP Adjacencies	38	0
IKE Status	24	0
Paths	180	8


This pane displays the following information:


- Configuration sync status—Number of VOS devices whose configurations are in sync with the Director node's configuration.
- Reachability status—Number of VOS devices reachable via ping or SSH from the Director node.
- Service status—Number of VOS devices whose services are running in a good state.
- Interfaces—Number of VOS device LAN and WAN interfaces whose status is up and down.
- BGP adjacencies—Number of BGP adjacencies in the established, connect, and idle state.
- IKE status—Number of IKE connections in the up and down state.
- Paths—Number of paths in the up and down state.


Click on a row to drill down further.

Click the  Back icon to navigate to the previous screen. For example, when you click the Interfaces row, the screen shows the status of each interface:

Customer1: Details ✕

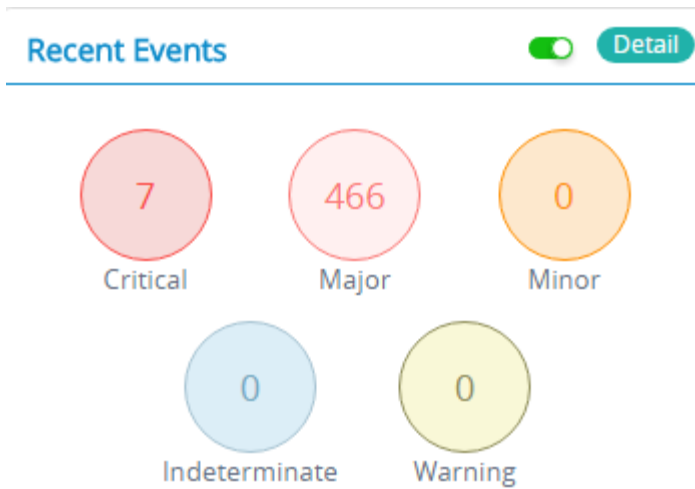
interface 	type	mac	if-oper-status	if-admin-status	vrf
vni-0/0.0	wan	52:54:a1:33:bd:3a	up	up	ISPA-Network-Transport-VR
vni-0/1.0	wan	52:54:a1:2c:4b:50	down	down	ISPB-Network-Transport-VR
vni-0/2.0	wan	52:54:a1:01:59:64	up	up	MPLS-Network-Transport-VR
vni-0/4.101	lan	52:54:a1:c1:f2:4b	up	up	Customer1-LAN1-VR

Click Search  to search for a device.

Click the  Sort icon to sort the data in ascending or descending order.

Recent Events

The Recent Events panes displays a summary of all alarms across the customer organizations and their VOS devices by severity—critical, major, minor, indeterminate, and warning. Click an alarms to display the device details for that alarms.



To view the device information for each alarm type in a tabular view, click the Detail button on Recent Events.

Monitor Configuration Workflows Administration Analytics Administrator


Commit Template


Search

Device Name	Organization Name	Alarm Type	Handling State	Severity	Status Change Time	Alarm Text
<input type="checkbox"/> Site1Branch1	Customer1	ddos-threshold		critical	Sat, Jan 27 2018, 05:42	Aggregate DDOS threshold reached for ICMP (r...
<input type="checkbox"/> Controller1	Customer1	sdwan-branch-disconnect		major	Sat, Jan 27 2018, 05:26	Branch Site1Branch1 is connected
<input type="checkbox"/> Controller2	Customer1	sdwan-branch-disconnect		major	Sat, Jan 27 2018, 05:26	Branch Site1Branch1 is connected
<input type="checkbox"/> Controller1	Customer1	sdwan-branch-disconnect		major	Sat, Jan 27 2018, 04:58	Branch Site2Branch1 is connected
<input type="checkbox"/> Controller2	Customer1	sdwan-branch-disconnect		major	Sat, Jan 27 2018, 04:58	Branch Site2Branch1 is connected

Tenant Health		
Interfaces	back	⇅ 🔍
Controller2	4	0
Site1-B1	7	0
Site2-B1	6	0
Controller1	3	0
Site2-B2	6	0
DC1-B2	7	0
DC1-B1	7	0

Click the **back** Back icon to return to the pane view of this screen.

Click the  Column Filter icon to select the columns to be displayed.

Filter the alarms by Click the  Alarms Filter icon to filter the alarms. In the Alarms Filter popup window, select the filters to apply

Alarms Filter
×

Alarm Search Criteria

Device Name

Controller1

Organization Name

ServiceProvider

Alarm Type

cpu-utilization-exceeded

Status Change Time

Severity

Major

Alarm Text

☐ System Alarm

☐ Cleared Alarm

Filter Type*



AND

Filter

Reset

To view the history of the alarms raised or cleared, click the VOS device name:

Filter of severity -----Select-----

To assign tasks, click the  Eye icon in the Handling State column of the Events screen. Alternatively, click the check next to a device record and click the  Handle/Assign icon.

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[Administration](#)
[Analytics](#)
[Commit Template](#)

Search

 Search

[Back](#)
[Filter](#)
[Refresh](#)
[Columns](#)
[1](#)
[25](#)

<input type="checkbox"/>	Device Name	Organization Name	Alarm Type	Handling State	Severity	Status Change Time	Alarm Text
<input checked="" type="checkbox"/>	Site1Branch1	Customer1	ddos-threshold		critical	Sat, Jan 27 2018, 05:42	Aggregate DDOS threshold reached for ICMP (r...
<input type="checkbox"/>	Controller1	Customer1	sdwan-branch-disconnect		major	Sat, Jan 27 2018, 05:26	Branch Site1Branch1 is connected

The Alarm Handling screen displays:

Alarm Handling

Handling Events (1)

State	User	Description
Investigation	Administrator	-- Assigned by:Administrator --Identify the cause

Description*

Alarm State*
--Select--

Assignee
--Select--

Submit

To assign a task:

1. In the Description field, enter the event description.
2. In the Alarm State field, select an alarm state:
 - Acknowledge
 - Close
 - Investigation

- None
- Observation

3. In the Assignee field, select the person to perform the task, either Operator or Administrator.
4. Click Submit.

System Summary

The System Summary pane displays a summary of the number of VOS devices and information about their hardware and software version.

System Summary

Hardware Information

1

Software Version

3

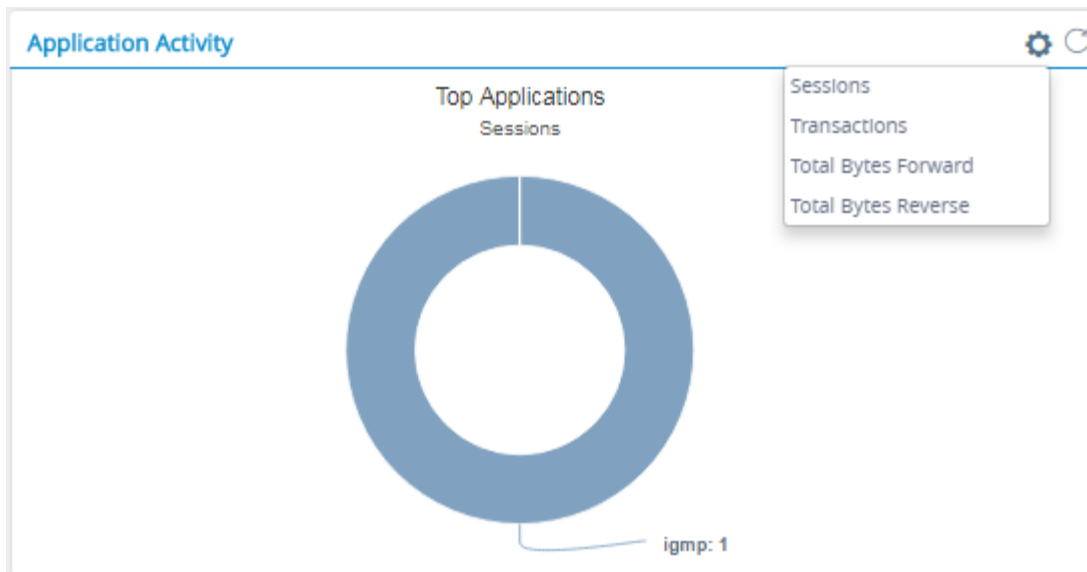
Hardware Model

1

Application Activity

The Application Activity panes shows the top 10 utilized applications on the VOSdevice based on the following parameters:

- Sessions
- Transactions
- Total Bytes Forward
- Total Bytes Reverse

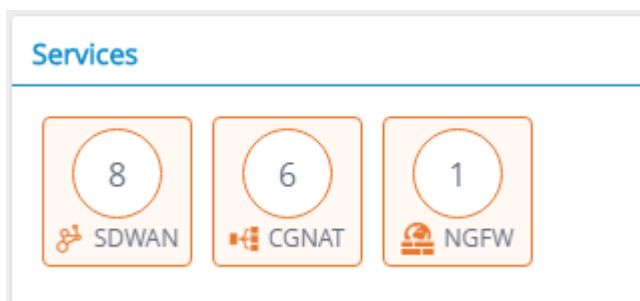


To view activity statistics:

1. Click Settings.
2. Select a parameter. The Application Activity graph displays the breakout for each application.

Services

The Services pane displays a count of the services enabled on each device in the customer organization and its VOS devices.



Supported Software Information

Releases 20.2 and later support all content described in this article.