



## Using Common Services Home

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The Common Services Home is the first page that appears when you launch Common Services application from CiscoWorks Homepage. The Common Services Home serves as the dashboard for the Common Services application and provides:

- Launch points and top-level navigation for the frequently used functions in the Common Services application
- Status summary of jobs in the application
- Status of security configurations
- Information on Device and Credentials Administration (DCA) mode and number of devices
- Backup schedule and details of the last backup
- Online User information

The Common Services Home enables you to view the status summary of tasks and get the latest information about the tasks.

This chapter contains the following sections:

- [Common Services Home Layout](#)
- [Panels in Common Services Home](#)

# Common Services Home Layout

The Common Services Home displays the information of various configuration and tasks status, and provides easy access to frequently used functions in the Common Services application.

The Common Services Home also displays the version of Common Services application installed and the last updated date of Common Services Home.

The Auto Refresh option is available to Common Services Home and is enabled by default.

This section contains the following sub sections:

- [Panes](#)
- [Icons and Color Legends](#)
- [Secured Access](#)
- [AutoRefresh Feature](#)

## Panes

The Common Services Home displays the status summary and the quick links to frequently used functions under various panes.

See [Panes in Common Services Home](#) for information on panes in Common Services Home.

## Icons and Color Legends

[Table 3-1](#) describes the icons available in Common Services Home.

**Table 3-1** *Icons in Common Services Home*

Icon Name	Description
Refresh	Use this icon to refresh the Common Services Home and get the live status of tasks and configurations.  When you have refreshed the Common Services Home page, the date and time of page refresh will be updated.
Details	Use this icon to view the detailed information of System settings in Common Services Home.  This icon is displayed in the Common Services Home: <ul style="list-style-type: none"> <li>• When Authorization Mode is ACS</li> <li>• When DCA Mode is Slave</li> </ul>

The Common Services Home uses the following colors for messages to represent the status of the jobs:

- Red — Failure of a task or an error condition.
- Green — Success of a task or a normal condition.
- Black — Status information is not applicable for the specific setting.

## Secured Access

The Common Services Home displays the information on status summary and links to frequently used functions in the application.

The links to frequently used functions in the application are displayed based on roles and privileges. If you do not have full privileges or if any of the services is not running, the information will not be displayed to you, instead an error message will be displayed.

For example, if you do not have privileges to view the status of Recently Completed Jobs, you will see the following message in the Recently Completed Jobs pane.

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JRM server is down or inaccessible for this user.
```

## AutoRefresh Feature

The AutoRefresh option refreshes the Common Services Home page automatically at a predefined time interval and provides you the live status of tasks in the Common Services Home.

By default:

- The AutoRefresh option is enabled.
- The Common Services Home refreshes automatically every 45 seconds.

You can configure the default state of the AutoRefresh option (enabled or disabled) and the default time delay in the CSHP.properties file available at *NMSROOT/lib/classpath* directory.

Set the value of `default_autorefresh` property to `false` in the properties file to disable the AutoRefresh option. Change the value of `autorefresh_timedelay` property to change the default value of AutoRefresh time delay. You should specify the value of the time delay in seconds.



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**Note**

The Last Updated field displays the updated date and time whenever the Common Services Home is refreshed manually or automatically.

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# Panels in Common Services Home

The Common Services Home displays the information of status summary and the quick links to frequently used features under the following panels:

- [Security Settings](#)
- [Backup Status](#)
- [Online Users](#)
- [Recently Completed Jobs](#)
- [Device Credentials and Admin Settings](#)
- [System Tasks](#)
- [Device Management Tasks](#)
- [Reports](#)
- [Management Tasks](#)

## Security Settings

The Security panel in the Common Services Home displays information about the security settings in Common Services application such as Authentication mode, Authorization mode and Single Sign-on configuration.

You can also view the information of security settings from the Security Settings page. You should select **Server > Security** from the Common Services application to open the Security Settings page.

[Table 3-2](#) describes the fields displayed in Security Settings panel.

**Table 3-2** Fields in Security Settings Panel

Field	Description
Authentication Mode	<p>Displays the mode selected to authenticate the Common Services server when logging into the CiscoWorks application.</p> <p>See <a href="#">Setting the Login Module to Non-ACS</a> and <a href="#">Setting the Login Module to ACS</a> for details on usage of the login modules.</p> <p>The status is displayed in green, if the authentication is successful against the local or external server. It is displayed in red color, when you log into the CiscoWorks application in fallback mode. If the status is displayed in red, check whether the Authentication Server specified is reachable and the related settings are configured properly. See <a href="#">Setting up the AAA Mode</a> for more information.</p>

**Table 3-2** *Fields in Security Settings Pane*

Field	Description
Authorization Mode	<p>Displays the mode selected to authorize the user after authentication. The Authorization services can be provided by ACS or non-ACS (CiscoWorks local) Server.</p> <p>If the Authorization mode is ACS, use the Details icon to view the detailed information on ACS Connection Status in a popup window. See <a href="#">ACS Connection Status</a> for more information on ACS Connection Status in the Common Services Home.</p> <p>The messages in red denote failure. This failure could be caused by these reasons:</p> <p>ACS server is reachable from CiscoWorks server through both TACACS+ and HTTP/HTTPS connectivity. This also denotes that the System Identity User is configured with all privileges in ACS. See <a href="#">Setting up the AAA Mode</a> for more information on configuring the ACS Server.</p> <p>The message in red denotes failure. The failure could be caused by these reasons.</p> <ul style="list-style-type: none"> <li>• The ACS settings do not match with the configuration of ACS in Common Services Server.</li> <li>• ACS server is not reachable from CiscoWorks server through both TACACS+ and HTTP/HTTPS connectivity.</li> <li>• System Identity User is not configured with all privileges in ACS.</li> </ul>
Single Sign-On Configuration	<p>Displays the configured Single-Sign-On mode of the system. The system can be configured in Master, Slave or Standalone mode.</p> <p>The information in green denotes that the SSO mode is configured properly. The information red indicates problems with the SSO mode configuration that you should correct.</p> <p>For example, if the SSO mode displays Slave in red, you should check whether the SSO Master (Authentication Server) is reachable.</p>

## ACS Connection Status

When your Authorization mode is ACS, you can view the details of ACS Connection Status from Common Services Home.

The ACS Connection Status window displays the ACS Connection details. Use the ACS Details icon in the Security pane to open the ACS Connection Status window from the Common Services Home.

The color legends used in this window is slightly different from the ACS Connection Status window. The messages in black indicate that the server is configured properly. Messages in red denotes mean that the server is not reachable.

[Table 3-3](#) describes the fields displayed in the ACS Connection Status window.

**Table 3-3** *Fields in ACS Connection Status Window*

Field	Description
TACACS+ Connectivity With ACS	<p>Displays whether the TACACS+ Connectivity with ACS is configured properly.</p> <p>If the message is in red, it means that the TACACS+ Connectivity with ACS is not configured properly and the server is not reachable.</p>
HTTP/HTTPS Connectivity With ACS	<p>Displays whether the ACS is reachable from CiscoWorks server through HTTP or HTTPS connectivity.</p> <p>If the message is in red, it means that the server is not configured correctly and is not reachable through HTTP or HTTPS protocol connection due to any one of the following reasons:</p> <ul style="list-style-type: none"> <li>• Protocol settings of ACS do not match with the ACS configuration in Common Services Server</li> <li>• Invalid ACS admin credentials configured in AAA Setup mode.</li> <li>• IP Filtering may be configured in ACS</li> </ul> <p>See the Reports and Activity and Administration Audit pages in the external ACS Server for figuring out the exact reason for HTTP/HTTPS connectivity failure with ACS.</p> <p>See <a href="#">“Setting the Login Module to ACS”</a> section on page 4-30 for details on usage of the login modules and on the information on HTTP/HTTPS Connectivity with ACS.</p>
CiscoWorks System Identity User Configuration in ACS	<p>Displays whether the CiscoWorks System Identity user is configured correctly.</p> <p>If the message is in red, it denotes that the System Identity User is not configured with all privileges in ACS mode.</p> <p>We recommend that you configure the System Identity User with all privileges for all the applications in ACS mode.</p>

## Backup Status

The Backup pane in the Common Services Home displays the status of the current backup schedule, status of the last backup, and the date and time of completion of last backup.

You can also view these information from the Backup Job page in the Common Services application. Select **Server > Admin > Backup** from the Common Services application to open the Backup Job page.

Table 3-4 describes the fields in the Backup Status pane.

**Table 3-4** Fields in Backup Status pane

Field	Description
Backup Schedule	Displays the frequency, and date and time of backup schedule, when backup is scheduled.  When the backup schedule is not created or after a fresh installation, this appears as Not Scheduled.
Last Backup Completed at	Displays the date and time of completion of last backup.  When no backup is run or completed after a fresh installation or software upgrade, this appears as Not Found or Unable to Detect.
Last Backup Status	Displays the status as success or failure for the last backup.  When the backup is not completed or after a fresh installation, this appears as Not Found or Unable to Detect.

## Online Users

The Online Users pane displays information on the number of online users and their user IDs.

Table 3-4 describes the fields in the Online Users pane.

**Table 3-5** Fields in Online Users pane

Field	Description
Number of Online users	Number of users who have currently logged into the CiscoWorks Application.  When you click the number displayed, the Who is Logged On report opens.
Online User ID(s)	Login IDs of users who have currently logged into the CiscoWorks Application. The number of sessions opened by the users will also be displayed.  If there are more than four users online, this field displays only the first four users.  You can view the information on other online users in the Who is Logged On report. Click on the ... link provided to open the Who is Logged On report.

You can send broadcast messages to all online users using the Send Message link.

To send a broadcast message to all online users:

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**Step 1** Click the Send Message link and go to the Notify Users page.

**Step 2** Enter the broadcast message in the Message field.

**Step 3** Click **Send**.

The status of the message will be displayed in the Status field in the Notify Users page.

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## Recently Completed Jobs

The Recently Completed Jobs pane contains information about the last eight jobs completed.

You can also view these information from the Job Browser page in the Common Services application. To open the Job Browser page, select **Server > Admin > Job Browser** from the Common Services application.

[Table 3-6](#) describes the fields in the Recently Completed Jobs pane.

**Table 3-6** *Fields in Recently Completed Jobs pane*

Field	Description
Job Id	Unique ID assigned to the job by the system, when the job is created. The Job IDs are displayed in <i>ID.No_of_Instances</i> format for periodic jobs.  For example, the Job ID 1002.11 indicates that this is the eleventh instance of the job whose ID is 1002.  When you click the Job ID, the job details, if available, are displayed.
Job Type	Type of a job. The examples for Job Type include Inventory Collection, SyslogDefaultPurge, and NetConfigJob.
Status	Status of the scheduled jobs that are completed. The Job states include succeeded, failed, crashed, cancelled, and rejected.  The status of the succeeded jobs and the failed jobs are marked in green and red colors respectively.
Description	Description of the job provided by the job creator. The description can contain alphanumeric characters.
Completed At	Date and time when the job was completed.

If there are more than eight completed jobs available, the Recently Completed Jobs displays a link named More. Click this link to open the Job Browser page and view the detailed job information.

## Device Credentials and Admin Settings

The Device Credentials and Admin pane displays the information on devices and enables you to view the device management status. The information displayed in this pane is fetched from the Device Management page. You can access the Device Management page by selecting **Device and Credentials > Device Management** from the Common Services application.

Table 3-7 describes the fields in the Device Credentials and Admin pane.

**Table 3-7** Fields in Device Credentials and Admin pane

Field	Description
Number of Devices	<p>Displays the number of devices in Common Services Device and Credentials Repository when the server is configured in non-ACS mode.</p> <p>When the server is configured in ACS mode, this indicates the list of devices authorized for the user.</p> <p>You can click the link provided on the number displayed to go to Common Services DCA Device List Report page, and view information on the display name and type of all devices.</p> <p>You can also open the DCA Device List Report from the Report Generator page. Select <b>Device and Credentials &gt; Reports</b> from the Common Services application to open the DCA Device List Report.</p>
Devices not configured in ACS	<p>Displays the number of devices that are not configured in ACS.</p> <p>If the AAA mode is set to non-ACS, it displays as <b>Not Applicable</b>.</p> <p>You can click the link provided on the number displayed to go to Common Services Device List not included in ACS Report page.</p>
DCA Mode	<p>Displays the mode of Common Services Device Credentials and Administration Server.</p> <p>The possible modes of configuration are Standalone, Master and Slave.</p> <p>If the DCA mode is Slave, you can use the Details icon to view the mode settings. Click the Details icon to go to Current DCA settings page to view the information such as:</p> <ul style="list-style-type: none"> <li>• Mode of configuration</li> <li>• Master HostName</li> <li>• Port Number</li> <li>• Master certificate validity status</li> <li>• List of User Defined Fields</li> </ul> <p>If the DCA mode is Master, you can use the Details icon to view the list of Slaves and their details in the Mode Settings page.</p> <p>Select <b>Device and Credentials &gt; Admin &gt; Mode Settings</b> from the Common Services application to go to Current DCA settings page.</p>

## System Tasks

The System Tasks pane provides you the links to perform the frequently used system tasks such as Local User Setup, AAA mode setup and License Management in the application.

Table 3-8 lists the links available in System Tasks Pane, the destination page of each link, and the alternative methods of launching the destination page from the application homepage.

**Table 3-8** Fields in System Tasks pane

Field	Description
Local User Setup	When you click this link, the Local User Setup page opens. Alternatively, to open this page, select <b>Server &gt; Security &gt; Single-Server Management &gt; Local User Setup</b> from the Common Services application.
Multi-Server Trust Management	When you click this link, the Multi-Server Trust Management page opens. Alternatively, to open this page, select <b>Server &gt; Security &gt; Multi-Server Trust Management</b> from the Common Services application.
Configure Single Sign-On	When you click this link, the Single Sign-On Setup page opens. Alternatively, to open this page, select <b>Server &gt; Security &gt; Multi-Server Trust Management &gt; Single Sign-On Setup</b> from the Common Services application.
AAA Mode Setup	When you click this link, the AAA Mode Setup page opens. Alternatively, to open this page, select <b>Server &gt; Security &gt; AAA Mode Setup</b> from the Common Services application.
License Management	When you click this link, the Licensing Information page opens. Alternatively, to open this page, select <b>Server &gt; Admin &gt; Licensing</b> from the Common Services application.
Group Management	When you click this link, the Groups Administration page opens. Alternatively, to open this page, click the Groups tab from the Common Services application.

## Device Management Tasks

The Device Management Tasks pane contains links that allow you to perform the frequently used device management tasks. When you have configured DCA in Slave mode, only the links to the Device Selector Settings appears. The other links do not appear.

Table 3-9 lists the links available in the Device Management Tasks Pane, the destination location of each link, and the alternative methods of launching the destination page from the application homepage.

**Table 3-9** Fields in Device Management Tasks pane

Field	Description
Add Devices	<p>When you click this link, the Device Properties wizard opens. Alternatively, to open the Device Properties wizard:</p> <ol style="list-style-type: none"> <li>1. Select <b>Device and Credentials &gt; Device Management</b> from the Common services applications. The Device Summary page appears.</li> <li>2. Click <b>Add</b> in the Device Summary page. The Device Properties wizard appears.</li> </ol>
Add User-defined Attributes	<p>When you click this link, the User Defined Fields page opens. Alternatively, to open this page, select <b>Device and Credentials &gt; Admin &gt; User Defined Fields</b> from the Common Services application.</p>
Edit/Delete Devices	<p>When you click this link, the Device Management page opens. Alternatively, to open this page, select <b>Device and Credentials &gt; Device Management</b> from the Common Services application.</p>
Import Devices	<p>When you click this link, the Device Import page opens in a new window. Alternatively, to open the Device Import page:</p> <ol style="list-style-type: none"> <li>1. Select <b>Device and Credentials &gt; Device Management</b> from the Common Services application. The Device Summary dialog box appears.</li> <li>2. Click <b>Bulk Import</b> in the Device Summary dialog box. The Device Import page opens in a new window.</li> </ol>

**Table 3-9** *Fields in Device Management Tasks pane*

Field	Description
Export Devices	<p>When you click this link, the Device Export page opens in a new window.</p> <p>Alternatively, to open the Device Export page:</p> <ol style="list-style-type: none"> <li>1. Select <b>Device and Credentials &gt; Device Management</b> from Common services. The Device Summary dialog box appears.</li> <li>2. Click <b>Export</b> in the Device Summary page. The Device Export page opens in a new window.</li> </ol>
Device Selector Settings	<p>When you click this link, the Device Selector Settings page opens. Alternatively, to open this page, select <b>Device and Credentials &gt; Device Management &gt; Device Selector Settings</b> from the Common Services application.</p>

## Reports

The Reports pane contains links to frequently used reports in Common Services. The reports are launched in a pop up window. When the Common Services server is configured in DCA Slave mode, links to Device Audit Log report and Device Import Status report will not be displayed in the Reports pane.

[Table 3-10](#) lists the links available in Reports pane and the alternative methods of launching the reports from the application homepage.

**Table 3-10** *Fields in Reports pane*

Field	Alternative Method of Launching Reports From Common Services
Permission Report	Select <b>Server &gt; Reports</b> from the Common Services application, and click <b>Permission Report</b> from the list of Available System Reports.
Log File Status	Select <b>Server &gt; Reports</b> from the Common Services application, and click <b>Log File Status</b> from the list of Available System Reports.
Process Status	Select <b>Server &gt; Reports</b> from the Common Services application, and click <b>Process Status</b> from the list of Available System Reports.
System Audit Log	Select <b>Server &gt; Reports</b> from the Common Services application, and click <b>Audit Log</b> from the list of Available System Reports.
Device Audit Log	Select <b>Device and Credentials &gt; Reports</b> from the Common Services application, and click <b>Audit Log</b> from the list of Available System Reports.
Device Import Status	Select <b>Device and Credentials &gt; Reports</b> , from the Common Services application, and click <b>Import Status Report</b> from the list of Available System Reports.

## Management Tasks

The Management Tasks pane contains links that allow you to perform common server administration tasks.

[Table 3-11](#) lists the links available in Management Tasks pane, the destination location of each link, and the alternative method of launching the destination page from the application homepage.

**Table 3-11** *Fields in Management Tasks pane*

Field	Description
Schedule Backup	When you click this link, the Backup Job page opens. Alternatively, to open this page, select <b>Server &gt; Admin &gt; Backup</b> from the Common Services application.
Check for Software Updates	When you click this link, the Software Update page opens. Alternatively, to open this page, select <b>Software Center &gt; Software Update</b> from the Common Services application.
Check for Device Updates	When you click this link, the Device Update page opens. Alternatively, to open this page, select <b>Software Center &gt; Device Update</b> from the Common Services application.
Launch Device Center	When you click this link, the Device Center page opens in a new window. Alternatively, to open this page: <ol style="list-style-type: none"> <li>1. Go to the CiscoWorks Homepage</li> <li>2. Select <b>Device Center</b> from the Device Troubleshooting panel</li> </ol>
Collect Server Information	When you click this link, the Collect Server Information page opens. Alternatively, to open this page, select <b>Server &gt; Admin &gt; Collect Server Information</b> from the Common Services application.

