



## Monitoring VMS Services

This chapter describes how to monitor VMS services. Service dashboard displays at-a-glance views of the most important data in the service pack. The dashboard elements visually convey complex information in a simplified format. The dashboard allows you to quickly analyze data and drill down for an in-depth information.

This chapter contains the following sections:

- [Using the Dashboard , on page 1](#)
- [Viewing an Event Log, on page 3](#)

### Using the Dashboard

After logging into the Cisco Virtual Managed Services Portal, you can access dashboards that allows you to view your subscriptions, status of the services, and approval requests in a consolidated view. To access the dashboard, click **Dashboards** from the left pane of the Service Interface. You can only view the data in the dashlets that you have access to. If you are a user with an administrator privilege, you can view all the dashlets available in VMS with the data populated for all the users. Click on **Reload Dashlet** icon to refresh the data on the dashboards..

The following are the dashlets that are available on VMS:

- **Subscriptions:**

By default, the dashboard will display all the subscriptions sorted by the service type, customers, status, number of issues, and status of the issues. This dashboard also displays the service pack specific subscriptions with details of the services, such as, Up, Down, Unregistered, Ordering, Updating, and Sites.

Each of the service pack specific subscription page are also linked to their detailed services page. Click on **All Cloud VPN Services** to view Monthly Usage, Performance Metrics and Created/Provisioned Log for a service. For more details on this page, see [Monitoring Status and Usage of a Service](#).

- **Approval:**

When a new service order is submitted, the service request goes through an approval process before it is provisioned. Only an approver user or a user with approver privilege can approve or reject a request. If notifications are enabled, the approvers are notified of the pending approvals. This dashboard will show the list of pending approvals. For more information, see [Approving or Rejecting a Service Request](#).

- **Device Management:**

This dashboard shows the type of devices ordered and their status and the deployed devices for each of the service types. The list of devices in various status such as Unregistered, Registering, Provisioned, Ordering, Updating, Provisioning Failed, Up, Down, Unknown are displayed. For information on how to manage your devices, see the [Service Pack Guides](#).

## Monitoring Status and Usage of a Service

Using this procedure, you can monitor key performance metrics for your services in the VMS Portal. You can set the level of monitoring to minimal and can customize the monitoring displays. If you have purchased a service, you can also monitor monthly usage and performance metrics of a service, for a specific period.

You can monitor services as follows:

### Procedure

- 
- Step 1** From the left pane of the VMS Portal, select **Dashboard** on the left pane.
  - Step 2** In the Subscriptions dashlet, click any of the Service Packs.
  - Step 3** Click on **All Services** to display Services along with the status such as *Provisioned*, *Ordering*, *Update Failed*, *Provisioning failed* and *Unknown*.
  - Step 4** To filter services, select a status from the drop-down.
  - Step 5** Expand the Service name to view the Performance Metrics, Monthly Usage and other necessary information for the selected service.
  - Step 6** You can view **Monthly Usage**, **Performance Metrics** and **Created/Provisioned Log** for a service (displayed on the right pane). You can further expand the service offer and click the device name under the service offer (for instance, click Cisco 881 Integrated Service Router) to view the serial number and location on the right pane.
  - Step 7** Under **Performance Metrics**, slide the **Timeframe** sidebar to view performance metrics such as **Internet Traffic**, **On Network Traffic**, and **Connected Remote Access Users** over a specific time frame. You can also view the date when the service was created, modified and provisioned in the **Created/Provisioned Log** in the right pane, when you select a services
- 

### Example



**Note** When logged in as an Admin or Operator for operations and troubleshooting, it is useful to have a view of what any customer can access. You could achieve this by clicking **Login as Customer** in (bottom) left pane. From the drop-down list provided, select the customer to view and the user to login as. Click **Start**.

This provides a central location for the Service Provider administrator or the operator to login as any customer without the need to remember login credentials for all customers.

---

## Approving or Rejecting a Service Request

When a new service order is submitted, the service request goes through an approval process before it is provisioned. For information on how to order a new service for a Managed Device, SDWAN, vBranch service packs, see the service pack user guides on [cisco.com](https://www.cisco.com).

Only an approver user or a user with approver privilege can approve or reject a request. If notifications are enabled, the approvers are notified of the pending approvals. An approver can approve or reject the following request types:

- New service request
- Update to an existing service request
- Service cancellation request

For a service provider user, the status of the submitted order will stay in pending state until it is approved or rejected. If the notifications are configured for the service provider, the user will be notified of the status through an email or REST API.



---

**Note** Only an approver user or a user with approver privileges can perform this process.

---

### Before you begin

Configure notifications if you want to notify approvers or service provider users about the status of the approvals. See [Enable Notifications for Events](#).

### Procedure

---

- Step 1** Log in to the Cisco VMS Portal.
- Step 2** From the left pane, click **Approvals** to view a list of pending service requests.
- Step 3** Select a request and click **Approve** or **Reject**. If rejected, provide a reason for rejection.
- The user will be notified about the status.
- 

## Viewing an Event Log

### Procedure

---

- Step 1** Log in to the VMS Portal using your credentials. If a user belongs to many tenants, a drop-down is displayed to select the tenant.
- Step 2** From the Left Hand Side menu, click **Event Log**.

**Step 3** From the Event Log screen, filter the event log records. Select the filter type from the drop-down. You can filter these events by severity and time frame. To list event logs for a specific duration, select the **Custom Range** check box and specify the dates.

---