splunk> show

User Guide for Partners

Welcome to the Show!

Splunk Show is a product experience platform that allows technical sellers and qualified Partners to access demo and workshop environments for Splunk solutions.

This doc will aim to walk you through the major steps in navigating the interface and some best practices when requesting instances.

Click-through tutorial: Visit splunk.show/tutorial to get a quick guided tour of the Splunk Show UI including:

- Navigating Splunk Show
- Creating a Demo
- Creating a Workshop
- and more!

Contents

Contents 1
Signing In 3
My Page 3
Find a Demo or Workshop (New Instance / Select a Template Page) 5
View Template Information 7
Catalog Page 10
Always-on (Static) Demos 12
Shared Demos 13
Create a Demo (New Demo Page) 14
New demo 14
Use Case 14
Network 15
Runtime 16
Demo Details 18
Managing a Demo 19
Extend Instances (Change lifetime) 21
Pause Instances 22
Resume a Paused Instance 22
Reboot Instances 23
Transfer Ownership 23

Cisco Confidential

Add More Data Sources to Your Demo (Data Bundles) 23
Activate a Data Bundle 23
Managing Active Data Bundles 27
Accessing Demo Connection Information 28
Creating a Workshop/Event (Create Workshop Page) 29
New workshop or event 29
Use Case 30
Network 31
Runtime 31
Template Fields 33
Workshop type 33
Choosing a Workshop Type 35
Provisioning time 36
Review 38
Total Cost to Splunk 39
Managing a Workshop 40
Managing a 'Normal Workshop' 40
Resources 41
Add More Workshop Instances 43
Monitoring Workshop Instances 43
Using Splunk Show Workshop Monitor 44
Managing an Event 45
Customise the Event Thumbnail Image 49
Editing the Schedule of an Event 50
Managing Event Instances 51
Move Participants to Another Instance 52
Public Page 53
Account Settings 54
Preferences 55
Notifications 55
Enable Email Notifications 55
Disable Notifications 55
In-app Notifications 56
Support Requests 57
Infrastructure Issues 57
Content Issues (Submit Content Feedback) 57

Cisco Confidential

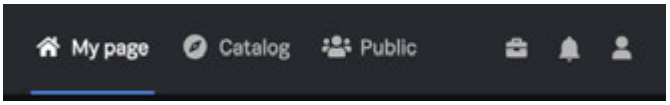
Signing In

Navigate to https://show.splunk.com to get started. You will be automatically redirected to the Splunk website login workflow. Once you are successfully logged in, you will be directed back into the Splunk Show UI.

Only seeing the Public page when you log in?

If you see a very limited view when you log in to Show, this means that you haven't been granted the correct access. Please email the Show team at splunk-show@cisco.com to request access to demos and workshops.

My Page

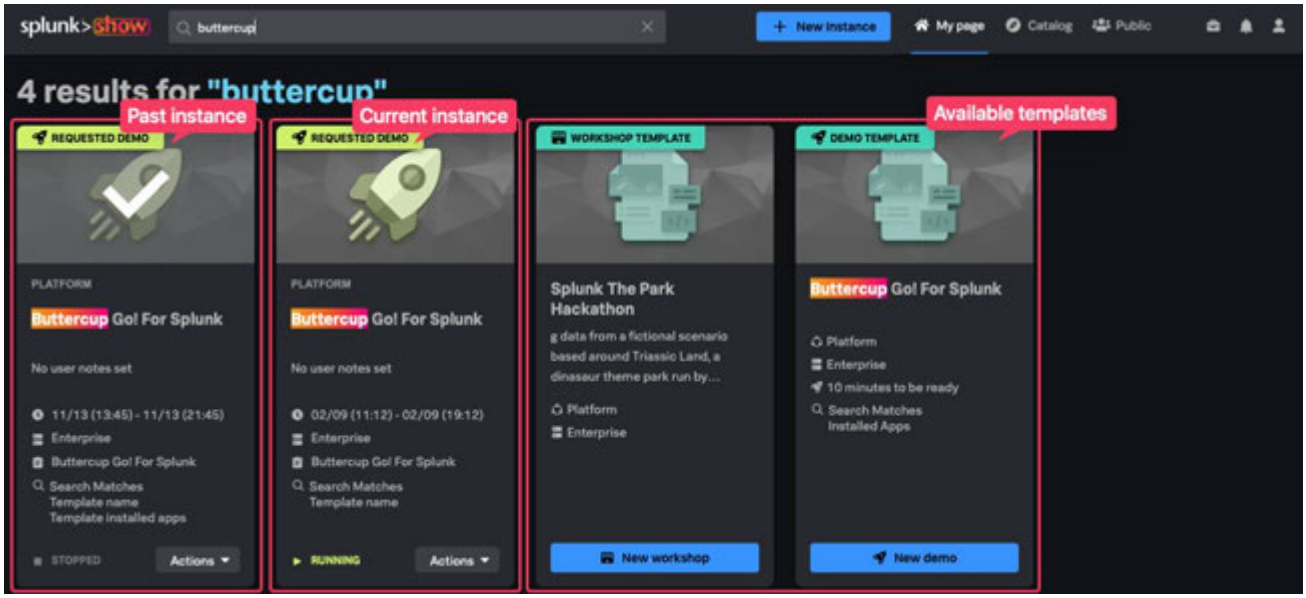


By default, you will land on your personal home page. This page presents an overview of your Show usage.

Not seeing any of these tabs?

If you don't see any of these tabs this means that you haven't been granted the correct access. Please email the Show team at splunk-show@cisco.com to request access to demos and workshops.

- **Search bar** - use this to search for any content in Splunk Show. Results will include both demo/workshop templates as well as past and current instances you have requested.



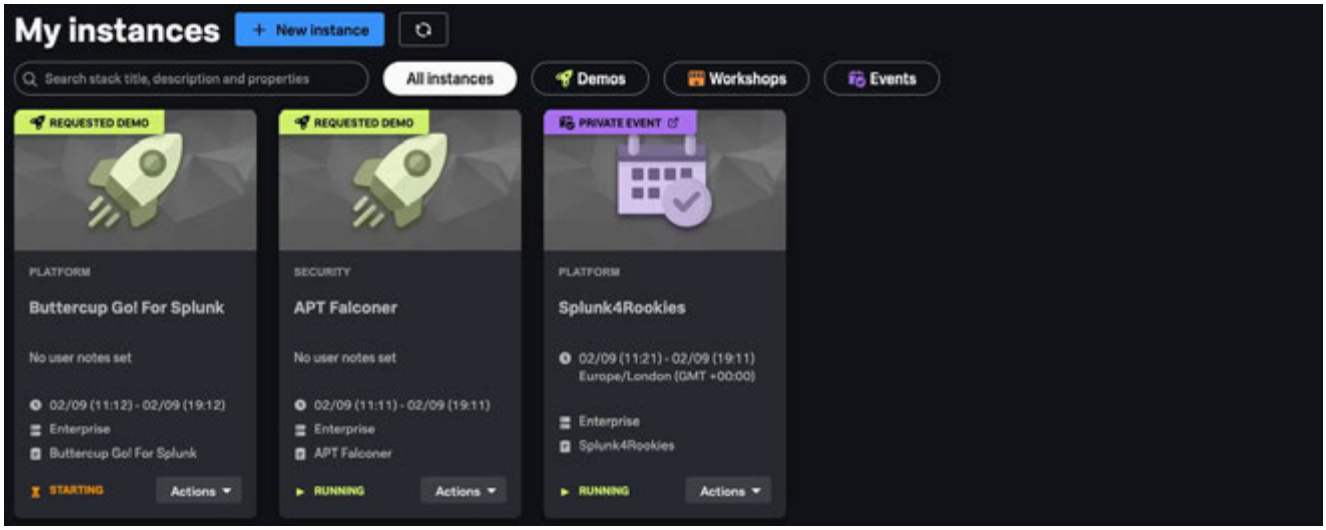
Example of searching using the search bar

- **+ New Instance** button - takes you to the **Select a template** page to browse all Show demo/workshop templates

Cisco Confidential

- **Overview** - includes key statistics about your Splunk Show usage

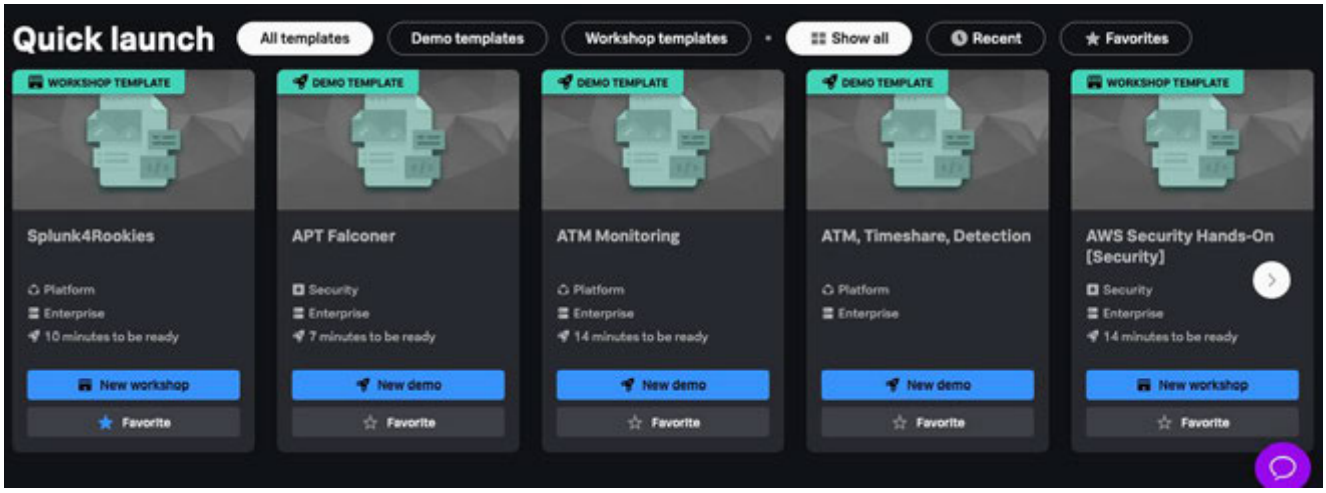
- **My instances** - provides a quick view of your currently running Show instances with the ability to filter by only demos, workshops or events. Click on the **Actions** button on any of the listed instances for quick access to common management tasks for your demo/workshop/event (see Managing a Demo for more information on these actions.)



A list of your current instances along with their status

- **Quick launch** - provides a quick view of the available templates (i.e. demos and workshops) in alphabetical order with the option to filter. Scroll left and right by clicking on the white directional arrows. Any templates that have added as a 'Favorite' will be listed first in this list.

For a full list of templates click on **+ New Instance** at the top of the page.

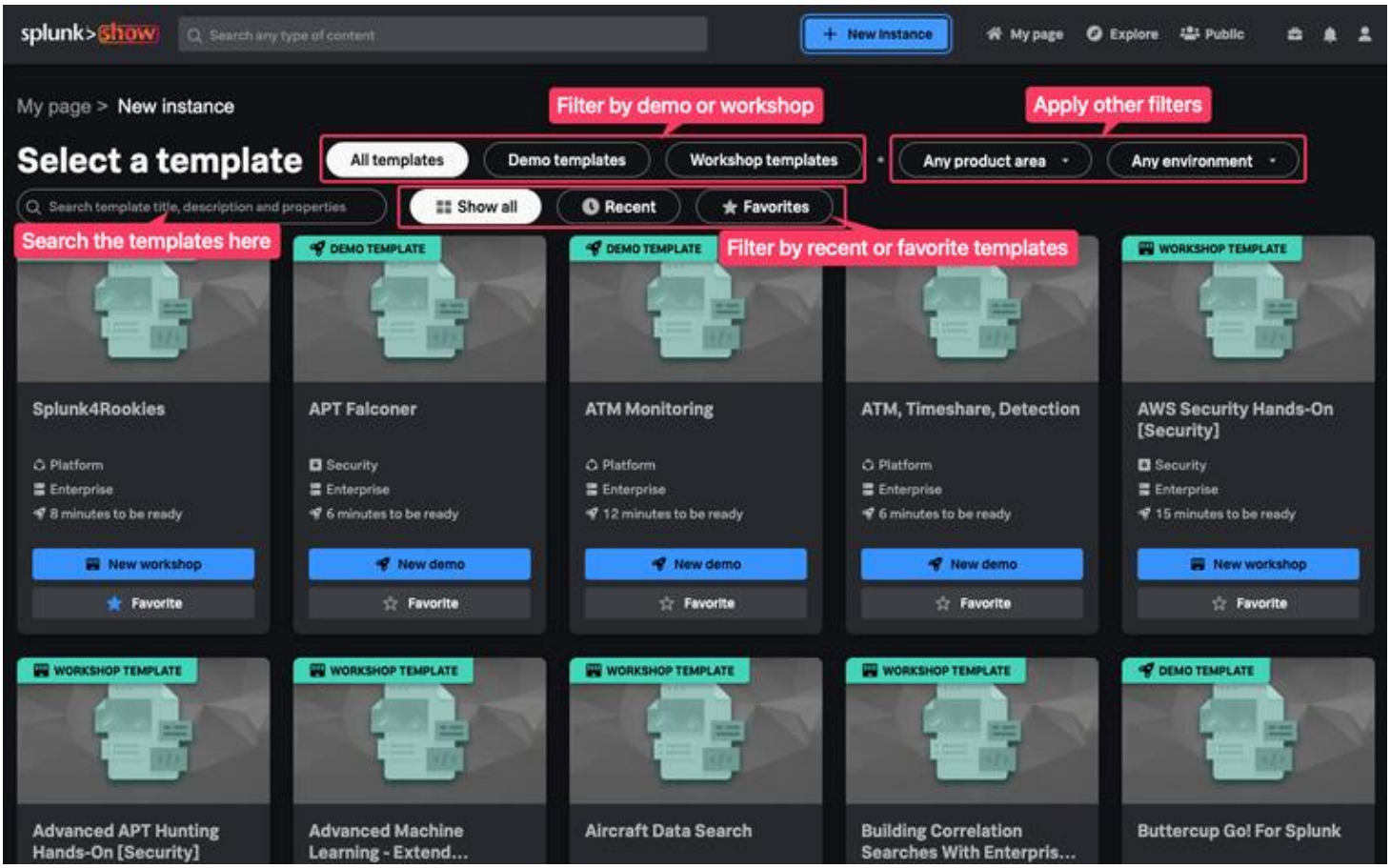


The Home page 'Quick launch' view with a 'Favorite' template shown first in the list

Cisco Confidential

Find a Demo or Workshop (New Instance / Select a Template Page)

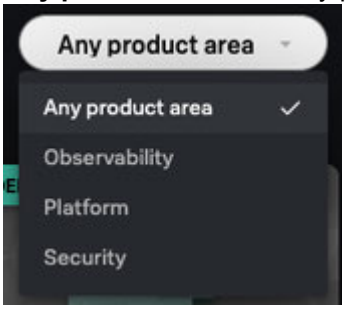
When you click on **+ New Instance** button on the home page you will be taken to the **Select a template** page.



Filter options when searching templates

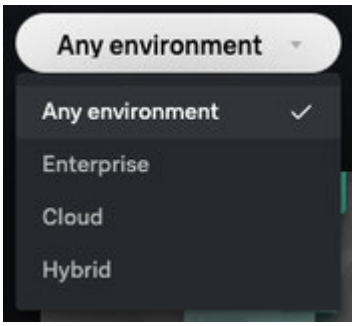
Use the filters at the top of the page to filter the template view depending on the type of content you're looking for. The currently available filters are:

- **All templates** - view all currently published templates
- **Demo templates** - view only demos
- **Workshop templates** - view only workshops
- **Any product area** - filter by product area (security, observability or platform)

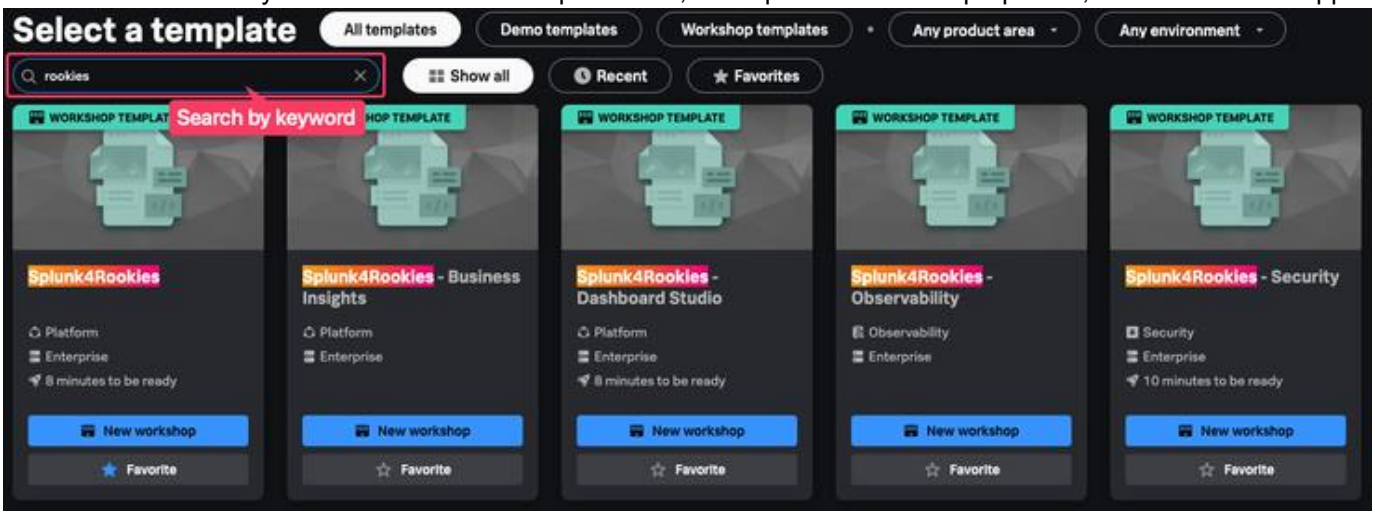


Cisco Confidential

- **Any environment** - filter by the type of demo/workshop environment (Splunk Cloud, Splunk Enterprise or Hybrid which means a mixture of two or more environment types)



- **Search bar** - enter keywords to search the template titles, descriptions and other properties, such as installed apps.



- **Show all** - show all results, not just your recent or favorite templates. Selecting this will override the ‘Recent’ or ‘Favorites' options.

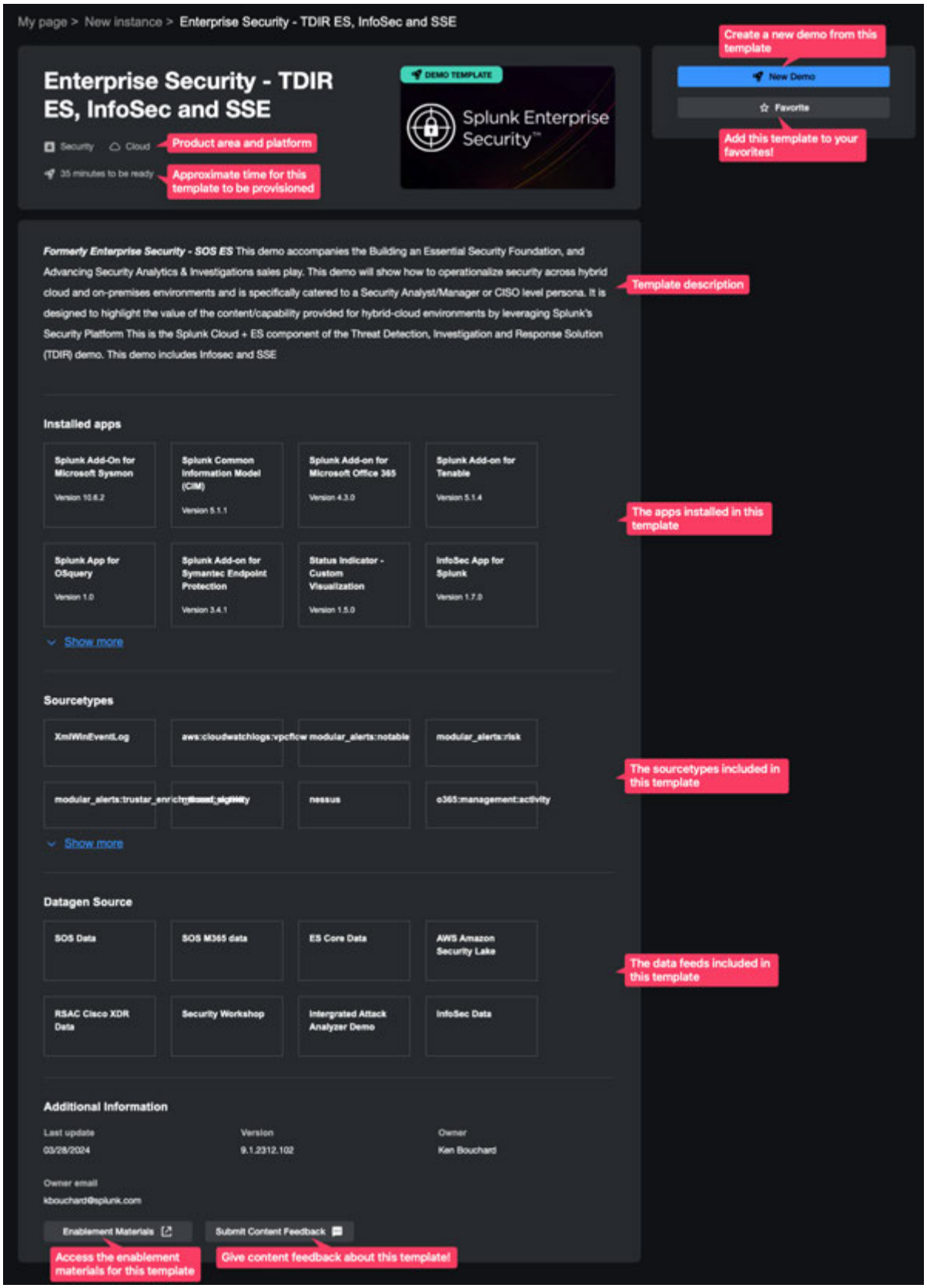
- **Recent** - filters the search results to only show those templates that you recently used. Selecting this will override the ‘Show all’ or ‘Favorites' options.

- **Favorites** - filters the search results to only show those templates that you marked as a ‘Favorite’ (by clicking on the ‘Favorite' button for that template. Selecting this will override the ‘Show all’ or ‘Recent' options.

Cisco Confidential

View Template Information

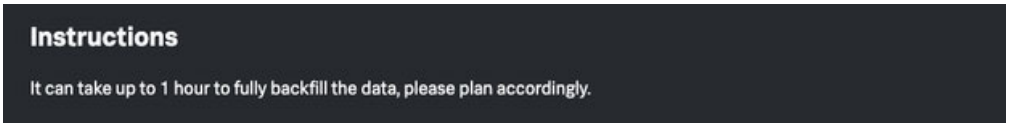
Click on a template tile (not the 'New…' button but the tile itself) to view information about that template.



Example of information presented when viewing a template. Note that not all possible template metadata is shown in this screenshot.

Cisco Confidential

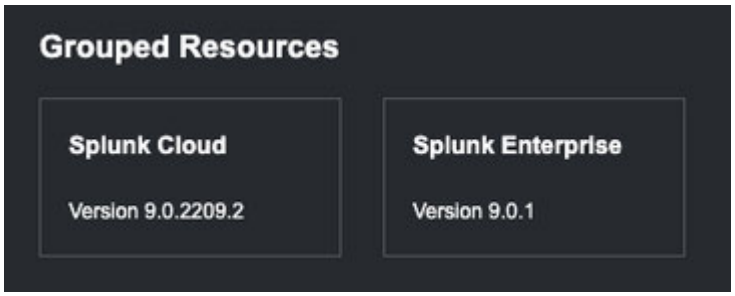
- **Product area** - the product area that this template most closely maps to, i.e. security, observability or platform.
- **Platform** - whether this template leverages Splunk Cloud (“Cloud”), Splunk Enterprise (“Enterprise”) or a mixture of environments, including SCS and SOAR (“Hybrid”).
- **Minutes to be ready** - an approximate time that this template will take to provision. This value is based on recent provisioning metrics and so can vary over time depending on the load being placed on the Splunk Show backend services.
- **Description** - a general description of the template including any important information you need to know about this demo, such as additional configuration required, etc.
- **Instructions** - (only displayed in some templates) outlines any additional instructions that you should know about this template, such as how long data backfill takes to complete before your demo is fully ready to use.



Example of additional instructions included in a demo template.
Not all templates include this section.

- **Installed apps** - (only displayed for Cloud-based templates) displays the Splunk apps installed in this template during the provisioning process.
- **Sourcetypes** - (only displayed for single instance templates) displays the source types included in this template.
- **Datagen Source** - (only displayed in some templates) displays the demo data sets included in this template. Note that ‘friendly’ names are used here, e.g. “InfoSec Data” and specific source type names are displayed under the ‘Sourcetypes’ section (see above).
- **Grouped Resources** - (only displayed in some templates) where a template includes more than one platform type, this section is included to indicate the platforms included and the versions for each.

Grouped resources example 1



Grouped resources example 2

- **Additional Information** - additional useful metadata about the template, including:
  - **Last update** - the date when this template was last modified.
  - **Version** - (only displayed in some templates) the Splunk product version that this template leverages. **Note:** where a template includes more than one platform, for example both a Splunk Enterprise and a Splunk Cloud instance, the version numbers will be displayed under the *Group Resources* section (see above) rather than under Additional Information.

Cisco Confidential

- **Enablement Materials** - a link to the relevant enablement materials for this template, including the demo script.
- **Submit Content Feedback** - send content improvement feedback directly to the content owner by clicking this button and filling out the form in the popup Send Feedback window.

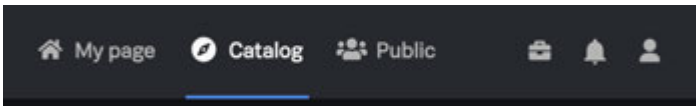
Experiencing Technical Issues with a Show Instance?

The Submit Content Feedback button should only be used for content improvement feedback.

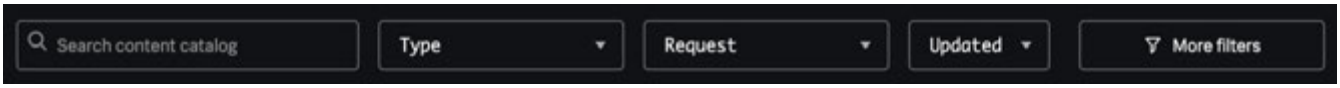
If you are experiencing technical issues related to the running of a Splunk Show demo/workshop - such as instances not spinning up or data not appearing in a specific instance - please raise a support request (see Support Requests.)

Cisco Confidential

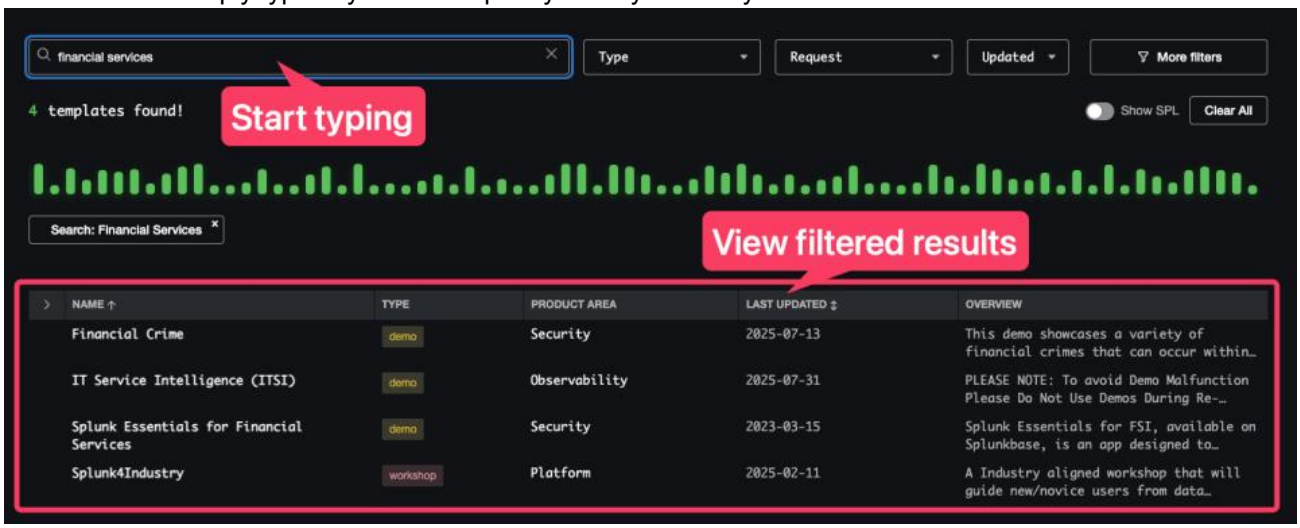
Catalog Page



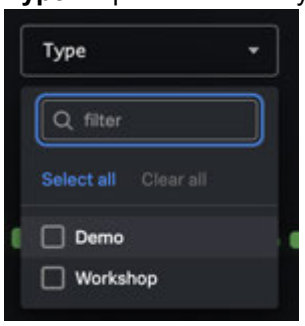
The Catalog page provides a tabular view of all content that you have access to in Splunk Show.



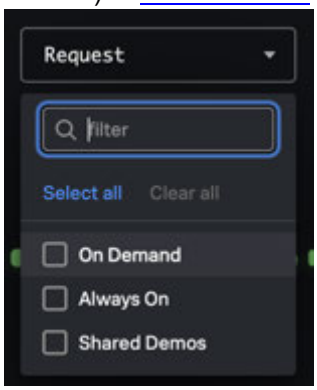
- **Search** field - Simply type key words to quickly and dynamically filter the list.



- **Type** dropdown - Filter by type of content, such as demos, workshops or click-throughs

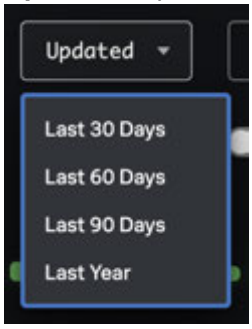


- **Request** dropdown - Filter by the type of request, such as on-demand demos, always-on demos (formerly called “static demos”) or shared demos.

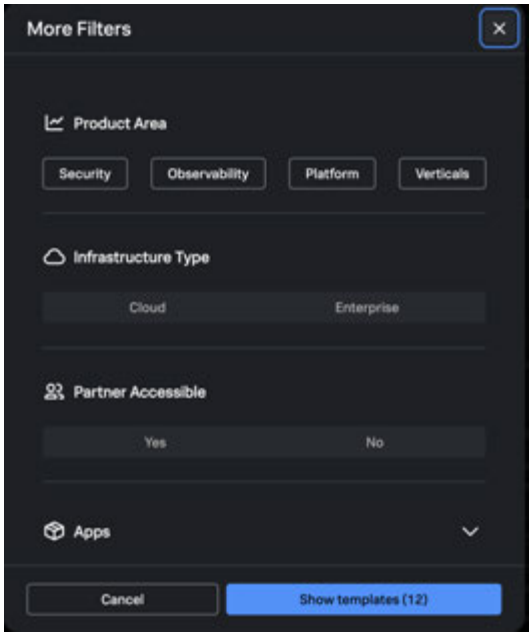


Cisco Confidential

- **Updated** dropdown - Use this to filter by content that was recently updated, such as the last 30 days.



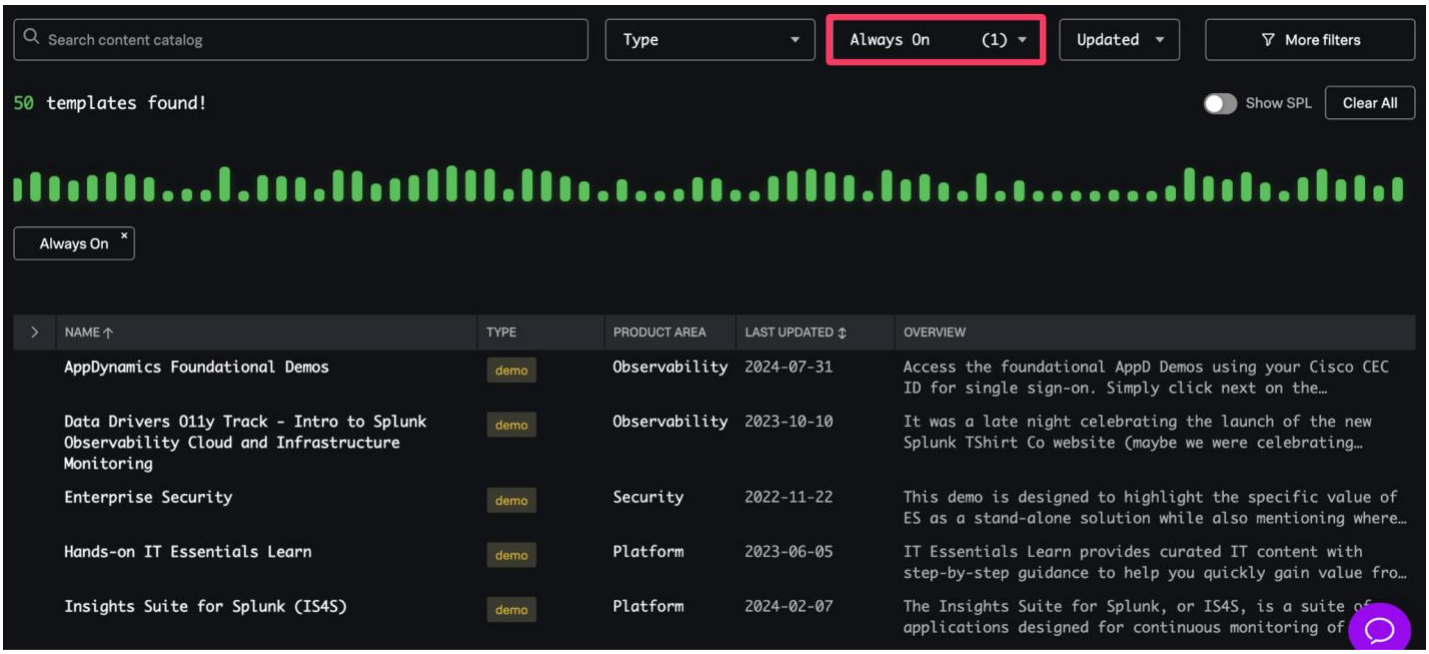
- **More filters** - Provides an additional set of filters to help you further refine the results.



Cisco Confidential

Always-on (Static) Demos

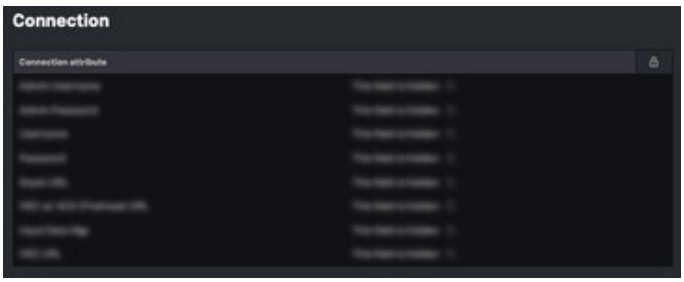
Always on (formerly “static”) demo instances are environments that are always running and can be accessed immediately. You can view the list of always on demos from the **Catalog** page by filtering for “Always On” demos.



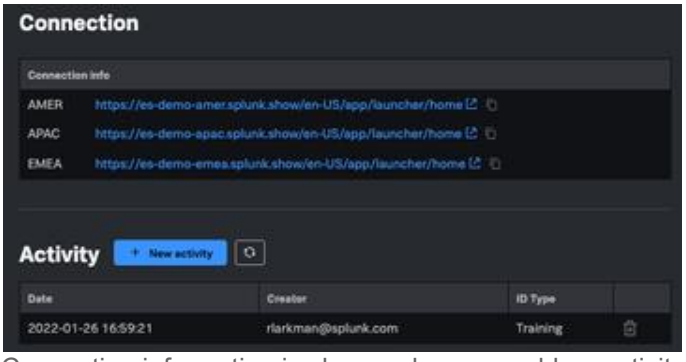
Use the Request filter to view only always on demos

> ⚠ **User Permissions for Always On Demos**
>
> Since always on demos are shared environments, user permissions are typically restricted to prevent accidental changes that could impact other users.
>
> If you need to make changes or customise a demo in any way you should leverage an on-demand demo (see Create a Demo.)

To access an always on demo, click on the demo. You will need to add at least one activity before the connection details become available to you. Click on either **Add activity** or **+ New activity** at the bottom of the page to add an activity and reveal the connection information (see Use Case for information on the activity types.)



Example of blurred connection info on an always on demo



Connection information is shown when you add an activity

Cisco Confidential

Shared Demos

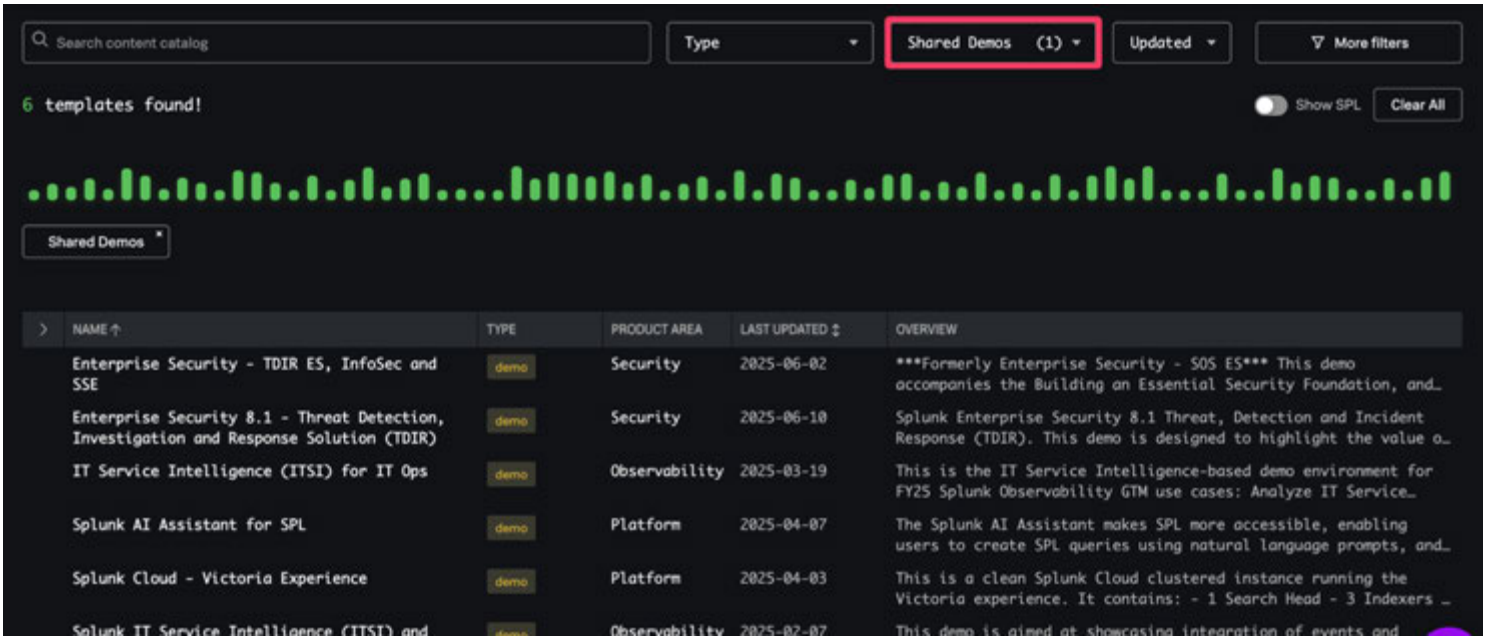
Shared demos are on-demand demo instances that requestors have marked as “shared” (see Demo Details.) This option provides users with quick access to provisioned demos where you would otherwise have to wait for the instance to provision.

You can find shared demos on the **Catalog** page by filtering for ‘Shared Demo’.

👍 Shared Demo Best Practices

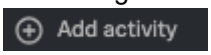
As a best practice, **do not modify the content of shared demos**. Since any number of users may be leveraging the demo at any given time, it is best to keep it as standard as possible.

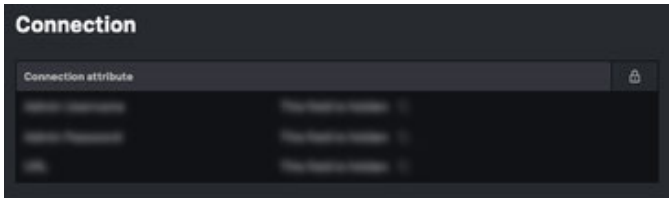
If you need to customise the demo content for a customer, you should request a new instance (see Create a Demo.)



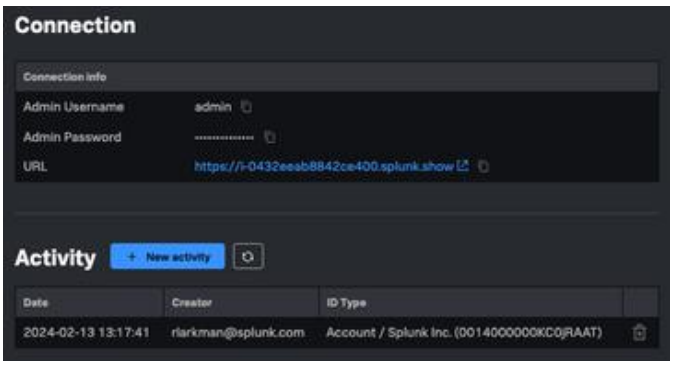
Example of shared demos displayed on the filtered Catalog page

To leverage a shared demo, click on the demo and add an activity to reveal the user credentials for the instance.





Example of blurred connection info on a shared demo



Connection information is shown when you add an activity

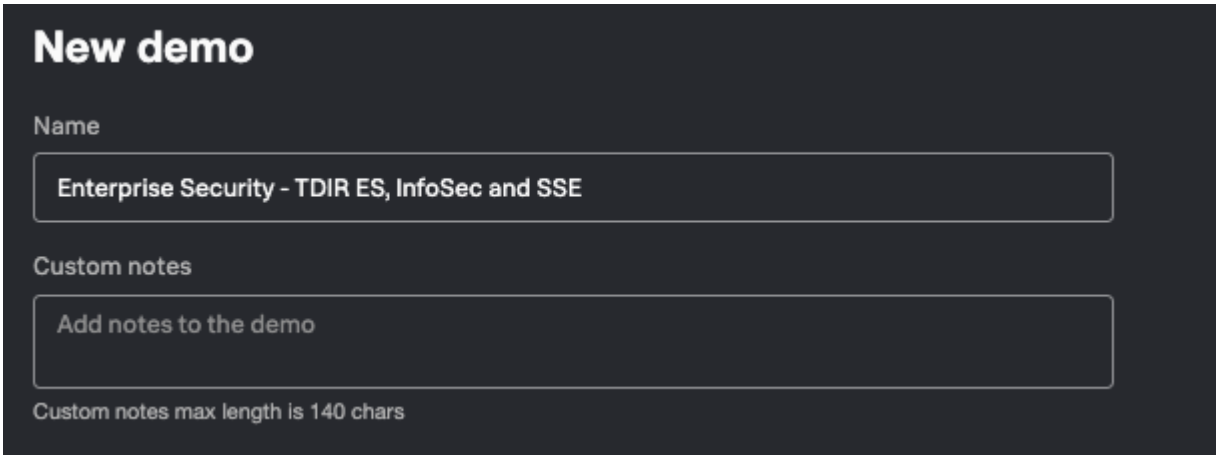
Cisco Confidential

Create a Demo (New Demo Page)

When you click on the **New demo** button for a demo template you are taken to the **New demo** page with the following options available to you:

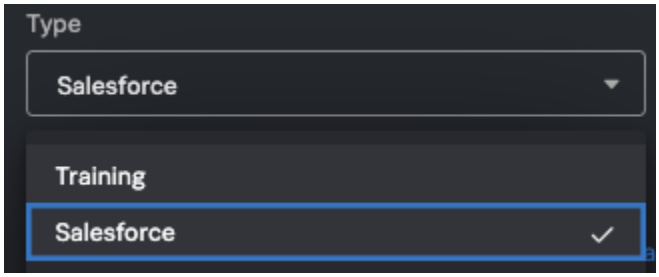
Note: These options may vary by template

New demo



- **Name** - the customizable name of the demo instance
- **Custom notes** - a free text field for any internal notes related to this demo

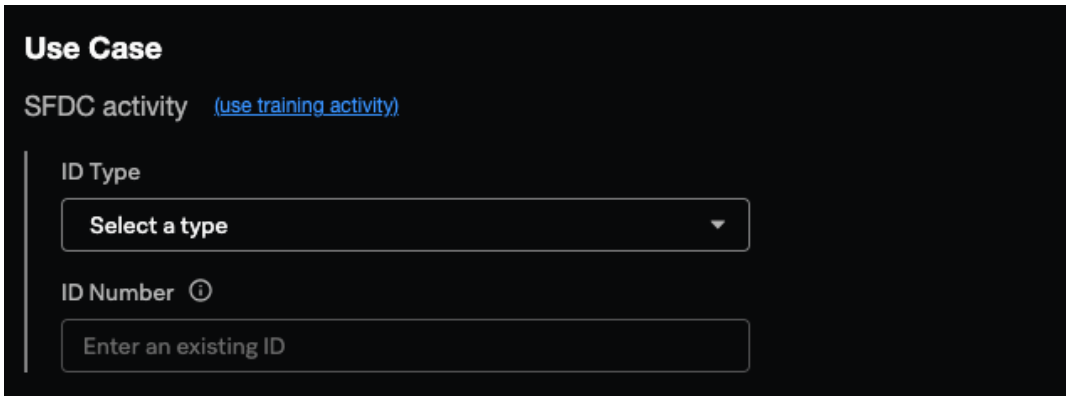
Use Case



The reason for the demo instance, which has three options:

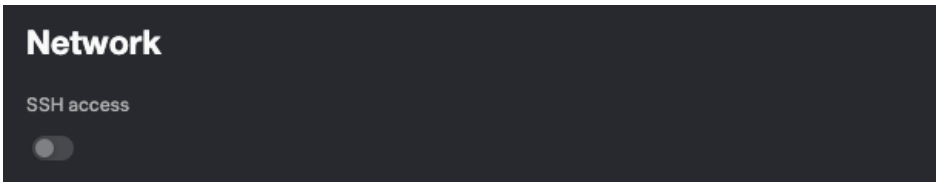
- **Training** - (not suitable for customer facing activities) the demo instance is for learning the demo. When you select this option the following limits will apply:
    - You will be limited to only 1 instance per demo/workshop template in Show
    - You will be limited to a maximum runtime of 1 day
- **SFDC (Salesforce.com) activity** - the instance is being spun up for a customer-facing activity related to one of the following Salesforce entities:

Cisco Confidential



- **ID Type**
  - Account
  - Opportunity
- **ID Number** - Simply enter the name of the customer you are running the demo for - no formal Salesforce ID is required.

Network



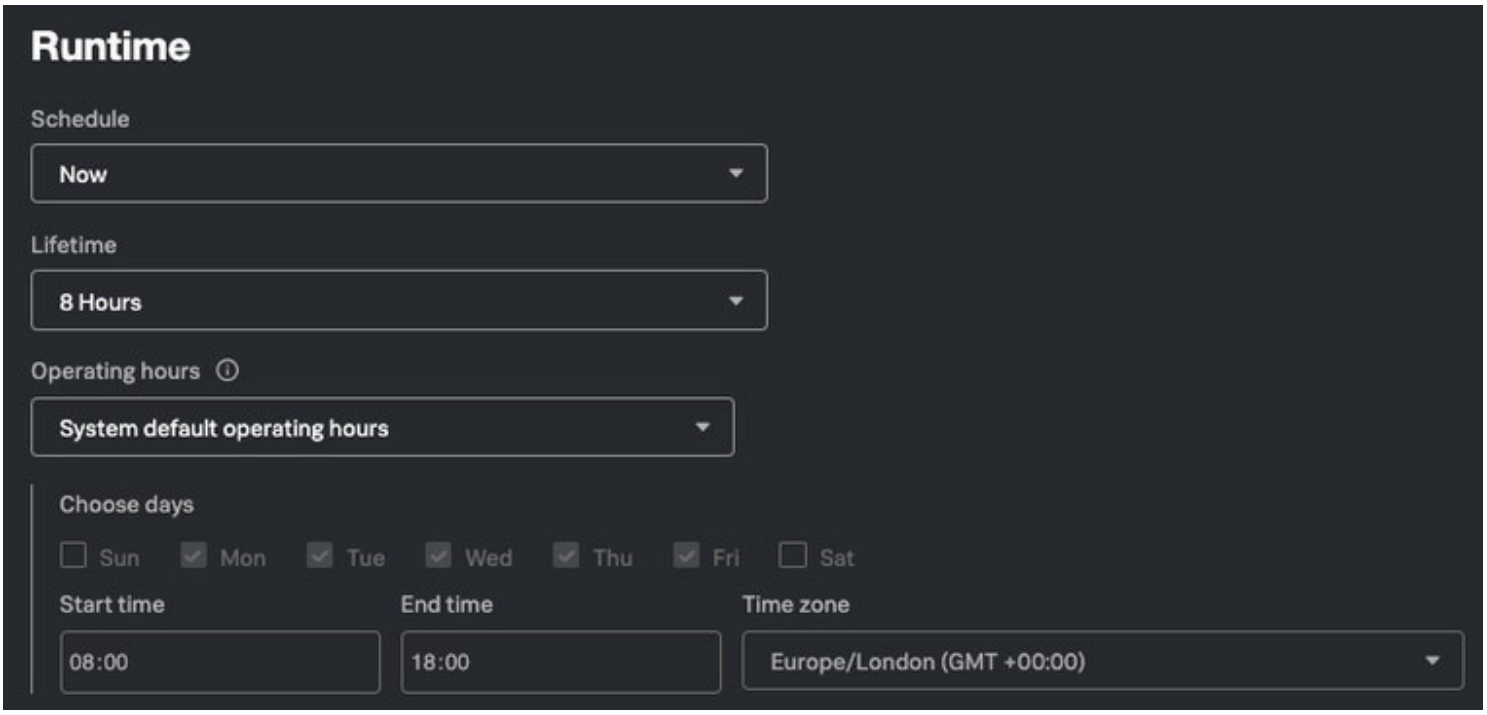
- **SSH access** - (only available on some Some Enterprise based templates) this option allows you to enable SSH access to the instance. Once enabled, the SSH access information will be available under the instance details alongside your Splunk login credentials.

Considerations when enabling SSH access

- For security reasons SSH access for demo instances **requires a full tunnel VPN connection**. Split tunnels ("Best Available") will not work for SSH.
- Due to the VPN requirement SSH access is **not available to partners**.
- SSH access in Splunk Show uses **port 2222** instead of standard port 22.
- SSH is **not available for Cloud instances**, as the Cloud Orchestration (CO2) service does not allow user/pass authentication to its instances. This is noted within the Splunk Show UI.

Cisco Confidential

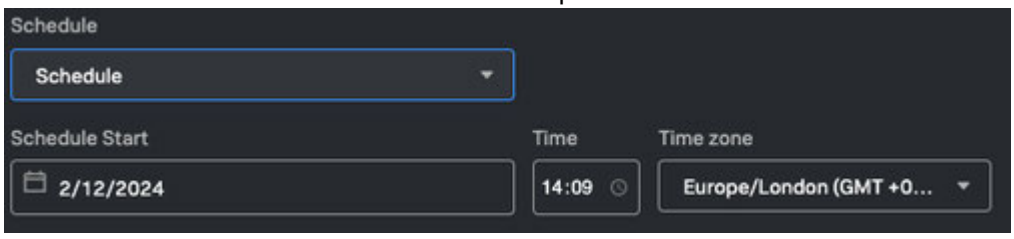
Runtime



Provides options to customise the running schedule for your instance(s).

Options include:

- **Schedule** - select whether you want your demo to be spun up
    - **Now** - spins up the demo immediately
    - **Schedule** - enter a future date/time to have Show schedule the provisioning
      If you select Schedule you have the following additional options:
        - **Schedule Start** - the date when your demo will be spun up
        - **Time** - the time (on the 'Schedule Start' date) when your demo will be spun up
        - **Time zone** - the time zone for the 'Time' value provided



Options available when scheduling an instance

- **Lifetime** - the Time-to-Live (TTL) for your demo (minimum of 2 hours, maximum of 14 days.)

  Note: If you select 'Training' for your use case you will be limited to a maximum lifetime of 1 day. If you need the demo to run for longer, enter a Salesforce activity for the use case.

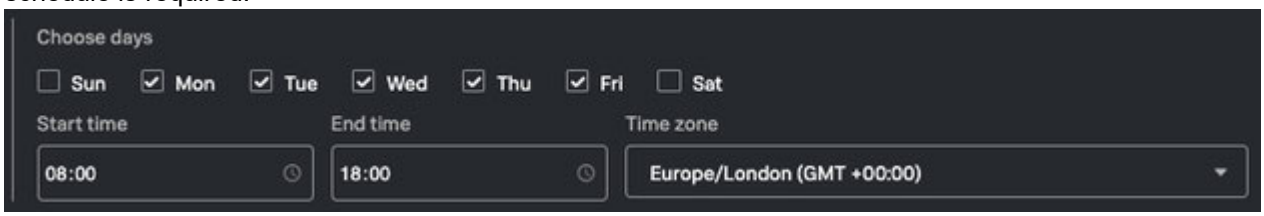
Cisco Confidential

- **Operating hours** - (can only be changed on Splunk Enterprise based templates) this allows you to create a custom schedule for the instance, selecting the days and time window you would like to have the instance available. Once selected, Splunk Show will automatically pause/restart the instance at the scheduled time.

Splunk Cloud based templates

Splunk Cloud instances must run 24/7 and their operating hours cannot be customized. This is noted within the Splunk Show UI.

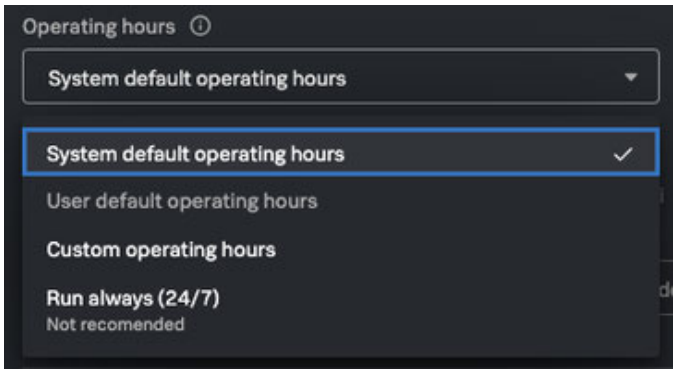
- The available time window selections are:
    - **System default operating hours** - this is the default choice, which will set a typical business hour schedule from 8:00AM-6:00PM localized for your timezone (as reported by the browser).
    - **User default operating hours** - Within Account Settings > Preferences > Scheduled Instances, there is a place to set a user-defined schedule if you operate outside of typical business hours or have use cases that require different time windows.
    - **Custom operating hours** - this option is to set a schedule for that specific instance in cases where a one-off schedule is required.



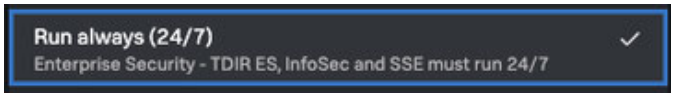
Example of using 'Custom operating hours'

If you select Custom operating hours you have the following additional options:

- **Choose days** - select the specific days of the week and hours of the day when you want your instance(s) to run. Please consider the cost implications of running instances for extended hours.
- **Run always (24/7)** - the instance will not follow a schedule and will remain online the entire specified time. Note that Splunk Cloud stacks can only run 24/7.



Available options for instance 'Operating hours'



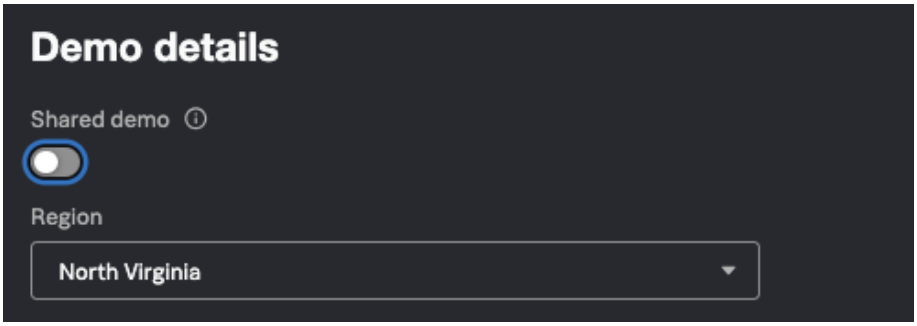
Example message where a template is Cloud based and the schedule cannot be customized

Time Formats

Cisco Confidential

Splunk Show displays time in either 12 or 24 hour format, according to your OS and browser settings. If you wish to change from one format to another please adjust these settings in your OS/browser.

Demo Details



- **Shared demo** - select whether this demo will be shared with other Splunk Show users. Enabling this will make this demo visible to all Splunk Show users under the **Shared** demos section. (see Shared Demos)**.**

Shared Demos

Shared demos are visible and accessible to all Splunk Show users. Their lifetime (TTL) can also be extended by anyone, though only the creator is able to stop them.

- **Region** - the AWS region that your instance will be provisioned in. Defaults to **North Virginia** but the default setting can be adjusted under Account Settings > Preferences > Preferred Region.

Total Cost to Splunk

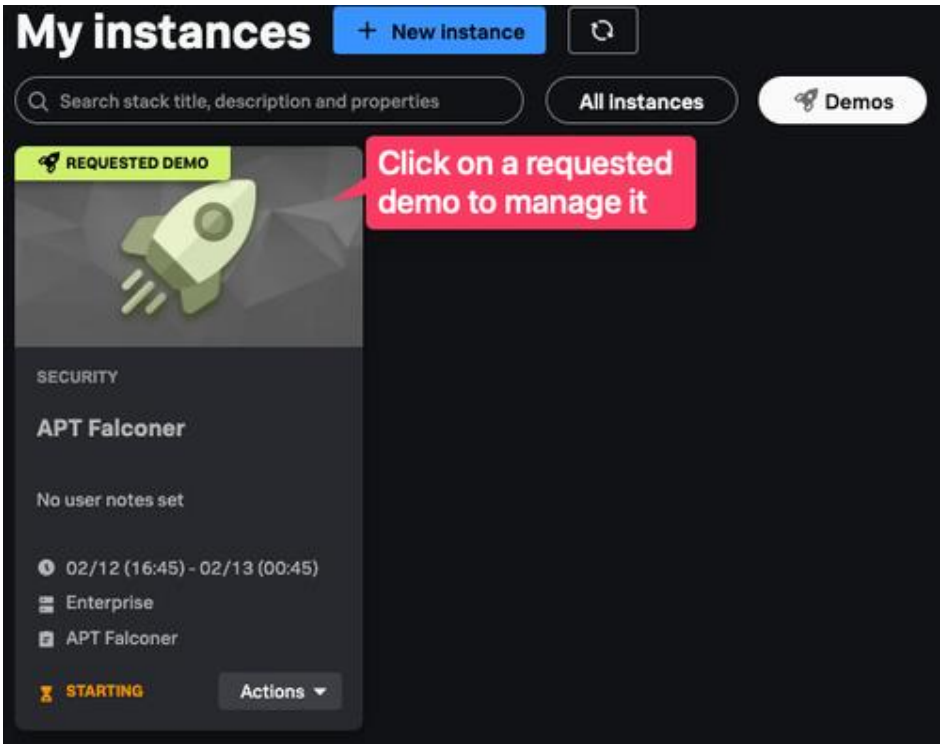
- **Total Cost to Splunk** - an estimated cost per instance (to Splunk) of running the demo with the current settings. Reduce this number by customising the **Runtime** settings where possible (see below).

- **New Demo** - button to create your demo once all mandatory fields on this page have been completed.

Cisco Confidential

Managing a Demo

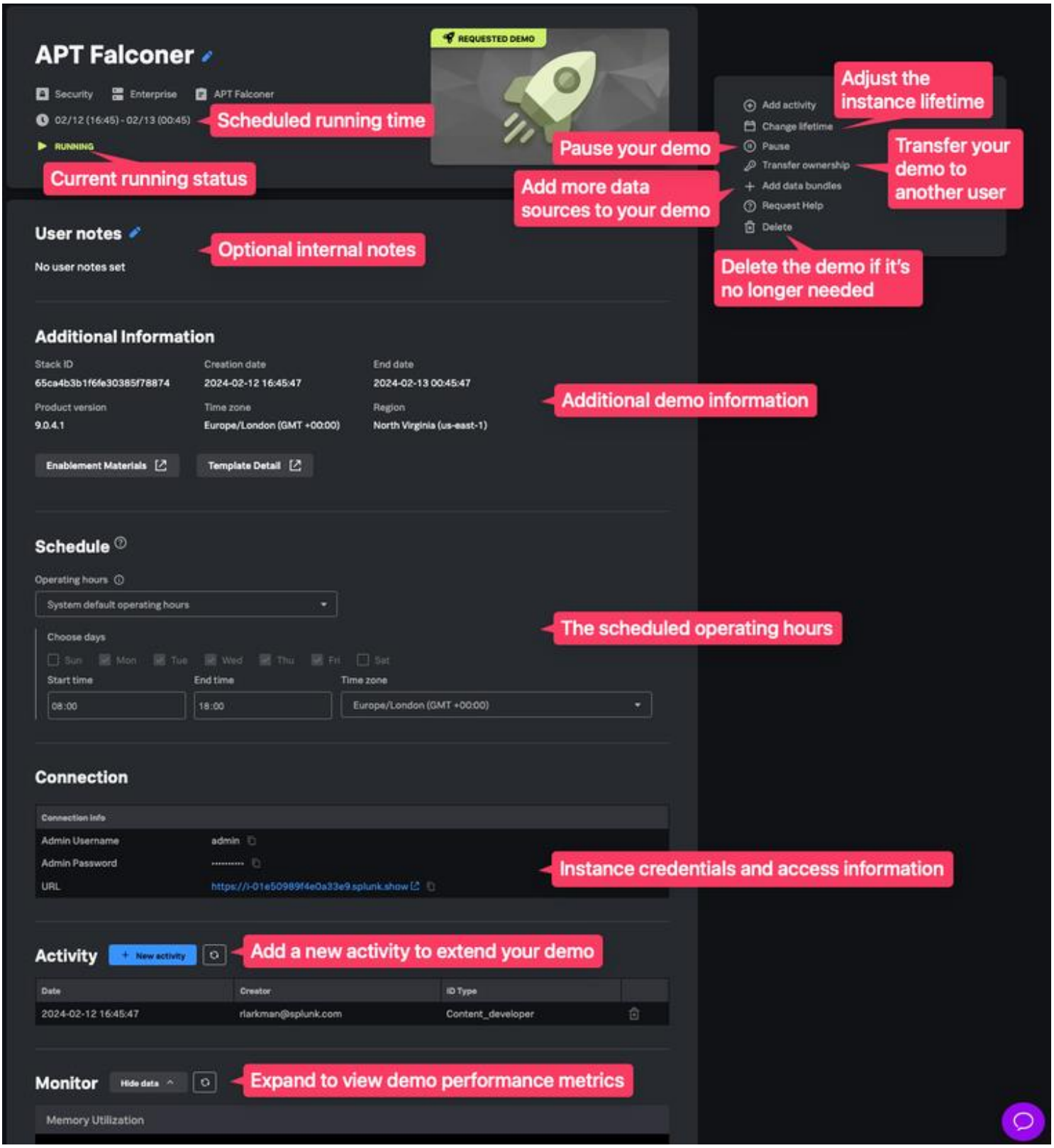
To manage a demo, locate the requested demo on the home page under **My instances** and click on the requested demo.



Click on a demo to access the management view

You will be presented with the management page for your demo.

Cisco Confidential



Example of a management page for a running demo

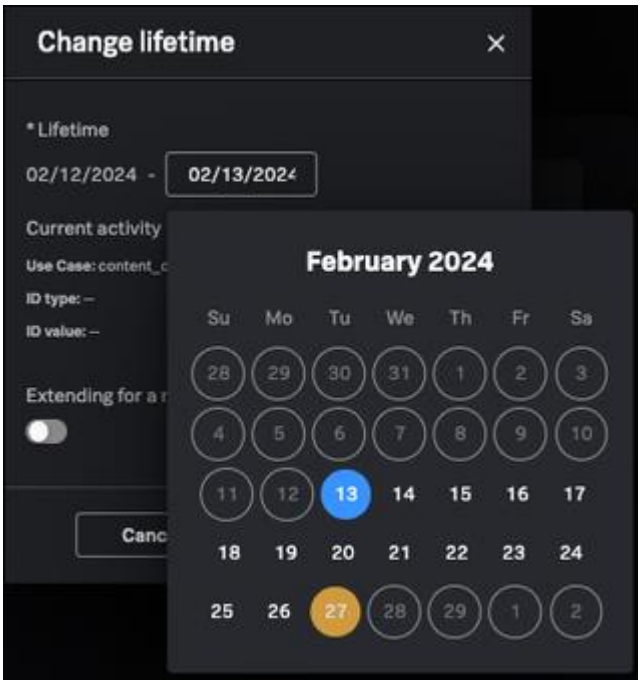
Much of this page is self-explanatory but please note the following options:

Cisco Confidential

Extend Instances (Change lifetime)

Change lifetime

Extend an instance by using the **Change lifetime** option. When extending instances, the status of the demo/workshop will briefly change to PENDING while the lifetime value is updated, and will return to the RUNNING state when the extension is complete.



Select a new termination date for your instances using the Change lifetime option

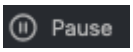
The normal process of extending up to 14 days for SFDC activities has not changed, however, a new range will now appear in the time picker that expands outside of the "allowed" range that will send a request to the Splunk Show team to approve the request.

14 day Limit for Extending Cloud Instances

Cloud-based demos - such as those which leverage Splunk Cloud Platform, SOAR or Splunk Cloud Services (SCS) - can only be extended a maximum of 14 days each time. While there is no limit to the number of times you can extend a Cloud instance, you can only do so in 14 day increments.

Cisco Confidential

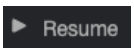
Pause Instances



(Only available for Splunk Enterprise instances) Use the **Pause** option to temporarily pause the instance(s). This will put the demo into a SUSPENDED state.

When suspended, the instance is taken offline and will not be accessible until it is restarted. This is particularly useful in cases where demos or workshops don't complete in the initial meeting and are required for a follow-up but aren't needed in between. A great use case here would be for running customer workshops where only part of the work gets completed. The instances can be suspended and then restarted when it is time to meet with the customer again.

Resume a Paused Instance



When a demo instance is paused (i.e. a "SUSPENDED" state) the **Pause** option will be replaced with a **Resume** option. Click on this button to unpause/resume your demo. Doing so will override the runtime schedule that you set for your demo and will bring your instance back online. Note that Show will still pause/suspend your instance when it reaches the next suspend time as outlined in your runtime schedule.

Example: If your demo is set to run 09.00--18.00 for several days it will suspend at 18.00 each day. If you were to manually resume the stack in the evening on one of those days the demo will come back to a RUNNING state and will continue to run through until 18.00 the next day when Show will suspend again as per the schedule.

Running Costs

A paused instance only incurs a minimal cost for the storage volume, saving 99% over a running instance in most cases!

Instance Control Considerations

If you need to access an instance outside of the scheduled operating hours, there are two options:

- Manually resume the instance - Pausing an instance within the scheduled operating hours will put it into a suspended state until the next scheduled start time. The opposite is the case as well: resuming/unpausing an instance outside of the operating hours will leave it online until the next scheduled stop time.
- Use Run Always (24/7) - If you need to have full control of the instance schedule, you can change to Run Always (24/7) to remove the schedule completely. You can set this either during the creation step or after the instance is online.

A paused instance will not run any associated data generation tasks, meaning when the instance comes back online, there will likely be gaps in the dashboards for the time during which it was suspended. While this will affect some demos and workshops, it will not affect those with static datasets, or those that run bulk data backfills on startup.

Cisco Confidential

Reboot Instances

Reboot

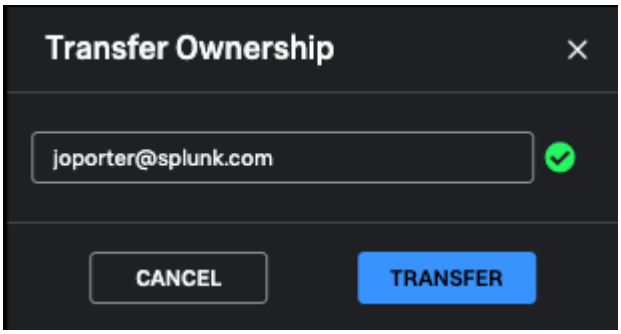
(Only available for Splunk Enterprise instances) Splunk Enterprise-based demo instances can be rebooted at any point from the moment you request them. This applies to both the provisioning process (i.e. if the stacks errors out or is stuck in STARTING for a long time) and if the instance is already RUNNING but has become unresponsive.

To reboot a demo instance navigate to the demo's management page and click **Reboot**.

Transfer Ownership

Transfer ownership

You can transfer the ownership of a demo or workshop instance to another user of Splunk Show. A transfer request is then sent to the requested new owner where they can accept or reject the transfer.



Enter the new user's email to transfer ownership

Add More Data Sources to Your Demo (Data Bundles)

+ Add data bundles

Data bundles are datasets that you can add to your demo instance. Examples include:

- AWS Content Pack
- Microsoft Azure Content Pack
- Palo Alto App Dashboard Samples
- Unix-Linux Infrastructure Overview for IT Essentials Work
- Windows Content Pack Dashboard Samples

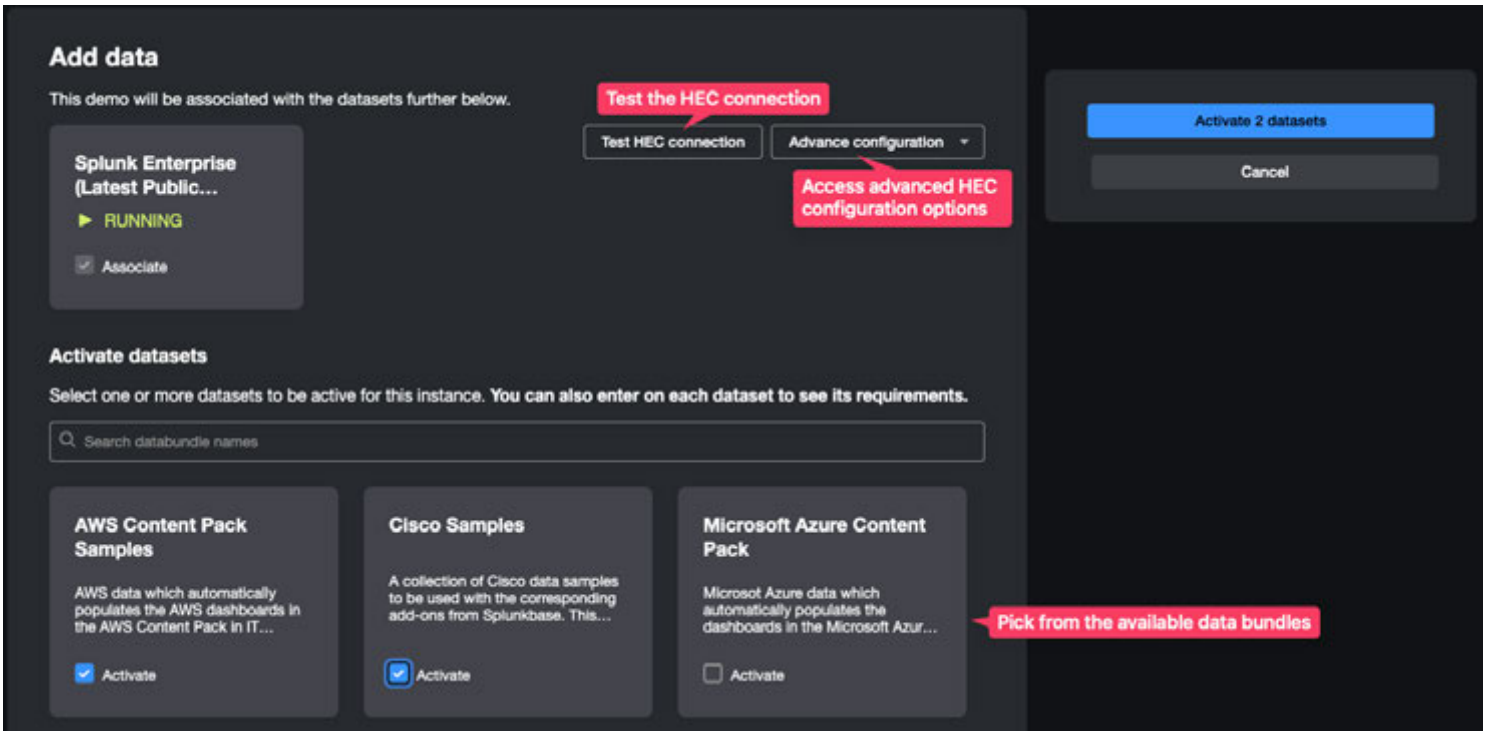
Activate a Data Bundle

Once your HEC token is enabled, browse to the management page of your running demo (i.e. click on the running demo from the home page) and click **+ Add data bundles**. This will display the **Add data** page.

Add data bundle option greyed out?

Instances must be in a RUNNING state to access the + Add data bundles option. If your instance is still in provisioning or is currently rebooting then this option will be grayed out.

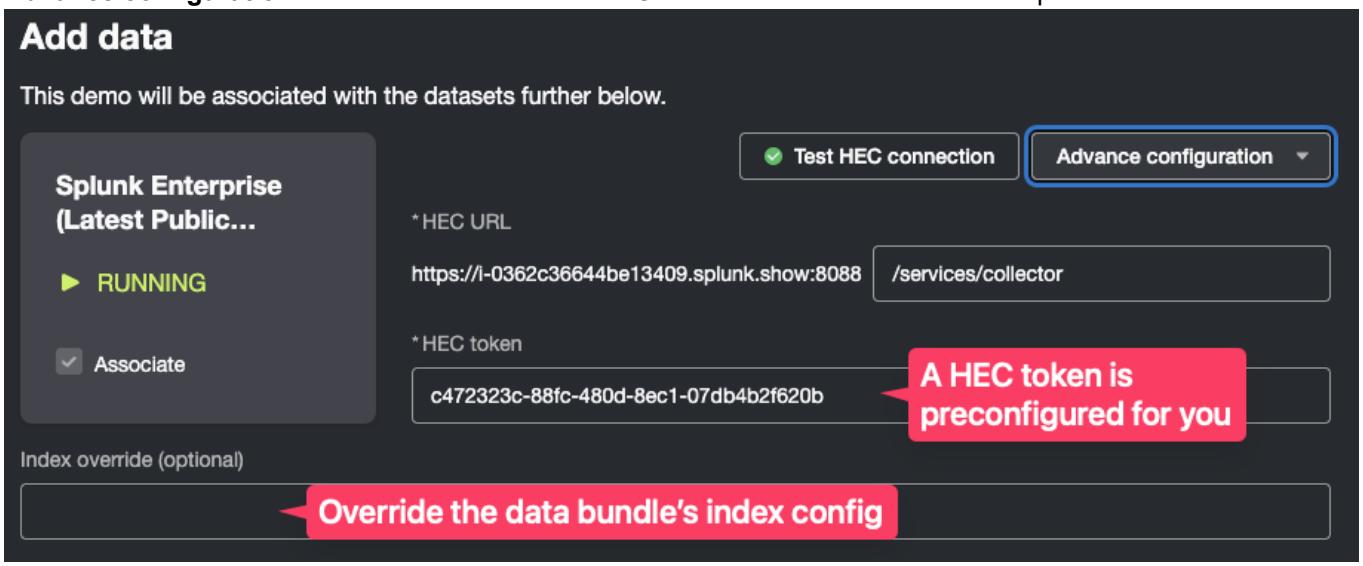
Cisco Confidential



Example of adding data bundles to a RUNNING demo instance

- **Test HEC connection** - click this button to test the preconfigured HEC endpoint and token. A green tick will appear to indicate that HEC is configured and working.

- **Advance configuration** - click this button to view HEC information and customisation options.



Viewing HEC advanced configuration options

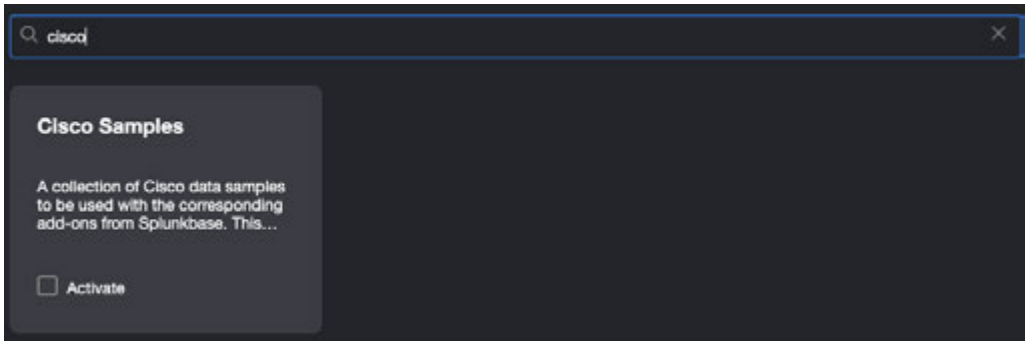
  - **HEC URL** - the HEC endpoint for the instance. You can optionally edit the endpoint URL if required, e.g. if you wish to send raw data to this endpoint.
  - **HEC token** - the preconfigured HEC token for this instance. This can optionally be edited if you wish to use a different HEC token for this data bundle.

Cisco Confidential

- **Index override (optional)** - if you wish to override the index that the data will be sent to enter the name of the index here. If this field is blank the data will be stored in the index(es) defined in the data bundle.

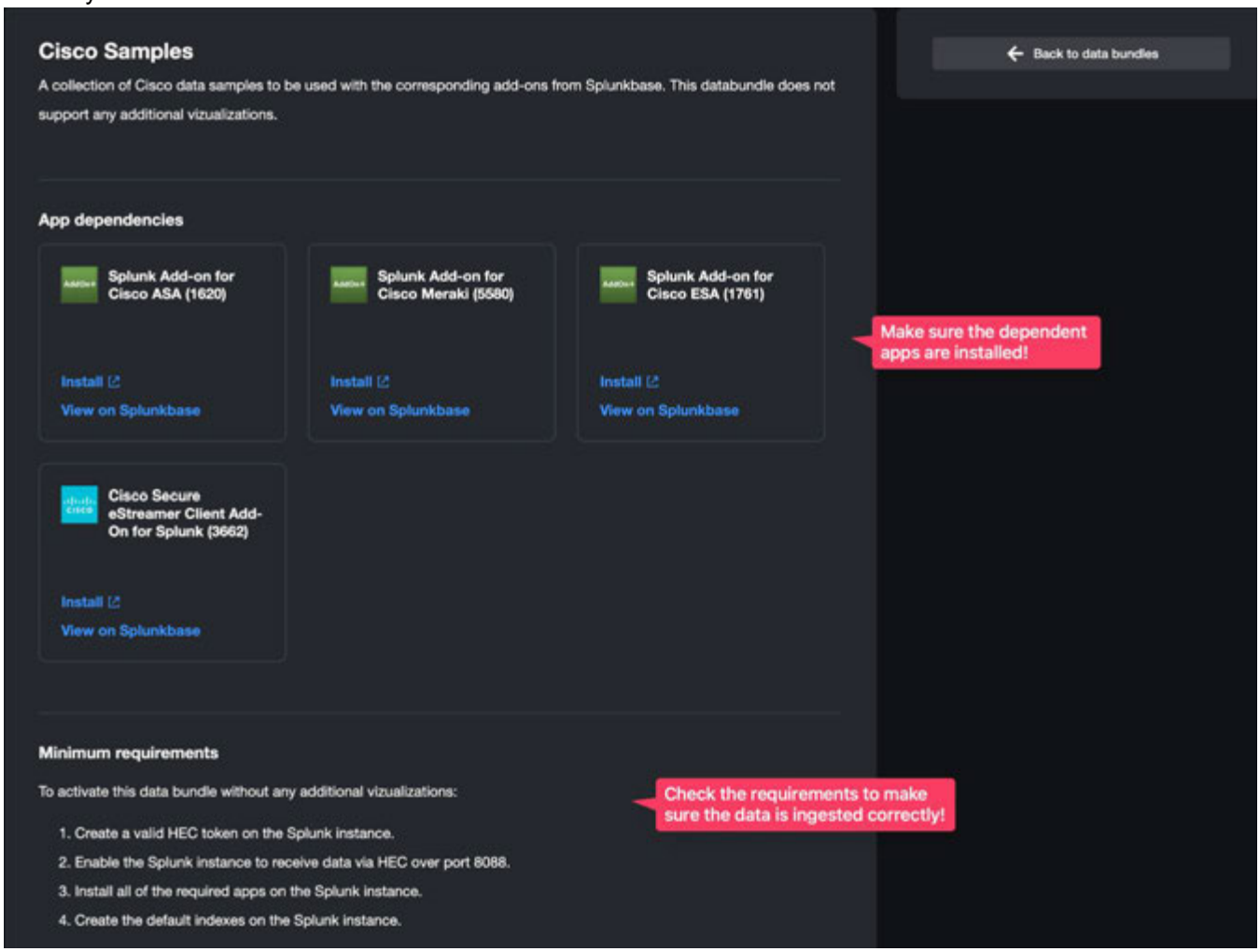
- **Activate datasets** - the available data bundles.

  Type keywords into the search bar to search the available data bundles.



Type keywords to search the data bundles

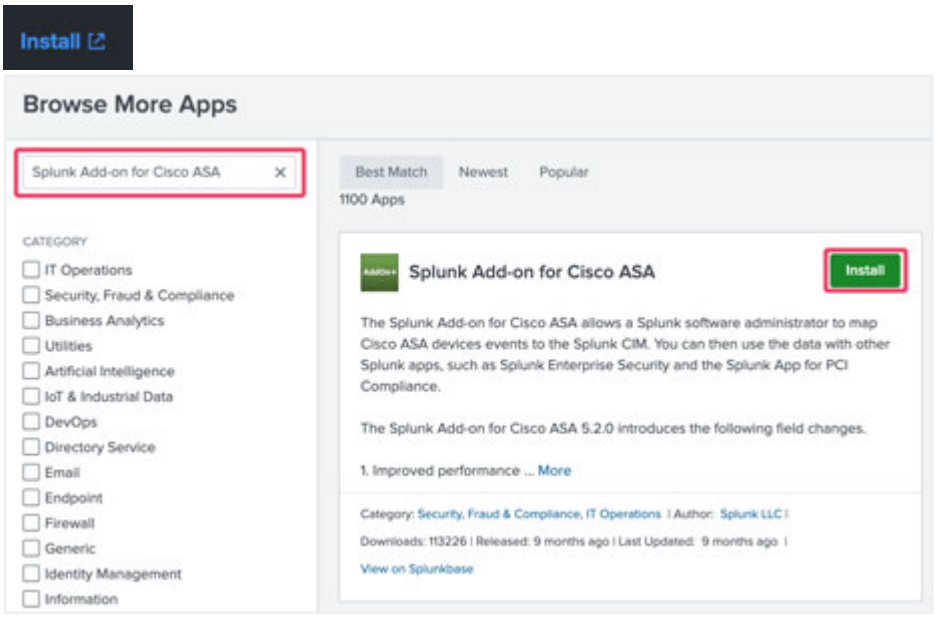
Click on a data bundle tile to view detailed information about app dependencies and any additional setup required, such as any indexes you need to create. Be sure to follow these instructions to ensure that the data onboards correctly!



Example of a data bundle page showing app dependencies and setup information

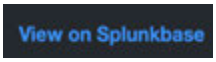
Cisco Confidential

App dependencies - click on **Install** to view the app within Splunk's native app installation view.

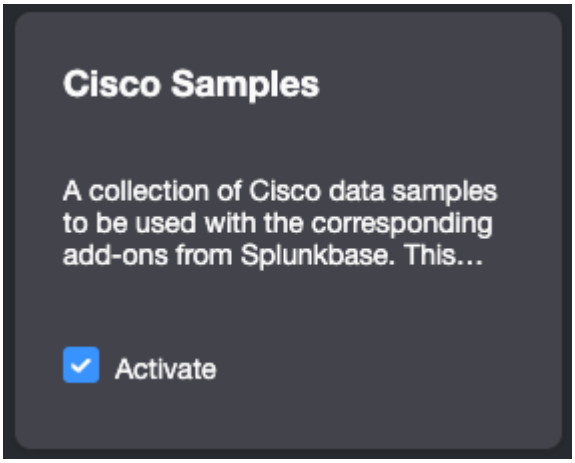


Clicking on 'Install' for an app dependency will take you to your Splunk instance and populate the app in the search box

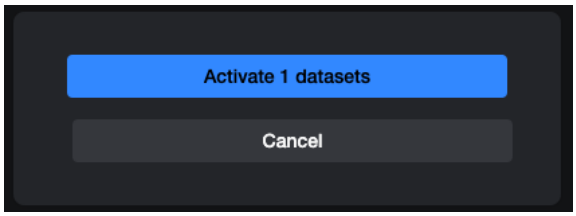
Click on **View on Splunkbase** to navigate to the app's Splunkbase page where you can find more information about the app and also download it locally.



To activate a data bundle, toggle the **'Activate'** check box on the tile and click the **Activate x datasets** button in the top right to apply your changes.



Toggle 'Activate'



Activate the selected bundle(s)

Cisco Confidential

Activating and Deactivating Data Bundles

Due to the way data bundles work, when you activate or deactivate a data bundle your instance will temporarily display as STARTING in Show. Your instance should show as RUNNING after the changes have been made.

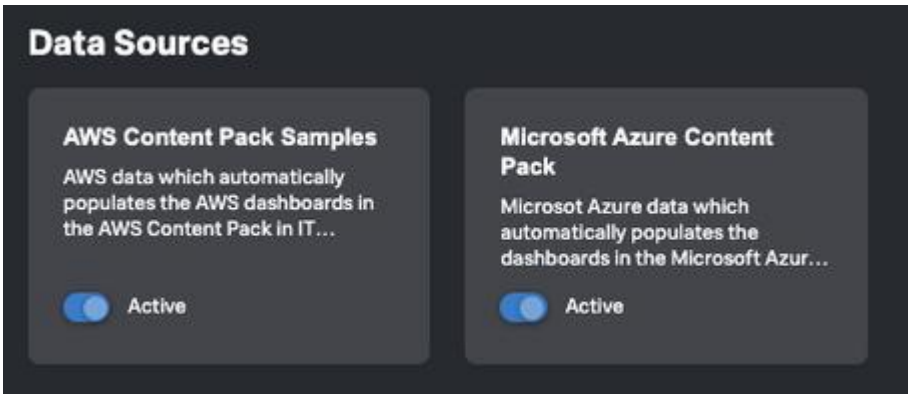
Data Bundle Setup

Please note that activating a data bundle in Show is just one step in the process - you will need to install the required apps/TAs and create indexes in order for the data to ingest correctly!

Check the details for each data bundle when activating it to make sure you have all the prerequisites complete!

Managing Active Data Bundles

When you add one or more data bundles to a demo you will see a **Data Sources** section on the management page for your demo.



A Data Sources section is added to your demo page when you add data bundles

Need to Edit a Data Bundle?

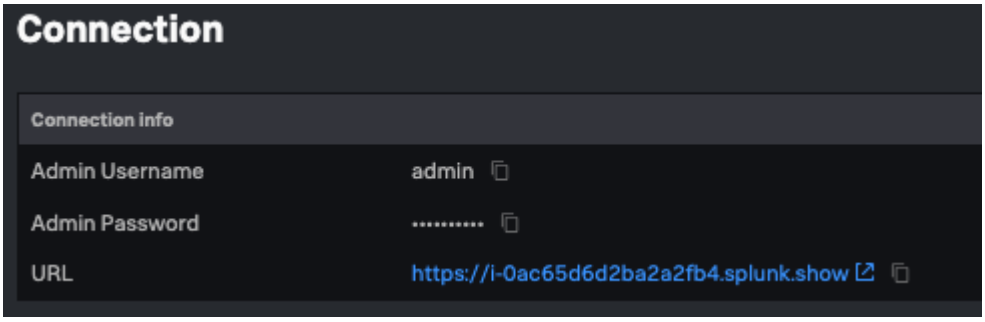
You cannot edit a data bundle once it is active.

If you need to edit a data bundle - such as to change the HEC token information - you need to deactivate the data bundle entirely and add a new one (see Activate a Data Bundle.)

Cisco Confidential

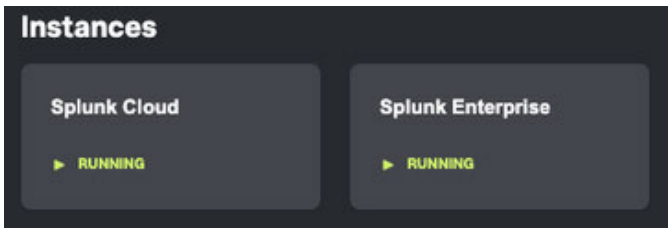
Accessing Demo Connection Information

Locate the requested demo you need to access on the home page under **My instances** and click on the demo. This will bring up the demo management page. Scroll down to the **Connection** or **Instances** section to view the connection URLs, usernames and passwords for your demo.

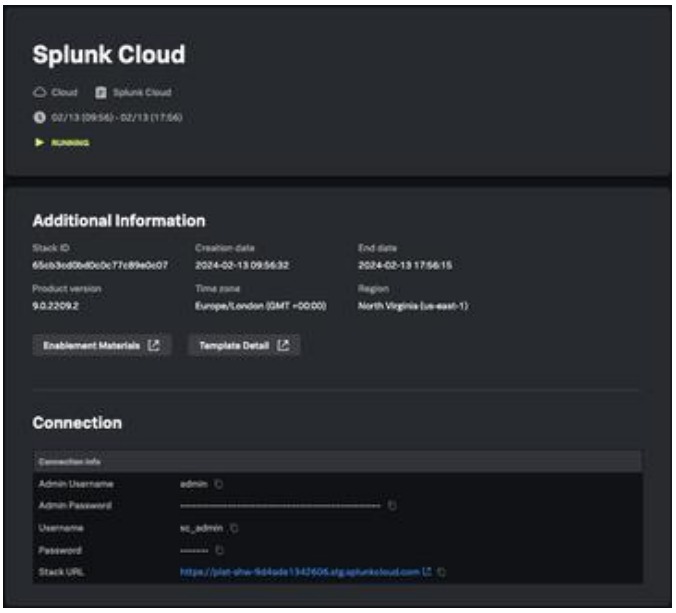


Example of connection information for a demo instance

For demos that feature multiple instances, this section will be called **Instances** and will display a tile for each instance. Clicking on the instance tile will present you with the full connection information for that instance.



Example of a demo with multiple instances



In a demo with multiple instances, click on the tile to view connection information for that instance

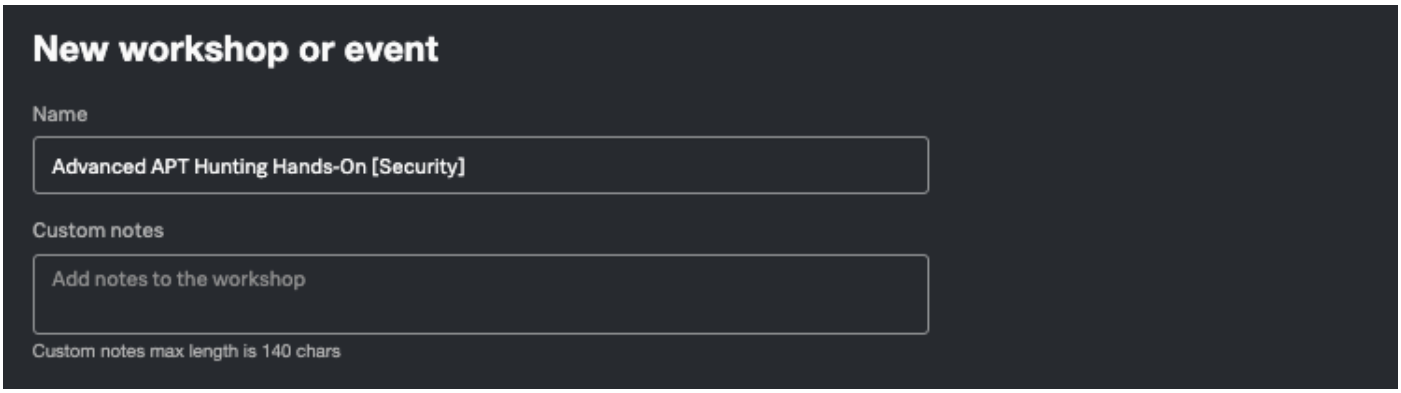
Cisco Confidential

Creating a Workshop/Event (Create Workshop Page)

Workshops are designed as hands-on environments for groups of participants, led by Splunkers and Technical Partners. An ‘event’ is a type of workshop in Splunk Show that requires users to enrol in the workshop using a splunk.com account and provides a self-service method for participants to access their workshop instance information.

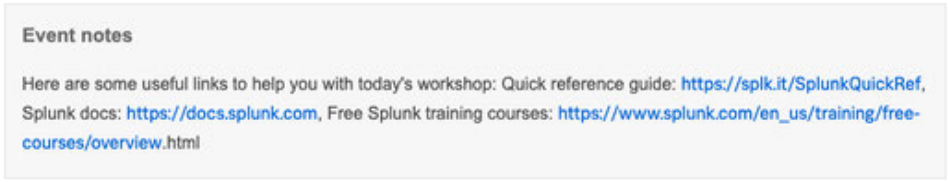
When you click on the **New workshop** button for a workshop template you are taken to the **Create workshop** page with the following options available to you:

New workshop or event



- **Name** - the customisable name of the demo instance
- **Custom notes** - a free text field for any notes related to this workshop (URLs will be detected and made clickable). If you're creating a workshop event then these notes will be visible to enrolled users on the events page.

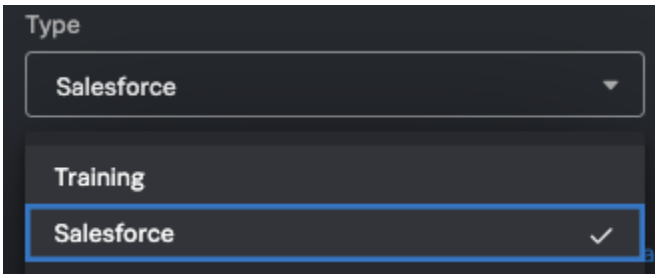
Custom Notes Tip: Enter useful workshop resource URLs to help your attendees!



Example of what workshop attendees will see when you add a custom note to an event

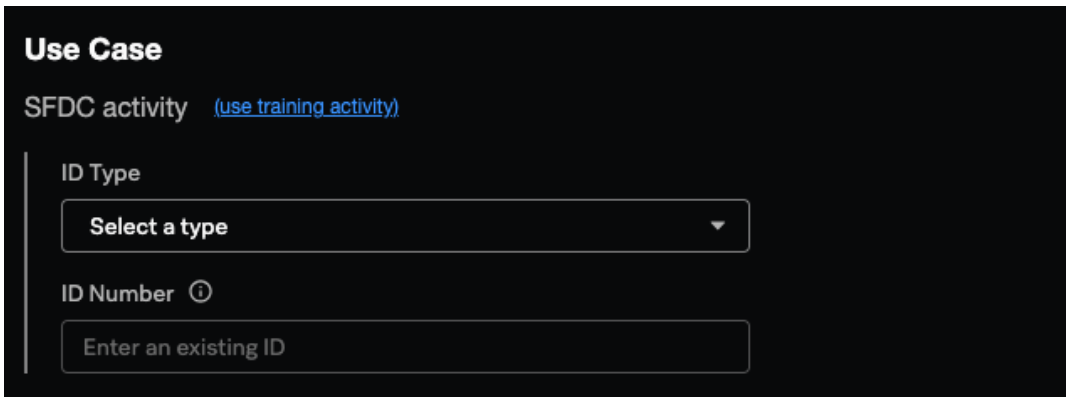
Cisco Confidential

Use Case



The reason for the workshop instance, which has two options:

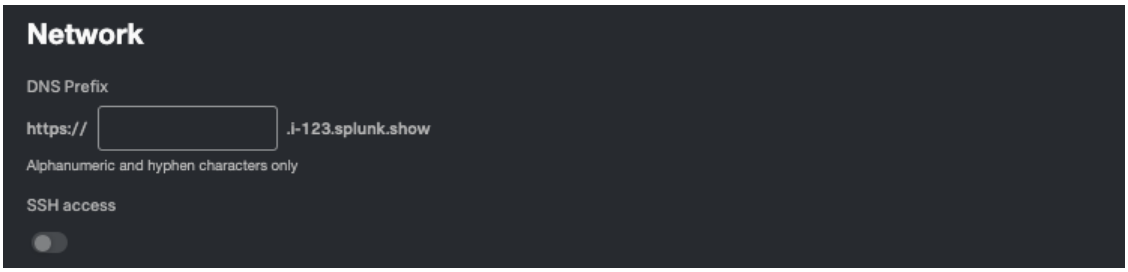
- **Training** - (not suitable for customer facing activities) the workshop is for enablement/learning purposes. When you select this option the following limits will apply:
    - You will be limited to only 1 instance per demo/workshop template in Show
    - You will be limited to a maximum runtime of 1 day
- **SFDC (Salesforce.com) activity** - the workshop is being spun up for a customer-facing activity related to one of the following Salesforce entities:



    - **ID Type**
        - Account
        - Opportunity
    - **ID Number** - Simply enter the name of the customer you are running the workshop for - no formal Salesforce ID is required.

Cisco Confidential

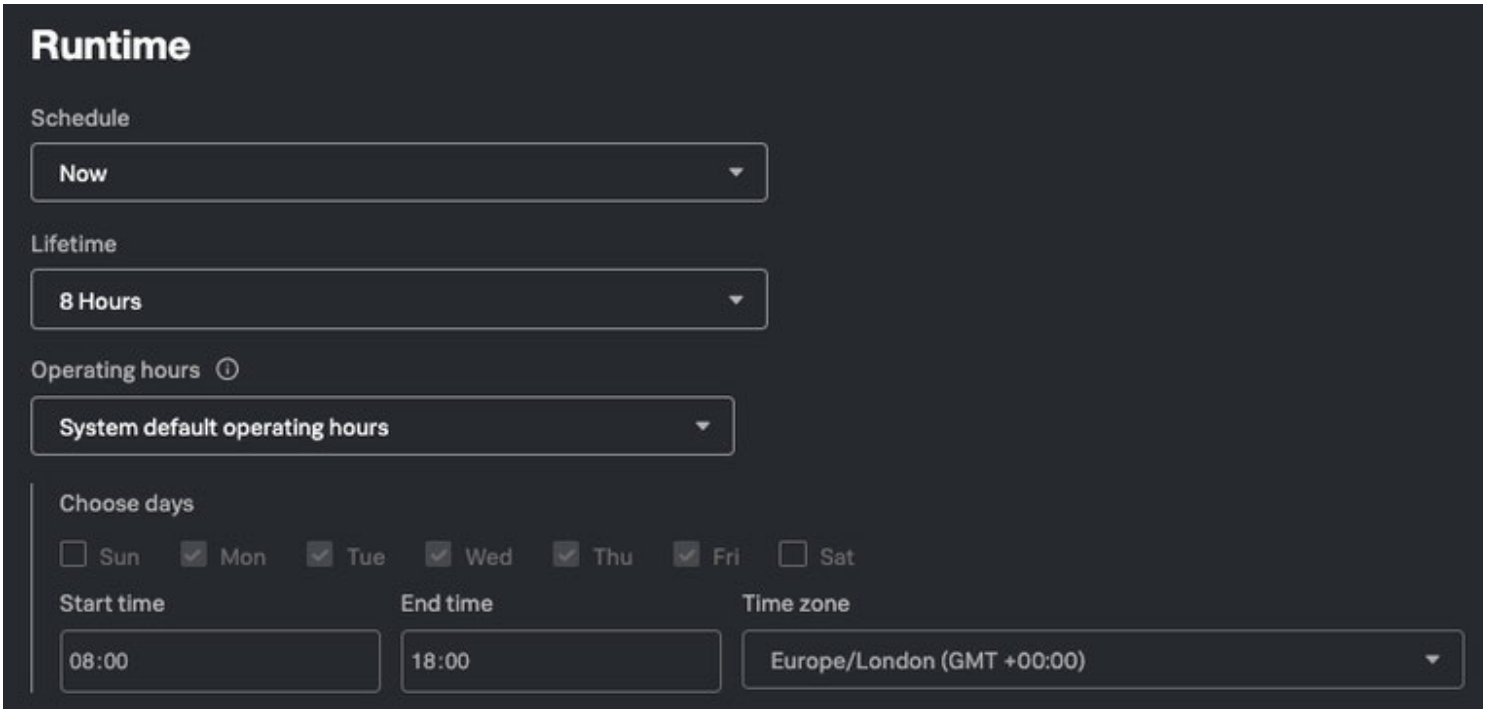
Network



- **DNS Prefix** - a customisable label that will be included in the DNS records and instance URLs for this workshop. This helps organize the instance URLs once provisioned. For example, entering `abc` as the prefix will result in instance URLs that looks like this:
  `https://abc-i-08115630654cebf93.splunk.show`

- **SSH access** - (Not available to partners due to VPN requirements) this option allows you to enable SSH access to the instance. Once enabled, the SSH access information will be available under the instance details alongside your Splunk login credentials.

Runtime



Provides options to customise the running schedule for your instance(s).

Options include:

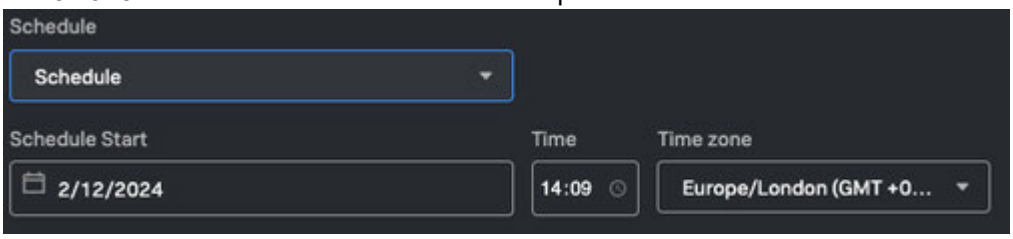
- **Schedule** - select whether you want your workshop to be spun up immediately (“**Now”**) or at a future date/time (“**Schedule”**).

  If you select Schedule you have the following additional options:

  - **Schedule Start** - the date when your workshop instances will be spun up

Cisco Confidential

- **Time** - the time (on the 'Schedule Start' date) when your workshop instances will be spun up
- **Time zone** - the time zone for the 'Time' value provided



Options available when scheduling an instance

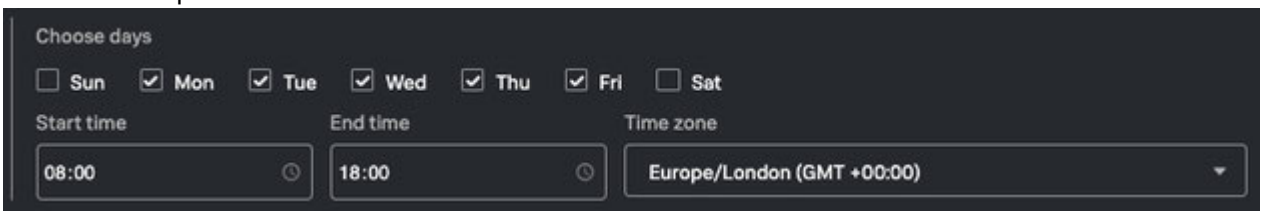
- **Lifetime** - the Time-to-Live (TTL) for your workshop instances (minimum of 2 hours, maximum of 14 days.)

  Note: If you select 'Training' for your use case you will be limited to a maximum lifetime of 1 day. If you need the workshop to run for longer, enter a Salesforce activity for the use case.

- **Operating hours** - (can only be changed on Splunk Enterprise based templates) this allows you to create a custom schedule for the instance, selecting the days and time window you would like to have the instance available. Once selected, Splunk Show will automatically pause/restart the instance at the scheduled time.

  The available time window selections are:

  - **System default operating hours** - this is the default choice, which will set a typical business hour schedule from 8:00AM-6:00PM localized for your timezone (as reported by the browser).
  - **User default operating hours** - Within Account Settings > Preferences > Scheduled Instances, there is a place to set a user-defined schedule if you operate outside of typical business hours, or have use cases that require different time windows.
  - **Custom operating hours** - this option is to set a schedule for that specific instance in cases where a one-off schedule is required.



Example of using 'Custom operating hours'

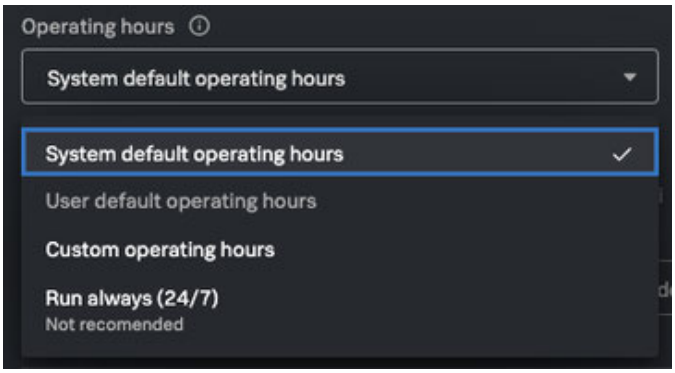
If you select Custom operating hours you have the following additional options:

- **Choose days** - select the specific days of the week and hours of the day when you want your instance(s) to run. Please consider the cost implications of running instances for extended hours.
- **Run always (24/7)** - the instance will not follow a schedule and will remain online the entire specified time. Note that Splunk Cloud stacks can only run 24/7.

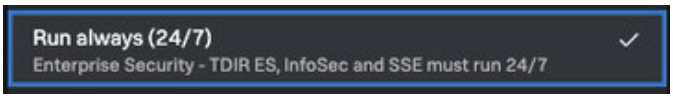
Splunk Cloud based templates

Splunk Cloud instances must run 24/7 and their operating hours cannot be customized. This is noted within the Splunk Show UI.

Cisco Confidential



Available options for instance 'Operating hours'



Example message where a template is Cloud based and the schedule cannot be customized

Template Fields

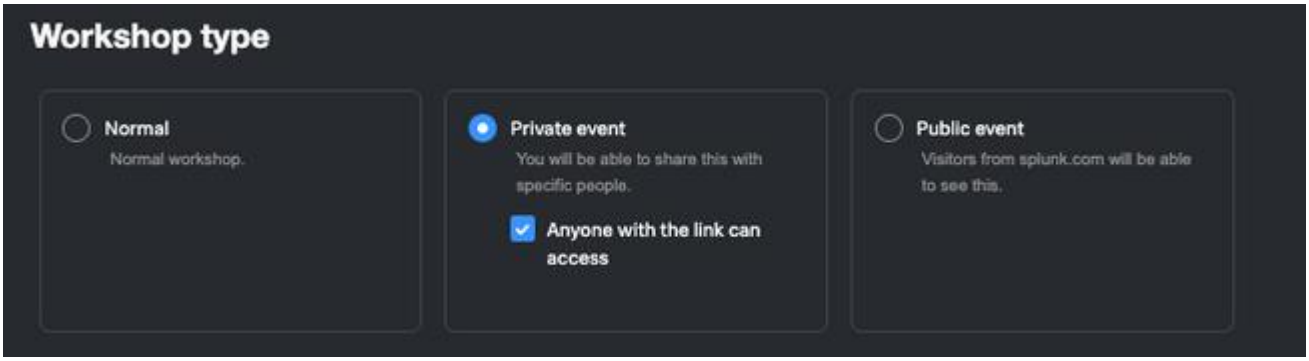
Some templates include the option for a 'Workshop Monitor' instance. If this option exists you will see a dropdown option where you can choose whether to include one.

Splunk Show Workshop monitor provides a quick view into your workshop instances and helps you to see how engaged attendees are in using the environment.

Using Workshop Monitor

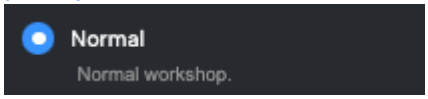
For more information on this feature please see Monitoring Workshop Instances.

Workshop type



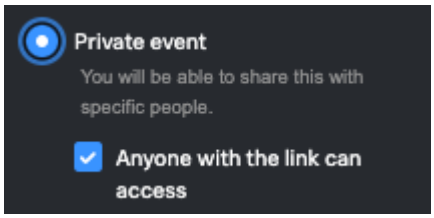
There are three workshop types available in Show

- **Normal** - a "traditional" workshop where you request a specific number of workshop instances up front. No Splunk.com account is required. Once provisioned, instance details and access information can be downloaded into a csv file for distribution to participants of the workshop. No record of participants is kept by Show (as there is no enrolment) - it's all down to you!
  Ideal for: "Old school" workshops where you're happy to manually manage instances and hand out credentials to participants.

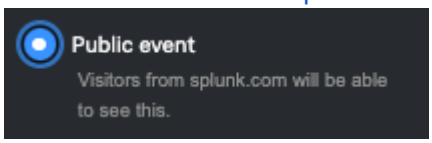


Cisco Confidential

- **Private Event** - a workshop that allows you to invite participants to an 'event' within Splunk Show. No Splunk.com account is required if you enable 'Allow anonymous Enrolment via Passcode' at the bottom of the page. Invited participants can either use a direct link to access and enrol in the workshop event or you can invite them individually via their email address. When you use the email invite method invitees will receive an email to enrol in the event. You will also get a CSV list of enrolled users at the end of the workshop.
  On the day of the event, instances will be spun up and participants can log in to Show (using their splunk.com account) to access their assigned instance information.
  Ideal for: Workshops where you want to limit enrolments to only those who have the event link or who have been directly invited.



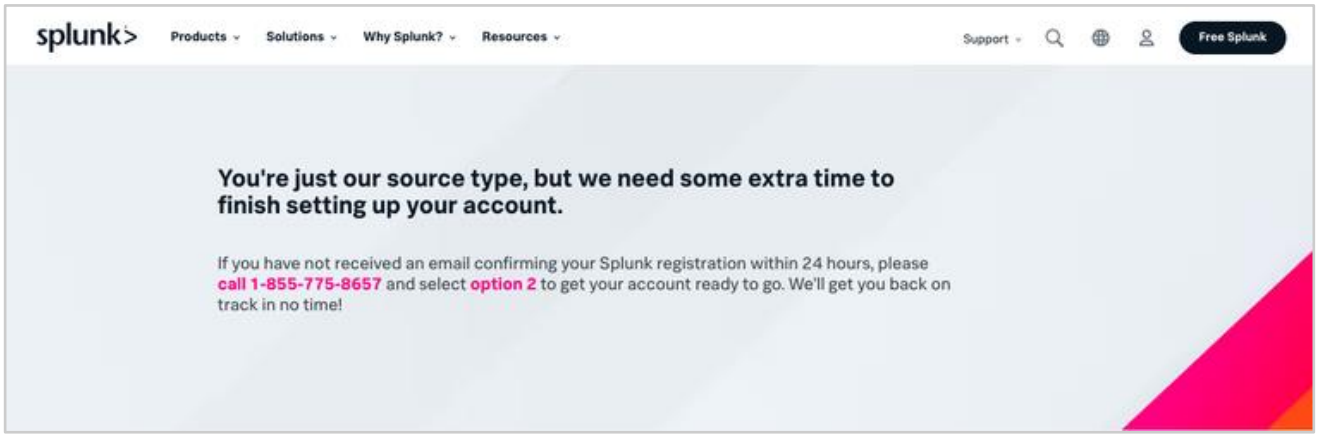
- **Public Event** - similar to private events but requires no invitation as anyone who logs in to Splunk Show (using a splunk.com account) can see and enrol in the workshop event. No Splunk.com account is required if you enable 'Allow anonymous Enrolment via Passcode' at the bottom of the page. You will also get a CSV list of enrolled users at the end of the workshop.
  Ideal for: Public workshops/events where you want to allow open enrolments.



🔑 Splunk.com Accounts

Please see Splunk.com Registration Best Practices for more information on making the Splunk.com registration process as smooth as possible.

If customers have followed the registration best practices above and still experience registration messages such as the one in the screenshot below, these are most likely related to the US government mandated Denied Parties List (DPL) screening process. In these instances please reach out to the Splunk account team for support.

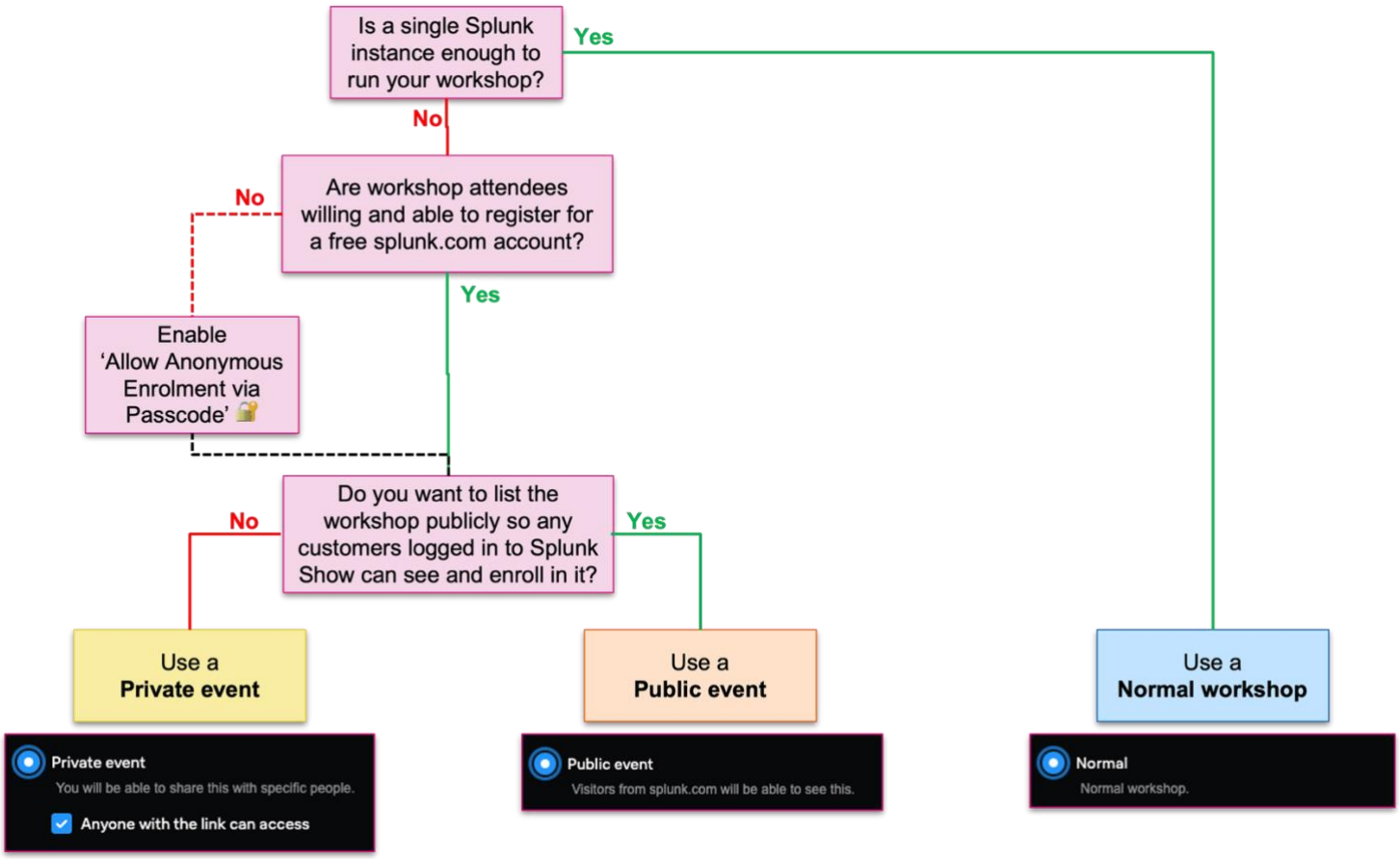


Example Denied Parties List (DPL) screening message during a splunk.com account registration

Cisco Confidential

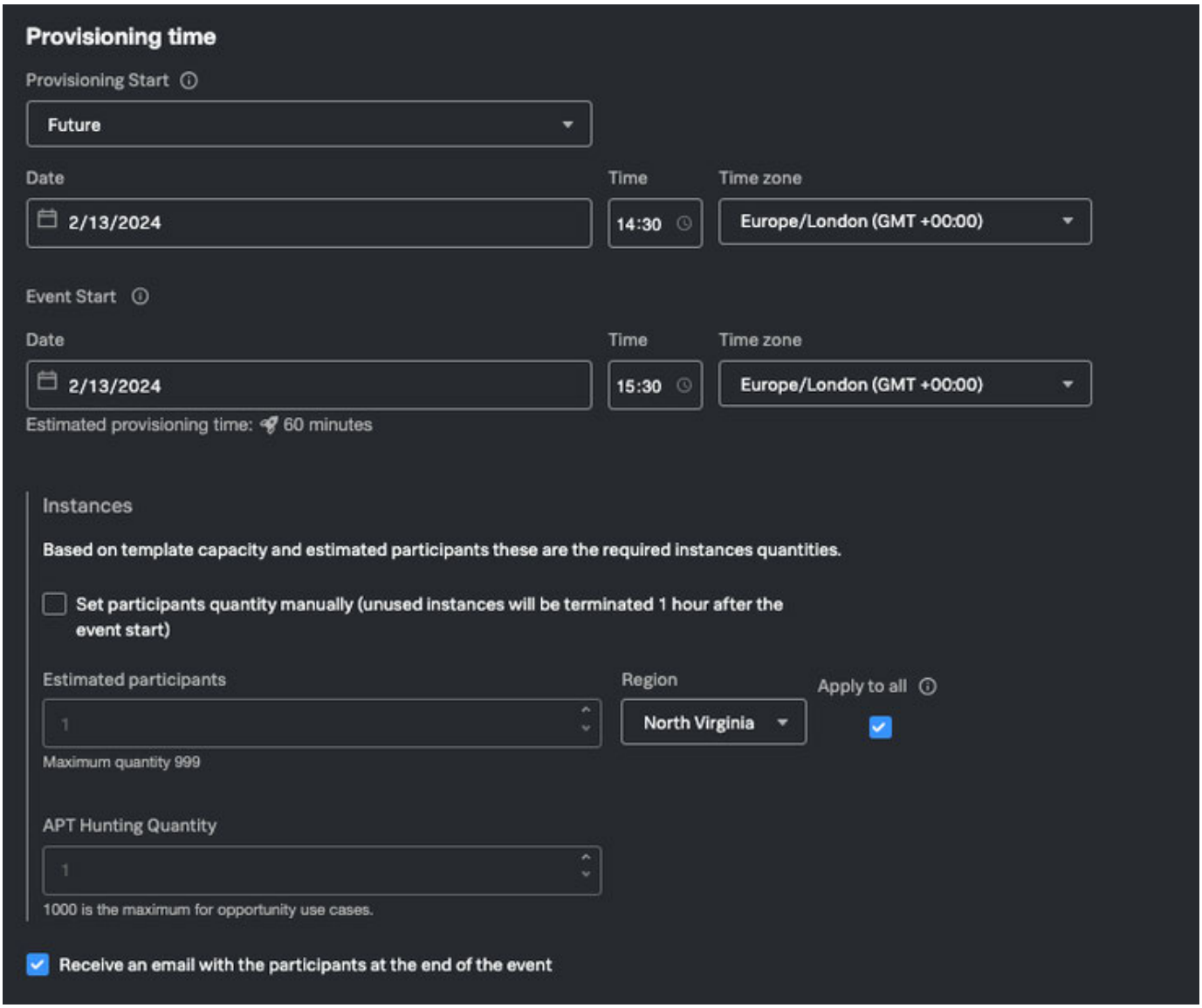
Choosing a Workshop Type

Follow this flow to decide on which workshop type is best for your activity:



Cisco Confidential

Provisioning time



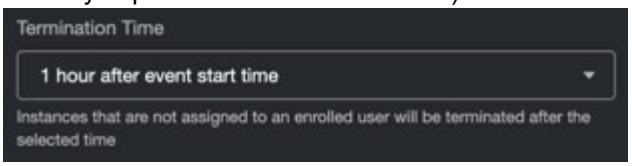
- **Provisioning Start** - the date/time when the instances should be provisioned by the system. Consider the number of instances and average provisioning time for the given template when selecting how far in advance you want the provisioning to start.
    - **Now** - your instance(s) will be provisioned immediately
    - **Future** - your instance(s) will be provisioned at the date and time specified.
- **Event Start** - (applies to events only) the date/time when enrolled participants will be allowed to access the event. After the Event Start date/time, participants will be able to see the access details for their assigned workshop instance.
    - **Instances**
        - **Set participants quantity manually** - (available only for events) selecting this will allow you to manually set the *Estimated participants* and workshop instance values. Doing so allows you to specify how many instances you want Splunk Show to provision up front (at the *Provisioning Start* time). This allows you to have a set number of instances available to assign to users as they enroll in the event either right before or during the workshop. For large workshops (50+ participants) this option will likely reduce the waiting time for instance provisioning during

Cisco Confidential

the workshop itself.

> ⚠ **Important Notes About Using This Setting:**
>
> By default any unassigned instances that have not been allocated to a user during the enrolment process will be automatically terminated 1 hour after the *Event Start* time to save costs. To avoid this happening, you must get your attendees to enrol in the event or extend the time using the **Termination Time** dropdown.
>
> If you intend on just sharing the instance details with your participants via a CSV list (i.e. not having them enrol in an event via Splunk Show) then you should run your workshop as a 'Normal workshop' and not an event.

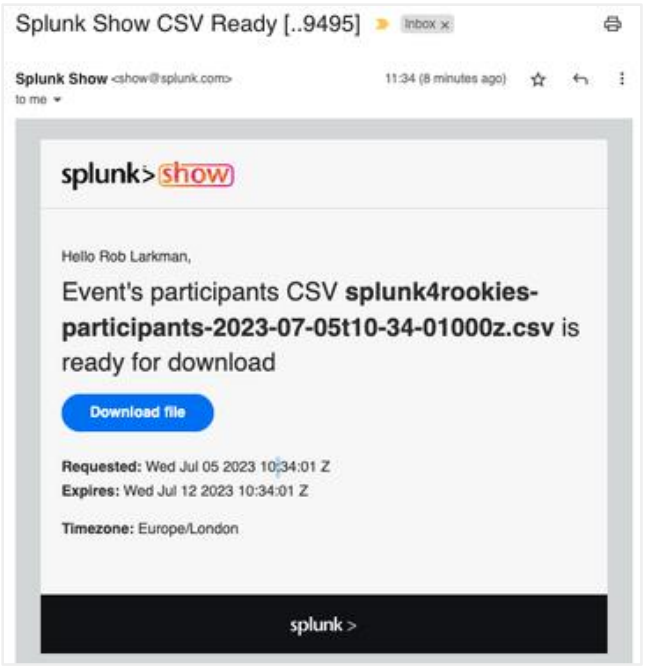
- **Estimated Participants** - (available only when 'Set participants quantity manually' is checked) the number of estimated participants for this workshop. Once entered, Splunk Show will calculate the required number of each instance, which can be increased or decreased manually. For workshop events, instance requests are determined by the number of enrolled users, not a pre-set count. If you enabled the *Set participants quantity manually* option, Splunk Show will automatically provision a number of workshop instances based on the value selected here.
- **Region** - the AWS region where the instances will be spun up and hosted. Currently, all instances for a workshop must be located in the same region.
- **Splunk Enterprise Quantity** (the exact name will vary depending on the template) - the number of instances required for this workshop. This number is dynamically calculated by Splunk Show based on the *Estimated participants* value (e.g. some workshops leverage shared instances, others use a 1:1 mapping between attendees and instances.) If you enabled the *Set participants quantity manually* option Splunk Show will automatically provision a number of workshop instances based on the value selected here.
- **Termination Time** - This option allows you to control how long unallocated instances will run for before Show automatically terminates them (if users enrol in the Show event they will be allocated an instance so this setting will only impact users who don't enrol.)



Set how long you want unallocated instances to run for before Show terminates them.

- **Receive an email with the participants at the end of the event** - this option is enabled by default - with this option selected you will automatically receive an email when the event has ended, containing a CSV list of your event participants.

Cisco Confidential



Example of participants list email

email	firstName	lastName
srandom@buttercupenterprises.com	Susan	Random
rpurchase@buttercupenterprises.com	Ray	Purchase
cbonus@buttercupenterprises.com	Charles	Bonus
cskittles@buttercupenterprises.com	Colin	Skittles
pplywood@buttercupenterprises.com	Peggy	Plywood
rcontinental@buttercupenterprises.com	Rob	Continental
skornbloom@buttercupenterprises.com	Shelly	Kornbloom

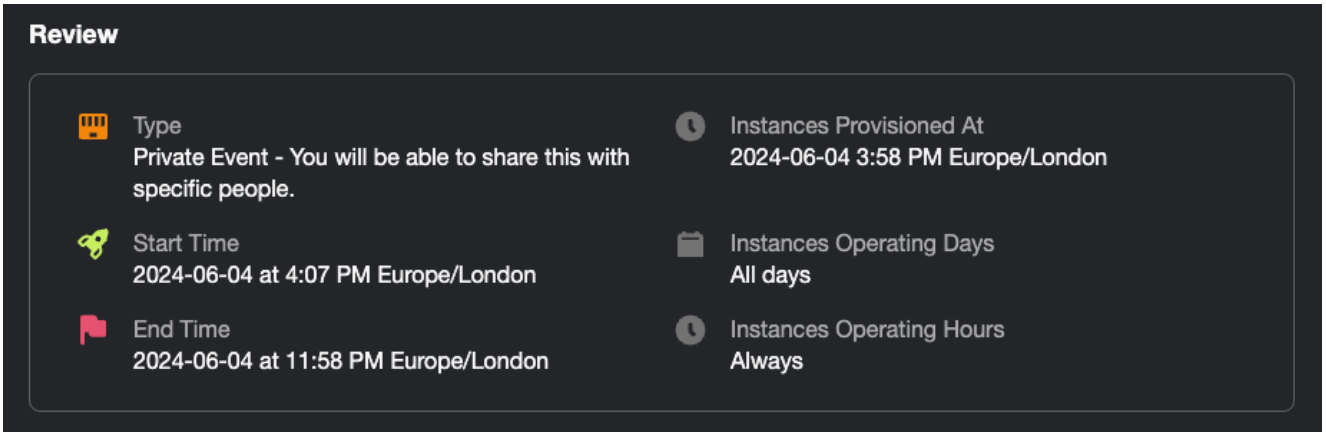
Example participants list

- **Allow Anonymous Enrolment via Passcode** - (applies to events only) enable this option to allow attendees to enrol in your event anonymously using a Show-generated passcode, rather than a Splunk.com account.

Time Formats

Splunk Show displays time in either 12- or 24-hour format, according to your OS and browser settings. If you wish to change from one format to another, please adjust these settings in your OS/browser.

Review

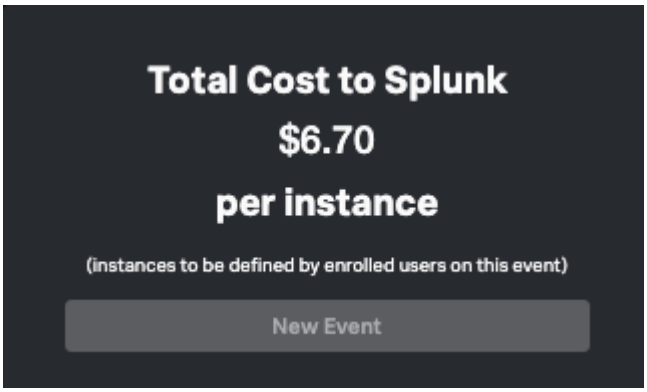


Example of a summary of workshop settings (in this case a 'Private Event')

Provides a summary of the workshop you are about to create including workshop type, event start and end times, and instance information.

Cisco Confidential

Total Cost to Splunk



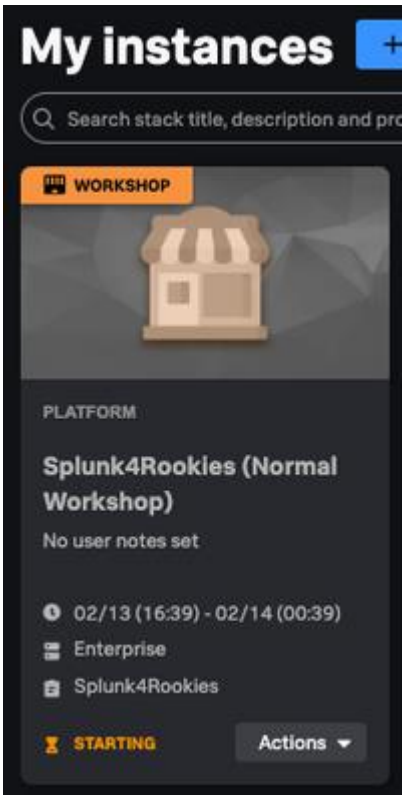
Indicates the estimated cost per instance (to Splunk) of running the workshop with the current settings.

Cisco Confidential

Managing a Workshop

Managing a ‘Normal Workshop’

To manage a ‘Normal workshop' (i.e. not an event), locate the workshop on the home page under **My instances** and click on the workshop.



A workshop listed on the home page under ‘My instances’

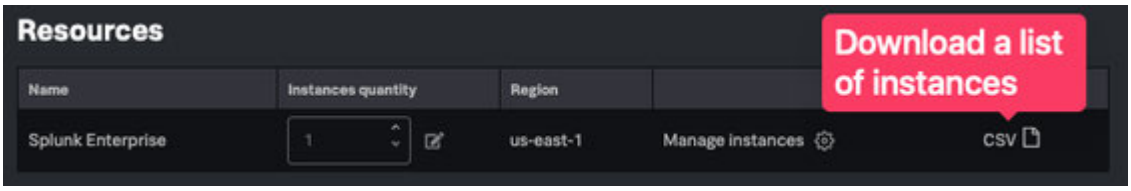
When managing a workshop the same base options apply as when managing demo instances (see Managing a Demo.)

Obtain a List of Instances for a Normal Workshop

Since a workshop typically consists of multiple Splunk instances, you will need to access and distribute the connection details to workshop attendees. Download the list of instances by browsing to your workshop’s management page and clicking on the **CSV** button under the **Resources** section.

Note: The workshop instances must be running for the CSV export option to be available. This is due to the backend IP addresses changing when instances are paused and resumed. User credentials and URLs remain unchanged. If your workshop features SSH for any of the exercises then the SSH details will change after you resume a workshop (as they use the IP address to connect). In this scenario you will need to reissue the attendees’ SSH details after resuming your workshop.

Cisco Confidential



Example of downloading a CSV list of instance for a Normal workshop

adminUsername	adminPassword	url
admin	changeme	https://i-049bf1a09b730a631.splunk.show
admin	changeme	https://i-0ce9879e683aaa4d4.splunk.show
admin	changeme	https://i-0f5e55fc10a4941db.splunk.show

Example CSV output

Is Your Workshop an "Event'?

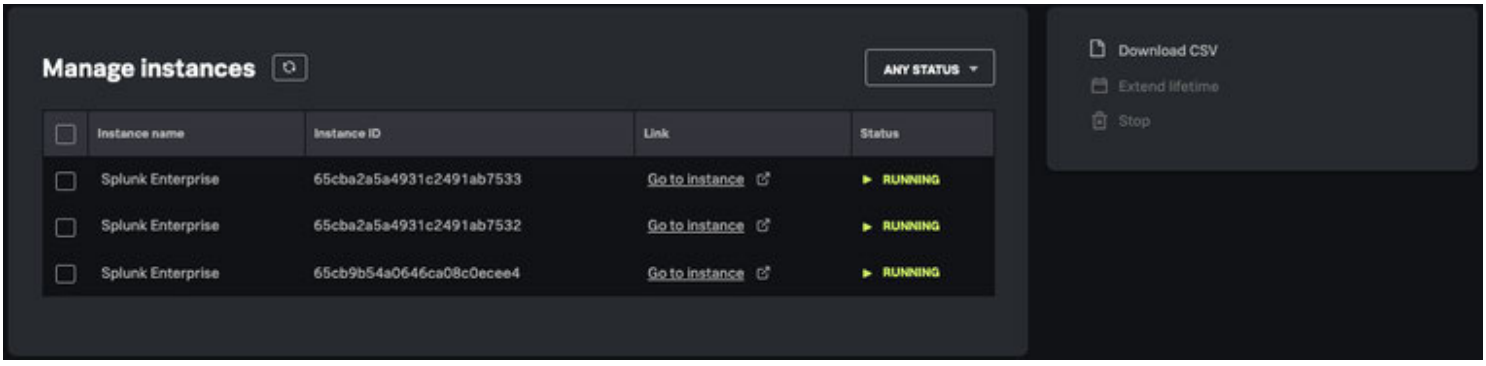
If you're running a workshop event, attendees will be able to access their own instance information directly in Show - you do not need to share their connection details manually (see Workshop Type.)

Resources

This section of the page allows you to view and manage your workshop instances.

To **view a list of workshop instances** - click on **Manage instances.**

A list of instances will appear showing the status of each instance. Click on **Go to instance** to access the instance.

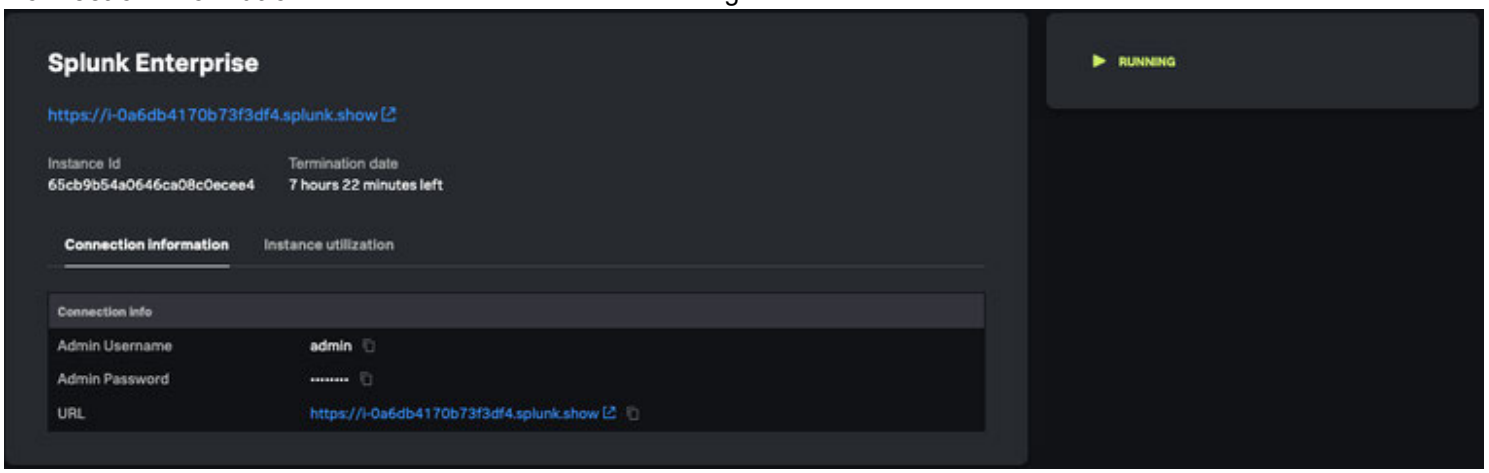


Example list of instances in a 'Normal workshop'

Cisco Confidential

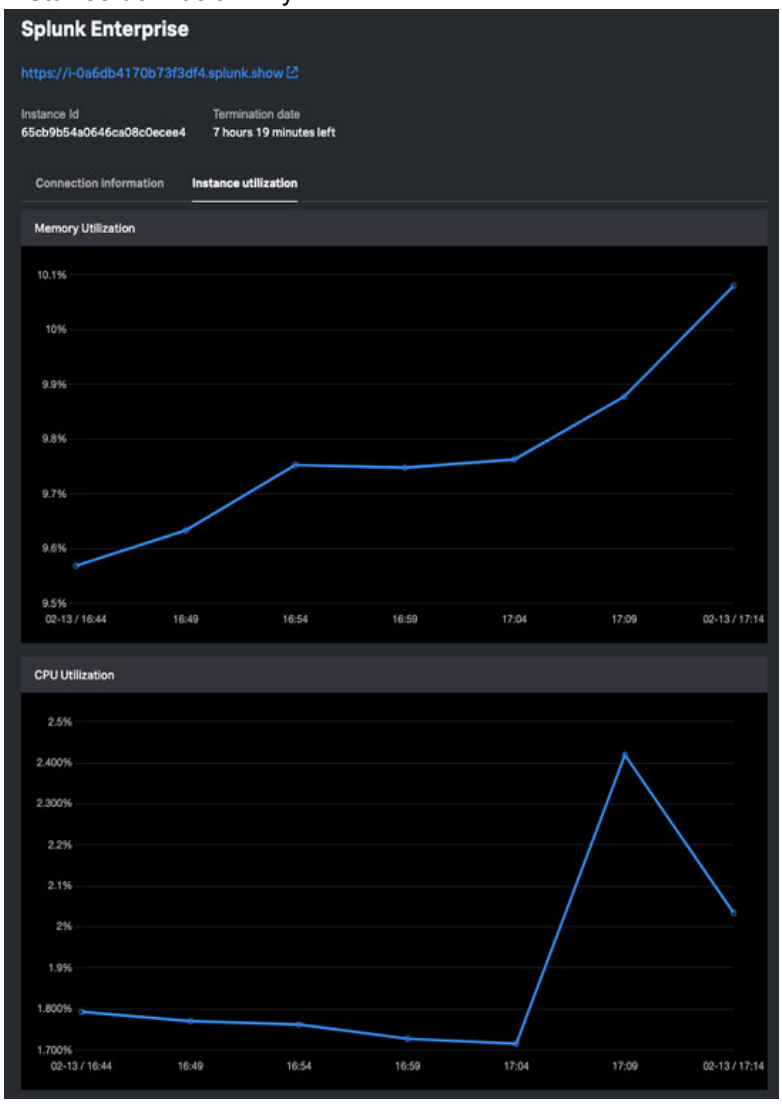
Click on the name of an instance to view detailed information including:

- **Connection information** - connection information such as login credentials for the instance



Example of instance information displayed when you click on an instance in the 'Manage Instances' list

- **Instance utilization** - system metrics for the instance such as memory, CPU and disk usage.

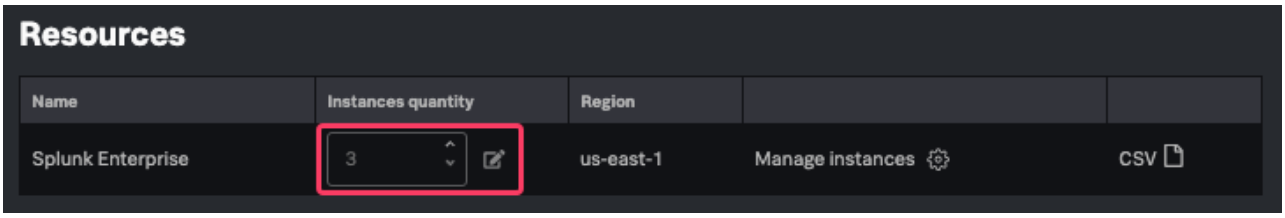


Example of utilization metrics for a workshop instance

Cisco Confidential

Add More Workshop Instances

To Increase or decrease the number of required workshop instances edit the **Instances quantity** value.



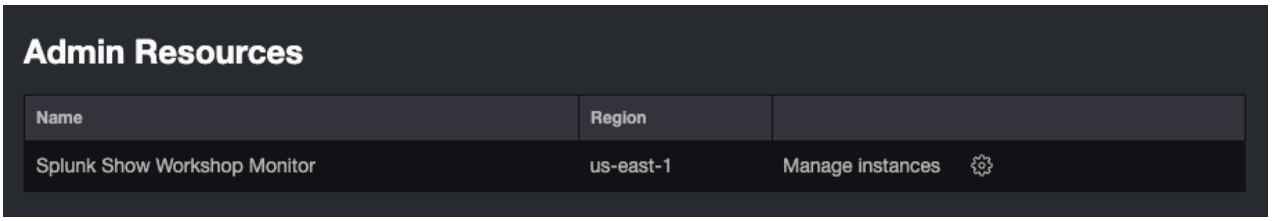
Edit the quantity and click the green tick button to save the changes.

Monitoring Workshop Instances

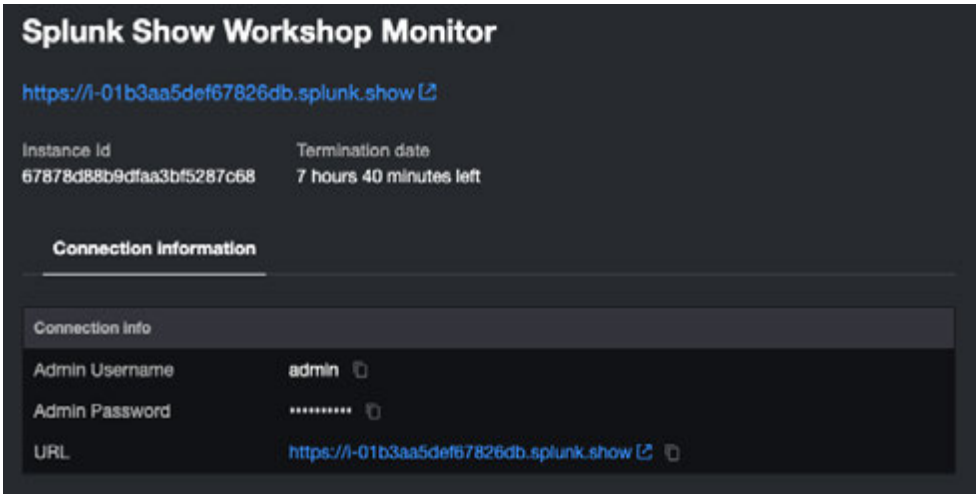
Initial Feature Release - Feb 2025

This feature is initially only available for Splunk4Rookies workshops while we test the feature and get feedback from users.

For templates that include a 'Workshop Monitor' instance, workshop/event managers will see an additional Admin Resources section on the workshop page, containing a single Splunk Show Workshop Monitor instance. **Monitoring instances are only visible to managers and attendees do not see them**.



Example of a Splunk Show Workshop Monitor instance



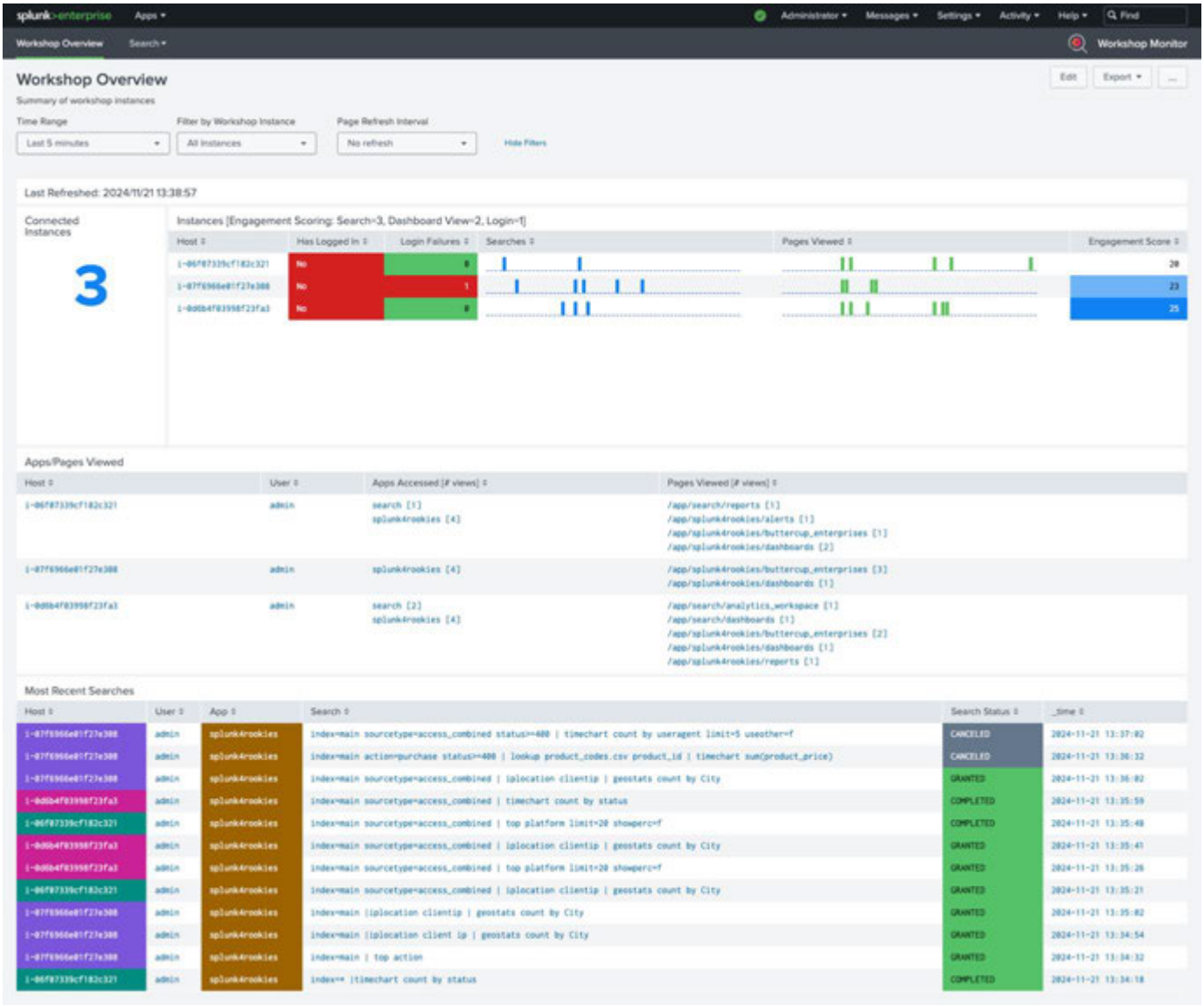
Example of monitoring instance credentials

Cisco Confidential

Using Splunk Show Workshop Monitor

All attendee instances will automatically forward their internal logs to the monitoring instance, allowing you to view insights around the engagement of workshop attendees from a single dashboard.

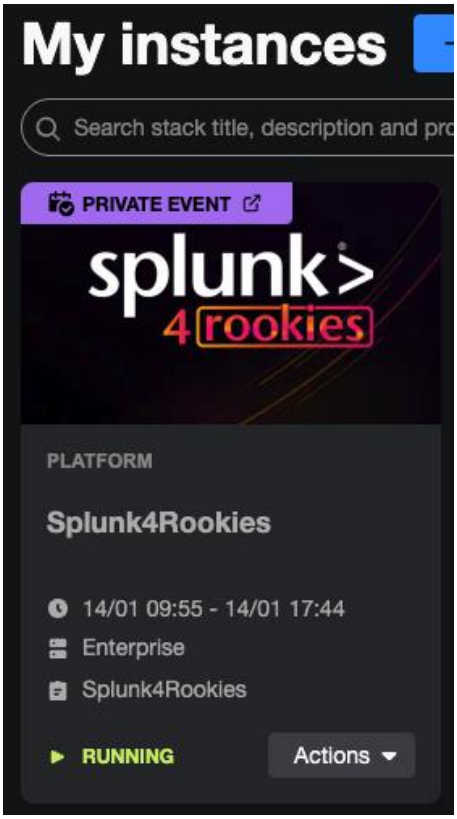
Login to the Splunk Show Workshop Monitor using the credentials provided and you will see the analytics dashboard.



Workshop insights are provided via the Splunk Show Workshop Monitor instance

Managing an Event

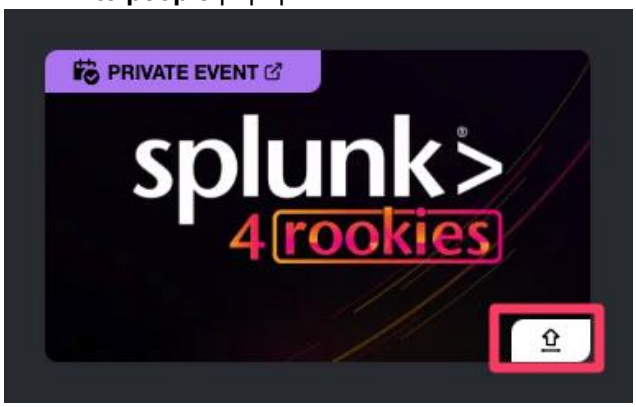
To manage a workshop event, locate the event on the home page under **My instances** and click on the event.



An event listed on the home page under 'My instances'

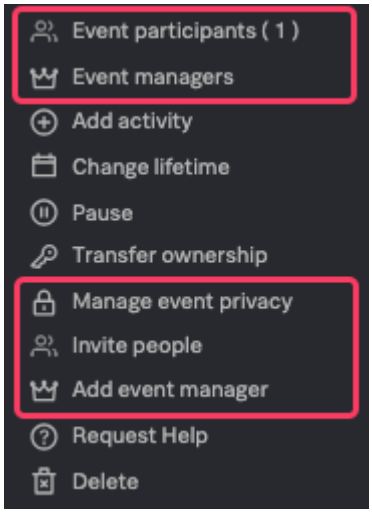
In addition to the options available for a 'Normal workshop', events have the following additional options:

- **Event Link** - this is the shareable link to your workshop event. Click this link to visit the event page. Alternatively, click on the copy icon to the right to copy the URL to your clipboard, ready to share with invitees. You can also edit this link via the **Invite people** popup window.

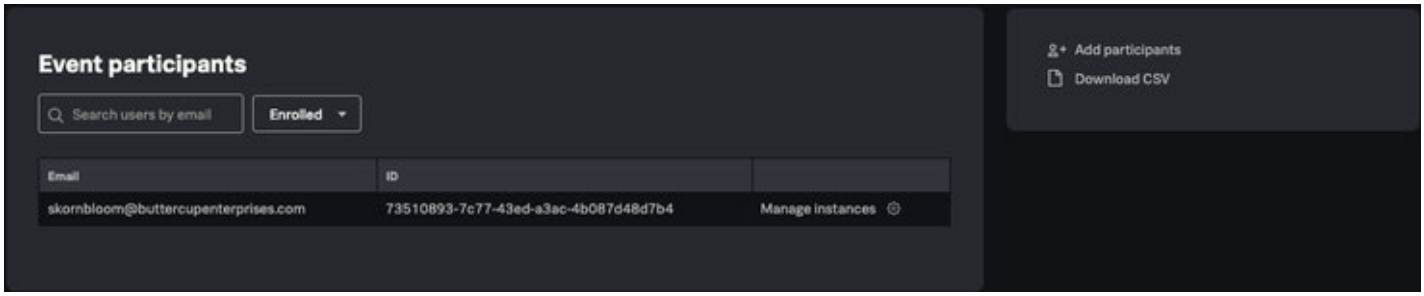


Cisco Confidential

- **Customise the Event Thumbnail** - click on the upload button to customise the event thumbnail



- **Event participants** - allows you to manage the participants for your event, including viewing a list of attendees who are either enrolled or invited, inviting additional participants, exporting a CSV list of all participants and accessing participants' instance details.

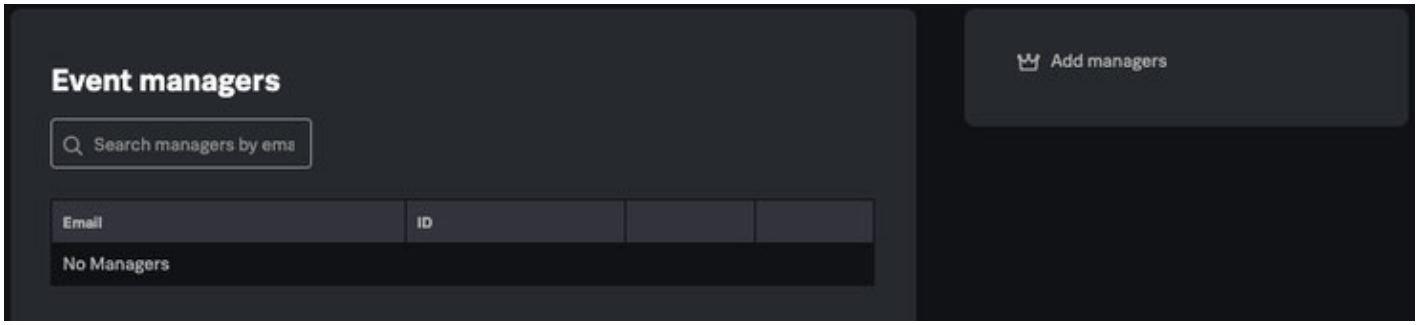


Example of an event participant with a link to their instance

Participants List

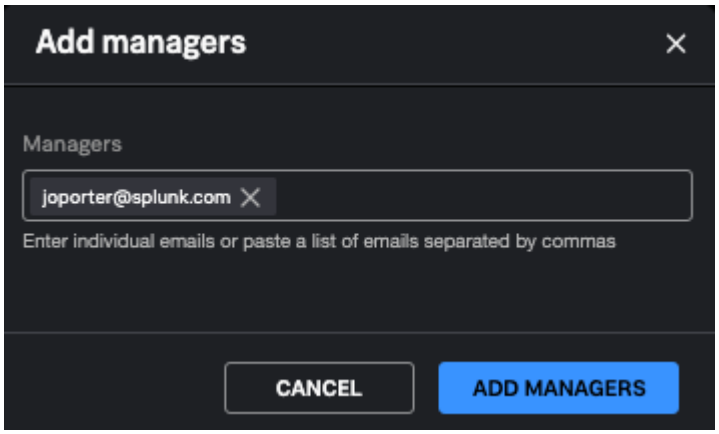
You should also automatically receive a list of event participants by leaving 'Receive an email with the participants at the end of the event' enabled when creating your event.

- **Event Managers** - allows you to add additional Show users as an event manager. Any users who are added as an event manager will see the event listed under **My instances** on their homepage and will have full access to manage users and workshop instances.



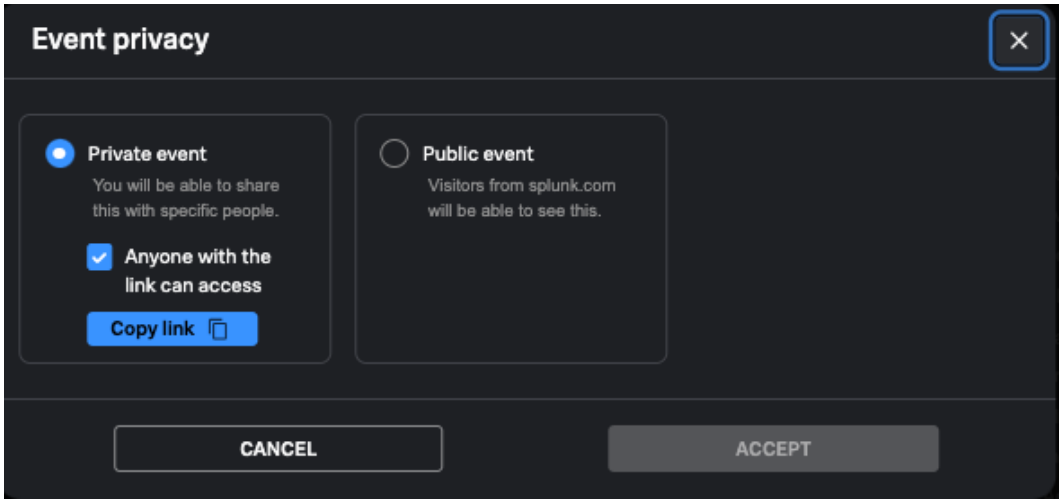
Click 'Add managers' to add a colleague to help manage your workshop

Cisco Confidential



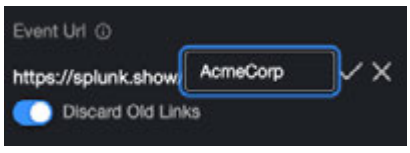
Add other Show users as workshop managers

- **Manage event privacy** - allows you to switch between making the event a **Public event** or a **Private event** (see Workshop type for more info!) You can also copy the direct link to the event (useful for sharing in a calendar invite) to your clipboard and enable/disable the option to allow anyone with the event link to access and enrol in the event.



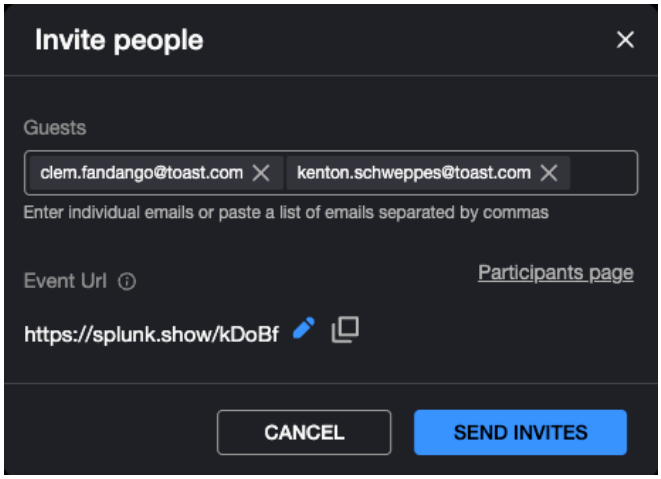
Switch between a public or private event at any time!

- **Invite people** - launches a popup where you can manage the following aspects of your event:
    - **Guests** - enter or paste in a comma-separated list of email addresses (invitees will receive an email from show@splunk.com with a direct link to the event)
    - **Event Url** - the unique link for your event. Either copy the event link to your clipboard by clicking the copy button or edit the URL by clicking on the on edit button. You can then customize the last part of the URL.
        - **Discard Old Links** - when this option is enabled, Splunk Show will automatically purge/delete the previous custom URL you used. If you disable this option, any custom URLs you have used for this stack will be retained (and will continue to work) until the stack is terminated, at which time the custom URL(s) will be deleted and can be used again by you or someone else.

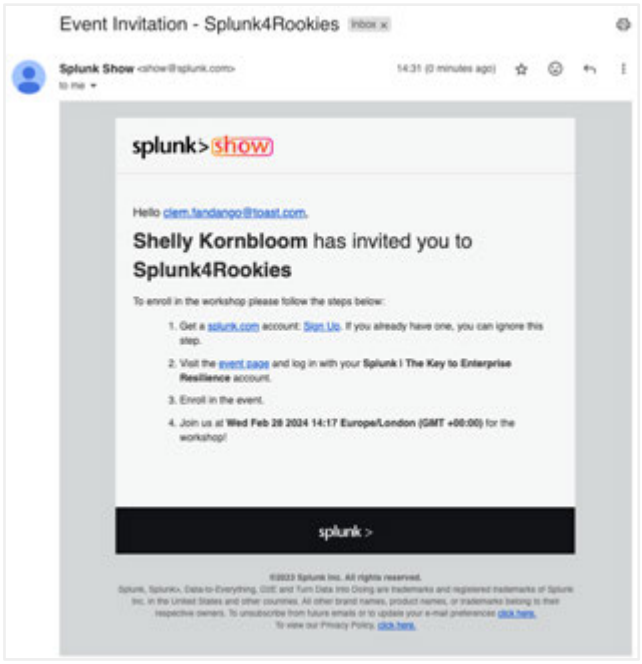


You can customize the event URL

Cisco Confidential



Example of inviting two people using their email addresses



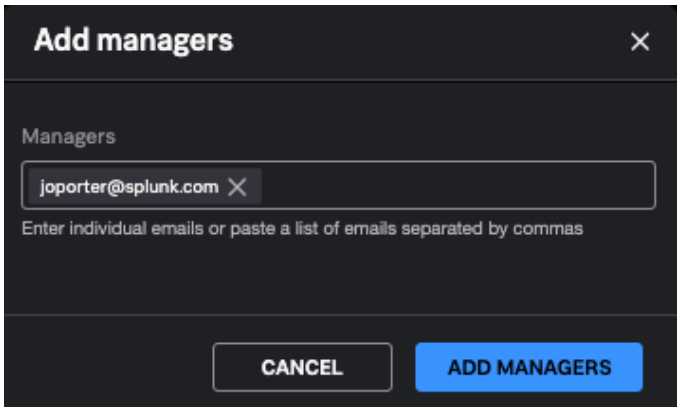
Example invite email from Splunk Show

Want to know when someone has enrolled in your event?

You can optionally enable the 'ON USER ENROLLMENT TO EVENT' Email notification(s) under your Show user settings.

Please see Notifications for instructions on how to manage notifications.

- **Add event manager** - launches the 'Add managers' popup where you can add the email address of another Show user. They will receive an email invitation - as well as a notification within Show - to join your workshop event as an additional manager. If they accept the invite they will have full access to the event management page as if they had spun up the event themselves.



All managers have full access to manage all aspects of a workshop

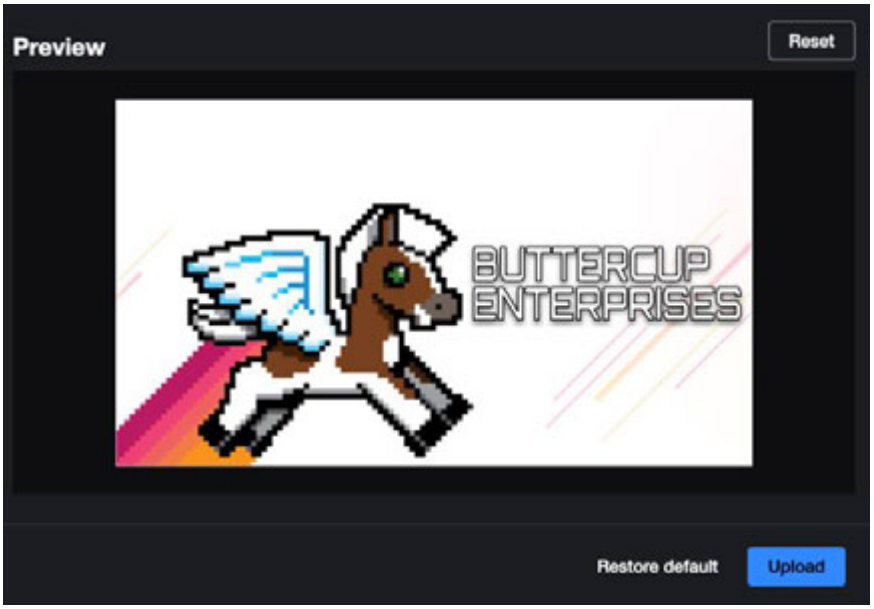
Cisco Confidential

Customise the Event Thumbnail Image

You can customise your event thumbnail image by clicking on the upload button in the corner of the image.

Click on '**upload file…**' and browse to the image you want to upload.

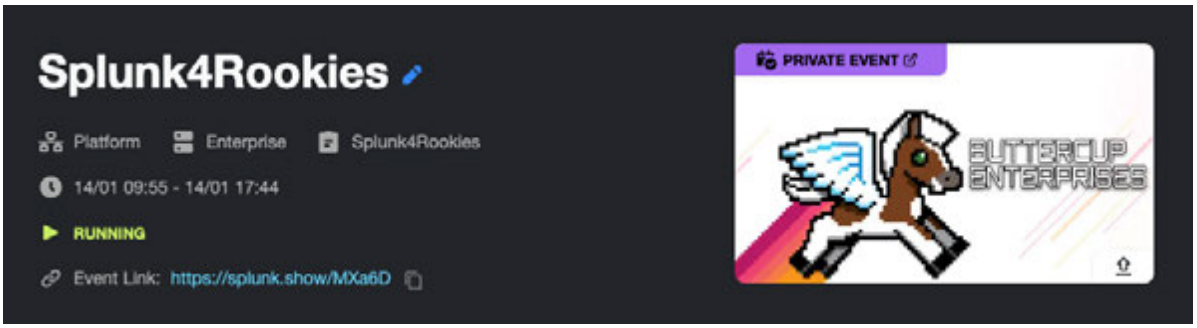
Move the image to fit within the available area and click on **Upload** to add your image. If you need to reset the image back to the default, click on **Reset**.



Click and drag to move your image. Scroll to zoom in and out.

The workshop event will now use your custom image!

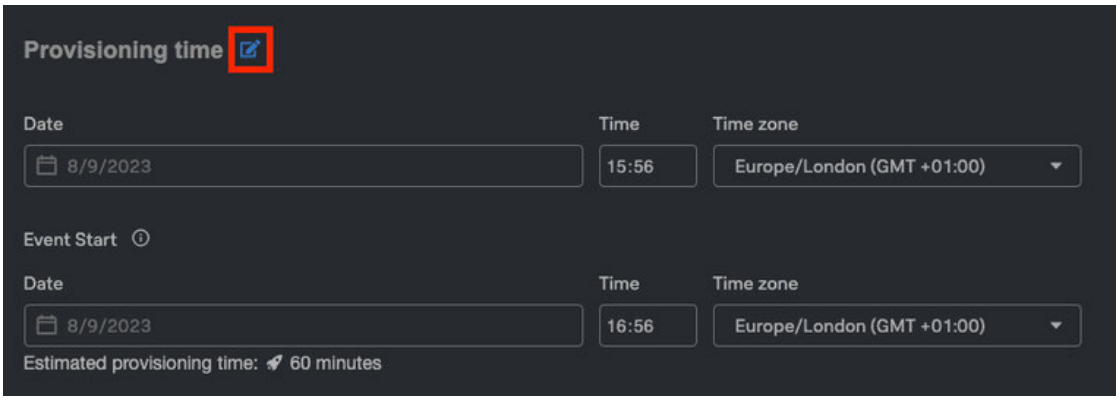
Cisco Confidential



Editing the Schedule of an Event

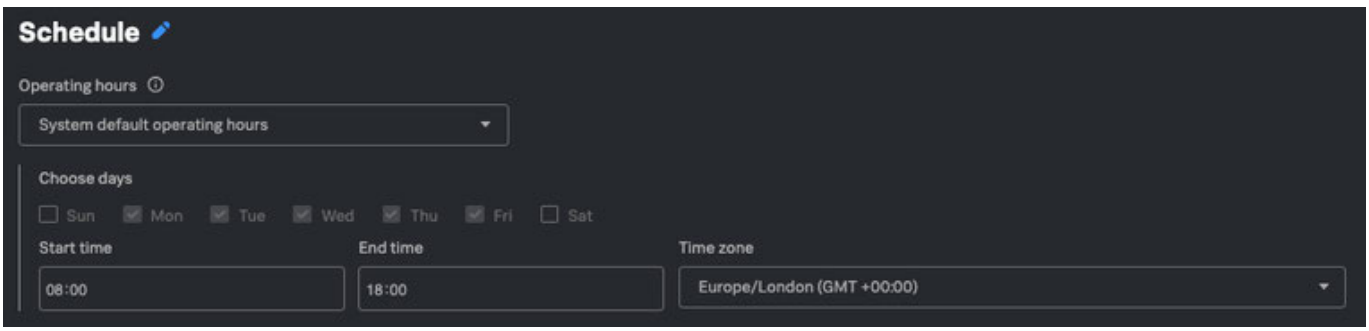
If your event is still **SCHEDULED** you can edit the provisioning time (the time when the instances will be spun up) and the Event Start time (the time when attendees will be able to access their instance information from the event page.)

Edit the schedule by scrolling to the **Provisioning Time** section and clicking on the edit button. Click on **Submit** to save your changes.



Event Already RUNNING?

If your event is already showing as RUNNING you cannot change the provisioning or start times. You can, however, still edit the instance running schedule under the **Schedule** section or extend the life of your workshop instances by clicking *Change lifetime* (top right of the page) and choosing a new expiry date for your workshop (see Extend Instances (Change Lifetime) for more information).



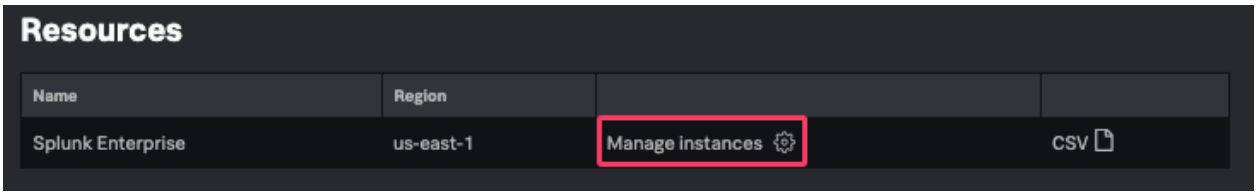
Edit the instance running schedule to adjust the hours your instances will be available

Cisco Confidential

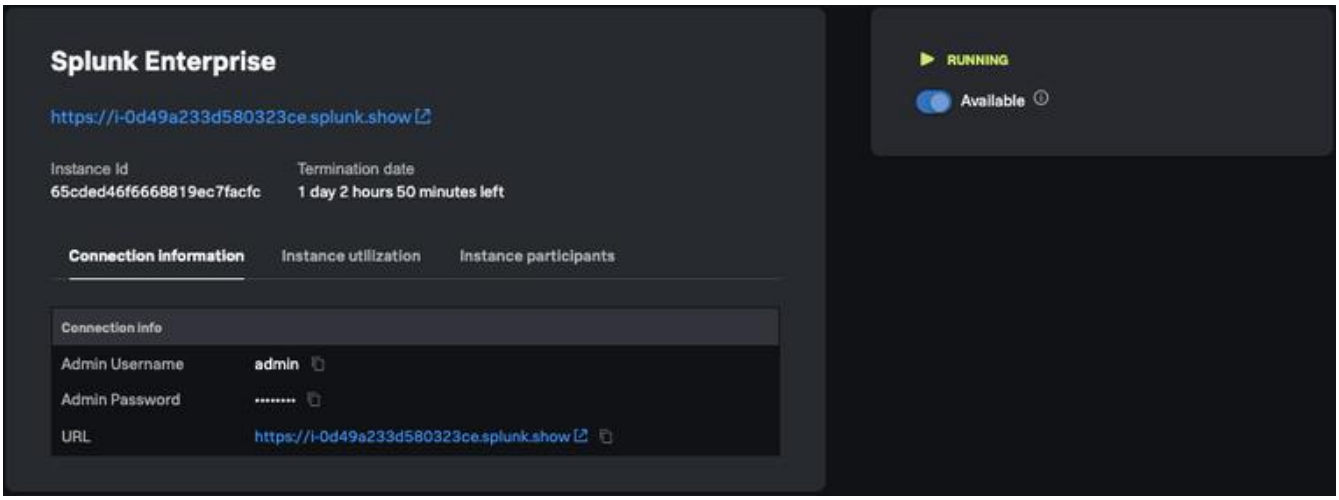
Managing Event Instances

The **Resources** section of the event page allows you to manage the instances that were provisioned as part of your event.

Click on **Manage instances** to see a list of instances.



Here you will see a Click on **Go to instance** to access the instance.

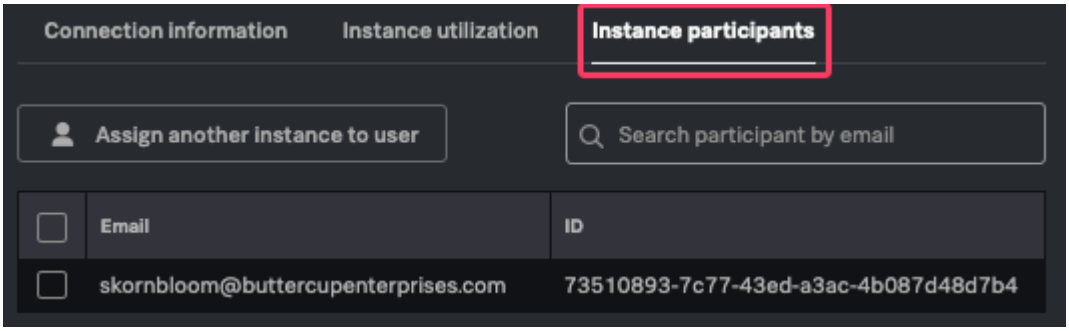


Click on the Instance name to view detailed information about an individual instance

When are Instances Assigned to Users?

When a user enrols in a workshop Show will assign them an instance (provided the instances are running.)

Click on the **Instance participants** tab to see who is assigned to that instance. Note that for some workshops you will have more than one user per instance.

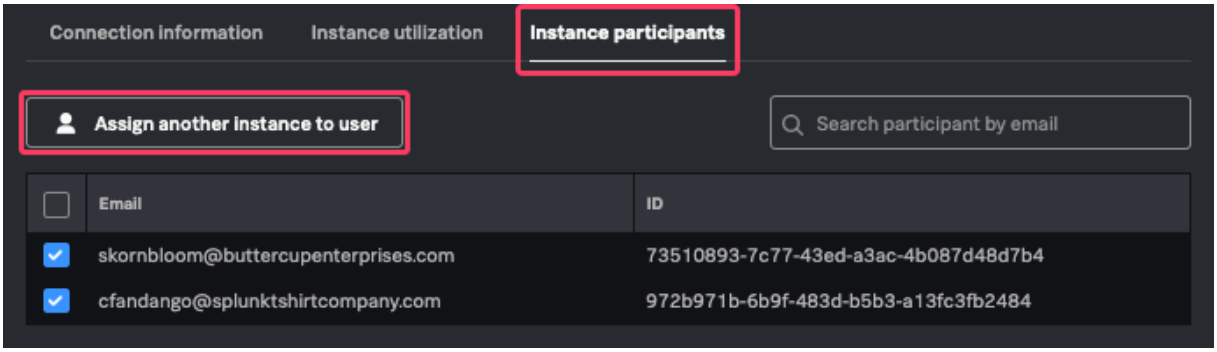


Example of a participant assigned to an instance

Cisco Confidential

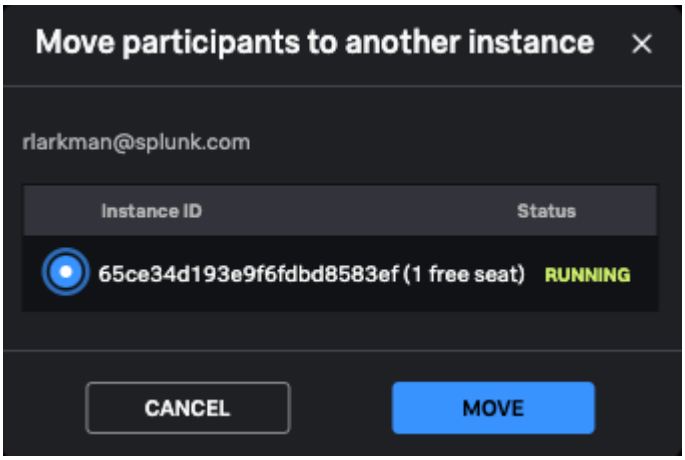
Move Participants to Another Instance

If a participant experiences an issue with their assigned instance you can assign them to another instance by selecting them from the **Instance participants** list and clicking on the **Assign another instance to user** button.



You can move users to another instance manually

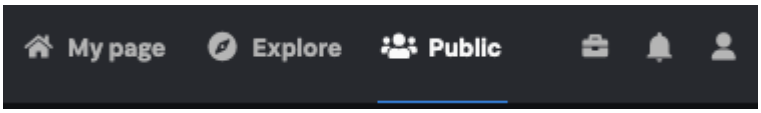
On the **Move participants to another instance** popup, select an available instance and click on **MOVE** to reassign the participant(s) to that instance.



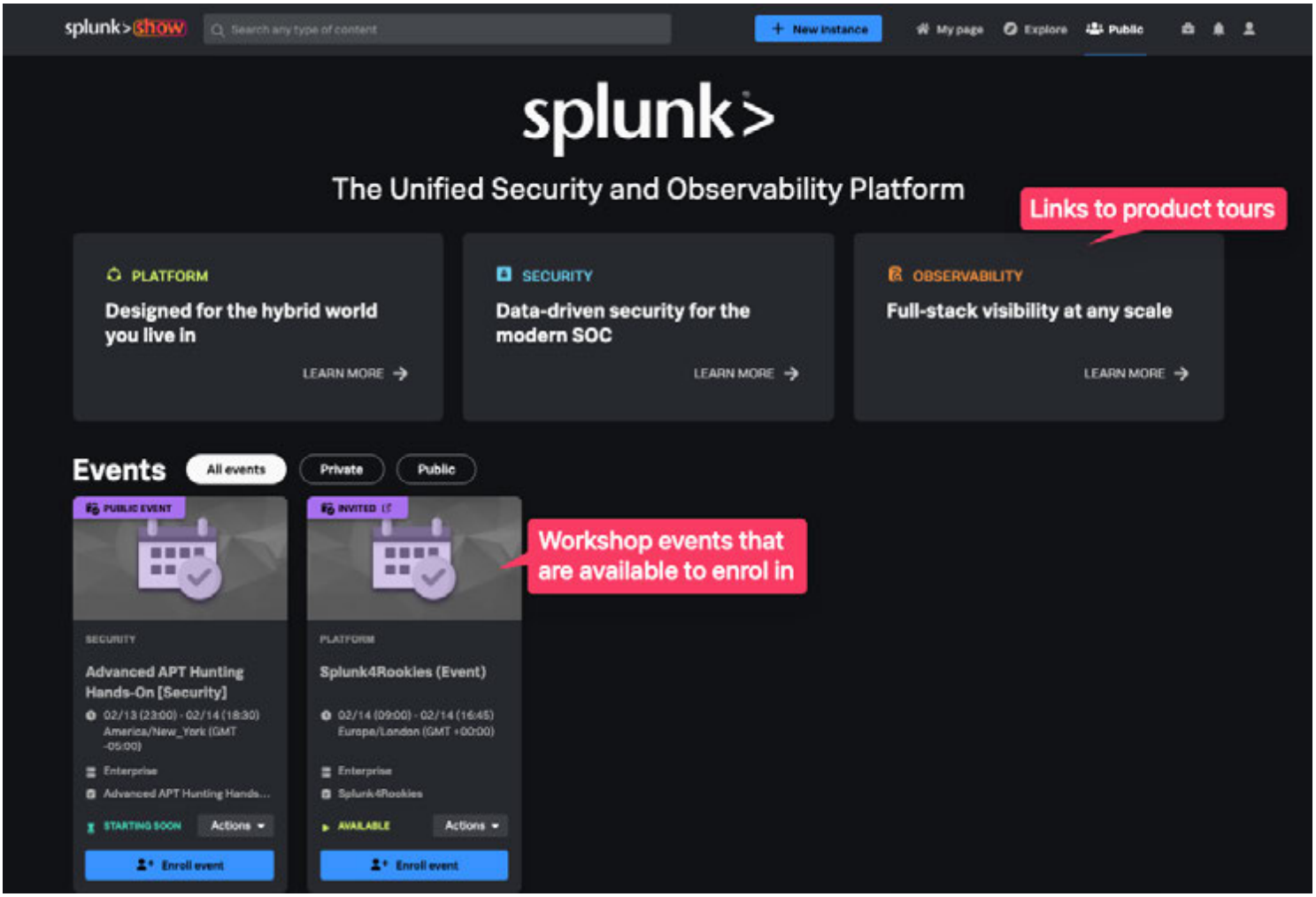
You can move users to another instance

Cisco Confidential

Public Page



This page provides the default public view for all customers who log in to Splunk Show.



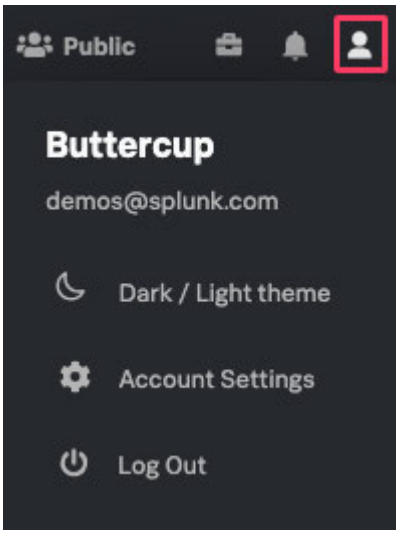
The Public page contains the following:

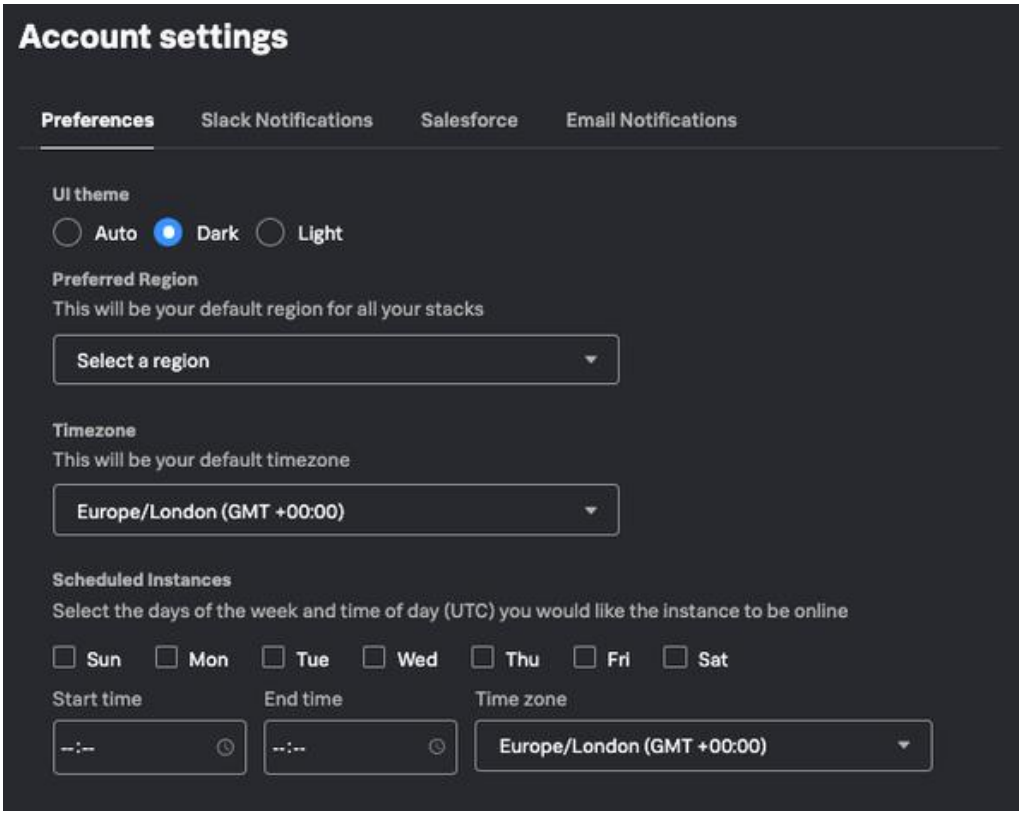
- **Product tour links** - these links will take users to the product tours on the main Splunk website and are aimed at helping customers learn more about Splunk
- **Events** - this section displays the workshop events that the logged in user is able to enrol in.
    - **Private** - only private events that the logged in user has directly been invited to (using their email address) will appear here. If a private event was created with the 'Anyone with the link can access' option enabled, any user can access this if they have been provided the direct link (see
- **Public** - these are visible to all Show users and any user can enrol

Cisco Confidential

Account Settings

Access your user account settings from the user icon in the top right corner of the Splunk Show UI.





Cisco Confidential

Preferences

- **UI theme** - switch between Auto, Dark or Light UI themes

- **Preferred Region** - set the default AWS region that Show will use when you create new demos and workshops. This will only change the default region that is selected - you will still be able to override this when requesting an instance (see Demo Details).
- **Timezone** - set the default timezone that Show will use when you create new demos and workshops. This will only change the default timezone that is selected - you will still be able to override this when requesting an instance (see Runtime).

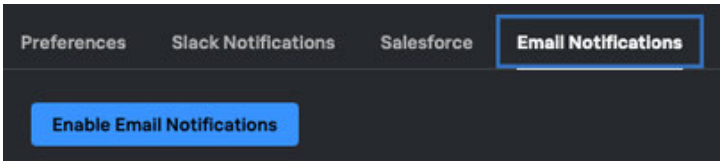
- **Scheduled Instances** - set the default running schedule that Show will use when you create new demos and workshops. This will only change the default running schedule that is selected - you will still be able to override this when requesting an instance (see Runtime).

Notifications

To enable Email notifications, you will need to opt-in within the Splunk Show interface. In the upper-right corner, hover over the down arrow and click on **Account Settings**.

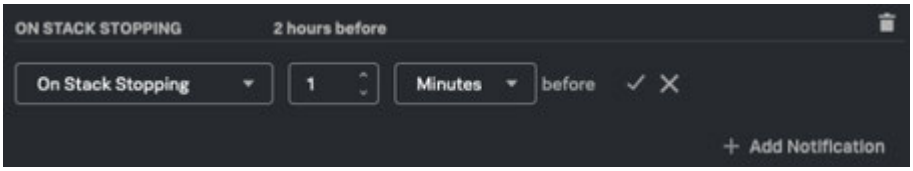
Enable Email Notifications

Under **Email Notifications** click **Enable Email Notifications**.



By default all notifications are off, but you can opt-in to all of them, or just select the ones you find most relevant.

As an example, to be notified a specific amount of time before an instance is stopped, you can click **+ Add Notification** and set the desired amount of time.



Disable Notifications

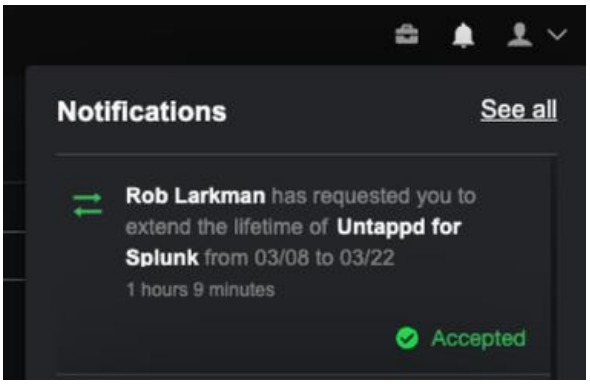
Disable email notifications at any time by clicking the **Disable Email Notifications** button.

Cisco Confidential

In-app Notifications

A notifications icon is now part of the navigation bar and will list interactions with specific features within Splunk Show.

Currently this is limited to ownership transfers and stack extension requests but watch out for further notification types in future!



Cisco Confidential

Support Requests

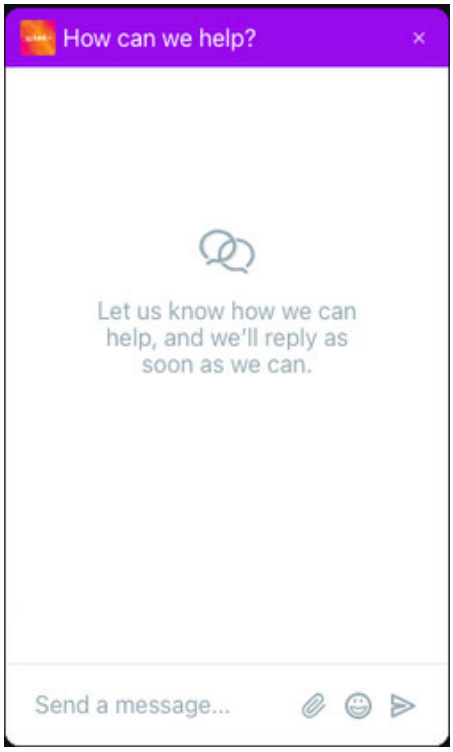
Infrastructure Issues

For issues, questions or concerns around using the Splunk Show platform, please email splunk-show@cisco.com or use the web chat feature in the bottom right corner of Splunk Show (currently resourced during US office hours).

Got an Issue with Demo/Workshop Content?

If you have a question or issue with demo/workshop content (e.g. “the demo script has incorrect screenshots” or “the slide deck has a mistake on it“, etc.) please see Content Issues (Submit Content Feedback).

Web chat button



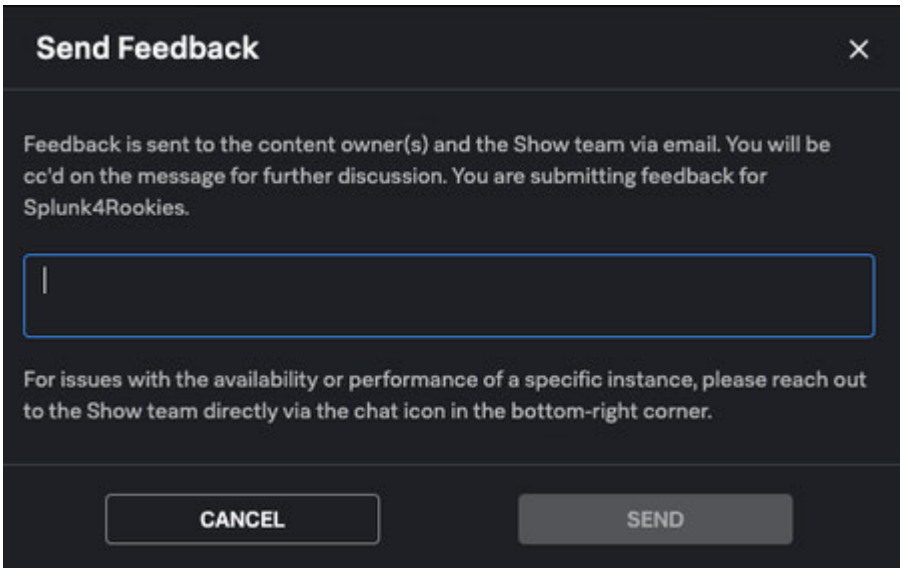
Type a message to chat with the Splunk Show team!

Content Issues (Submit Content Feedback)

If you have a question or issue with demo/workshop content - e.g. “the demo script has incorrect screenshots” or “the slide deck has a mistake on it“, etc. - you can submit content feedback directly to the content owner by clicking into any demo or workshop template and clicking on the **Submit Content Feedback** button.

On the popup **Send Feedback** window, enter your content feedback and click on **Send** to submit it to the content owner.

Cisco Confidential



Got a Technical Issue with a Running Instance?

Technical issues related to the running of your demo/workshop - such as instances not spinning up or data not appearing in a specific instance - should be raised as a support request (see Infrastructure Issues.)

Cisco Confidential