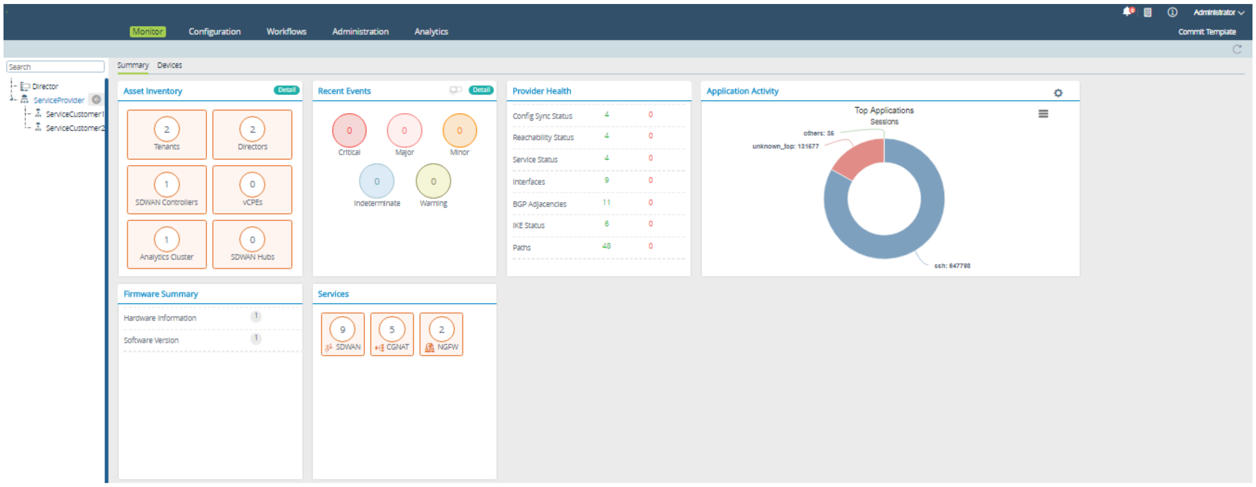
Monitor Provider Organizations

For supported software information, click here.

To monitor information about provider organizations in your network, you use the links in the left menu bar on the Monitor dashboard. For each organization, you can display information about its assets, including devices, software image version, and events and alarms.

To monitor the provider organizations in your network:

1. In Director view, select the Monitor tab in the top menu bar.
2. Select the name of a provider in the left menu bar. (In the screenshot here, the provider is called ServiceProvider.)
3. Select Summary in the horizontal menu bar. The provider organization dashboard displays:



Config Sync Status	4	0
Reachability Status	4	0
Service Status	4	0
Interfaces	9	0
BGP Adjacencies	11	0
IKE Status	6	0
Paths	48	0

Hardware Information	1
Software Version	1

The following sections describe the panes on the provider organization dashboard:

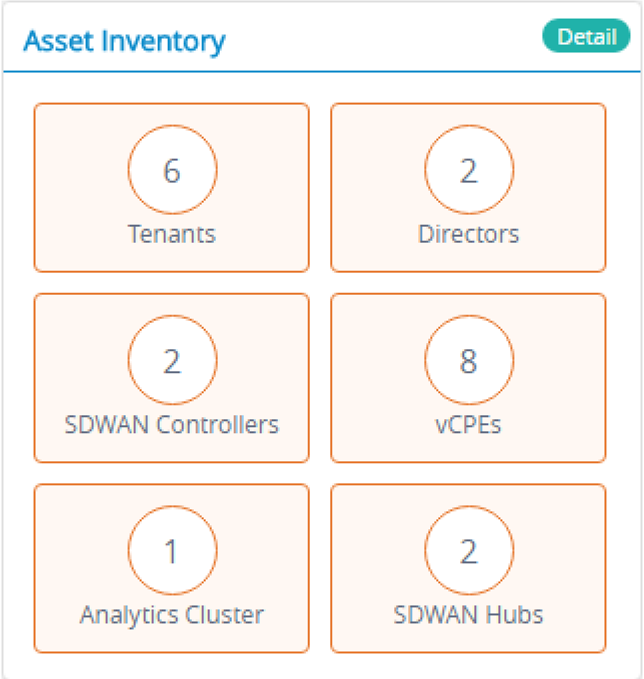
- Asset Inventory
- Recent Events
- Provider Health
- Application Activity
- Firmware Summary
- Services

Updated: Thu, 24 Oct 2024 10:47:26 GMT

Asset Inventory Pane

The Asset Inventory pane displays information about core elements in the provider organization, including:

- Tenants—Number of customer organizations
- Directors—Number of Director nodes in the provider organization's topology. These are the associated active and standby Versa Director. If a single standalone Director node is present, the value shows is 0.
- SD-WAN Controllers—Number of Controllers
- vCPEs—Number of non–SD-WAN nodes, such as normal router, DHCP, NAT, and security standalone devices, that are managed by Versa Director
- uCPEs—Number of universal CPE platforms
- Analytics Cluster—Number of Analytics clusters
- SD-WAN Hubs—Number of hubs

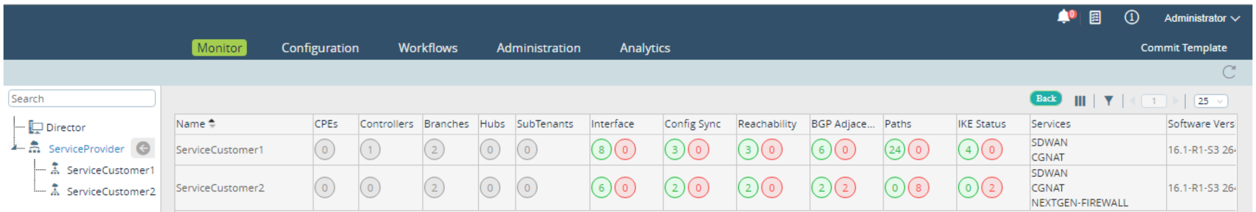


Asset Inventory

Detail

6 Tenants	2 Directors
2 SDWAN Controllers	8 vCPEs
1 Analytics Cluster	2 SDWAN Hubs

To display information about the assets for each tenant in the organization, click the Details button.



Name	CPEs	Controllers	Branches	Hubs	SubTenants	Interface	Config Sync	Reachability	BGP Adjace...	Paths	IKE Status	Services	Software Vers
ServiceCustomer1	0	1	2	0	0	8 0	3 0	3 0	6 0	24 0	4 0	SDWAN CGNAT	16.1-R1-S3 26
ServiceCustomer2	0	0	2	0	0	6 0	2 0	2 0	2 2	0 8	0 2	SDWAN CGNAT NEXTGEN-FIREWALL	16.1-R1-S3 26

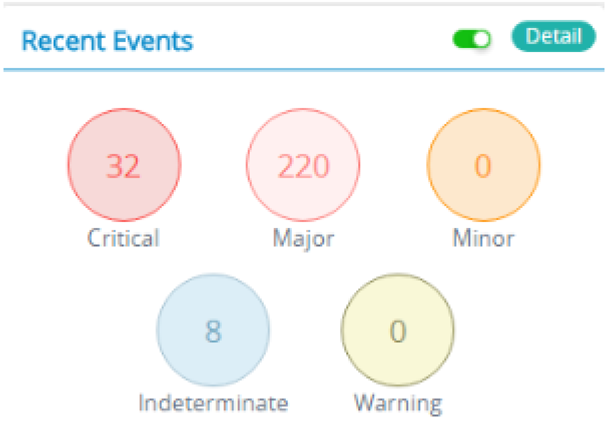
This screen displays the following information for each tenant in the organization:

- Tenant's name
- Number of CPEs
- Number of uCPEs
- Number of Controllers
- Number of branches
- Number of hubs
- Number of customers (subtenants)
- Total number of interfaces, and number of interfaces with alarms (in red)
- Number of devices whose configuration is synchronized and not synchronized (in red) with the Director's configuration
- Number of devices that are reachable or not (in red)
- Number of active BGP sessions (adjacencies), and number that are down (in red)
- Number of paths and paths that are not accessible (in red)
- Number of IKE sessions and IKE session with issues (in red)
- Services configured for the tenant
- Version of software running on the tenant's devices
- Hardware information about the tenant's devices
- Number of events, color-coded by event type

To return to the provider organization dashboard, click the Back Back button.

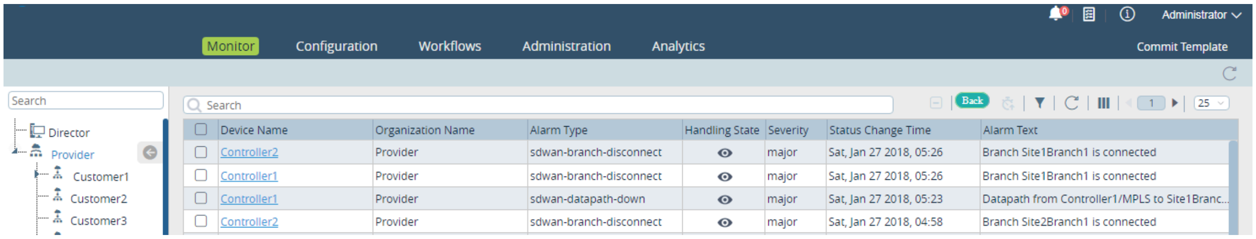
Recent Events Pane

The Recent Events displays a summary of all the alarms across the provider organization, including alarms for system issues, customer organizations, and devices. Alarms are grouped by severity.



To display detailed information about a category of alarms, click that alarm type.

To display detailed information about the alarms for individual devices, click the Detail Detail button.

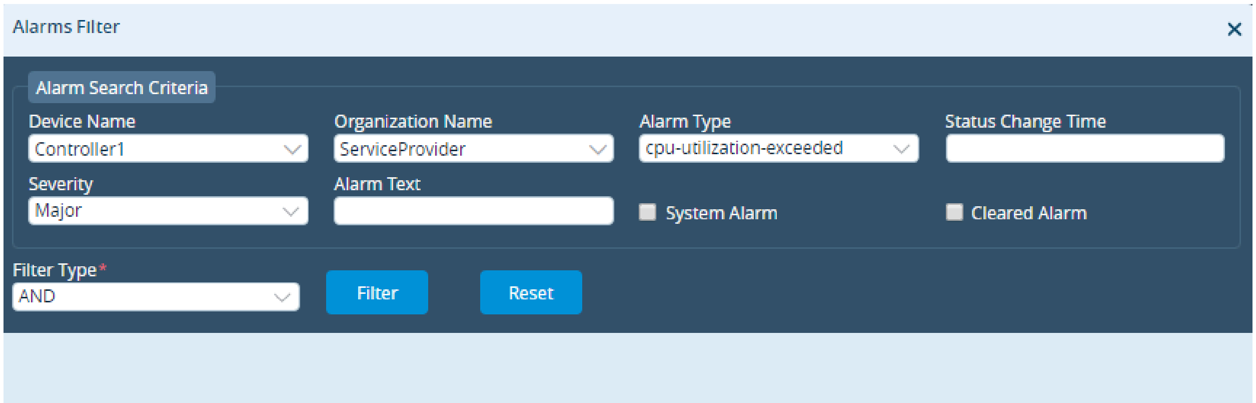


□	Device Name	Organization Name	Alarm Type	Handling State	Severity	Status Change Time	Alarm Text
□	Controller2	Provider	sdwan-branch-disconnect	👁	major	Sat, Jan 27 2018, 05:26	Branch Site1Branch1 is connected
□	Controller1	Provider	sdwan-branch-disconnect	👁	major	Sat, Jan 27 2018, 05:26	Branch Site1Branch1 is connected
□	Controller1	Provider	sdwan-datapath-down	👁	major	Sat, Jan 27 2018, 05:23	Datapath from Controller1/MPLS to Site1Branc...
□	Controller2	Provider	sdwan-branch-disconnect	👁	major	Sat, Jan 27 2018, 04:58	Branch Site2Branch1 is connected

To select the columns to display in the output, click the ⫼ Column Filter icon.

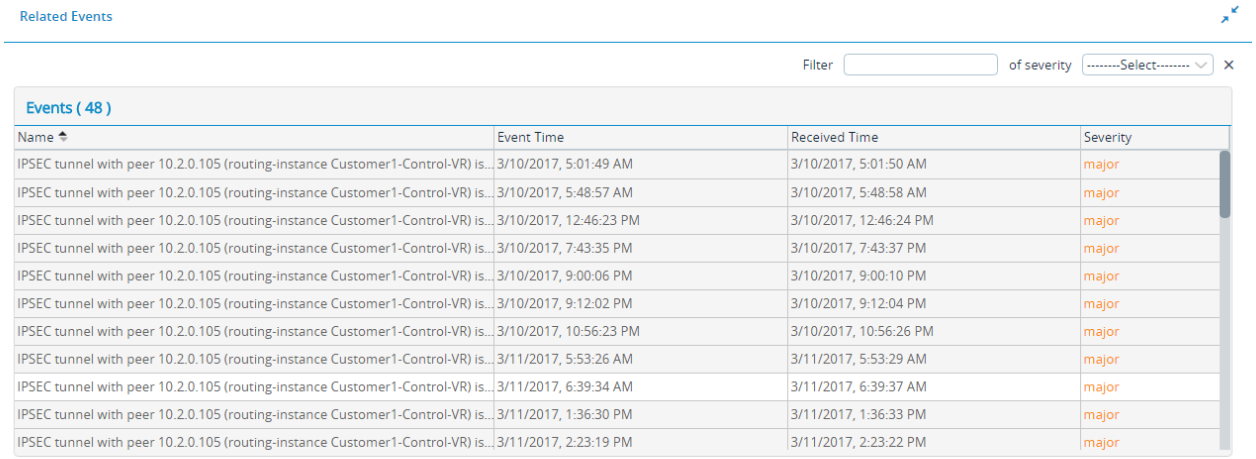
To return to the provider organization dashboard, click the Back Back button.

Click the ▼ Alarms Filter icon on the top right menu bar to filter the alarms.



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

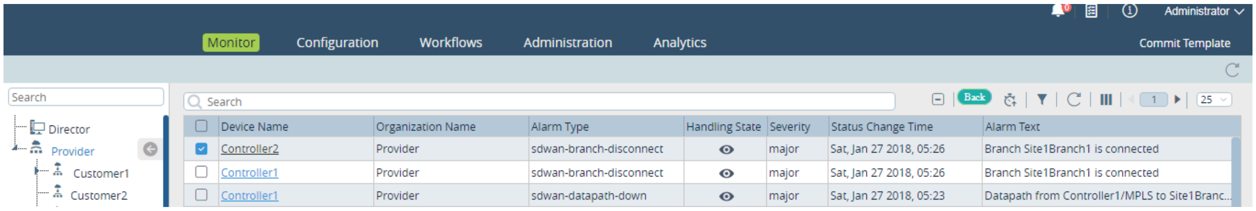
Click on a device to view its alarm (raised and cleared) history.



Name	Event Time	Received Time	Severity
IPSEC tunnel with peer 10.2.0.105 (routing-instance Customer1-Control-VR) is...	3/10/2017, 5:01:49 AM	3/10/2017, 5:01:50 AM	major
IPSEC tunnel with peer 10.2.0.105 (routing-instance Customer1-Control-VR) is...	3/10/2017, 5:48:57 AM	3/10/2017, 5:48:58 AM	major
IPSEC tunnel with peer 10.2.0.105 (routing-instance Customer1-Control-VR) is...	3/10/2017, 12:46:23 PM	3/10/2017, 12:46:24 PM	major
IPSEC tunnel with peer 10.2.0.105 (routing-instance Customer1-Control-VR) is...	3/10/2017, 7:43:35 PM	3/10/2017, 7:43:37 PM	major
IPSEC tunnel with peer 10.2.0.105 (routing-instance Customer1-Control-VR) is...	3/10/2017, 9:00:06 PM	3/10/2017, 9:00:10 PM	major
IPSEC tunnel with peer 10.2.0.105 (routing-instance Customer1-Control-VR) is...	3/10/2017, 9:12:02 PM	3/10/2017, 9:12:04 PM	major
IPSEC tunnel with peer 10.2.0.105 (routing-instance Customer1-Control-VR) is...	3/10/2017, 10:56:23 PM	3/10/2017, 10:56:26 PM	major
IPSEC tunnel with peer 10.2.0.105 (routing-instance Customer1-Control-VR) is...	3/11/2017, 5:53:26 AM	3/11/2017, 5:53:29 AM	major
IPSEC tunnel with peer 10.2.0.105 (routing-instance Customer1-Control-VR) is...	3/11/2017, 6:39:34 AM	3/11/2017, 6:39:37 AM	major
IPSEC tunnel with peer 10.2.0.105 (routing-instance Customer1-Control-VR) is...	3/11/2017, 1:36:30 PM	3/11/2017, 1:36:33 PM	major
IPSEC tunnel with peer 10.2.0.105 (routing-instance Customer1-Control-VR) is...	3/11/2017, 2:23:19 PM	3/11/2017, 2:23:22 PM	major

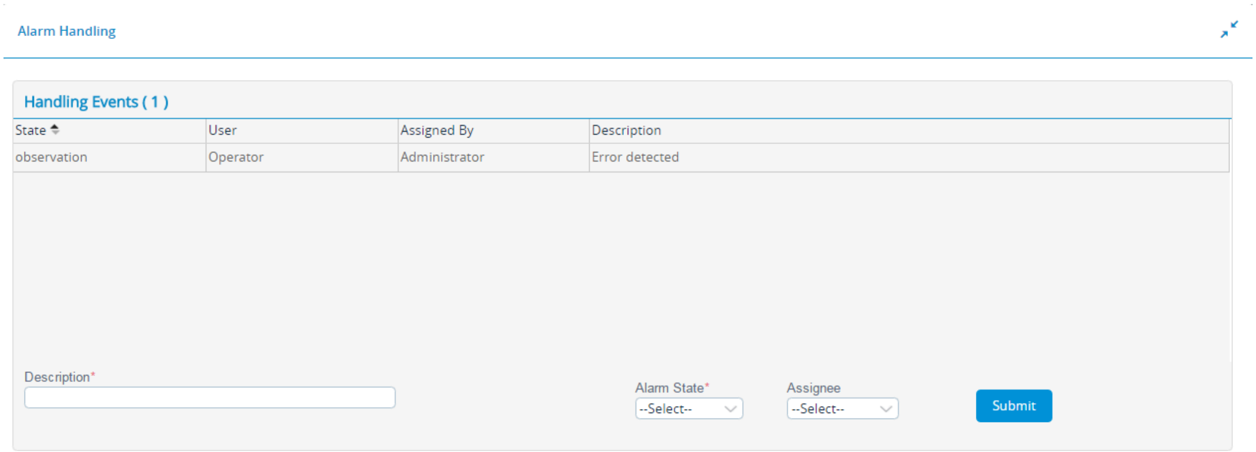
You can filter events per severity level.

Click the Eye 👁 icon in the Handling State column of the Events screen to assign tasks. Alternatively, select the check box corresponding to a device record and click the Handle/Assign Handle icon on the top right menu bar to assign tasks.



☐	Device Name	Organization Name	Alarm Type	Handling State	Severity	Status Change Time	Alarm Text
☑	Controller2	Provider	sdwan-branch-disconnect	👁	major	Sat, Jan 27 2018, 05:26	Branch Site1Branch1 is connected
☐	Controller1	Provider	sdwan-branch-disconnect	👁	major	Sat, Jan 27 2018, 05:26	Branch Site1Branch1 is connected
☐	Controller1	Provider	sdwan-datapath-down	👁	major	Sat, Jan 27 2018, 05:23	Datapath from Controller1/MPLS to Site1Branc...

The Alarm Handling screen appears. The screen displays the tasks assigned by the operator or the administrator.



State	User	Assigned By	Description
observation	Operator	Administrator	Error detected

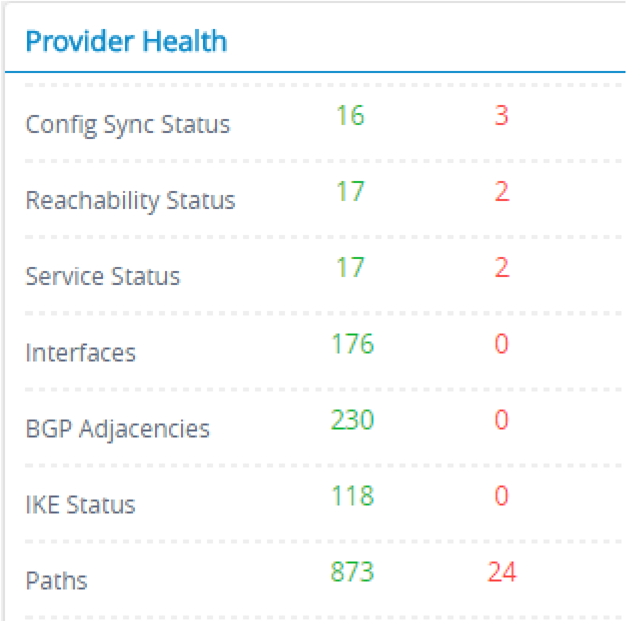
To assign a task:

1. Enter the event description.
    - Select the Alarm State:
        - Acknowledge
        - Close
        - Investigation
        - None
        - Observation
2. Select the Assignee.
3. Click Submit.

Provider Health Pane

Go to Monitor > Provider Organization > Provider Health.

This tile displays the summary information of all the devices associated with the child organization or the service provider.



Provider Health

Config Sync Status	16	3
Reachability Status	17	2
Service Status	17	2
Interfaces	176	0
BGP Adjacencies	230	0
IKE Status	118	0
Paths	873	24

The screen displays the following parameters:

Health Idicator	Description	Green Color	Red Color
Config Sync Status	Represents whether Versa Director’s device configuration is in sync with the organization's device configuration.	Indicates that the device is in-sync.	Indicates that the device is out-of-sync.
Reachability Status	Represents whether the devices are reachable from Versa Director.	Indicates that the devices are pingable.	Indicates that the devices are not pingable.
Service Status	Represents whether the services daemons on the devices are running in a good state.	Indicates that the service daemons are running.	Indicates that the service daemons are not running.
Interfaces	Represents the interfaces' status up and down count with respect to LAN and WAN interfaces.	Indicates that the interface is up.	Indicates that the interface is down.

Health Idicator	Description	Green Color	Red Color
BGP Adjacencies	Represents the number of BGP adjacencies in the established and idle/ connect state.	Indicates that the BGP connection with the neighbor is established.	Indicates that the BGP connection with the neighbor is in an idle or connect state.
IKE Status	Represents the number of IKE connections in the up and down state.	Indicates IKE is up.	Indicates IKE is down.
Paths	Represents the number of paths with respect to devices associated in the up and down state.	Indicates that the SLA path is up.	Indicates that the SLA path is down.

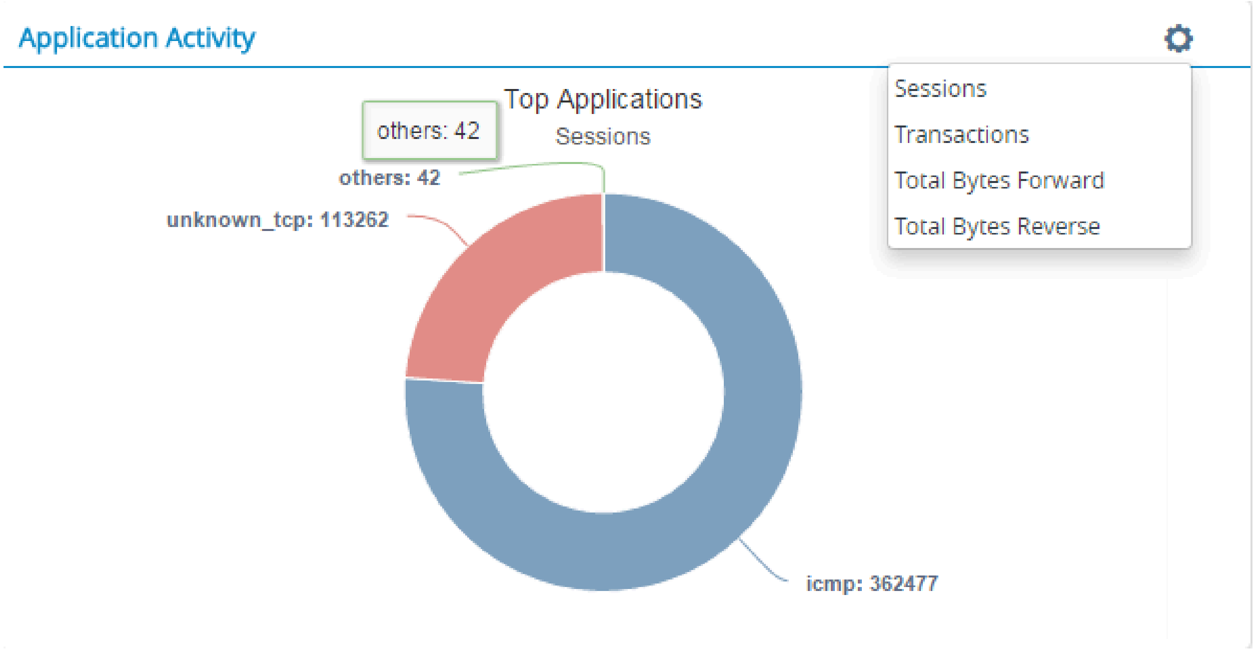
Application Activity Pane

Go to Monitor > Provider Organization > Application Activity.

This tile provides a visual representation of the top 10 utilized applications of the devices associated with the service provider.

The selection of the application can be based on the following parameters:

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



To view statistics:

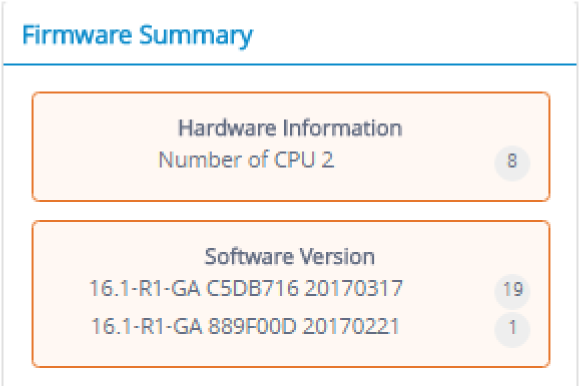
1. Click the ⚙ Settings icon.
2. Select a parameter.

The graph displays the break-up for each application. Typically, a Service Provider may not generate significant data traffic. The applications in the above example pie chart represents data traffic with respect to the Service Provider and not its customers.

Firmware Summary Pane

Go to Monitor > Provider Organization > Firmware Summary.

This tile displays the device summary, along with the hardware and software information.



Firmware Summary

Hardware Information
Number of CPU 2 8

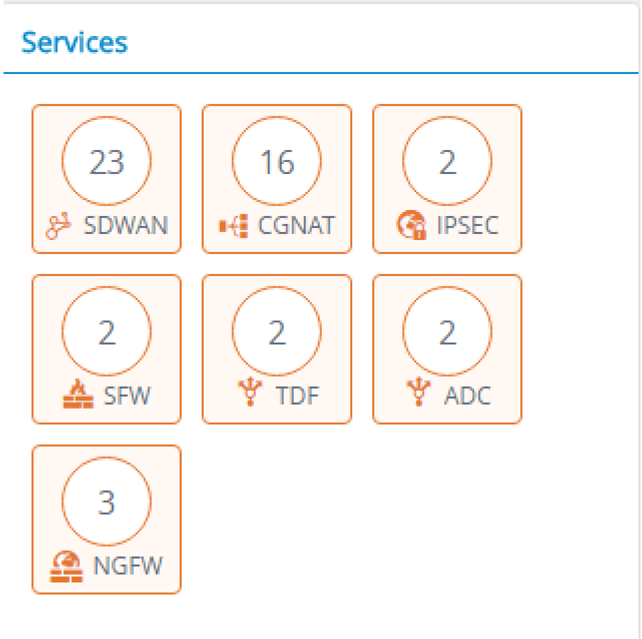
Software Version
16.1-R1-GA C5DB716 20170317 19
16.1-R1-GA 889F00D 20170221 1

- Hardware Information. The number on the right indicates the number of devices having the listed hardware. In the example screen, there are eight devices with two CPUs each.
- Software Information. The numbers on the right indicate the number of devices installed with the said software version.

Services Pane

Go to Monitor > Provider Organization > Services.

This tile displays the total number of services active on each device with respect to the provider organization or customer organizations associated with that device.



Supported Software Information

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