



Cisco Catalyst Center Platform User Guide, Release 2.3.7.x

First Published: 2023-12-20

Last Modified: 2024-08-02

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/c/en/us/about/legal/trademarks.html>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1721R)

© 2023–2024 Cisco Systems, Inc. All rights reserved.



CONTENTS

CHAPTER 1	New and Changed Information 1
	New and Changed Information 1

CHAPTER 2	About Catalyst Center Platform 3
	About Catalyst Center Platform 3
	About Intent APIs 4
	About Events and Notifications 4

CHAPTER 3	Deploy Catalyst Center Platform 5
	Overview 5
	Install Catalyst Center Platform 5
	Configure Integration Settings 6
	API Prerequisites 6
	Role-Based Access Control Support for Platform 7

CHAPTER 4	Platform Overview GUI 11
	About Platform Overview 11
	Review the Platform GUI 11

CHAPTER 5	Platform Manage GUI 13
	About Manage 13
	About Bundles 13
	Bundle Features 14
	Configure Bundles: Destination to Receive Events 15
	Configure Bundles: ServiceNow Access Settings 18
	Configure Bundles: CMDB Data Synchronization for ServiceNow 21

CHAPTER 6**Configurations 31**

- About Configurations 31
- Configure Event Settings 31
- Configure General Settings: Edit an Instance 33
- Configure General Settings: Add an Instance 35
- Configure a Webhook Destination 36
- Configure an Email Destination 38
- Configure a Syslog Server Destination 39
- Configure a Trap Notification 40

CHAPTER 7**Reports 43**

- About Reports 43
- Run Your First Report 44
- Run an Access Point Report 46
- Run an Audit Log Report 49
- Run a Client Report 52
- Run a Compliance Report 55
- Run a Configuration Archive Report 57
- Run an End-of-Life Report 60
- Run an Executive Summary Report 62
- Run an Inventory Report 65
- Run a Licensing Report 68
- Run a Network Devices Report 71
- Run a Rogue and aWIPS Report 74
- Run an ROI Report 77
- Run a Security Advisories Report 78
- Run a SWIM Report 81
- Generate a Flexible Report 84
- View Generated Reports 87

CHAPTER 8**Developer Toolkit GUI 91**

- About Developer Toolkit 91
- Work with APIs 91

Work with Integration Flows	93
Work with Event Notifications	95
Work with Event Notification Simulations	98

CHAPTER 9**Runtime Dashboard 101**

About Runtime Dashboard	101
Review the Event Summary	101
Retry an ITSM Event	106
Review the API Summary	108
Review the CMDB Synchronization Summary	110
Review the Integration Flow Summary	111

CHAPTER 10**Catalyst Center Platform Resources and Documentation 115**

Catalyst Center Platform Resources and Documentation	115
--	-----



CHAPTER 1

New and Changed Information

- [New and Changed Information, on page 1](#)

New and Changed Information

The following table summarizes the new and changed features in Catalyst Center platform 2.3.7.6 and tells you where they are documented.

Table 1: New and Changed Features in Catalyst Center Platform, Release 2.3.7.6

Feature	Description
Name change to Cisco Catalyst app	<p>The Cisco DNA app on the ServiceNow Store is rebranded as Cisco Catalyst from app version 2.3.1 onwards.</p> <p>The previous versions of the app are still called Cisco DNA, and you can continue using them with the corresponding release versions of Catalyst Center.</p>

The following table summarizes the new and changed features in Catalyst Center platform 2.3.7.5 and tells you where they are documented.

Table 2: New and Changed Features in Catalyst Center Platform, Release 2.3.7.5

Feature	Description	Where Documented
Audit Log Report	This Catalyst Center platform release supports a new Audit Log report.	<p>For more information, see the following:</p> <ul style="list-style-type: none">• Run an Audit Log Report, on page 49.• New Report in the Cisco Catalyst Center Release Notes.

The following table summarizes the new and changed features in Catalyst Center platform 2.3.7.4.

Table 3: New and Changed Features in Catalyst Center Platform, Release 2.3.7.4

Feature	Description
Name Change to Catalyst Center	As part of our vision to converge our products around an integrated platform, we are changing the name of Cisco DNA Center Platform to Catalyst Center Platform in this release. The capability and functionality of Catalyst Center Platform remains the same as Cisco DNA Center Platform.



CHAPTER 2

About Catalyst Center Platform

- [About Catalyst Center Platform, on page 3](#)
- [About Intent APIs, on page 4](#)
- [About Events and Notifications, on page 4](#)

About Catalyst Center Platform

Catalyst Center provides an extensible platform that Cisco customers and partners can use to create value-added applications that can be built on top of its native capabilities. You can leverage the following Catalyst Center platform features to enhance the overall network experience by optimizing end-to-end IT processes, reducing the Total Cost of Ownership (TCO), and developing new value networks:

- **Intent APIs:** The Intent APIs are northbound REST APIs that expose specific capabilities of Catalyst Center platform. The Intent APIs provide policy-based abstraction of business intent, allowing you to focus on an outcome to achieve instead of struggling with the mechanisms that implement that outcome. The APIs conform to the REST API architectural style. The APIs are simple, extensible, secure to use, and support the standard REST methods, which include the GET, POST, PUT, and DELETE operations through HTTPS. For additional information, see [Intent APIs](#).
- **Integration Flows:** Integration capabilities are part of westbound interfaces. To meet the need to scale and accelerate operations in modern data centers, IT operators require intelligent, end-to-end work flows built with open APIs. Catalyst Center platform provides mechanisms for integrating Assurance workflows and data with third-party IT Service Management (ITSM) solutions. For additional information, see [Integration APIs](#).
- **Events and Notifications Services:** Supported services are available for Cisco Catalyst Assurance events and Catalyst Center SWIM events to be captured and forwarded to third-party applications.



Note The Catalyst Center platform application is accessible to a user with a SUPER-ADMIN-ROLE. You can view the Catalyst Center platform and perform actions through its GUI after logging in as a user with a SUPER-ADMIN-ROLE. Additionally, as a user with a SUPER-ADMIN-ROLE, you can create a custom role with read, write, or deny permissions to various platform functionality (APIs, bundles, events, and reports). From the top-left corner, click the menu icon and choose **System > Users & Roles > Role Based Action Access Control** to access this feature.

About Intent APIs

The Intent APIs are Northbound REST APIs that expose specific capabilities of Catalyst Center platform. The Intent APIs provide policy-based abstraction of business intent, allowing you to focus on an outcome to achieve instead of struggling with the mechanisms that implement that outcome.

The APIs conform to the REST API architectural styles that are simple, extensible, and secure to use and support the standard REST methods which includes the GET, POST, PUT and DELETE operations through HTTPS. A REST endpoint accepts and returns HTTPS messages that contain JavaScript Object Notation (JSON) documents. You can use any programming language to generate the messages and the JSON documents that contain the API methods. These APIs are governed by the Catalyst Center Role Based Access Control (RBAC) rules and as a security measure require the user to authenticate successfully prior to using the API.

The Intent APIs are listed in the API catalog located in the Catalyst Center platform GUI, that you can view. From the top-left corner, click the menu icon and choose **Platform** > **Developer Toolkit** > **APIs**.



Note For additional information about Intent APIs, see [Intent APIs](#). For general information about APIs used by the Catalyst Center platform, see [Platform Overview](#).

About Events and Notifications

Catalyst Center platform supports the ability to send custom notifications when specific events are triggered. This is valuable for third-party systems that take business actions based upon event type. For example, when a device in the network is out of compliance, a custom application may want to receive notifications and execute a software upgrade action.

You can view a list of available events for this release. From the top-left corner, click the menu icon and choose **Platform** > **Manage** > **Configurations**. These events can be customized for IT Service Management (ITSM) incidents.



CHAPTER 3

Deploy Catalyst Center Platform

- [Overview](#), on page 5
- [Install Catalyst Center Platform](#), on page 5
- [Configure Integration Settings](#), on page 6
- [API Prerequisites](#), on page 6
- [Role-Based Access Control Support for Platform](#), on page 7

Overview

To deploy the Catalyst Center platform, perform the following steps:

1. Install Catalyst Center, Release 2.3.7. For information, see [Install Catalyst Center Platform](#), on page 5.
2. Configure the integration settings. For information, see [Configure Integration Settings](#), on page 6.

After deploying the Catalyst Center platform, perform the following tasks:

- Review the API prerequisites. For information, see [API Prerequisites](#), on page 6.
- Proceed to **Overview** in the GUI to review the brief feature descriptions to better understand the Catalyst Center platform. For information, see [About Platform Overview](#), on page 11.
- Proceed to **Bundles** in the GUI to enable, configure, and activate any of the bundles necessary for your network. For information, see [Bundle Features](#), on page 14.

Install Catalyst Center Platform

When you install Catalyst Center, you also install the Catalyst Center platform. A separate installation procedure for the Catalyst Center platform is not required. For information about installing Catalyst Center, see the [Cisco Catalyst Center Installation Guide](#).

The Catalyst Center platform is accessible to a user with a SUPER-ADMIN-ROLE. You can log in and view the Catalyst Center platform, as well as perform actions through its GUI after logging in as a user with a SUPER-ADMIN-ROLE. Additionally, as a user with a SUPER-ADMIN-ROLE, you are able to create a custom role with read, write, or deny permissions to various platform functionality (APIs, bundles, events, and reports). From the top-left corner, click the menu icon and choose **System > Users & Roles > Role Based Action Access Control** to access this feature.

Configure Integration Settings

In cases where firewalls or other rules exist between Catalyst Center and any third-party applications that need to reach Catalyst Center platform, you will need to configure **Integration Settings**. These cases occur when the IP address of Catalyst Center is internally mapped to another IP address that connects to the internet or an external network.



Important After a backup and restore of Catalyst Center, you must access the **Integration Settings** window and update (if necessary) the **Callback URL Host Name** or **IP Address** using this procedure.

Before you begin

You have deployed Catalyst Center platform as described in the previous section.

Step 1 From the top-left corner, click the menu icon and choose **System > Settings > System Configuration > Integration Settings**.

Step 2 Enter the **Callback URL Host Name** or **IP Address** that the third-party application needs to connect to when communicating with Catalyst Center platform.

Note The **Callback URL Host Name** or **IP Address** is the external facing hostname or IP address that is mapped internally to Catalyst Center. Configure the VIP address for a three-node cluster setup.

Step 3 Click **Apply**.

What to do next

Review the API prerequisites for Catalyst Center platform.

API Prerequisites

To work with the Catalyst Center APIs and the Catalyst Center platform, you must meet the following API prerequisites.

Supported Programming Language

In order to use the code previews that Catalyst Center platform generates, you must use a supported programming language and perform any other necessary language-specific tasks to use the generated code.

For example, to use Python scripts generated by Catalyst Center platform, you must install the requests library. You can use pip (Pip Installs Packages) to install using a CLI command:

```
pip install requests
```

Catalyst Center platform is able to generate code previews for the following languages in the GUI:

- **Shell**

- **Node - HTTP**
- **Node - Unirest**
- **Node - Request**
- **Python**
- **Ruby**
- **JavaScript**
- **JQuery**
- **PHP**
- **Go**
- **Ansible**

Authentication

The Catalyst Center APIs use token-based authentication and the lifetime of a token is 60 seconds. You need to log into the APIs using an authentication script (using the supported programming language of your choice). As an example, run the following Python script to log in:

```
def get_token():
    token = requests.post(
        'https://<cluster IP>/api/system/v1/auth/token',
        auth=HTTPBasicAuth(
            username=<username>,
            password=<password>
        ),
        headers={'content-type': 'application/json'},
        verify=False,
    )
    data = token.json()
    return data['Token']
```

Role-Based Access Control Support for Platform

Catalyst Center platform supports role-based access control (RBAC), which enables a user with SUPER-ADMIN-ROLE privileges to define custom roles that permit or restrict users access to certain platform features.

Use this procedure to define a custom role and then assign a user to that role.



Note The Catalyst Center platform is accessible to a user with a SUPER-ADMIN-ROLE. You can log in and view the Catalyst Center platform, as well as perform actions through its GUI after logging in as a user with a SUPER-ADMIN-ROLE. The NETWORK-ADMIN-ROLE and the OBSERVER-ROLE have more limited and restricted capabilities with the Catalyst Center platform. For example, these two roles do not permit the user to perform the following actions:

- Generate reports
- Subscribe to events
- Configure event settings
- Enable and configure bundles
- Configure users and roles

For more information, see the "Manage Users" chapter in the [Cisco Catalyst Center Administrator Guide](#).

Before you begin

Only a user with SUPER-ADMIN-ROLE permissions can perform this procedure.

Step 1

Define a custom role.

- a) From the top-left corner, click the menu icon and choose **System > Users & Roles > Role Based Access Control**.
- b) Click **Create a New Role**.

The **Create a User Role** window appears. If this is your first iteration of RBAC, after you have created the new role, you will be asked to assign users to the new role.

- c) Click **Let's Do it**.

If you want to skip this screen in the future, check the **Don't show this to me again** check box.

The **Create a New Role** window appears.

- d) Enter a name for the role and then click **Next**.

The **Define the Access** window appears with a list of options.

- e) Click > next to **Platform** to expand it.

The following options appear, which allow you to set **Deny** (the default), **Read**, or **Write** permissions for the new role:

- **APIs**: Allows you to view and try out the APIs.
- **Bundles**: Allows you to configure and activate the bundles and ITSM integration settings.
- **Events**: Allows you to configure event settings for email, REST API endpoints, and SNMP traps.
- **Reports**: Allows you to schedule, view, and download reports.

- f) Click **Next**.

The **Summary** window appears.

- g) Review the summary. If the summary information is correct, click **Create Role**. Otherwise, click **Edit** and make the appropriate changes.

Step 2

To assign a user to the custom role you just created, click **Add Users**.

The **User Management > Internal Users** window appears, which allows you to assign the custom role to an existing user or to a new user.

- To assign the custom role to an existing user, do the following:
 - a. In the **Internal Users** window, click the radio button next to the user to whom you want to assign the custom role, and then click **Edit**.

The **Update Internal User** slide-in pane appears.

- b. From the **Role List** drop-down list, choose the custom role, and then click **Save**.

- To assign the custom role to a new user, do the following:

- a. Click **Add**.

The **Create Internal User** slide-in pane appears.

- b. Enter the first name, last name, email, and username in the fields provided.
- c. From the **Role List** drop-down list, choose the custom role to assign to the new user.
- d. Enter the password and then confirm it.
- e. Click **Save**.

Step 3

If you are an existing user who was logged in when the administrator was making changes to your access permissions, you must log out of Catalyst Center and then log back in for the new permission settings to take effect.



CHAPTER 4

Platform Overview GUI

- [About Platform Overview, on page 11](#)
- [Review the Platform GUI, on page 11](#)

About Platform Overview

To access the **Overview** window, click the menu icon and choose **Platform > Overview**. The **Overview** window supports the following features:

- Displays brief summaries and direct links to the Catalyst Center platform GUI features, including:
 - **Bundles**: Provides access to bundles that you can use to integrate your own applications to Catalyst Center with or to enhance the performance of Catalyst Center itself. Bundles are defined as groupings of APIs, events, integration flows, data services, or applications. Additionally, provides access to a GUI (**Configurations**) where you can configure general or event global settings or settings for multiple bundles.
 - **Developer Toolkit**: Provides tools (APIs and integration flows) to access Catalyst Center, as well as integrate Catalyst Center with other applications.
 - **Runtime Dashboard**: Provides a dashboard where metrics are collected and you can view API, integration flow, and event summaries.
 - **Configurations**: Provides dashboards where you can configure the category, severity, and type of events for your network, as well as add/edit instances to bundles.
- Accesses the **Notifications** slide-in pane that presents any current Catalyst Center platform notifications, including bundle updates. Click **View Details** to view detailed data about the bundle under the **Bundles** tab. Click **Dismiss** to dismiss the bundle notification.

Review the Platform GUI

Perform this procedure to review the Catalyst Center platform features and functions that are available to you. You can review these features and functions using the **Overview** window in the Catalyst Center GUI.

Figure 1: Catalyst Center Platform Overview Window

Welcome to the Cisco DNA Center Platform. Programmatically access your network through Intent APIs, integrate with your preferred IT systems to create end-to-end solutions and add support for multi-vendor devices.

Bundles

Bundles are easy to use feature sets for consuming Intent APIs, integrations, events and notifications. View all the available bundles, enable relevant bundles and customize the configuration preferences to consume events as per your application(s) or IT system(s) needs.

Developer Toolkit

Discover APIs to manage your network, configure integration flows and access network data to analyze, export and visualize complex reports.

Runtime Dashboard

Get insights into API usage, view events published to IT systems such as number of API calls, response time(s), events published, bundles activated etc.

Configurations

View and set global or bundle specific settings to manage your integration configurations and modify event specific settings.

EQ Find

BUNDLE UPDATE

Cisco DNA Center Automation events for ITSM (ServiceNow) successfully configured.

Jun 02 2023, 12:57 pm

[View Details](#) | [Dismiss](#)

BUNDLE UPDATE

The Cisco DNA Center Automation events for ITSM (ServiceNow) bundle is enabled and ready for configuration.

Jun 02 2023, 12:57 pm

[View Details](#) | [Dismiss](#)

Step 1 From the top-left corner, click the menu icon and choose **Platform > Overview**.

Step 2 Review the options available to you in this window.

Step 3 Click the links to directly access the individual Catalyst Center platform feature.

Step 4 Review bundle update information using the **Notifications** slide-in pane.

Note The bundle update information concerns the bundle status (enabled, disabled, successfully configured, or ready to be configured).



CHAPTER 5

Platform Manage GUI

- [About Manage, on page 13](#)
- [About Bundles, on page 13](#)
- [Bundle Features, on page 14](#)
- [Configure Bundles: Destination to Receive Events, on page 15](#)
- [Configure Bundles: ServiceNow Access Settings, on page 18](#)
- [Configure Bundles: CMDB Data Synchronization for ServiceNow, on page 21](#)

About Manage

The Catalyst Center platform **Manage** window provides access to the following features:

- **Bundles:** Access to bundles that you can use to integrate Catalyst Center with your own applications or to enhance the performance of Catalyst Center itself. Bundles are comprised of groupings of APIs, events, integration flows, data services, or applications.



Note To view the bundle components, click the menu icon and choose **Platform > Developer Toolkit > APIs** or **Platform > Developer Toolkit > Integration Flows**.

- **Configurations:** Ability to configure global settings for a single bundle or across multiple bundles for a custom platform experience.

About Bundles

Catalyst Center platform provides access to bundles that you can use to integrate Catalyst Center with your own applications or to enhance the performance of Catalyst Center itself.

The following Catalyst Center platform information is accessible using the GUI:

- Bundle name, vendor, version, version release date, tags, and description.
- Status of the bundle:

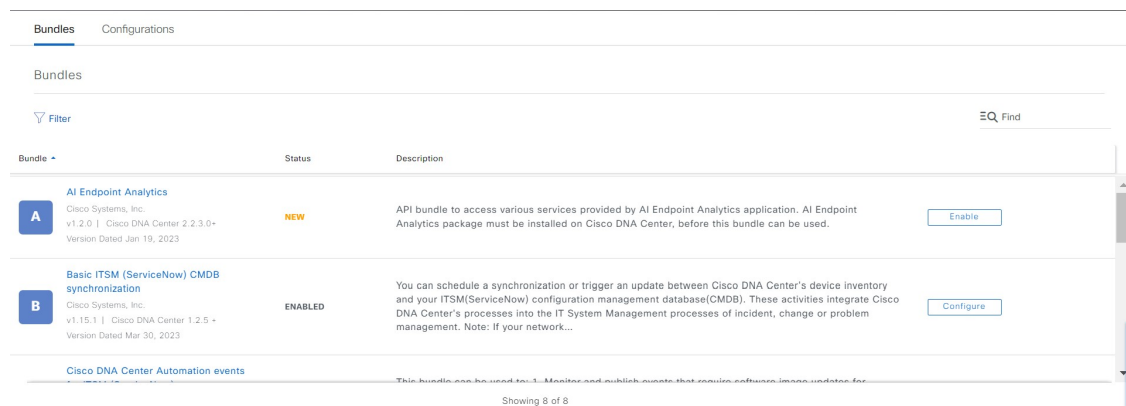
- **NEW:** Bundle that is available through Catalyst Center platform, but has not yet been enabled. Click **Enable** to enable the bundle for configuration and subsequent activation.
- **ENABLED:** Bundle that has been enabled, but not yet configured. Once enabled, the bundle's integration flows and API code can be viewed under the **Contents** tab. Click **Configure** to configure at the bundle level.

The enablement and configuration of bundles are two separate steps, because a business manager will usually enable a particular bundle as a business decision. The follow-up configuration of the bundle will usually be performed by an IT or network administrator.
- **DISABLED:** The bundle has been stopped from executing any further.
- **ACTIVE:** After either reviewing and/or configuring the bundle (configuring bundle-specific values), you can activate the bundle in your network by clicking **Activate**.
- **UPDATE:** When you upgrade from one version of Catalyst Center platform to a later version of Catalyst Center platform.
- **ERROR:** There is an issue with the bundle and it cannot be activated within your network.

Bundle Features

You can review, enable, and configure bundles using the **Bundles** window in the Catalyst Center GUI.

Figure 2: Catalyst Center Platform Bundles Window



Access the bundles in the GUI to accomplish the following tasks:

- Review and try out supported Catalyst Center APIs. For more information, see [Work with APIs, on page 91](#).
- Enable Rogue Management and the Cisco Advanced Wireless Intrusion Prevention System (aWIPS) to detect wired and wireless threats, including rogue access points. For more information, see [Work with APIs, on page 91](#).
- Configure a destination (Event Management or REST API endpoint) to receive events for ServiceNow. For information on using the GUI to configure a destination, see [Configure Bundles: Destination to Receive Events, on page 15](#).

- Configure access settings for Catalyst Center to ServiceNow (hostname, username, password, and so on). For information on using the GUI to configure access settings to ServiceNow, see [Configure Bundles: ServiceNow Access Settings, on page 18](#).
- Configure data synchronization between Catalyst Center and ServiceNow (including the option to configure operational and source identifiers). For information on using the GUI to configure data synchronization, see [Configure Bundles: CMDB Data Synchronization for ServiceNow, on page 21](#).

The following bundles are available:

- **Basic ITSM (ServiceNow) CMDB synchronization:** Triggers or schedules a synchronization between Catalyst Center devices and your ServiceNow CMDB system. The ServiceNow CMDB provides a single system of record for IT.



Note For an example of an integration flow and ServiceNow, see [ServiceNow Integration](#).

- **REST API:** Contains the REST API supported by Catalyst Center. This API provides a rich set of capabilities to query network knowledge, as well as to initiate network programming.
- **Endpoint Attribute Retrieval with ITSM (ServiceNow):** Retrieves detailed endpoint information and publishes it once or on a recurring schedule to Catalyst Center. This activity does not modify or delete any CIs on the existing ITSM (ServiceNow) tool.
- **Network Issue Monitor and Enrichment for ITSM (ServiceNow):** Contains Catalyst Center components that monitor the network for assurance and maintenance issues, and publishes the event details to a ServiceNow system. It also contains APIs to access rich network context data.
- **Rogue and aWIPS:** Contains the REST API supported by Catalyst Center for Rogue Management and aWIPS. This API is used to detect wired and wireless threats, including rogue access points. You must install the **Rogue and aWIPS** package in Catalyst Center to use this bundle and its APIs.
- **Automation events for ITSM (ServiceNow):** Monitors and publishes events that require software image updates for compliance, security, device provisioning activities, or other operational triggers to a ServiceNow system.
- **Disaster Recovery API:** Contains the REST APIs supported by disaster recovery and provides support to monitor the disaster recovery system.
- **AI Endpoint Analytics:** Lets you access various services provided by the AI endpoint analytics application. You must install the **AI Endpoint Analytics** package in Catalyst Center to use this bundle.

You can adjust the bundles that are displayed in the GUI by clicking the **Filter** icon and using the filter, or by entering a keyword in the **Find** field.

Configure Bundles: Destination to Receive Events

Perform this procedure to configure a destination to receive events (network and SWIM) for ServiceNow within a bundle.

You configure a destination to receive events for ServiceNow within the following bundles:

- **Network Issue Monitor and Enrichment for ITSM (ServiceNow)**
- **Automation events for ITSM (ServiceNow)**

Before you begin

See the latest [Cisco Catalyst Center ITSM Integration Guide](#) to understand how this procedure fits within a larger workflow when configuring a Catalyst Center-to-ServiceNow integration.

-
- Step 1** From the top-left corner, click the menu icon and choose **Platform > Manage > Bundles**.
- Step 2** Click either the **Network Issue Monitor and Enrichment for ITSM (ServiceNow)** or the **Automation events for ITSM (ServiceNow)** bundle link or icon.
- The following information is provided:
- **General information:** Vendor, version, platform, tags displayed under the square icon.
Note Tags indicate what the Catalyst Center component is used for or is affected by the bundle.
 - **Information:** Tab that displays general information (purpose of bundle and how bundle works in the network), sample schemas, mapping notes, configuration notes, and other data about the bundle.
 - **Contents:** Tab that accesses information about the integration flows within the bundle.
 - **Release Notes:** Tab that displays latest release information about the bundle, including its version.
- Step 3** Click each of the preceding tabs and review the information about the bundle.
- Step 4** Click **Enable** to enable the bundle.
- Step 5** In the **Information** field, click **Enable** to confirm enabling the bundle.
- Step 6** In the Success message, click **Okay**.
- Step 7** Click **Configure** to configure at the bundle level.
- Step 8** In the configuration slide-in pane, click **Destination to receive events** to configure a Destination instance.

Figure 3: Example of Destination to Receive Events Configuration Fields

Configure Network Issue Monitor and Enrichment for ITSM (ServiceNow)

Configure your bundle

> ServiceNow Access Settings

▼ Destination to receive events

INFORMATION

Instance Name *

Description

DESTINATION TO RECEIVE EVENTS

Destination to receive events * ▼

Destination Uri
Enter a custom endpoint

Cancel Activate

Note Use the **Destination to receive events** configuration options for ServiceNow to receive network event and Catalyst Center automation event details in a REST API endpoint and create an incident, problem, or change ticket, based on the configuration chosen by the user in Catalyst Center. For additional information about setting this up with ServiceNow, see the [Cisco Catalyst Center ITSM Integration Guide](#).

Step 9 Click the radio button to configure either an existing Destination instance or configure a new instance. For configuring an existing Destination instance, choose it from the drop-down list in the window and click **Activate**

Step 10 For configuring a new Destination instance, enter the following information:

- **Instance Name:** Name of the instance.
- **Description:** Descriptive text of the instance.
- **Destination to receive events:** Choose one of the following:
 - **Event Management:** When setting up Catalyst Center integration with ServiceNow without using the Cisco Catalyst app, choose the **Event Management** option. The **Event Management** option also requires that you have the Event Management plug-in configured within the ServiceNow instance.
 - **REST API Endpoint:** The **REST API Endpoint** option can be used with the Cisco Catalyst app. Data is sent to a REST API endpoint within the Cisco Catalyst app with the **REST API Endpoint** option.
 - **Generic REST Endpoint in ServiceNow:** For the **Generic REST Endpoint in ServiceNow** option, you can send the data to a different staging table in ServiceNow.

For detailed information about integrating Catalyst Center with ServiceNow, see the [Cisco Catalyst Center ITSM Integration Guide](#).

- **Destination URI:** Enter a destination Uniform Resource Identifier (URI) for the **Generic REST Endpoint in ServiceNow** option. This field is mandatory for this option.

After entering this information, proceed to the next step.

Step 11 Click **Activate** to save your changes and activate the bundle, or click **Cancel** to cancel the configuration and close the slide-in pane.

Note By clicking **Activate**, you enable the changes that are made to the bundle and the changes take effect immediately. Additionally, the bundle's status changes from **ENABLED** to **ACTIVE**.

What to do next

To review your configuration, choose **Manage > Configurations > General Settings** and use the **Filter** or **Find** tools to locate the specific destination instance configured in this procedure.

If necessary, later you can edit, update, or delete the instance in the **General Settings** window. For additional information, see [Configure General Settings: Edit an Instance, on page 33](#).

Configure Bundles: ServiceNow Access Settings

Perform this procedure to configure access settings for ServiceNow within a bundle.

You configure ServiceNow access settings within the following bundles:

- **Endpoint Attribute Retrieval with ITSM (ServiceNow)**
- **Network Issue Monitor and Enrichment for ITSM (ServiceNow)**
- **Automation events for ITSM (ServiceNow)**

Before you begin

See the latest [Cisco Catalyst Center ITSM Integration Guide](#) to understand how this procedure fits within a larger workflow when configuring a Catalyst Center-to-ServiceNow integration.

Step 1 From the top-left corner, click the menu icon and choose **Platform > Manage > Bundles**.

Step 2 Click the **Network Issue Monitor and Enrichment for ITSM (ServiceNow)**, **Automation events for ITSM (ServiceNow)**, or **Endpoint Attribute Retrieval with ITSM (ServiceNow)** bundle link or icon.

Note For this procedure and as an example, the **Endpoint Attribute Retrieval with ITSM (ServiceNow)** is selected.

The following information is provided:

- **General information:** Vendor, version, platform, and tags are displayed under the square icon.

Note Tags indicate what the Catalyst Center component is used for or is affected by the bundle.

- **Information:** Tab that displays general information (purpose of bundle and how bundle works in the network), sample schemas, mapping notes, configuration notes, and other data about the bundle.

- **Contents:** Tab that provides access to information about the integration flows within the bundle.

Note For the **Endpoint Attribute Retrieval with ITSM (ServiceNow)** bundle, access is provided to the **Scheduler for ServiceNow Asset Sync** integration flow.

- **Release Notes:** Tab that displays latest release information about the bundle, including its version.

Step 3 Click each of the preceding tabs and review the information about the bundle.

Step 4 Click **Enable** to activate the link.

Step 5 In the **Information** field, click **Enable** to confirm enabling the bundle.

Step 6 In the success message, click **Okay**.

Step 7 Click the **Contents** tab.

For the **Endpoint Attribute Retrieval with ITSM (ServiceNow)** bundle, a link to the **Scheduler for ServiceNow Asset Sync** integration flow appears. Click the link to perform the following tasks:

- Review the **Description, Tags, How to Use this Flow**, and scheduler.
- Click **Run Now** (to run the scheduler now), **Run Later** (to schedule for a later time), or **Recurring** (to set up a recurring schedule).

For **Run Later**, you must select a date, time, and time zone. For **Recurring**, you must set a repeating interval (daily or weekly), an interval duration (minutes or hours), and a start and end date.

- Click **Schedule** to enable the scheduler.

Important Only configure and enable an integration flow schedule after you have finished configuring the bundle itself as described in the following steps. You can configure and enable an integration flow schedule by returning to this view and clicking **Schedule** or by choosing **Platform > Developer Toolkit > Integration Flows > Scheduler for ServiceNow Asset Sync**.

For the other bundles, **Network Issue Monitor and Enrichment for ITSM (ServiceNow)** and **Automation events for ITSM (ServiceNow)**, there is no link to an integration flow. Only information about integration flows is displayed.

Step 8 Click the **X** icon to close the window and return to the previous bundle window.

Step 9 Click **Configure** to configure at the bundle level.

Step 10 In the configuration slide-in pane, click **ServiceNow Access Settings** to configure a ServiceNow instance.

Step 11 Click the radio button to configure either an existing ServiceNow instance or configure a new instance.

Figure 4: Example of ServiceNow Instance Configuration Fields

Configure Endpoint Attribute Retrieval with ITSM (ServiceNow)

Configure your bundle ✕

i This bundle has additional configurations for its Schedule-Based Integration Flows. [View Flows](#)

- Scheduler for ServiceNow Asset Sync - Unscheduled

ServiceNow Access Settings

[>> Back to Select Instance](#)

INFORMATION

Instance Name *

Description

SERVICENOW ACCESS SETTINGS

Host Name *

https://<servicenow-host-name>

Username *

<username-for-servicenow-host>

Password *

..... [SHOW](#)

[Hint](#)

[Check connectivity](#)

Cancel Activate

To configure an existing ServiceNow instance, choose it from the drop-down list and click **Activate**.

Step 12 To configure a new ServiceNow instance, enter the following information:

- **Instance Name:** Name of the instance.
- **Description:** Descriptive text of the instance.
- **Host name:** Hostname for the ServiceNow system.
- **Username:** Username required to access the ServiceNow system.
- **Password:** Password required to access the ServiceNow system.

Step 13 Click **Check Connectivity** to test whether you can connect to the server where the endpoint is located.

After a successful test of connectivity to the server, proceed to the next step.

Step 14 Click **Activate** to save your changes and activate the bundle, or click **Cancel** to cancel the configuration and close the slide-in pane.

Note By clicking **Activate**, you enable the changes that are made to the bundle and the changes take effect immediately. Additionally, the bundle's status changes from **ENABLED** to **ACTIVE**.

What to do next

To review your configuration, choose **Manage > Configurations > General Settings** and use the **Filter** or **Find** tools to locate the ServiceNow instance configured in this procedure.

If necessary, later you can edit, update, or delete the instance in the **General Settings** window. For additional information, see [Configure General Settings: Edit an Instance, on page 33](#).

Configure Bundles: CMDB Data Synchronization for ServiceNow

Perform this procedure to configure data synchronization between Catalyst Center and ServiceNow (including the option to configure operational and source identifiers) within a bundle.

You configure data synchronization and set the operational limit and identifier for ServiceNow within the **Basic ITSM (ServiceNow) CMDB synchronization** bundle.

Before you begin

See the latest [Cisco Catalyst Center ITSM Integration Guide](#) to understand how this procedure fits within a larger workflow when configuring a Catalyst Center-to-ServiceNow integration.

Step 1 From the top-left corner, click the menu icon and choose **Platform > Manage > Bundles**.

Step 2 Click the **Basic ITSM (ServiceNow) CMDB synchronization** bundle link or icon.

The following information is provided:

- **General information:** Vendor, version, platform, tags displayed under the square icon.

Note Tags indicate what the Catalyst Center component is used for or is affected by the bundle.

- **Information:** Tab that displays general information (purpose of bundle and how bundle works in the network), sample schemas, mapping notes, configuration notes, and other data about the bundle.
- **Contents:** Tab that accesses the integration flows that make up the bundle, or provides information about the integration flows that make up the bundle.
- **Release Notes:** Tab that displays latest release information about the bundle, including its version.

Step 3 Review the bundle data in the **Information** tab and click the **Contents** tab.

Step 4 Click the **Integration Flows** header.

Review the list of available integration flows (links) under the header. For detailed information about integration flows and their purpose, see [Work with Integration Flows, on page 93](#).

Step 5 Click **Enable** to activate the links.

Step 6 In the **Information** field, click **Enable** to confirm enabling the bundle.

Step 7 In the success message, click **Okay**.

Step 8 Click the integration flow link to perform the following tasks:

- Review the **Description**, **Tags**, **How to Use this Flow**, and scheduler.
- Click **Run Now** (to run the scheduler now), **Run Later** (to schedule for a later time), or **Recurring** (to set up a recurring schedule).

For **Run Later**, you need to select a date, time, and time zone. For **Recurring**, you need to set a repeating interval (daily or weekly), an interval duration (minutes or hours), and a start and end date.

- Click **Schedule** to enable the scheduler.

Important Only configure and enable an integration flow schedule, after you have finished configuring the bundle itself as described in this procedure. You can configure and enable an integration flow schedule by returning to this view and clicking **Schedule**. Or, click the **View Flows** link in the **Configure Basic ITSM (ServiceNow) CMDB synchronization** slide-in pane (see the following steps). Or, click the menu icon and choose **Platform > Developer Toolkit > Integration Flows > Schedule to Publish Inventory Details-ServiceNow Connector**.

Step 9 Click the **X** icon at the upper right of the window to close it and return to the previous bundle window.

Step 10 Click **Configure** to configure at the bundle level.

A configuration slide-in pane appears. Review the CMDB synchronization information.

Step 11 Click the radio button to configure either existing or new ServiceNow access settings for the CMDB synchronization.

Figure 5: ServiceNow Access Settings

Configure Basic ITSM (ServiceNow) CMDB synchronization

Configure your bundle

This bundle has additional configurations for its Schedule-Based Integration Flows. [View Flows](#)

- Schedule to Publish Inventory Details - ServiceNow Connector - Unscheduled

ServiceNow Access Settings

This is used to specify the connection settings to a ServiceNow instance

Select an existing instance Create a new instance

Instance Name *

Description

Exit Next

To configure an existing setting, choose it from the drop-down menu in the window and click **Next**.

Step 12 To configure a new access setting, enter the following instance information:

- **Instance Name:** Name of the instance.
- **Description:** Descriptive text of the instance.

Click **Next**.

Step 13 To configure a new access setting, enter the following additional settings information:

Figure 6: ServiceNow Access Settings

Configure Basic ITSM (ServiceNow) CMDB synchronization

Configure your bundle

ServiceNow Access Settings

Host Name *

https://<servicenow-host-name>

Username *

<username-for-servicenow-host>

Password *

<password-to-connect-to-servicenow-host>

[Check connectivity](#)

[Exit](#) [Back](#) [Next](#)

- **Hostname:** Hostname or IP address of the ServiceNow server.
- **Username:** Username for access to the ServiceNow server.
- **Password:** Password for access to the ServiceNow server.

Click **Check Connectivity** to check access to the ServiceNow server.

Click **Next**.

Step 14 Click the radio button to configure either an existing instance or configure a new instance for the CMDB inventory settings.

Figure 7: CMDB Inventory Settings

Configure Basic ITSM (ServiceNow) CMDB synchronization

Configure your bundle ✕

i This bundle has additional configurations for its Schedule-Based Integration Flows. [View Flows](#)

- Schedule to Publish Inventory Details - ServiceNow Connector - Unscheduled

CMDB Inventory Settings

This is used to specify the CMDB Configuration details for ServiceNow, which includes the list of device attributes(mandatory/optional) that needs to be synced, type of destination within ServiceNow to receive the CMDB details, connection settings to the ServiceNow instance, transformation mapping between Cisco DNA Center device families and ServiceNow CI classes, maximum number of devices that can be synced in a single API call and the discovery source details.

Select an existing instance
 Create a new instance

Instance Name *

Description

Exit

Back
Next

To configure an existing instance, choose it from the drop-down menu in the window and click **Configure**.

Step 15 To configure a new instance, enter the following additional information:

- **Instance Name:** Name of the instance.
- **Description:** Descriptive text of the instance.

Click **Next**.

Step 16 In the **Select Destination** window, enter the following information:

- **Destination Type:** There are two discovery source options to choose from:
 - **Synchronize device inventory directly with CMDB**
 - **Post device inventory details to a staging table**

Note With a staging table, you can take the values from the table and map it to a ServiceNow CMDB.

- **Destination URI:** Uniform Resource Indicator (URI) of the ServiceNow server (CMDB) or staging table.

Figure 8: Select Destination Window

Configure Basic ITSM (ServiceNow) CMDB synchronization

Configure your bundle

Select Destination

Destination Type *

Destination Uri *

Enter a Custom Endpoint

Exit Back Next

Click **Next**.

Step 17

In the **Select Inventory Data Fields** window, select the inventory data fields to be synchronized.

Note Inventory data fields are Cisco created data types that can be designated as an attribute or reference to be synchronized into a CMDB or staging table.

Clicking the top check box in the **Select Inventory Data Fields** window will select all of the inventory data fields for synchronization. Click this top check box if you want to sync all of the inventory data fields. Otherwise, review and click a check box at a time to create a smaller subset of inventory data fields for synchronization.

Figure 9: Select Inventory Data Fields Window

Configure Basic ITSM (ServiceNow) CMDB synchronization

Configure your bundle

Select Inventory Data Fields

<input type="checkbox"/>	Name	Description	Is Attribute / Is Reference	
<input checked="" type="checkbox"/>	Host Name	Hostname of the device	<input checked="" type="radio"/> Attribute	<input type="radio"/> Reference
<input checked="" type="checkbox"/>	MAC Address	MAC Address of the Device	<input checked="" type="radio"/> Attribute	<input type="radio"/> Reference
<input checked="" type="checkbox"/>	Device Id	Id of the Device	<input checked="" type="radio"/> Attribute	<input type="radio"/> Reference
<input checked="" type="checkbox"/>	IP Address	Management IP Address of the device	<input checked="" type="radio"/> Attribute	<input type="radio"/> Reference
<input checked="" type="checkbox"/>	Serial Number	Serial Number of the device	<input checked="" type="radio"/> Attribute	<input type="radio"/> Reference
<input type="checkbox"/>	Upgrade Failure Reason	Upgrade Failure Reason	<input checked="" type="radio"/> Attribute	<input type="radio"/> Reference
<input type="checkbox"/>	CurrentSMU Upgrade Date	CurrentSMU Upgrade Date	<input checked="" type="radio"/> Attribute	<input type="radio"/> Reference
<input type="checkbox"/>	CurrentSMU	CurrentSMU	<input checked="" type="radio"/> Attribute	<input type="radio"/> Reference
<input type="checkbox"/>	Prior Upgrade Date	Prior Upgrade Date	<input checked="" type="radio"/> Attribute	<input type="radio"/> Reference
<input type="checkbox"/>	Code Upgrade Date	Code Upgrade Date	<input checked="" type="radio"/> Attribute	<input type="radio"/> Reference

[Exit](#) [Back](#) [Next](#)

The **Select Inventory Data Fields** window consists of the following columns:

- **Name:** Name of the inventory data field.
- **Description:** Brief description of the inventory data field.
- **Is Attribute/Is Reference:** Whether the inventory data field is an attribute or a reference. A reference data field is used to create a relationship between two tables in a database. An attribute data field is used to add more data to a table in a database.

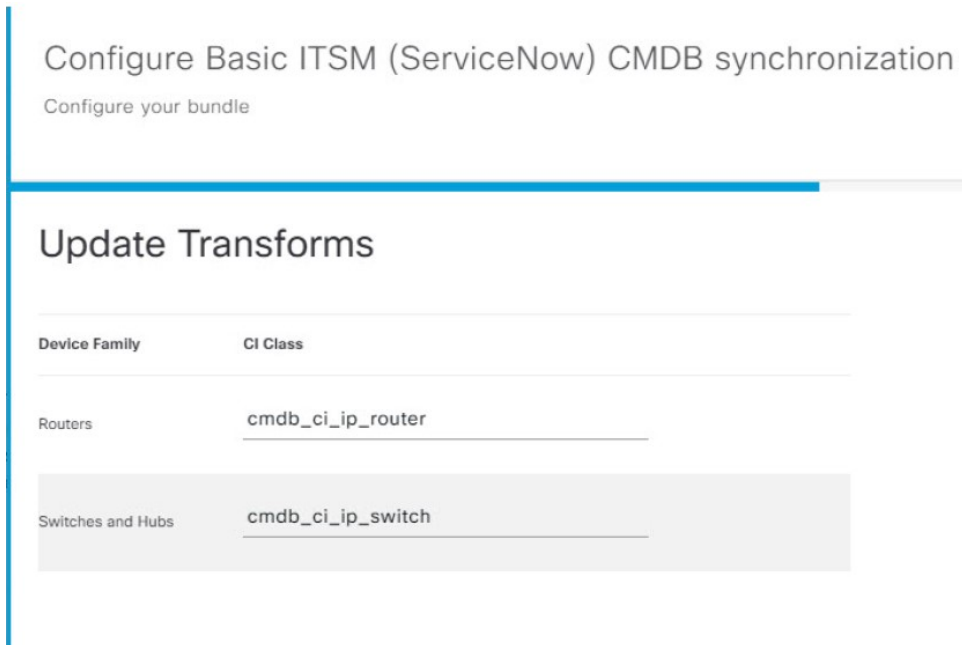
Step 18 For the data fields selected to be synchronized in the preceding step, review their default designation as either an attribute or reference.

To change a data field's default designation, just click the desired data field designation (**Attribute** or **Reference**).

After selecting the data fields to be synchronized and whether the data field is an attribute or reference, click **Next**.

Step 19 In the **Update Transforms** window, either accept or update the ServiceNow transformation mapping between the Catalyst Center device families and the ServiceNow CI classes.

Figure 10: Update Transforms Window



Device families are the Catalyst Center device classifications (for example, Unified AP, Routers, Wireless Controller, Switches, and Hubs), where the inventory attributes/references mapping to ServiceNow is already available in the existing Cisco Catalyst application in ServiceNow. The type and number of device families can vary depending upon the different Cisco devices in the user's network.

Note Catalyst Center platform is able to automatically retrieve all of the device families in the user's Catalyst Center network and display them in this GUI window.

CI classes are the database tables for ServiceNow (for example, cmdb_ci_wap_network, cmdb_ci_ip_router, and cmdb_ci_ip_switchr). The **CI Class** column in the GUI window above is used to map the CI classes to their respective device families.

The following table displays the Catalyst Center default CI classes for each device family. The default CI classes can be modified by the user. In case of other device families not listed below, Cisco will not have any default values specified in the **CI Class** column. The ServiceNow application user needs to either manually create the corresponding CI Classes and attributes/references mapping or use a pre-existing CI class a 'parent' CI class.

Table 4: Default Device Family to CI Class Mapping List

Device Family	Corresponding CI Class
Unified AP	cmdb_ci_wap_network
Wireless Controller	x_caci_cisco_dna_wireless_lan_controller
Routers	cmdb_ci_ip_router
Switches and Hubs	cmdb_ci_ip_switch
Meraki Access Point	cmdb_ci_wap_network

Device Family	Corresponding CI Class
Meraki Cameras	cmdb_ci_netgear
Meraki Dashboard	cmdb_ci_netgear
Meraki Security Appliances	cmdb_ci_netgear
Meraki Switches	cmdb_ci_ip_switch

After accepting or updating the information in this window, click **Next**.

Step 20 In the **Set Source Identifier and Operational Limit** window, configure the data source and maximum limit.

Figure 11: Set Source Identifier and Operational Limit Window

Configure the following values:

- **Enter Discovery Source:** Enter the same value as previously selected or keep the value at its default, **Other Automated**.
 - **Synchronize device inventory directly with CMDB**
 - **Post device inventory details to a staging table**
- Note** **Other Automated** is a preconfigured value for the discovery source attribute in an OOB ServiceNow instance. This is the value that indicates the data source from where the ServiceNow CI was discovered. As a default, Cisco uses one of the existing preconfigured values for the integration.
- **Enter the Max Limit:** Maximum number of devices that can be synchronized in an iteration (single API call).

After entering the above information, click **Next**.

Step 21 In the **Summary** window, review the configuration summary.

After reviewing the information, click **Configure**.

For a successful configuration, you receive a **Done! Bundle Configured** message.

What to do next

Configure the Integration Flow for this bundle (**Schedule to Publish Inventory Details - ServiceNow Connector**), using one of the preceding methods.

Review your configuration, choose **Manage > Configurations > General Settings**, and use the **Filter** or **Find** tools to locate the instance configured in this procedure. If necessary, later on you can edit, update, or delete the instance in the **General Settings** window. For additional information, see [Configure General Settings: Edit an Instance, on page 33](#).

You can test the CMDB synchronization by performing the following tasks:

- In the Catalyst Center platform GUI, click the menu icon and choose **Platform > Runtime Dashboard > Event Summary**. Click **Refresh** to refresh the GUI view. Click the individual events in the window to view the event data and access links to ServiceNow.
- Go to ServiceNow and search for a synchronized device. Check the **Configuration** and **Other Attributes** tabs for the synchronized data in that device's record.



CHAPTER 6

Configurations

- [About Configurations, on page 31](#)
- [Configure Event Settings, on page 31](#)
- [Configure General Settings: Edit an Instance, on page 33](#)
- [Configure General Settings: Add an Instance, on page 35](#)
- [Configure a Webhook Destination, on page 36](#)
- [Configure an Email Destination, on page 38](#)
- [Configure a Syslog Server Destination, on page 39](#)
- [Configure a Trap Notification, on page 40](#)

About Configurations

Catalyst Center platform provides you with **Configurations** to configure a customized network experience using the following options:

- **Event Settings:** Catalyst Center platform supports specific Cisco Catalyst Assurance events (or incidents) that may occur within your network. This means that Catalyst Center platform can recognize these events and permits you to configure settings that customize the type, category, and severity under which Catalyst Center reports them. Configuring this information in the GUI also permits you to customize the information that Catalyst Center sends to an external system, such as ServiceNow (or perhaps to one or more REST endpoints that you can configure).
- **General Settings:** You can add or edit REST and ITSM endpoint instances within a single or multiple bundles.



Note You can also configure various types of destinations to deliver the events from the Catalyst Center platform. From the top-left corner, click the menu icon and choose **System > Settings > External Services > Destinations** to access the GUI window to configure a webhook, email, syslog, SNMP trap, or ITSM destination.

Configure Event Settings

A preset number of issues (or events) that may occur within your network can be found in **Event Settings** in the **Configurations** window. You can configure the type, category, severity, and workflow of these events.



Note The **Event Settings** window functionality is only applicable for an ITSM (ServiceNow) integration and not for generic event notifications. For guidance about how to use this procedure within a larger set of procedures to configure ITSM integration between Catalyst Center and ServiceNow, see the [Cisco Catalyst Center ITSM Integration Guide](#). See the text at the top of this window and click the link (**here**) to access the **Events** window in platform, where you can subscribe to events and receive notifications by email, webhook (REST API), SNMP trap, or syslog server.

Figure 12: Event Settings Window

Event Settings

These event settings are only applicable for the ITSM integration use case. For webhook/other destinations, please click [here](#).

Filter 0 Selected EQ Find

<input type="checkbox"/>	Event Name	Domain	Type	Category	Severity	Workflow	Actions
<input type="checkbox"/>	Access Contract (SGACL) access policy installation failed on the device	Know Your Network	NETWORK	ERROR	2	Incident	Edit
<input type="checkbox"/>	Add device failed	Site Management	NETWORK	TASK_FAILURE	3	Incident	Edit
<input type="checkbox"/>	Add device successful	Site Management	NETWORK	TASK_COMPLETE	4	Incident	Edit

Step 1 From the top-left corner, click the menu icon and choose **Platform > Manage > Configurations > Event Settings**.

Step 2 Review the **Event Settings** table that appears.

The following **Event Settings** information is displayed:

- **Event Name:** Name of the Catalyst Center event.
- **Domain:** Domain of the Catalyst Center event.
- **Type:** Network, App, System, Security, or Integrations type of event.
- **Category:** Error, Warn, Info, Alert, Task Progress, Task Complete.
- **Severity:** 1 through 5.

Note Severity 1 is the most important or critical priority and should be assigned as such.

- **Workflow:** Incident, Problem, Event, or RFC.
- **Actions:** Edit.

You can adjust what is displayed in the table by clicking the **Filter** icon and using the filter, or by typing a keyword in the **Find** field. For example, to display all access point notifications, type 'AP' in the **Find** field. To view all network notifications, type 'Network' in the **Find** field. To view all severity 1 notifications, type '1' in the **Find** field.

You can edit the event, so that its notification is customized to your network standards and conventions.

Step 3 Click **Edit** in the **Actions** column to edit an event.

Choose a setting by clicking on the downward pointing angle and adjust the value. For example, click **Network** and adjust to **App**. This changes the event type from a network type to an application type. Click **Severity** and adjust to **1** from **5**. This raises the severity level from 5 to 1.

Step 4 Click the box next to the event name to enable notifications.

This enables notifications through Catalyst Center when the event occurs in the future.

Step 5 Click **Save** to save your configuration.

What to do next

- From the top-left corner, click the menu icon and choose **Platform > Runtime Dashboard**. Notifications for events display in the **Events Summary** field.
- Click **View Details** to view the notifications.

Configure General Settings: Edit an Instance

You can edit an instance within a single or multiple bundles using **Configurations**.

Figure 13: Catalyst Center Platform Configurations Window

NOTE: ITSM configuration settings have been moved to here.

Configurations

Set global settings or across multiple bundles for a custom platform experience.

Name	Description	Instances	Usage	Actions
CMDB Inventory Settings (v1)	This is used to specify the CMDB Configuration details for ServiceNow, which includes the list of...	0	0 Bundles	+ Add Instance
Destination to receive events (v1)	This is used to specify the type of destination in ServiceNow to receive the events.	0	0 Bundles	+ Add Instance
Network Issue Monitor and Enrichment for ITSM Settings (v1)	Network Issue Monitor and Enrichment for ITSM Settings	0	0 Bundles	+ Add Instance

Before you begin

Enable, configure, and activate the bundles for your network in **Bundles**. For information about **Bundles** see [Bundle Features](#), on page 14.

Step 1 From the top-left corner, click the menu icon and choose **Platform > Manage > Configurations > General Settings**.

Step 2 Review the **General Settings** table that appears.

The following **General Settings** information is displayed:

- **Name:** Name of the instance and version.
- **Description:** Description of the settings that contain the instances.
- **Instances:** Number of instances currently configured.
- **Usage:** Number of bundles where the instance or instances are used.
- **Actions:** Specific task that you could perform for the setting (for example, edit or add an instance for the setting).

You can adjust what is displayed in the table by clicking the **Filter** icon and using the filter, or by entering a keyword in the **Find** field.

Step 3 Click the arrow for one of the displayed instances. For example, click the **CMDB Synchronization Settings (v1)** or **Destination to Receive Events (v1)** arrow.

The list of instances for that setting is displayed.

Step 4 In the **Usage** column, hover your mouse pointer over **Bundles**.

Catalyst Center displays the bundles that use the specified instance.

Step 5 Click the **Edit** icon ('Pad and Pen' icon) in the **Actions** column to edit an existing instance.

Edit the appropriate instance for your requirements in the following steps.

Step 6 (Optional) To edit the CMDB synchronization details for a **CMDB Synchronization Settings** instance, choose **Edit > Actions** and edit one or more of the following instance fields in the slide-in panes that appear:

- **ServiceNow Access Settings:** Select an instance from the drop-down menu.
- **CMDB Inventory Settings:** Enter an **Instance Name** and **Description**.
- **Select Destination:** Enter **Destination Type** and **Destination URI**. Options include **Synchronize device inventory directly with CMDB** or **Post device inventory details to a staging table**.
- **Select Inventory Data Fields:** Select both the Inventory Data Fields to synchronize, as well as whether the data field is an attribute or reference.
- **Update Transforms:** Accept or update the CI class to the device family.
- **Set Source Identifier and Operational Limit:** Configure the discovery source and maximum limit.
- **Summary:** Review the configuration and make any changes before saving.

Step 7 (Optional) To edit a **Destination to receive events** instance, choose **Edit > Actions** and edit one or more of the following fields in the slide-in pane:

- **Instance Name:** Name of instance.
- **Description:** Description of instance.
- **Destination to Receive Events:** Choose one of the following:
 - **Event Management:** When setting up Catalyst Center integration with ServiceNow without using the Cisco Catalyst app, choose the **Event Management** option. The **Event Management** option also requires that you have the Event Management plugin configured within the ServiceNow instance.
 - **REST API Endpoint:** The **REST API Endpoint** option can be used with the Cisco Catalyst app. Data is sent to a REST API endpoint within the Cisco Catalyst app with the **REST API Endpoint** option.

- **Generic REST Endpoint in ServiceNow:** For the **Generic REST Endpoint in ServiceNow** option, you can send the data to a different staging table in ServiceNow.
- **Destination URI:** Enter a destination URI for the **Generic REST Endpoint in ServiceNow** option. This field is mandatory for this option.

For detailed information about integrating Catalyst Center with ServiceNow, see the [Cisco Catalyst Center ITSM Integration Guide](#) for this release.

- Step 8** Click **Update** to save your edits to the instance.
The edits to the instance immediately take effect.

Configure General Settings: Add an Instance

You can add an instance within a single or multiple bundles using **Configurations**.

Before you begin

Enable, configure, and activate the bundles for your network in **Bundles**. For information about **Bundles** see [Bundle Features, on page 14](#).

- Step 1** From the top-left corner, click the menu icon and choose **Platform > Manage > Configurations > General Settings**.
- Step 2** Review the **General Settings** table that appears.

The following **General Settings** information is displayed:

- **Name:** Name of the instance and version.
- **Description:** Description of the settings that contain the instances.
- **Instances:** Number of instances in setting.
- **Usage:** Number of bundles where the instance or instances are used.
- **Actions:** Specific task that you could perform for the setting (for example, edit or add an instance for the setting).

You can adjust what is displayed in the table by clicking the **Filter** icon and using the filter, or by entering a keyword in the **Find** field.

- Step 3** Click the arrow for one of the displayed instances. For example, click the **CMDB Synchronization Settings (v1)** or **Destination to Receive Events (v1)** arrow.

The list of instances for that setting is displayed.

- Step 4** In the **Usage** column, hover your mouse pointer over **Bundles**.
Catalyst Center displays the bundles that use the specified instance.

- Step 5** Click the **Add Instances** link in the **Actions** column to add an instance.
Add the appropriate instance or instances for your requirements in the following steps.

Step 6 (Optional) To add a **CMDB Synchronization Settings** instance, click **Add Instance** in the **Actions** column and enter the following instance fields in the slide-in panes that appear:

- **ServiceNow Access Settings:** Select an instance from the drop-down menu.
- **CMDB Inventory Settings:** Enter an **Instance Name** and **Description**.
- **Select Destination:** Enter **Destination Type** and **Destination URI**. Options include **Synchronize device inventory directly with CMDB** or **Post device inventory details to a staging table**.
- **Select Inventory Data Fields:** Select both the Inventory Data Fields to synchronize, as well as whether the data field is an attribute or reference.
- **Update Transforms:** Accept or update the CI class to the device family.
- **Set Source Identifier and Operational Limit:** Configure the discovery source and maximum limit.
- **Summary:** Review the configuration and make any changes before saving.

Step 7 (Optional) To add a **Destination to receive events** instance, click **Add Instance** in the **Actions** column and enter the following instance fields in the slide-in pane:

- **Instance Name:** Name of instance.
- **Description:** Description of instance.
- **Destination to Receive Events:** Choose one of the following:
 - **Event Management:** When setting up Catalyst Center integration with ServiceNow without using the Cisco Catalyst app, choose the **Event Management** option. The **Event Management** option also requires that you have the Event Management plug-in configured within the ServiceNow instance.
 - **REST API Endpoint:** The **REST API Endpoint** option can be used with the Cisco Catalyst app. Data is sent to a REST API endpoint within the Cisco Catalyst app with the **REST API Endpoint** option.
 - **Generic REST Endpoint in ServiceNow:** For the **Generic REST Endpoint in ServiceNow** option, you can send the data to a different staging table in ServiceNow.
- **Destination URI:** Enter a destination URI for the **Generic REST Endpoint in ServiceNow** option. This field is mandatory for this option.

For detailed information about integrating Catalyst Center with ServiceNow, see the [Cisco Catalyst Center ITSM Integration Guide](#) for this release.

Step 8 Click **Add** to save your instance addition.

The additions to the instance take effect immediately.

Configure a Webhook Destination

Catalyst Center supports a webhook destination for both events and reports.

To configure a webhook destination for events or reports, perform the following steps using the Catalyst Center GUI.

-
- Step 1** From the top-left corner, click the menu icon and choose **System > Settings > External Services > Destination > Webhook**.
- Step 2** Review the **Webhook** tab.
- The following fields are displayed:
- **Name:** Name of the webhook.
 - **Description:** Description (user provided) of the webhook.
 - **URL:** URL of webhook (callback URL).
 - **Method:** REST API method of webhook (POST).
 - **Edit:** Link that opens field to edit the configured webhook fields. After editing the webhook configuration, click **Update** to save your changes.
- For this release, you can configure an IPv6 value for the URL.
- Step 3** Click **Add** to configure a webhook.
- An **Add Webhook** slide-in pane is displayed.
- Step 4** Enter values in the fields in the **Add Webhook** slide-in pane to configure the webhook.
- **Name:** Name of the webhook.
 - **Description:** Description of the webhook.
 - **URL:** URL address of the webhook (callback URL).
- Step 5** Depending upon your webhook configuration, choose whether a trust certificate is associated with the webhook URL. For the **Trust Certificate** radio button, click **Yes** or **No**.
- Step 6** Depending upon your webhook configuration, choose the authentication type associated with your webhook URL. For the **Authentication** radio button, choose one of the following:
- **Basic:** Authentication where the client sends HTTP requests with an Authorization header that contains the word **Basic**, followed by a space and a base64-encoded string *username:password*. If you select **Basic** in the GUI, the **Header Key** field is automatically populated with the **Authorization** value.
 - **Token:** Authentication where users are authenticated using a security token that is provided by the server. If you select **Token**, the **Header Key** field below enters the value **X-Auth-Token**.
 - **No Authentication:** No authentication needed.
- Step 7** Under **Headers**, enter values for the **Header Name** and **Header Value**.
- Click **Add** to add the header name and value.
- Note** Depending on the type of authentication you chose, header names and values may be automatically populated.
- Step 8** Click **Save** to save your webhook destination configuration.
-

What to do next

Configure a webhook destination for either an event or a report. For information about the procedures to configure an event or a report using the webhook destination, see [Work with Event Notifications, on page 95](#) and [Run Your First Report, on page 44](#).

Configure an Email Destination

Catalyst Center supports email notification for both events and reports.



Note For the emails to have the correct Catalyst Center hyperlink, enter the IP address or hostname of Catalyst Center in the **Integrations Settings** window. To enter this information using the GUI, click the menu icon and choose **System > Settings > System Configuration > Integration Settings**. For more information, see [Configure Integration Settings, on page 6](#).

You must have the appropriate permissions to perform the tasks described in this procedure. For information about role-based access control for the Catalyst Center platform, see [Role-Based Access Control Support for Platform, on page 7](#).

Perform the following steps to configure an email destination for events or reports using the Catalyst Center GUI.

Step 1 From the top-left corner, click the menu icon and choose **System > Settings > External Services > Destinations > Email**.

Step 2 Configure the required **Primary SMTP Server** fields:

- **Hostname/IP:** Enter the Hostname or IP address of the primary SMTP server.
- **Type:** Choose the protocol type from the drop-down list.
- **Port:** Choose the port number of the server from the drop-down list.
Note The default port number is 25.
- **Username:** Enter the username for authenticating the primary SMTP server.
- **Password:** Enter the password for authenticating the primary SMTP server.

Step 3 Configure the optional **Secondary SMTP Server** fields:

- **Hostname/IP:** Enter the Hostname or IP address of the secondary SMTP server.
- **Type:** Choose the protocol type from the drop-down list.
- **Port:** Choose the port number of the server from the drop-down list.
Note The default port number is 25.
- **Username:** Enter the username for authenticating the secondary SMTP server.
- **Password:** Enter the password for authenticating the secondary SMTP server.

Step 4 Configure the **Senders and Receivers** test email fields:

- **From:** Sender of the test email.
- **To:** Recipient of the test email.
- **Subject:** Enter text (up to a maximum of 200 characters) for a subject line for the test email.

Step 5 To test the email configuration, click **Test**.

After you click **Test**, a test email is sent using the parameters that you configure (for both primary and secondary SMTP server settings with Catalyst Center **SMTP configuration test email** as the subject line). A success (configuration validation) or failure message appears based on the test email connectivity results.

Step 6 To save the configuration, click **Save**.

To cancel the configuration, click **Cancel**.

What to do next

Configure an email destination for either an event or a report. For information, see [Work with Event Notifications, on page 95](#) and [Run Your First Report, on page 44](#).

Configure a Syslog Server Destination

Catalyst Center supports a syslog server destination for event notifications.

Perform the following steps to configure a syslog server destination for event notifications using the Catalyst Center GUI.

Step 1 From the top-left corner, click the menu icon and choose **System > Settings > External Services > Destination > Syslog**.

Step 2 Review the **Syslog** tab.

The following fields are displayed:

- **Name:** Name of the syslog server.
- **Description:** Description of the syslog server.
- **Hostname/IP:** Hostname or IP address of the syslog server.
- **Port:** Port number of the syslog server.
- **Protocol:** Either TCP or UDP protocol.

Step 3 To configure a syslog server, click the **Addition** icon (+).

Step 4 In the **Name** field, enter a name for the syslog server.

Step 5 In the **Description** field, enter a brief description of the syslog server.

Step 6 In the **Hostname/IP Address** field, enter a hostname or IP address.

Step 7 In the **Port** field, enter a port number.

- Step 8** In the **Protocol** field, choose a protocol from the drop-down list.
- Step 9** (Optional) To test out the configuration, click **Validate**.
After your configuration succeeds, a validation message appears.
- Step 10** To save your syslog server destination configuration, click **Save**.
To cancel your configuration, click **Cancel**.

What to do next

Configure a syslog server destination for an event notification. For information, see [Work with Event Notifications, on page 95](#).

Configure a Trap Notification

Catalyst Center supports SNMP trap event notifications.

Perform the following steps to configure SNMP trap event notifications using the Catalyst Center GUI.

-
- Step 1** From the top-left corner, click the menu icon and choose **System > Settings > External Services > Destination > SNMP**.
- Step 2** Review the **SNMP** window.
- Step 3** Click **Add** to configure a trap.
- Step 4** Configure the following fields:
- **Name:** Name of the event.
 - **Description:** Word or phrase about the event.
 - **Hostname/IP Address:** Enter the hostname or IP address for the SNMP trap receiver (server).
You can configure an IPv6 value for the **Hostname/IP address**.
 - **Port:** Enter the port number for the SNMP trap receiver (server).
 - **SNMP Version:** Choose the SNMP version from the drop-down list:
 - **SNMP V2C:** For SNMP Version 2C, enter the community string.
 - **SNMP V3:** For SNMP Version 3, enter the following additional information:
 - **Username**
 - **Mode:** Choose a mode from the drop-down list.
 - For **No Authentication, No Privacy** selection, no further configuration is required.
 - For **Authentication, No Privacy**, configure the Authentication Type (SHA or MD5), Authentication Password, and Confirm Authentication Password.
 - For **Authentication and Privacy**, configure the Authentication Type (SHA or MD5), Authentication Password, Confirm Authentication Password. Additionally, configure the Privacy Type (AES128, DES), Privacy Password, and Confirm Privacy Password.

Step 5 Click **Save**.

What to do next

Access the **Event Notifications** window to select one or more events and subscribe to the configured SNMP trap destination. From the top-left corner, click the menu icon and choose **Platform > Developer Toolkit > Event Notifications**. Choose an event that supports subscription to an SNMP trap destination (SYSTEM type event) and subscribe.



CHAPTER 7

Reports

- [About Reports](#), on page 43
- [Run Your First Report](#), on page 44
- [Run an Access Point Report](#), on page 46
- [Run an Audit Log Report](#), on page 49
- [Run a Client Report](#), on page 52
- [Run a Compliance Report](#), on page 55
- [Run a Configuration Archive Report](#), on page 57
- [Run an End-of-Life Report](#), on page 60
- [Run an Executive Summary Report](#), on page 62
- [Run an Inventory Report](#), on page 65
- [Run a Licensing Report](#), on page 68
- [Run a Network Devices Report](#), on page 71
- [Run a Rogue and aWIPS Report](#), on page 74
- [Run an ROI Report](#), on page 77
- [Run a Security Advisories Report](#), on page 78
- [Run a SWIM Report](#), on page 81
- [Generate a Flexible Report](#), on page 84
- [View Generated Reports](#), on page 87

About Reports

You can utilize data from the **Reports** feature to derive insights into your network and its operation. Reporting data in several formats and providing flexible scheduling and configuration options allows you to easily customize both data and reports to meet your operational needs.

The **Reports** feature supports the following use cases:

- **Capacity planning:** Understanding how the application utilizes the devices within your network.
- **Change of pattern:** Tracking how usage pattern trends change on the network. Usage pattern trends include clients, devices, bands, or applications.
- **Operational reporting:** Reviewing reports about network operations, such as upgrade completions or provisioning failures.
- **Network health:** Determining the overall health of your network through reports.

Run Your First Report

Perform this procedure to begin running specialized data reports about your network.

Before you begin

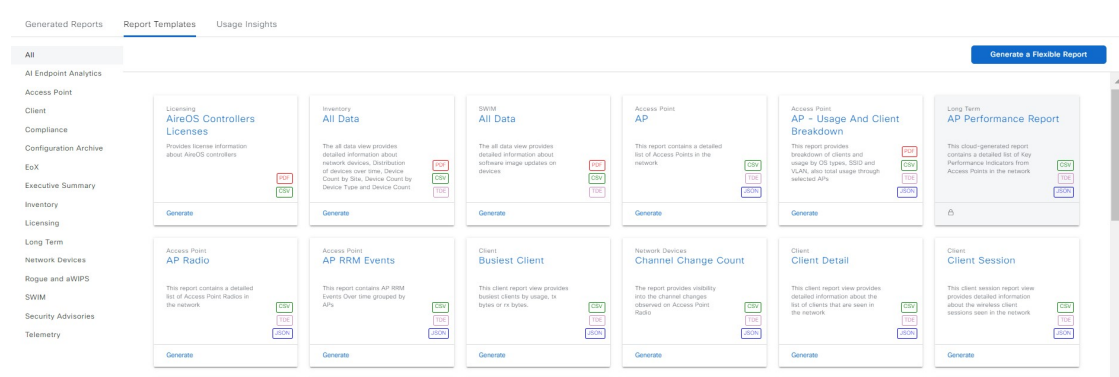
Run a successful **Discovery** job in Catalyst Center. You can check whether a **Discovery** job is successful in **Device Inventory**. From the top-left corner, click the menu icon and choose **Provision > Inventory** to view the results.

Step 1 From the top-left corner, click the menu icon and choose **Reports**.

Step 2 In the **Run Your First Report** window, click **Start**.

The **Report Templates** window displays the supported reporting categories. A link represents each category. Click a link to view only the supported reports for that category.

Figure 14: Report Templates Window



Note Available options depend on the type of report selected.

Step 3 After clicking a link, review the **Report Templates** window for the selected category.

Each tile represents a template and contains information about the report and links to generate a report. Determine which template you want to use to generate a report. Within each tile are icons that represent the supported file types for the reports (PDF, CSV, TDE, or JSON).

Step 4 In the tile, click the header to view a sample report.

A **Preview** window appears for the sample report. Use the side bar in the window to scroll down and review the entire sample report displaying the following data:

- Applied filters (data filters that are used in building the report).
- Data metrics and summaries.
- Graphical representation of the data (including line, bar, and pie graphs).
- Tables that assist you in analyzing data.

Note You can use the sample report to plan how you want your report to look.

Step 5 Click **X** to close the preview.

Step 6 In the tile, click the **Generate** link to configure parameters to build a report.

The **Generate** window lets you choose a format type for the report, apply data filters for your reports, and set up schedules for the actual report generation.

Step 7 In the **Generate a New Report** window, click **Let's Do It** to get started with the wizard.

Alternatively, click the menu icon and choose **Workflows > Generating a New Report** to launch the wizard for generating a new report.

Step 8 In the **Select Report Template** window, choose the template for the report.

The **Template** consists of the individual report types within the categories for the release. You can review an autogenerated sample in the same window.

Click **Next**.

Step 9 In the **Setup Report Scope** window, enter a name for the report and choose scope.

Enter a report name in the **Report Name** field and click the **Scope** field to display the available filter. Click the filter options that you want for the report.

Note The **Setup Report Scope** options change depending upon the selected **Template Group**.

Click **Next**.

Step 10 In the **Select File Type** window, choose the file type for the report.

Depending on the report that you are creating, the following **File Type** options are available:

- **PDF**
- **CSV**
- **Tableau Data Extract**
- **JSON**

For the **CSV**, **JSON**, and **Tableau Data Extract** file types, use the **Fields** option to choose attributes for the CSV, JSON, and Tableau Data Extract results.

Step 11 In the **Schedule Report** window, choose the schedule for the report. Then, click **Next**.

Step 12 In the **Delivery and Notification** window, choose the delivery mechanism for the report:

- **None:** No email or webhook notifications sent.
- **Email Report:** Receive the email report as a link or attachment.

Note If you have not yet configured an SMTP server for the emails, you are prompted to configure one. Follow the prompts to the **Email** tab in the GUI to configure an SMTP server. Choose **System > Settings > External Services > Destinations > Email**.

- **Link:** The email notification of a successfully compiled report has a link back to itself and the **Generated Reports** window under **Reports**. You can view and download the report from this link and location.

Note Email notifications with embedded links to reports support up to 20 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

- **Attachment:** The Report is attached to the email notification.

Note PDF reports support email notification attachments of up to 20 MB in size and up to 10 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

Catalyst Center sends the following email notifications for the report:

- Report is in the queue waiting to be processed.
 - Report processing is in progress.
 - Report has successfully been compiled and is completed.
- **Webhook Notification:** Notification is sent as a webhook to the configured webhook URL address (callback URL). Choose a webhook from the drop-down list (**Subscription Profile** field).
- Note** If you have not yet created a webhook, you are prompted to create one. Follow the prompts to the **Webhook** tab in the GUI to configure a webhook. In general, to configure a webhook, choose **System > Settings > External Services > Destinations > Webhook**.

You will receive the status for the report in the form of webhook notifications like "In Queue", "In Progress", and "Success". You can also view these notifications in the GUI.

Step 13 In the **Summary** window, review the configuration and edit any of the files, if necessary.

Click **Generate Report**.

After report generation, a success window appears.

Step 14 Click the **View all Reports** link.

The **Generated Reports** window shows instance details of the scheduled report.

You can download, review, edit, duplicate, or delete the report in the **Generated Reports** window. For more information, see [View Generated Reports, on page 87](#).

Run an Access Point Report

Perform this procedure to configure **Access Point** reports for your network.

Before you begin

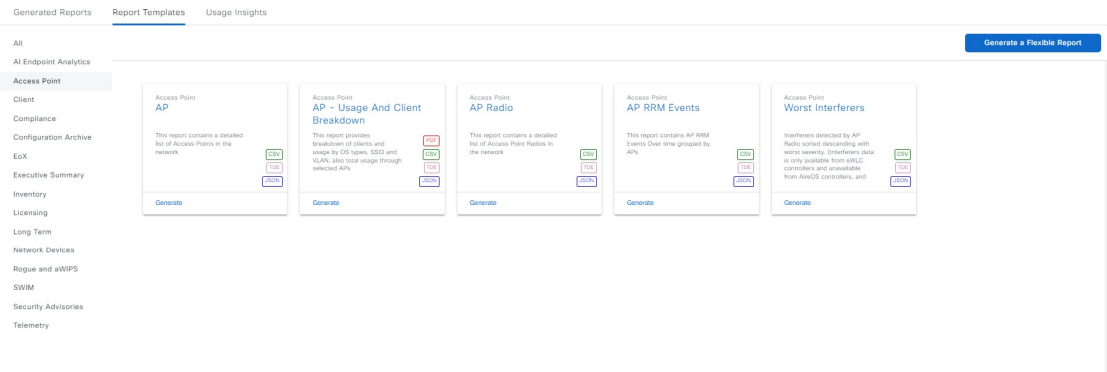
Run a successful **Discovery** job in Catalyst Center. You can check whether a **Discovery** job is successful in **Device Inventory**. From the top-left corner, click the menu icon and choose **Provision > Inventory** to view the results.

Step 1 From the top-left corner, click the menu icon and choose **Reports > Report Templates**.

The **Report Templates** window displays the supported reporting categories. A link represents each category. Click a link to view the supported reports for the selected category.

Step 2 After clicking a link, review the **Report Templates** window for the selected category.

Figure 15: Access Point Report



Each template is represented by a tile and contains information about the report and links to generate a report. Determine the template that you want to use to generate a report.

Step 3 In the tile, click the header to view a sample report.

A window appears for the sample report. Use the side bar in the window to scroll down and review the entire sample report.

Note You can use the sample report to plan how you want your report to look.

Step 4 Click **X** to close the preview.

Step 5 In the tile, click the **Generate** link to configure parameters to build a report.

The **Generate** window lets you choose a format type for the report, apply data filters for your reports, and set up schedules for the actual report generation.

Step 6 In the **Generate a New Report** window, click **Let's Do It** to get started.

To skip this screen in the future, check the **Don't show this to me again** check box.

Step 7 In the **Select Report Template** window, choose the template from **Template** drop-down list.

Note The **Template** consists of the individual report types within the category for the release.

You can review an auto-generated sample in the same window.

Step 8 Click **Next**.

Step 9 In the **Setup Report Scope** window, name the report, choose the scope and choose the time range.

Enter a report name in the **Report Name** field and click **Scope** to display the available filter. Click the filter options that you want for the report and select the **Time Range**.

Note The **Setup Report Scope** options change depending on the selected **Template**. The Access Point reports support up to 90 days of data retention.

Step 10 Click **Next**.

Step 11 In the **Select File Type** window, choose the file type for the report.

Depending on the report that you are creating, the following **File Type** options may be available:

- **PDF**
- **CSV**
- **Tableau Data Extract**
- **JSON**

For the **CSV**, **JSON**, and **Tableau Data Extract** file types, a **Fields** option lets you choose attributes (additional fields) for the CSV, JSON, and Tableau Data Extract results.

Step 12 Click **Next**.

Step 13 In the **Schedule Report** window, choose the schedule for the report. Then, click **Next**.

Step 14 In the **Delivery and Notification** window, choose the delivery mechanism for the report:

- **None**: No email or webhook notifications sent.
- **Email Report**: Email report is sent as a link or attachment.

Note If you have not yet configured an SMTP server for the emails, you are prompted to configure one. Follow the prompts to the **Email** tab in the GUI to configure an SMTP server. Choose **System > Settings > External Services > Destinations > Email**.

- **As a Link**: The email notification of a successfully compiled report has a link back to itself and the **Generated Reports** window under **Reports**. You can view and download the report from this link and location.

Note Email notifications with embedded links to reports support up to 20 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

- **As an Attachment**: Report is attached to the email notification.

Note PDF reports support email notification attachments of up to 20 MB in size and up to 10 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

Catalyst Center sends the following email notifications for the report:

- Report is in the queue waiting to be processed.
- Report processing is in progress.
- Report has successfully been compiled and is completed.
- **Webhook Notification**: Notification is sent as a webhook to the configured webhook URL address (callback URL). Choose a webhook from the drop-down list (**Subscription Profile** field).

Note If you have not yet created a webhook, you are prompted to create one. Follow the prompts to the **Webhook** tab in the GUI to configure a webhook. In general, to configure a webhook, choose **System > Settings > External Services > Destinations > Webhook**.

Catalyst Center sends the following status webhook notifications for the report:

- In Queue
- In Progress
- Success

Step 15 Click **Next**.

Step 16 In the **Summary** window, review the configuration and edit any of the files, if necessary.

Click **Generate Report**.

After the report is generated, a success window appears.

Step 17 Click the **View the Generated Reports** link.

The **Generated Reports** window shows instance details of the report that was scheduled.

You can download, review, edit, duplicate, or delete the report in the **Generated Reports** window. For more information, see [View Generated Reports, on page 87](#).

Run an Audit Log Report

Perform this procedure to configure **Audit Log** reports for your network.

Before you begin

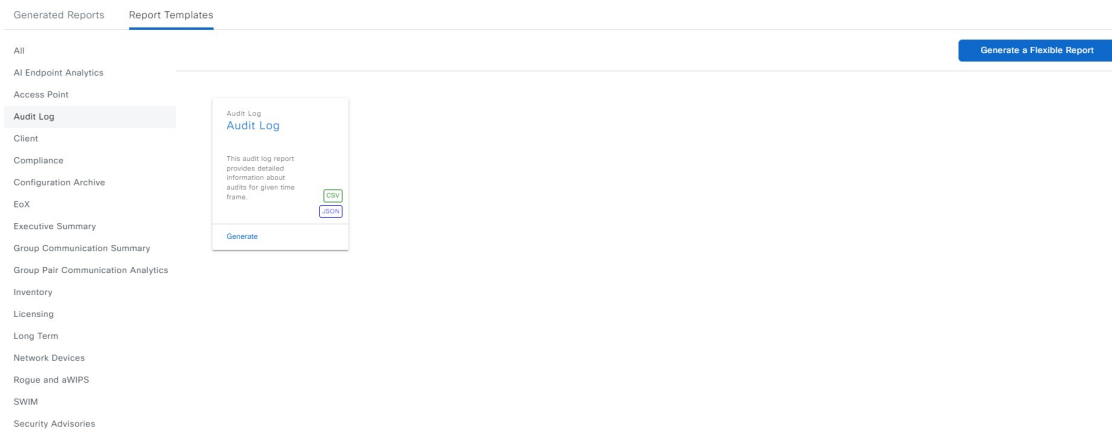
Run a successful **Discovery** job in Catalyst Center. You can check whether a **Discovery** job is successful in **Device Inventory**. From the top-left corner, click the menu icon and choose **Provision > Inventory** to view the results.

Step 1 From the top-left corner, click the menu icon and choose **Reports > Report Templates**.

The **Report Templates** window displays the supported reporting categories. A link represents each category. Click a link to view the supported reports for the selected category.

Step 2 After clicking a link, review the **Report Templates** window for the selected category.

Figure 16: Audit Log Report



Each template is represented by a tile and contains information about the report and links to generate a report. Determine which template you want to use to generate a report.

Step 3 In the tile, click the header to view a sample report.

A window appears for the sample report. Use the side bar in the window to scroll down and review the entire sample report.

Note You can use the sample report to plan how you want your report to look.

Step 4 Click **X** to close the preview.

Step 5 In the tile, click the **Generate** link to configure parameters to build a report.

Step 6 In the **Generate a New Report** window, click **Let's Do It** to get started.

To skip this screen in the future, check the **Don't show this to me again** check box.

Step 7 In the **Select Report Template** window, choose the template for the report.

Choose the **Template** from the drop-down lists.

Note The **Template** list consists of the individual report types within the categories for the release.

You can review an auto-generated sample in the same window.

Step 8 Click **Next**.

Step 9 In the **Setup Report Scope** window, name the report and choose the scope.

Enter a report name in the **Report Name** field and click in the **Scope** field to display the available filter. Click the filter options that you want for the report and select the **Time Range**.

Note The **Setup Report Scope** options change depending on the selected **Template**.

Click **Next**.

Step 10 In the **Select File Type** window, choose the file type for the report.

Catalyst Center displays the following **File Type** options for the Audit Log report type:

- CSV

- **JSON**

For the **CSV** and **JSON** file types, a **Fields** option lets you choose attributes for the **CSV** and **JSON** results.

Step 11 Click **Next**.

Step 12 In the **Schedule Report** window, choose the schedule for the report. Then, click **Next**.

Step 13 In the **Delivery and Notification** window, choose the delivery mechanism for the report:

- **None:** No email or webhook notifications sent.

- **Email Report:** Email report is sent as a link or attachment.

Note If you have not yet configured an SMTP server for the emails, you are prompted to configure one. Follow the prompts to the **Email** tab in the GUI to configure an SMTP server. Choose **System > Settings > External Services > Destinations > Email**.

- **Link:** The email notification of a successfully compiled report has a link back to itself and the **Generated Reports** window under **Reports**. You can view and download the report from this link and location.

Note Email notifications with embedded links to reports support up to 20 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

- **Attachment:** Report is attached to the email notification.

Note PDF reports support email notification attachments of up to 20 MB in size and up to 10 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

Catalyst Center sends the following email notifications for the report:

- Report is in the queue waiting to be processed.
- Report processing is in progress.
- Report has successfully been compiled and is completed.

- **Webhook Notification:** Notification is sent as a webhook to the configured webhook URL address (callback URL). Choose a webhook from the drop-down list (**Subscription Profile** field).

Note If you have not yet created a webhook, you are prompted to create one. Follow the prompts to the **Webhook** tab in the GUI to configure a webhook. In general, to configure a webhook, choose **System > Settings > External Services > Destinations > Webhook**.

You will receive status webhook notifications for the report. For example, you will receive "In Queue," "In Progress," and "Success" webhook notifications. You will also be able to view these notifications in the GUI.

Step 14 Click **Next**.

Step 15 In the **Summary** window, review the configuration and edit any of the files, if necessary.

Click **Generate Report**.

After the report is generated, a success window appears.

Step 16 Click the **View the Generated Reports** link.

The **Generated Reports** window shows instance details of the report that was scheduled.

You can download, review, edit, duplicate, or delete the report in the **Generated Reports** window. For more information, see [View Generated Reports, on page 87](#).

Run a Client Report

Perform this procedure to configure specialized **Client** reports for your network.

Before you begin

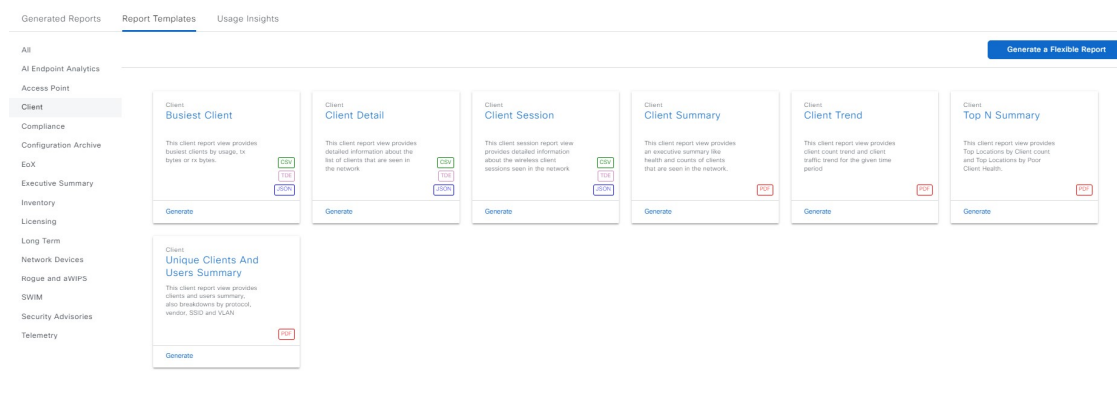
Run a successful **Discovery** job in Catalyst Center. You can check whether a **Discovery** job is successful in **Device Inventory**. From the top-left corner, click the menu icon and choose **Provision > Inventory** to view the results.

Step 1 From the top-left corner, click the menu icon and choose **Reports > Report Templates**.

The **Report Templates** window displays the supported reporting categories. A link represents each category. Click a link to view the supported reports for the selected category.

Step 2 After clicking a link, review the **Report Templates** window for the selected category.

Figure 17: Client Report



Each template is represented by a tile and contains information about the report and links to generate a report. Determine which template you want to use to generate a report.

Step 3 In the tile, click the header to view a sample report.

A window appears for the sample report. Use the side bar in the window to scroll down and review the entire sample report. For some of the client reports, the following data is presented:

- Applied filters (data filters that were used to build the report).
- Data metrics and summaries.

- Graphical representation of the data (including line, bar, and pie graphs).
- Tables that assist you in analyzing the data.

Note You can use the sample report to plan how you want your report to look.

Step 4 Click **X** to close the preview.

Step 5 In the tile, click the **Generate** link to configure parameters to build a report.

The **Generate** window lets you choose a format type for the report, apply data filters for your reports, and set up schedules for the actual report generation.

Step 6 In the **Generate a New Report** window, click **Let's Do It** to get started.

To skip this screen in the future, check the **Don't show this to me again** check box.

Step 7 In the **Select Report Template** window, choose the template for the report.

Choose the **Template** from the drop-down lists.

Note The **Template** consists of the individual report types within the categories for the release.

You can review an auto-generated sample in the same window.

Step 8 Click **Next**.

Step 9 In the **Setup Report Scope** window, name the report and choose the scope.

Enter a report name in the **Report Name** field and click in the **Scope** field to display the available filter. Click the filter options that you want for the report and select the **Time Range**.

Note The **Setup Report Scope** options change depending on the selected **Template**. The Client reports support up to 90 days of data retention.

Click **Next**.

Step 10 In the **Select File Type** window, choose the file type for the report.

Depending on the report that you are creating, the following **File Type** options may be available:

- **PDF**
- **CSV**
- **Tableau Data Extract**
- **JSON**

For the **CSV**, **JSON**, and **Tableau Data Extract** file types, a **Fields** option lets you choose attributes (additional fields) for the CSV, JSON, and Tableau Data Extract results.

Step 11 Click **Next**.

Step 12 In the **Schedule Report** window, choose the schedule for the report. Then, click **Next**.

Step 13 In the **Delivery and Notification** window, choose the delivery mechanism for the report:

- **None**: No email or webhook notifications sent.
- **Email Report**: Email report is sent as a link or attachment.

Note If you have not yet configured an SMTP server for the emails, you are prompted to configure one. Follow the prompts to the **Email** tab in the GUI to configure an SMTP server. Choose **System > Settings > External Services > Destinations > Email**.

- **Link:** The email notification of a successfully compiled report has a link back to itself and the **Generated Reports** window under **Reports**. You can view and download the report from this link and location.

Note Email notifications with embedded links to reports support up to 20 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

- **Attachment:** Report is attached to the email notification.

Note PDF reports support email notification attachments of up to 20 MB in size and up to 10 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

Catalyst Center sends the following email notifications for the report:

- Report is in the queue waiting to be processed.
 - Report processing is in progress.
 - Report has successfully been compiled and is completed.
- **Webhook Notification:** Notification is sent as a webhook to the configured webhook URL address (callback URL). Choose a webhook from the drop-down list (**Subscription Profile** field).
- Note** If you have not yet created a webhook, you are prompted to create one. Follow the prompts to the **Webhook** tab in the GUI to configure a webhook. In general, to configure a webhook, choose **System > Settings > External Services > Destinations > Webhook**.

You will receive status webhook notifications for the report. For example, you will receive "In Queue," "In Progress," and "Success" webhook notifications. You will also be able to view these notifications in the GUI.

Step 14 Click **Next**.

Step 15 In the **Summary** window, review the configuration and edit any of the files, if necessary.

Click **Generate Report**.

After the report is generated, a success window appears.

Step 16 Click the **View the Generated Reports** link.

The **Generated Reports** window shows instance details of the report that was scheduled.

You can download, review, edit, duplicate, or delete the report in the **Generated Reports** window. For more information, see [View Generated Reports, on page 87](#).

Run a Compliance Report

Catalyst Center allows you to retrieve a consolidated compliance audit report that shows the compliance status of individual network devices. With this report, you can get complete visibility of your network.

The following procedure describes how to configure a **Compliance** report for your network.

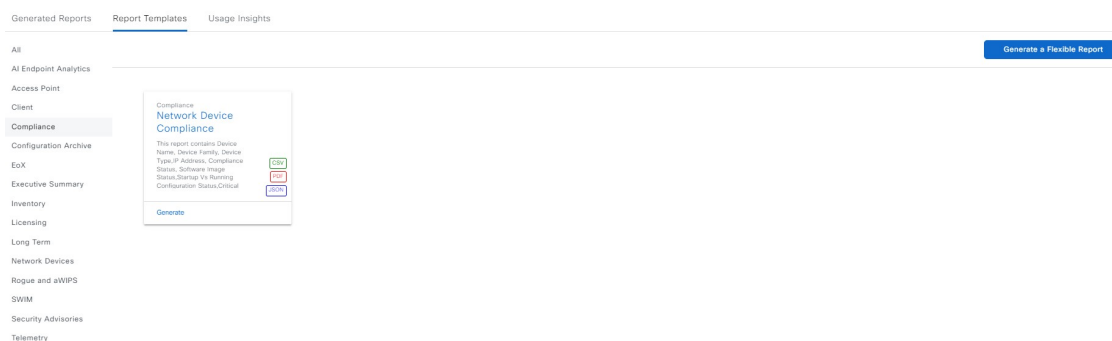
Step 1 From the top-left corner, click the menu icon and choose **Reports > Report Templates**.

The **Report Templates** window displays the supported reporting categories.

Step 2 From the left pane, click **Compliance** to display the Compliance templates.

Each template is represented by a tile and contains information about the report and links to generate a report.

Figure 18: Compliance Report



Step 3 In the tile, click the header to view a sample report.

A window appears for the sample report. Use the side bar in the window to scroll down and review the entire sample report.

Step 4 Click **X** to close the preview.

Step 5 In the tile, click the **Generate** link to configure parameters to build a report.

Step 6 In the **Generate a New Report** window, click **Let's Do It** to get started.

To skip this screen in the future, check the **Don't show this to me again** check box.

Step 7 In the **Select Report Template** window, you can change the template from **Template** drop-down list.

Note You can review an automatically generated sample in the same window.

Step 8 Click **Next**.

The **Setup Report Scope** window appears.

Step 9 In the **Report Name** field, enter a report name.

Step 10 In the **Scope** area, choose the **Compliance Status**, **Compliance Category**, **Device Family** and **Device Type** to include in the report.

Note The **Setup Report Scope** options change depending on the selected template.

Step 11 Click **Next**.

Step 12 In the **Select File Type** window, choose the file type for the report.

Catalyst Center displays the following **File Type** options for the Compliance report type:

- **PDF**
- **CSV**
- **JSON**

For the **CSV** and **JSON** file types, a **Fields** option lets you choose attributes for the **CSV** and **JSON** results.

Step 13 Click **Next**.

Step 14 The **Schedule Report** window appears. Choose the schedule for the report. Then, click **Next**.

Step 15 In the **Delivery and Notification** window, choose the delivery mechanism for the report:

- **None**: No email or webhook notifications sent.
- **Email Report**: Email report is sent as a link or attachment.

If an SMTP server is not configured for emails, Catalyst Center prompts you to configure one. Click the link to configure the email destination in **System > Settings > External Services > Destinations > Email**.

- **As a Link**: The email notification of a successful compiled report contains a link back to itself and the **Generated Reports** page under **Reports**. You can view and download the report from this link and location.

Note Email notifications with embedded links to reports support up to 20 email addresses. To add multiple email addresses, you must add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

- **As an Attachment**: Report is attached to the email notification.

Note PDF reports support email notification attachments of up to 20 MB in size and up to 10 email addresses. To add multiple email addresses, you must add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

Catalyst Center sends the following email notifications for the report:

- Report is in the queue waiting to be processed.
- Report processing is in progress.
- Report has successfully been compiled and is completed.
- **Webhook Notification**: Notification is sent as a webhook to the configured webhook URL address (callback URL).

Note If a webhook is not created, Catalyst Center prompts you to create one. Click the link to configure a webhook in **Webhook** tab in **System > Settings > External Services > Destinations > Webhook**.

Catalyst Center sends you the following status webhook notifications for the report:

- In Queue

- In Progress
- Success

You can view the event notification status in **Platform > Runtime Dashboard > Event Summary**.

Step 16 Click **Next**.

Step 17 In the **Summary** window, review the configuration and edit any of the files, if necessary.

Step 18 Click **Generate Report**.

After the report is generated, a success window appears.

Step 19 Click the **View the Generated Reports** link.

The **Generated Reports** window appears with instance details of the report that was scheduled.

You can download, review, edit, duplicate, or delete the report in the **Generated Reports** window. For more information, see [View Generated Reports](#).

Run a Configuration Archive Report

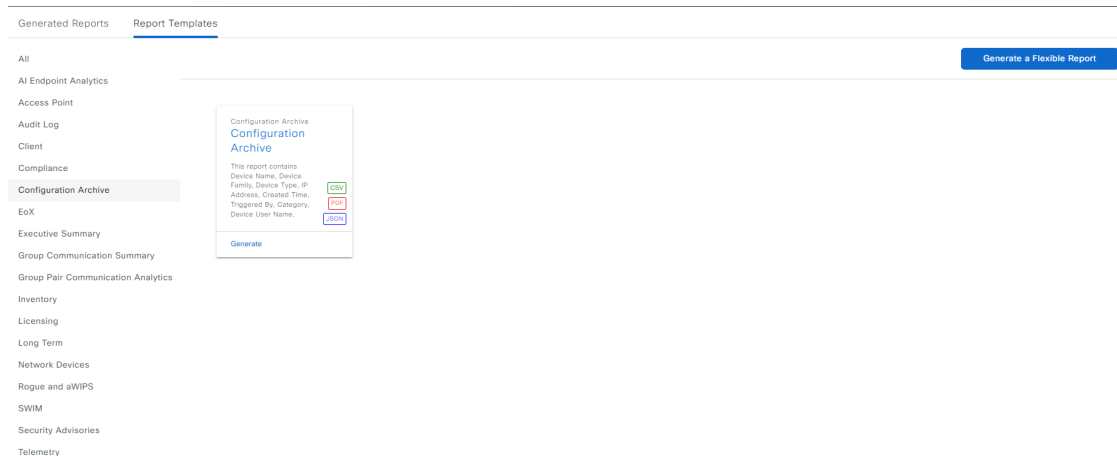
Use the procedure below to get a consolidated report of configuration changes on your network devices.

Step 1 From the top-left corner, click the menu icon and choose **Reports > Report Templates**.

The **Report Templates** window displays the supported reporting categories.

Step 2 From the left pane, click **Configuration Archive** to display the template.

Figure 19: Configuration Archive Report



Each template is represented by a tile and contains information about the report and links to generate a report.

Step 3 In the tile, click the header to view a sample report.

A window appears for the sample report. Use the side bar in the window to scroll down and review the entire sample report.

Step 4 Click **X** to close the preview.

Step 5 In the tile, click the **Generate** link to configure parameters to build a report.

Step 6 In the **Generate a New Report** window, click **Let's Do It** to get started.

To skip this screen in the future, check the **Don't show this to me again** check box.

Step 7 In the **Select Report Template** window, you can change the template from the **Template** drop-down list.

Note You can review an automatically generated sample in the same window.

Step 8 Click **Next**.

The **Setup Report Scope** window appears.

Step 9 In the **Report Name** field, enter a report name.

Step 10 In the **Scope** area, choose **Category** from the drop-down list.

In band refers to configuration changes done by Catalyst Center.

Out Of Band refers to the configuration changes done outside Catalyst Center.

Step 11 Choose the **Device Family** and **Device Type** to include in the report.

Note The **Setup Report Scope** options change depending on the selected template.

Step 12 Click **Next**.

Step 13 In the **Select File Type** window, choose the file type for the report.

Catalyst Center displays the following **File Type** options for the Configuration Archive report type:

- **PDF**
- **CSV**
- **JSON**

For the **CSV** and **JSON** file types, a **Fields** option lets you choose attributes for the **CSV** and **JSON** results.

Step 14 Click **Next**.

Step 15 The **Schedule Report** window appears. Choose the schedule for the report. Then, click **Next**.

Step 16 In the **Delivery and Notification** window, choose the delivery mechanism for the report:

- **None**: No email or webhook notifications sent.
- **Email Report**: Email report is sent as a link or attachment.

If an SMTP server is not configured for emails, Catalyst Center prompts you to configure one. Click the link to configure the email destination in **System > Settings > External Services > Destinations > Email**.

- **As a Link**: The email notification of a successful compiled report contains a link back to itself and the **Generated Reports** page under **Reports**. You can view and download the report from this link and location.

Note Email notifications with embedded links to reports support up to 20 email addresses. To add multiple email addresses, you must add each email address separately and click **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

- **As an Attachment:** Report is attached to the email notification.

Note PDF reports support email notification attachments of up to 20 MB in size and up to 10 email addresses. To add multiple email addresses, you must add each email address separately and click **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

Catalyst Center sends the following email notifications for the report:

- The report is in the queue waiting to be processed.
- Report processing is in progress.
- The report has successfully been compiled and is completed.
- **Webhook Notification:** Notification is sent as a webhook to the configured webhook URL address (callback URL).

Note If a webhook is not created, Catalyst Center prompts you to create one. Click the link to configure a webhook in the **Webhook** tab in **System > Settings > External Services > Destinations > Webhook**.

Catalyst Center sends you the following status webhook notifications for the report:

- In Queue
- In Progress
- Success

You can view the event notification status in **Platform > Runtime Dashboard > Event Summary**.

Step 17 Click **Next**.

Step 18 In the **Summary** window, review the configuration and edit any of the files, if necessary.

Step 19 Click **Generate Report**.

After the report is generated, a success window appears.

Step 20 Click the **View the Generated Reports** link.

The **Generated Reports** window appears with instance details of the report that was scheduled.

You can download, review, edit, duplicate, or delete the report in the **Generated Reports** window. For more information, see [View Generated Reports](#).

Run an End-of-Life Report

The following procedure describes how to configure an **End of Life (EoX)** report for your network.

Before you begin

- You must accept the end-user license agreement (EULA) before downloading software or provisioning a device. For more information, see the **Accept the License Agreement** topic in the *Cisco Catalyst Center Administrator Guide*.
- Ensure that the Cisco CX cloud connection is enabled. For more information, see the **Update the Machine Reasoning Knowledge Base** topic in the *Cisco Catalyst Center Administrator Guide*.
- Run a successful **Discovery** job in Catalyst Center. You can check whether a **Discovery** job is successful in **Device Inventory**. From the top-left corner, click the menu icon and choose **Provision > Inventory** to view the results.

Step 1 From the top-left corner, click the menu icon and choose **Reports > Report Templates**.

The **Report Templates** window opens and displays the supported reporting categories. A link represents each category. In the **Report Templates** window, each template is represented by a tile and contains information about the report and links to generate a report. Determine which template you want to use to generate a report.

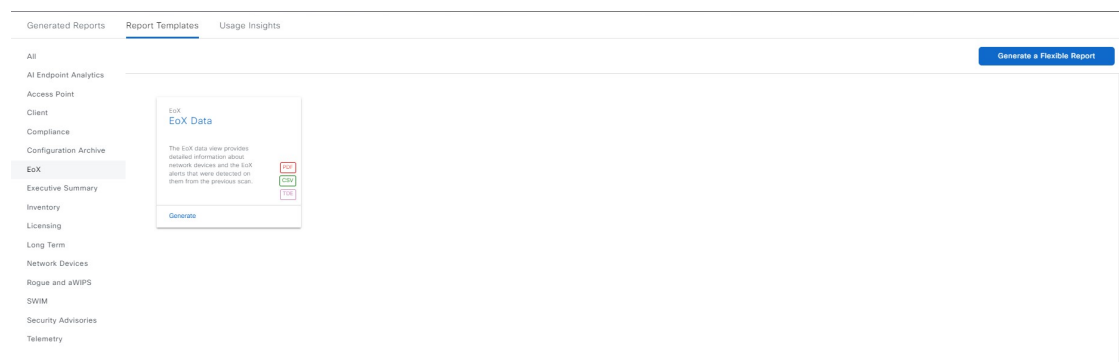
Step 2 In the tile, click the header to view a sample report.

A window appears for the sample report. Use the side bar in the window to scroll down and review the entire sample report.

Step 3 Click **X** to close the preview.

Step 4 In the tile, click the **Generate** link to configure parameters to build a report.

Figure 20: EoX Report



Step 5 In the **Generate a New Report** window, click **Let's Do It** to get started.

To skip this screen in the future, check the **Don't show this to me again** check box.

Step 6 In the **Select Report Template** window, choose the template from **Template** drop-down list.

Note The **Template** consists of the individual report types within the categories for the release.
You can review an automatically generated sample in the same window.

Step 7 Click **Next**.

The **Setup Report Scope** window appears.

Step 8 In the **Report Name** field, enter a report name.

Step 9 In the **Scope** area, choose the **Device Type** and **Location** to include in the report.

Note The **Setup Report Scope** options change depending on the selected template.

Step 10 Click **Next**.

Step 11 In the **Select File Type** window, choose the file type for the report.

Based on your report, Catalyst Center displays the following **File Type** options:

- **PDF**
- **CSV**
- **Tableau Data Extract**

For the **CSV** and **Tableau Data Extract** file types, a **Fields** option lets you choose attributes (additional fields) for the **CSV** and **Tableau Data Extract** results.

Step 12 Click **Next**.

In the **Schedule Report** window, choose the schedule for the report.

Step 13 Click **Next**.

Step 14 In the **Delivery and Notification** window, choose the delivery mechanism for the report:

- **None**: No email or webhook notifications sent.
- **Email Report**: Email report is sent as a link or attachment.

Follow the prompts to the **Email** tab in the Catalyst Center GUI to configure an SMTP server.

If an SMTP server is not configured for emails, Catalyst Center prompts you to configure one.

- **As a Link**: The email notification of a successful compiled report contains a link back to itself and the **Generated Reports** page under **Reports**. You can view and download the report from this link and location.

Note Email notifications with embedded links to reports support up to 20 email addresses. To add multiple email addresses, you must add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

- **As an Attachment**: Report is attached to the email notification.

Note PDF reports support email notification attachments of up to 20 MB in size and up to 10 email addresses. To add multiple email addresses, you must add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

Catalyst Center sends the following email notifications for the report:

- Report is in the queue waiting to be processed.
- Report processing is in progress.
- Report has successfully been compiled and is completed.
- **Webhook Notification:** Notification is sent as a webhook to the configured webhook URL address (callback URL).

Note If a webhook is not created, Catalyst Center prompts you to create one. Follow the prompts to the **Webhook** tab in the Catalyst Center GUI to configure a webhook.

Catalyst Center sends you the following status webhook notifications for the report:

- In Queue
- In Progress
- Success

You can view these notifications in the GUI.

Step 15 Click **Next**.

Step 16 In the **Summary** window, review the configuration and edit any of the files, if necessary.

Step 17 Click **Generate Report**.

After the report is generated, a success window appears.

Step 18 Click the **View the Generated Reports** link.

The **Generated Reports** window appears with instance details of the report that was scheduled.

You can download, review, edit, duplicate, or delete the report in the **Generated Reports** window. For more information, see [View Generated Reports](#).

Run an Executive Summary Report

Perform this procedure to configure **Executive Summary** reports for your network.

Before you begin

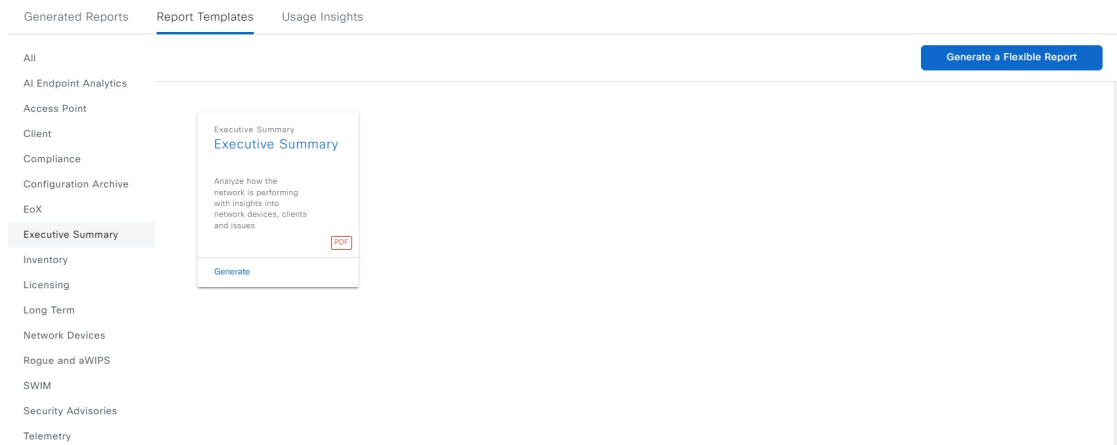
Run a successful **Discovery** job in Catalyst Center. You can check whether a **Discovery** job is successful in **Device Inventory**. From the top-left corner, click the menu icon and choose **Provision > Inventory** to view the results.

Step 1 From the top-left corner, click the menu icon and choose **Reports > Report Templates**.

The **Report Templates** window displays the supported reporting categories. A link represents each category. Click a link to view only the supported reports for that category.

Step 2 After clicking a link, review the **Report Templates** window for that selected category.

Figure 21: Executive Summary Report



Each template is represented by a tile and contains information about the report and links to generate a report. Determine which template you want to use to generate a report. Within the tile are icons that represent the supported file types for the reports.

Step 3 In the tile, click the header to view a sample report.

A window appears for the sample report. Use the side bar in the window to scroll down and review the entire sample report. The following data is presented:

- Data metrics and summaries.
- Graphical representation of the data (including line, bar, and pie graphs).
- Tables that assist you in analyzing the data.

Note You can use the sample report to plan how you want your report to look.

Step 4 Click **X** to close the preview.

Step 5 In the tile, click the **Generate** link to configure parameters to build a report.

The **Generate** window lets you choose a format type for the report, apply data filters for your reports, and set up schedules for the actual report generation.

Step 6 In the **Generate a New Report** window, click **Let's Do It** to get started.

Step 7 In the **Select Report Template** window, choose the template for the report.

Choose the **Template** from the drop-down lists.

Note The **Template** consists of the individual report types within the categories for the release.

You can review an auto-generated sample in the same window.

Click **Next**.

Step 8 In the **Setup Report Scope** window, name the report and choose the scope and the time range.

Enter a report name in the **Report Name** field and click in the **Scope** field to display the available filter. Click the filter options that you want for the report and select the **Time Range**.

Note The **Setup Report Scope** options change depending on the selected **Template**. The Executive Summary reports support up to 90 days of data retention.

Click **Next**.

Step 9 In the **Select File Type** window, choose the file type for the report.

Depending on the report that you are creating, the following **File Type** options may be available:

- **PDF**
- **CSV**
- **Tableau Data Extract**
- **JSON**

For the **CSV**, **JSON**, and **Tableau Data Extract** file types, a **Fields** option lets you choose attributes (additional fields) for the CSV, JSON, and Tableau Data Extract results.

Click **Next**.

Step 10 In the **Schedule Report** window, choose the schedule for the report. Then, click **Next**.

Step 11 In the **Delivery and Notification** window, choose the delivery mechanism for the report:

- **None**: No email or webhook notifications sent.
- **Email Report**: Email report is sent as a link or attachment.

Note If you have not yet configured an SMTP server for the emails, you are prompted to configure one. Follow the prompts to the **Email** tab in the GUI to configure an SMTP server. Choose **System > Settings > External Services > Destinations > Email**.

- **Link**: The email notification of a successfully compiled report has a link back to itself and the **Generated Reports** window under **Reports**. You can view and download the report from this link and location.

Note Email notifications with embedded links to reports support up to 20 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

- **Attachment**: Report is attached to the email notification.

Note PDF reports support email notification attachments of up to 20 MB in size and up to 10 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

Catalyst Center sends the following email notifications for the report:

- Report is in the queue waiting to be processed.
- Report processing is in progress.
- Report has successfully been compiled and is completed.

- **Webhook Notification:** Notification is sent as a webhook to the configured webhook URL address (callback URL). Choose a webhook from the drop-down list (**Subscription Profile** field).

Note If you have not yet created a webhook, you are prompted to create one. Follow the prompts to the **Webhook** tab in the GUI to configure a webhook. In general, to configure a webhook, choose **System > Settings > External Services > Destinations > Webhook**.

You will receive status webhook notifications for the report. For example, you will receive "In Queue," "In Progress," and "Success" webhook notifications. You will also be able to view these notifications in the GUI.

Click **Next**.

Step 12 In the **Summary** window, review the configuration and edit any of the files, if necessary.

Click **Generate Report**.

After the report is generated, a success window appears.

Step 13 Click the **View the Generated Reports** link.

The **Generated Reports** window shows instance details of the report that was scheduled.

You can download, review, edit, duplicate, or delete the report in the **Generated Reports** window. For more information, see [View Generated Reports, on page 87](#).

Run an Inventory Report

Perform this procedure to configure **Inventory** reports for your network.

Before you begin

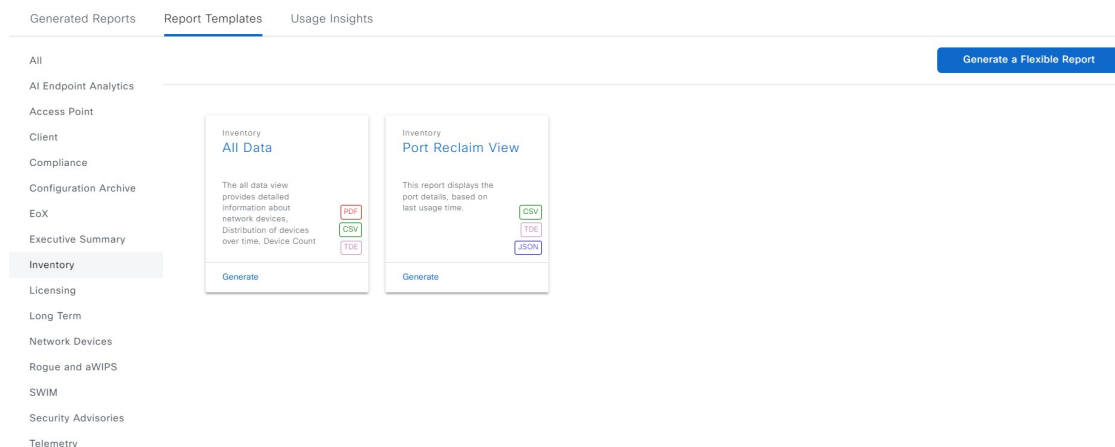
Run a successful **Discovery** job in Catalyst Center. You can check whether a **Discovery** job is successful in **Device Inventory**. From the top-left corner, click the menu icon and choose **Provision > Inventory** to view the results.

Step 1 From the top-left corner, click the menu icon and choose **Reports > Report Templates**.

The **Report Templates** window displays the supported reporting categories. A link represents each category. Click a link to view only the supported reports for that category.

Step 2 After clicking a link, review the **Report Templates** window for that selected category.

Figure 22: Inventory Report



Each template is represented by a tile and contains information about the report and links to generate a report. Determine which template you want to use to generate a report. Within the tile are icons that represent the supported file types for the reports.

Step 3 In the tile, click the header to view a sample report.

A window appears for the sample report. Use the side bar in the window to scroll down and review the entire sample report. The following data is presented:

- Applied filters (data filters that were used to build the report).
- Data metrics and summaries
- Graphical representation of the data (including line, bar, and pie graphs).
- Tables that assist you in analyzing the data.

Note You can use the sample report to plan how you want your report to look.

Step 4 Click **X** to close the preview.

Step 5 In the tile, click the **Generate** link to configure parameters to build a report.

The **Generate** window lets you choose a format type for the report, apply data filters for your reports, and set up schedules for the actual report generation.

Step 6 In the **Generate a New Report** window, click **Let's Do It** to get started.

To skip this screen in the future, check the **Don't show this to me again** check box.

Step 7 In the **Select Report Template** window, choose the template for the report.

Choose the **Template** from the drop-down lists.

Note The **Template** consists of the individual report types within the categories for the release.

You can review an auto-generated sample in the same window.

Click **Next**.

Step 8 In the **Setup Report Scope** window, name the report and choose the scope.

Enter a report name in the **Report Name** field and click in the **Scope** field to display the available filter. Click the filter options that you want for the report.

Note The **Setup Report Scope** options change depending on the selected **Template**.

Click **Next**.

Step 9 In the **Select File Type** window, choose the file type for the report.

Step 10 Click **Next**.

Step 11 In the **Schedule Report** window, choose the schedule for the report.

Click **Next**.

Step 12 In the **Delivery and Notification** window, choose the delivery mechanism for the report:

- **None:** No email or webhook notifications sent.
- **Email Report:** Email report is sent as a link or attachment.

Note If you have not yet configured an SMTP server for the emails, you are prompted to configure one. Follow the prompts to the **Email** tab in the GUI to configure an SMTP server. Choose **System > Settings > External Services > Destinations > Email**.

- **Link:** The email notification of a successfully compiled report has a link back to itself and the **Generated Reports** window under **Reports**. You can view and download the report from this link and location.

Note Email notifications with embedded links to reports support up to 20 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

- **Attachment:** Report is attached to the email notification.

Note PDF reports support email notification attachments of up to 20 MB in size and up to 10 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

Catalyst Center sends the following email notifications for the report:

- Report is in the queue waiting to be processed.
 - Report processing is in progress.
 - Report has successfully been compiled and is completed.
 - **Webhook Notification:** Notification is sent as a webhook to the configured webhook URL address (callback URL). Choose a webhook from the drop-down list (**Subscription Profile** field).
- Note** If you have not yet created a webhook, you are prompted to create one. Follow the prompts to the **Webhook** tab in the GUI to configure a webhook. In general, to configure a webhook, choose **System > Settings > External Services > Destinations > Webhook**.

You will receive status webhook notifications for the report. For example, you will receive "In Queue," "In Progress," and "Success" webhook notifications. You will also be able to view these notifications in the GUI.

Click **Next**.

Step 13 In the **Summary** window, review the configuration and edit any of the files, if necessary.

Click **Generate Report**.

After the report is generated, a success window appears.

Step 14 Click the **View the Generated Reports** link.

The **Generated Reports** window shows instance details of the report that was scheduled.

You can download, review, edit, duplicate, or delete the report in the **Generated Reports** window. For more information, see [View Generated Reports, on page 87](#).

Run a Licensing Report

Perform this procedure to configure **Licensing** reports about your network.

Before you begin

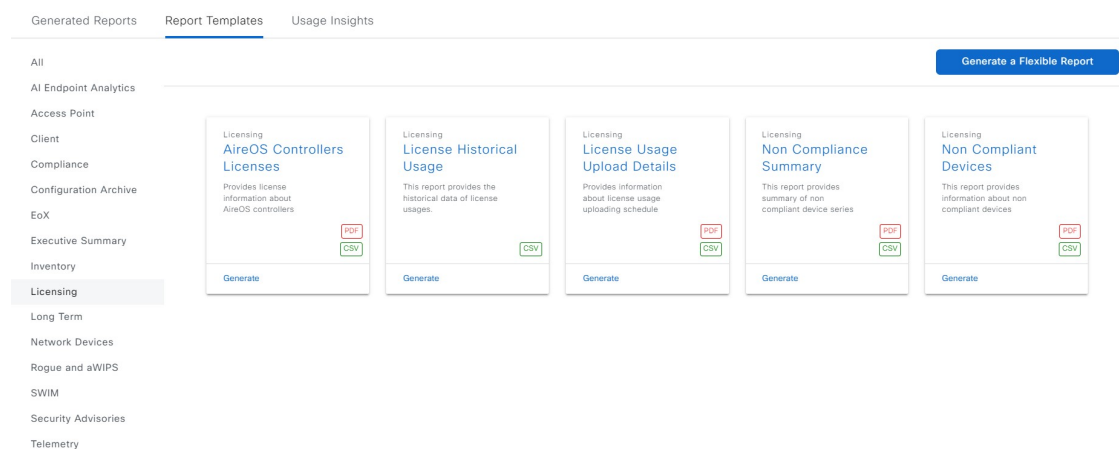
Run a successful **Discovery** job in Catalyst Center. You can check whether a **Discovery** job is successful in **Device Inventory**. From the top-left corner, click the menu icon and choose **Provision > Inventory** to view the results.

Step 1 From the top-left corner, click the menu icon and choose **Reports > Report Templates**.

The **Report Templates** window displays the supported reporting categories. A link represents each category. Click a link to view only the supported reports for that category.

Step 2 After clicking a link, review the **Report Templates** window for that selected category.

Figure 23: Licensing Report



Each template is represented by a tile and contains information about the report and links to generate a report. Determine which template you want to use to generate a report. Within the tile are icons that represent the supported file types for the reports.

Step 3 In the tile, click the header to view a sample report.

A window appears for the sample report. Use the side bar in the window to scroll down and review the entire sample report. The following data is presented:

- Applied filters (data filters that were used to build the report).
- Data metrics and summaries.
- Tables that assist you in analyzing the data.

Note You can use the sample report to plan how you want your report to look.

Step 4 Click **X** to close the preview.

Step 5 In the tile, click the **Generate** link to configure parameters to build a report.

The **Generate** window lets you choose a format type for the report, apply data filters for your reports, and set up schedules for the actual report generation.

Step 6 In the **Generate a New Report** window, click **Let's Do It** to get started.

To skip this screen in the future, check the **Don't show this to me again** check box.

Step 7 In the **Select Report Template** window, choose the template for the report.

Choose the **Template** from the drop-down lists.

Note The **Template** consists of the individual report types within the categories for the release.

You can review an auto-generated sample in the same window.

Click **Next**.

Step 8 In the **Setup Report Scope** window, name the report and choose the scope and the time range.

In the **Report Name** field, enter a report name and click inside the **Scope** field to display the available filter. Click the filter options that you want for the report and select the **Time Range**.

Note The **Setup Report Scope** options change depending on the selected **Template**.

Click **Next**.

Step 9 In the **Select File Type** window, choose the file type for the report.

Depending on the report that you are creating, the following **File Type** options may be available:

- PDF
- CSV
- Tableau Data Extract
- JSON

For the **CSV**, **JSON**, and **Tableau Data Extract** file types, a **Fields** option lets you choose attributes (additional fields) for the CSV, JSON, and Tableau Data Extract results.

Click **Next**.

Step 10 In the **Schedule Report** window, choose the schedule for the report.

Click **Next**.

Step 11 In the **Delivery and Notification** window, choose the delivery mechanism for the report:

- **None**: No email or webhook notifications sent.
- **Email Report**: Email report is sent as a link or attachment.

Note If you have not configured an SMTP server for the emails, you are prompted to configure one. Follow the prompts to the **Email** tab in the GUI to configure an SMTP server. Choose **System > Settings > External Services > Destinations > Email**.

- **Link**: The email notification of a successfully compiled report has a link to the report and to the **Generated Reports** window under **Reports**. You can view and download the report from this location.

Note Email notifications with embedded links to reports support up to 20 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

- **Attachment**: Report is attached to the email notification.

Note PDF reports support email notification attachments of up to 20 MB in size and up to 10 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

Catalyst Center sends the following email notifications for the report:

- Report is in the queue waiting to be processed.
 - Report processing is in progress.
 - Report has successfully been compiled and is completed.
 - **Webhook Notification**: Notification is sent as a webhook to the configured webhook URL address (callback URL). Choose a webhook from the drop-down list (**Subscription Profile** field).
- Note** If you have not yet created a webhook, you are prompted to create one. Follow the prompts to the **Webhook** tab in the GUI to configure a webhook. In general, to configure a webhook, choose **System > Settings > External Services > Destinations > Webhook**.

You receive status webhook notifications for the report, for example, **In Queue**, **In Progress**, and **Success**. You are also able to view these notifications in the GUI.

Click **Next**.

Step 12 In the **Summary** window, review the configuration and edit the files, if necessary.

Click **Generate Report**.

After the report is generated, a success window appears.

Step 13 Click the **View the Generated Reports** link.

The **Generated Reports** window shows instance details of the report that was scheduled.

You can download, review, edit, duplicate, or delete the report in the **Generated Reports** window. For more information, see [View Generated Reports, on page 87](#).

Run a Network Devices Report

Perform this procedure to configure **Network Devices** reports for your network.

Before you begin

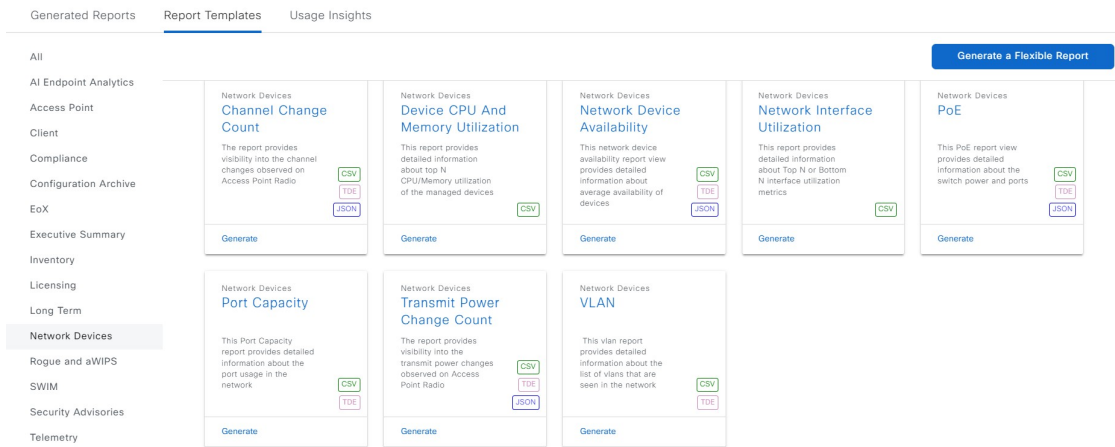
Run a successful **Discovery** job in Catalyst Center. You can check whether a **Discovery** job is successful in **Device Inventory**. From the top-left corner, click the menu icon and choose **Provision > Inventory** to view the results.

Step 1 From the top-left corner, click the menu icon and choose **Reports > Report Templates**.

The **Report Templates** window displays the supported reporting categories. Each category is represented by link. Click a link to view only the supported reports for that category.

Step 2 After clicking a link, review the **Report Templates** window for that selected category.

Figure 24: Network Devices Report



Each template is represented by a tile and contains information about the report and links to configure (generate) a report. Determine which template you want to use to generate a report. Within the tile are icons that represent the supported file types for the reports.

Step 3 In the tile, click the header to view a sample report.

A window appears for the sample report. Use the side bar in the window to scroll down and review the entire sample report. The following data is presented:

- Applied filters (data filters that were used to build the report)
- Data metrics and summaries
- Graphical representation of the data (including line, bar, and pie graphs)
- Tables that assist you in analyzing the data

Note You can use the sample report to plan how you want your report to look.

Step 4 Click **X** to close the preview.

Step 5 In the tile, click the **Generate** link to configure parameters to build a report.

The **Generate** window lets you choose a format type for the report, apply data filters for your reports, and set up schedules for the actual report generation.

Step 6 In the **Generate a New Report** window, click **Let's Do It** to get started.

Step 7 In the **Setup the Report Template** window, choose the template for the report.

Choose the **Template** from the drop-down menus.

Note The **Template** consists of the individual report types within the categories for the release.

You can review an autogenerated sample in the same window.

Click **Next**.

Step 8 In the **Setup Report Scope** window, name the report and choose the scope and the time range.

Enter a report name in the **Report Name** field and click in the **Scope** field to display the available filter. Click the filter options that you want for the report and select the **Time Range**.

Note The **Setup Report Scope** options change depending on the selected **Template**.

Click **Next**.

Step 9 In the **Select File Type** window, choose the file type for the report.

Depending on the report that you are creating, the following **File Type** options may be available:

- **PDF**
- **CSV**
- **Tableau Data Extract**
- **JSON**

For the **CSV**, **JSON**, and **Tableau Data Extract** file types, a **Fields** option lets you choose attributes (additional fields) for the CSV, JSON, and Tableau Data Extract results.

Click **Next**.

Step 10 In the **Schedule Report** window, choose the schedule for the report.

Click **Next**.

Step 11 In the **Delivery and Notification** window, choose the delivery mechanism for the report:

- **None:** No email or webhook notifications sent.
- **Email Report:** Email report is sent as a link or attachment.
 - Note** If you have not yet configured an SMTP server for the emails, you are prompted to configure one. Follow the prompts to the **Email** tab in the GUI to configure an SMTP server. Choose **System > Settings > External Services > Destinations > Email**.
 - **Link:** The email notification of a successfully compiled report will have a link back to itself and the **Generated Reports** window under **Reports**. You can view and download the report from this link and location.
 - Note** Email notifications with embedded links to reports support up to 20 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.
 - **Attachment:** Report is attached to the email notification.
 - Note** PDF reports support email notification attachments of up to 20 MB in size and up to 10 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

Catalyst Center sends the following email notifications for the report:

- Report is in the queue waiting to be processed.
- Report processing is in progress.
- Report has successfully been compiled and is completed.
- **Webhook Notification:** Notification is sent as a webhook to the configured webhook URL address (callback URL). Choose a webhook from the drop-down menu (**Subscription Profile** field).
 - Note** If you have not yet created a webhook, you are prompted to create one. Follow the prompts to the **Webhook** tab in the GUI to configure a webhook. In general, to configure a webhook, choose **System > Settings > External Services > Destinations > Webhook**.

You will receive status webhook notifications for the report. For example, you will receive "In Queue," "In Progress," and "Success" webhook notifications. You will also be able to view these notifications in the GUI.

Click **Next**.

Step 12 In the **Summary** window, review the configuration and edit any of the files, if necessary.

Click **Generate Report**.

After the report is generated, a success window appears.

Step 13 Click the **View the Generated Reports** link.

The **Generated Reports** window shows instance details of the report that was scheduled.

You can download, review, edit, duplicate, or delete the report in the **Generated Reports** window. For more information, see [View Generated Reports, on page 87](#).

Run a Rogue and aWIPS Report

Perform this procedure to configure **Rogue and aWIPS** reports for your network.

Before you begin

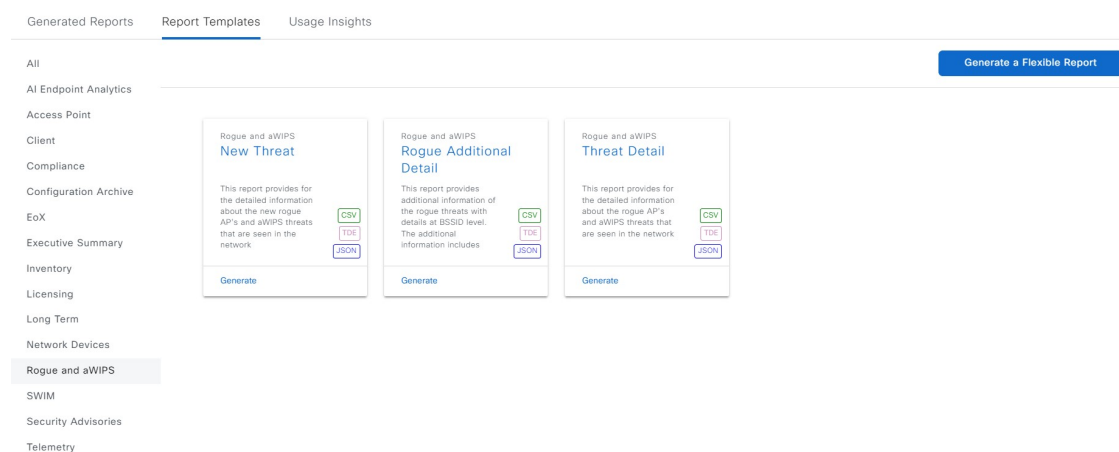
Run a successful **Discovery** job in Catalyst Center. You can check whether a **Discovery** job is successful in **Device Inventory**. From the top-left corner, click the menu icon and choose **Provision > Inventory** to view the results.

Step 1 From the top-left corner, click the menu icon and choose **Reports > Report Templates**.

The **Report Templates** window displays the supported reporting categories. A link represents each category. Click a link to view only the supported reports for that category.

Step 2 After clicking a link, review the **Report Templates** window for that selected category.

Figure 25: Rogue and aWIPS Report



Each template is represented by a tile and contains information about the report and links to generate a report. Determine which template you want to use to generate a report. Within the tile are icons that represent the supported file types for the reports.

Step 3 In the tile, click the header to view a sample report.

A window appears for the sample report. Use the side bar in the window to scroll down and review the entire sample report. The following data is presented:

- Applied filters (data filters that were used to build the report).
- Data metrics and summaries
- Graphical representation of the data (including line, bar, and pie graphs).
- Tables that assist you in analyzing the data.

Note You can use the sample report to plan how you want your report to look.

Step 4 Click **X** to close the preview.

Step 5 In the tile, click the **Generate** link to configure parameters to build a report.

The **Generate** window lets you choose a format type for the report, apply data filters for your reports, and set up schedules for the actual report generation.

Step 6 In the **Generate a New Report** window, click **Let's Do It** to get started.

Step 7 In the **Select Report Template** window, choose the template for the report.

Choose the **Template** from the drop-down lists.

Note The **Template** consists of the individual report types within the categories for the release.

You can review an auto-generated sample in the same window.

Click **Next**.

Step 8 In the **Setup Report Scope** window, name the report and choose the scope and the time range.

Enter a report name in the **Report Name** field and click in the **Scope** field to display the available filter. Click the filter options that you want for the report and select the **Time Range**.

Note

- The **Setup Report Scope** options change depending on the selected **Template**.
- If all the APs in your network are not assigned to a floor and you choose **Global** in the **Location** filter, the **Rogue and aWIPS** report displays only the threats associated with assigned APs under the global hierarchy. To view the threats associated with unassigned APs, you must keep the location filter empty.

Click **Next**.

Step 9 In the **Select File Type** window, choose the file type for the report.

Depending on the report that you are creating, the following **File Type** options may be available:

- **PDF**
- **CSV**
- **Tableau Data Extract**
- **JSON**

For the **CSV**, **JSON**, and **Tableau Data Extract** file types, a **Fields** option lets you choose attributes (additional fields) for the CSV, JSON, and Tableau Data Extract results.

Click **Next**.

Step 10 In the **Schedule Report** window, choose the schedule for the report.

Click **Next**.

Step 11 In the **Delivery and Notification** window, choose the delivery mechanism for the report:

- **None**: No email or webhook notifications sent.
- **Email Report**: Email report is sent as a link or attachment.

Note If you have not yet configured an SMTP server for the emails, you are prompted to configure one. Follow the prompts to the **Email** tab in the GUI to configure an SMTP server. Choose **System > Settings > External Services > Destinations > Email**.

- **Link:** The email notification of a successfully compiled report has a link back to itself and the **Generated Reports** window under **Reports**. You can view and download the report from this link and location.

Note Email notifications with embedded links to reports support up to 20 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

- **Attachment:** Report is attached to the email notification.

Note PDF reports support email notification attachments of up to 20 MB in size and up to 10 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

Catalyst Center sends the following email notifications for the report:

- Report is in the queue waiting to be processed.
 - Report processing is in progress.
 - Report has successfully been compiled and is completed.
- **Webhook Notification:** Notification is sent as a webhook to the configured webhook URL address (callback URL). Choose a webhook from the drop-down list (**Subscription Profile** field).
- Note** If you have not yet created a webhook, you are prompted to create one. Follow the prompts to the **Webhook** tab in the GUI to configure a webhook. In general, to configure a webhook, choose **System > Settings > External Services > Destinations > Webhook**.

You will receive status webhook notifications for the report. For example, you will receive "In Queue," "In Progress," and "Success" webhook notifications. You will also be able to view these notifications in the GUI.

Click **Next**.

Step 12 In the **Summary** window, review the configuration and edit any of the files, if necessary.

Click **Generate Report**.

After the report is generated, a success window appears.

Step 13 Click the **View the Generated Reports** link.

The **Generated Reports** window shows instance details of the report that was scheduled.

You can download, review, edit, duplicate, or delete the report in the **Generated Reports** window. For more information, see [View Generated Reports, on page 87](#).

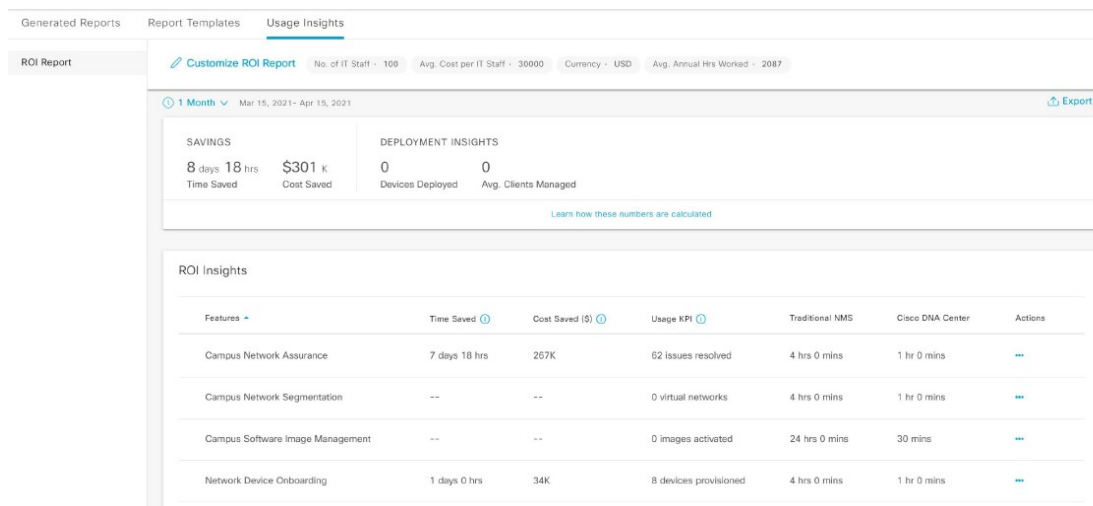
Run an ROI Report

The Catalyst Center platform ROI Insights report is a customized report that shows the productivity improvement of network operations with Catalyst Center and comparative ROI insights with a traditional NMS.

The following procedure describes how to configure an ROI report for a network operation.

-
- Step 1** From the top-left corner, click the menu icon and choose **Reports > Usage Insights**.
- The **Usage Insights** window displays the following information:
- **SAVINGS**: Displays the time and cost saved on network operation with Catalyst Center for a selected time range.
 - **ROI Insights**: Lists the ROI Insights report that is created based on features, time and cost saved, usage KPIs, traditional NMS time, and actions.
 - **Savings Trends**: Displays the savings trend of **Cost** and **Time** for an ROI Insights report.
- Note** The **Savings Trends** area appears only if the selected time range is more than a month.
- Step 2** In the **Campus Network Assurance**, **Network Device Onboarding**, **Campus Software Image Management**, and **Campus Network Segmentation** areas, enter the time savings in the **Hours** and **Minutes** name fields for a traditional NMS and Catalyst Center.
- Traditional NMS: Average time to detect and resolve an issue in the network without Catalyst Center.
 - Catalyst Center: Average time to detect and resolve an issue in the network with Catalyst Center.
- Step 3** To modify the **Cost Inputs** and **IT Inputs**, click **Customize ROI Insights** and make the changes.
- The **Customize ROI Insights** area displays the preconfigured **Avg. Cost per IT Staff**, **Currency**, **No. of IT Staff**, and **Avg. Annual Hrs Worked**.
- Step 4** To edit the time savings for a feature, click the corresponding **Edit** link under the **Actions** column and update the time in the subsequent pop-up window.
- Step 5** To choose the time range for which you want to see the ROI report, click the time range drop-down list below the **Customize ROI Insights** pane and click a time range radio button.
- a) Choose from the available time range options: **1 Month**, **3 Months**, **6 Months**, and **1 Year**.
 - b) To customize the time range of ROI reports, click the time range drop-down list, click **Custom**, and define the **Start Date** and **End Date**.

Figure 26: Usage Insights Report Dashboard



Step 6 Click **Learn how these numbers are calculated** above the **ROI Insights** table in the middle pane to see the calculation details.

The **Calculation Details** window shows how to calculate **Time Saved** and **Cost Saved**.

Step 7 To export the ROI report, click **Export**.

The supported file types for the reports are PDF and CSV.

Run a Security Advisories Report

Perform this procedure to configure a **Security Advisories** report about your network.

Before you begin

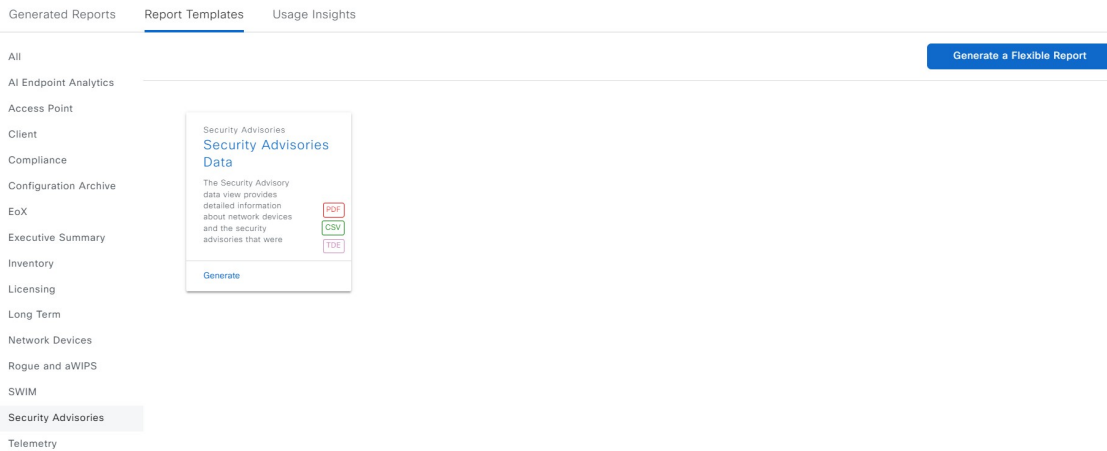
Run a successful **Discovery** job in Catalyst Center. You can check whether a **Discovery** job is successful in **Device Inventory**. From the top-left corner, click the menu icon and choose **Provision > Inventory** to view the results.

Step 1 From the top-left corner, click the menu icon and choose **Reports > Report Templates**.

The **Report Templates** window displays the supported reporting categories. A link represents each category. Click a link to view only the supported reports for that category.

Step 2 After clicking a link, review the **Report Templates** window for that selected category.

Figure 27: Security Advisories Report



Each template is represented by a tile and contains information about the report and links to generate a report. Determine which template you want to use to generate a report. Within the tile are icons that represent the supported file types for the reports.

Step 3 In the tile, click the header to view a sample report.

A window appears for the sample report. Use the side bar in the window to scroll down and review the entire sample report. The following data is presented:

- Applied filters (data filters that were used to build the report).
- Data metrics and summaries.
- Tables that assist you in analyzing the data.

Note You can use the sample report to plan how you want your report to look.

Step 4 Click **X** to close the preview.

Step 5 In the tile, click the **Generate** link to configure parameters to build a report.

The **Generate** window lets you choose a format type for the report, apply data filters for your reports, and set up schedules for the actual report generation.

Step 6 In the **Generate a New Report** window, click **Let's Do It** to get started.

Step 7 In the **Select Report Template** window, choose the template for the report.

Choose the **Template** from the drop-down lists.

Note The **Template** consists of the individual report types within the categories for the release.

You can review an auto-generated sample in the same window.

Click **Next**.

Step 8 In the **Setup Report Scope** window, name the report and choose the scope and time range.

Enter a report name in the **Report Name** field and click in the **Scope** field to display the available filter. Click the filter options that you want for the report and select the **Time Range**.

Note The **Setup Report Scope** options change depending on the selected **Template**.

Click **Next**.

Step 9 In the **Select File Type** window, choose the file type for the report.

Depending on the report that you are creating, the following **File Type** options may be available:

- **PDF**
- **CSV**
- **Tableau Data Extract**
- **JSON**

For the **CSV**, **JSON**, and **Tableau Data Extract** file types, a **Fields** option lets you choose attributes (additional fields) for the CSV, JSON, and Tableau Data Extract results.

Click **Next**.

Step 10 In the **Schedule Report** window, choose the schedule for the report.

Click **Next**.

Step 11 In the **Delivery and Notification** window, choose the delivery mechanism for the report:

- **Email Report:** Email report is sent as a link or attachment.

Note If you have not yet configured an SMTP server for the emails, you are prompted to configure one. Follow the prompts to the **Email** tab in the GUI to configure an SMTP server. Choose **System > Settings > External Services > Destinations > Email**.

- **Link:** The email notification of a successfully compiled report has a link back to itself and the **Generated Reports** window under **Reports**. You can view and download the report from this link and location.

Note Email notifications with embedded links to reports support up to 20 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

- **Attachment:** Report is attached to the email notification.

Note PDF reports support email notification attachments of up to 20 MB in size and up to 10 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

Catalyst Center sends the following email notifications for the report:

- Report is in the queue waiting to be processed.
 - Report processing is in progress.
 - Report has successfully been compiled and is completed.
-
- **Webhook Notification:** Notification is sent as a webhook to the configured webhook URL address (callback URL). Choose a webhook from the drop-down list (**Subscription Profile** field).

Note If you have not yet created a webhook, you are prompted to create one. Follow the prompts to the **Webhook** tab in the GUI to configure a webhook. In general, to configure a webhook, choose **System > Settings > External Services > Destinations > Webhook**.

You will receive status webhook notifications for the report. For example, you will receive "In Queue," "In Progress," and "Success" webhook notifications. You will also be able to view these notifications in the GUI.

Click **Next**.

Step 12 In the **Summary** window, review the configuration and edit any of the files, if necessary.

Click **Generate Report**.

After the report is generated, a success window appears.

Step 13 Click the **View the Generated Reports** link.

The **Generated Reports** window shows instance details of the report that was scheduled.

You can download, review, edit, duplicate, or delete the report in the **Generated Reports** window. For more information, see [View Generated Reports, on page 87](#).

Run a SWIM Report

Perform this procedure to configure **SWIM** reports about your network.

Before you begin

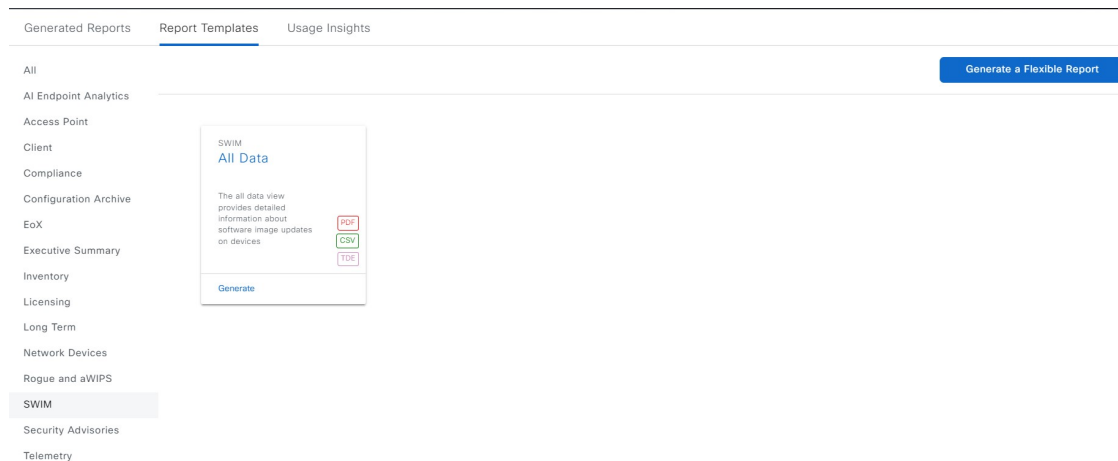
Run a successful **Discovery** job in Catalyst Center. You can check whether a **Discovery** job is successful in **Device Inventory**. From the top-left corner, click the menu icon and choose **Provision > Inventory** to view the results.

Step 1 From the top-left corner, click the menu icon and choose **Reports > Report Templates**.

The **Report Templates** window displays the supported reporting categories. A link represents each category. Click a link to view only the supported reports for that category.

Step 2 After clicking a link, review the **Report Templates** window for that selected category.

Figure 28: SWIM Report



Each template is represented by a tile and contains information about the report and links to generate a report. Determine which template you want to use to generate a report. Within the tile are icons that represent the supported file types for the reports.

Step 3 In the tile, click the header to view a sample report.

A window appears for the sample report. Use the side bar in the window to scroll down and review the entire sample report. The following data is presented:

- Applied filters (data filters that were used to build the report).
- Data metrics and summaries.
- Tables that assist you in analyzing the data.

Note You can use the sample report to plan how you want your report to look.

Step 4 Click **X** to close the preview.

Step 5 In the tile, click the **Generate** link to configure parameters to build a report.

The **Generate** window lets you choose a format type for the report, apply data filters for your reports, and set up schedules for the actual report generation.

Step 6 In the **Generate a New Report** window, click **Let's Do It** to get started.

To skip this screen in the future, check the **Don't show this to me again** check box.

Step 7 In the **Select Report Template** window, choose the template for the report.

Choose the **Template** from the drop-down lists.

Note The **Template** consists of the individual report types within the categories for the release.

You can review an auto-generated sample in the same window.

Click **Next**.

Step 8 In the **Setup Report Scope** window, name the report and choose the scope and time range.

Enter a report name in the **Report Name** field and click in the **Scope** field to display the available filter. Click the filter options that you want for the report and select the **Time Range**.

Note The **Setup Report Scope** options change depending on the selected **Template**.

Click **Next**.

Step 9 In the **Select File Type** window, choose the file type for the report.

Depending on the report that you are creating, the following **File Type** options may be available:

- **PDF**
- **CSV**
- **Tableau Data Extract**
- **JSON**

For the **CSV**, **JSON**, and **Tableau Data Extract** file types, a **Fields** option lets you choose attributes (additional fields) for the CSV, JSON, and Tableau Data Extract results.

Click **Next**.

Step 10 In the **Schedule Report** window, choose the time range and schedule for the report.

Click **Next**.

Step 11 In the **Delivery and Notification** window, choose the delivery mechanism for the report:

- **None:** No email or webhook notifications sent.
- **Email Report:** Email report is sent as a link or attachment.

Note If you have not yet configured an SMTP server for the emails, you are prompted to configure one. Follow the prompts to the **Email** tab in the GUI to configure an SMTP server. Choose **System > Settings > External Services > Destinations > Email**.

- **Link:** The email notification of a successfully compiled report has a link back to itself and the **Generated Reports** window under **Reports**. You can view and download the report from this link and location.

Note Email notifications with embedded links to reports support up to 20 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

- **Attachment:** Report is attached to the email notification.

Note PDF reports support email notification attachments of up to 20 MB in size and up to 10 email addresses. To add multiple email addresses, you need to add each email address separately and press **Enter** (on your keyboard) after each addition. Catalyst Center platform validates the email addresses and notifies you if the syntax is incorrect.

Catalyst Center sends the following email notifications for the report:

- Report is in the queue waiting to be processed.
- Report processing is in progress.

- Report has successfully been compiled and is completed.
 - **Webhook Notification:** Notification is sent as a webhook to the configured webhook URL address (callback URL). Choose a webhook from the drop-down list (**Subscription Profile** field).
- Note** If you have not yet created a webhook, you are prompted to create one. Follow the prompts to the **Webhook** tab in the GUI to configure a webhook. In general, to configure a webhook, choose **System > Settings > External Services > Destinations > Webhook**.

You will receive status webhook notifications for the report. For example, you will receive "In Queue," "In Progress," and "Success" webhook notifications. You will also be able to view these notifications in the GUI.

Click **Next**.

Step 12 In the **Summary** window, review the configuration and edit any of the files, if necessary.

Click **Next**.

After the report is generated, a success window appears.

Step 13 Click the **View the Generated Reports** link.

The **Generated Reports** window shows instance details of the report that was scheduled.

You can download, review, edit, duplicate, or delete the report in the **Generated Reports** window. For more information, see [View Generated Reports, on page 87](#).

Generate a Flexible Report

Catalyst Center allows you the flexibility to generate customized reports for your wired and wireless networks. This procedure describes how to configure **Flexible** reports based on your choice of entity, attributes, aggregation, and filters.

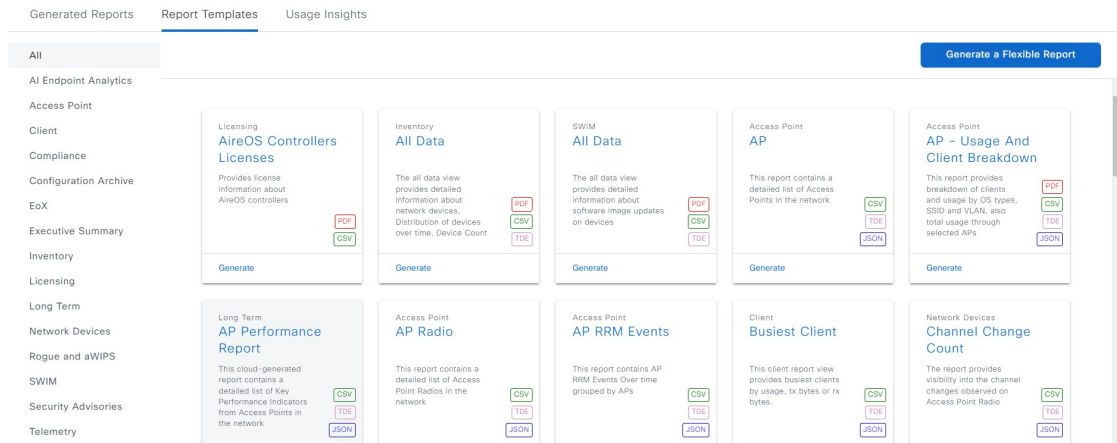
You can configure **Flexible** reports using the **Reports** window in the Catalyst Center GUI.

Before you begin

Run a successful **Discovery** job in Catalyst Center. You can check whether a **Discovery** job is successful in **Device Inventory**. From the top-left corner, click the menu icon and choose **Provision > Inventory** to view the results.

Step 1 From the top-left corner, click the menu icon and choose **Reports > Report Templates**.

Figure 29: Generate a Flexible Report



Step 2 Click **Generate a Flexible Report**.

Note Alternatively, click the menu icon and choose **Workflows > Flexible Report**.

Step 3 In the **Flexible Report** window, click **Let's Do it** to get started.

The **Name Your Report and Select a Time Range for this Report** window appears.

Note To skip the **Flexible Report** dialog box in the future, check the **Don't show this to me again** check box.

Step 4 In the **Report Name** field, enter the name of your report. Choose the **Time Range**.

Note The supported time range for **Client** reports is 90 days. For **Network Device**, **PoE** and **AP** reports, the supported time range is 30 days.

Step 5 Click **Next**.

Step 6 In the **Create a Subreport** window, enter the **Subreport Name** and choose the entity, report type, filter criteria, and respective attributes.

In this release, the following options are available in the **Select an entity** drop-down list:

- **Network Device**
- **PoE**
- **AP**
- **SWIM**
- **Client**

The following **Report Type** options are available:

- **Trend**
- **Summary**
- **Top N**
- **Distribution**

Choose the filter criteria for the selected report type.

For example, for a **Trend** report type, choose **Trending Interval** from the drop-down list.

Choose the attributes from the **Attributes available for this report type** area.

You can configure groups based on the group-by, sort-by, and aggregate options available for each attribute.

Note Selection of attributes supporting group-by and aggregate options is mandatory for **Trend** and **Distribution** report types. Selection of an attribute supporting the sort-by option is mandatory for **Top N** report type.

Step 7 Click **Next**.

Step 8 In the **Configure Group By, Aggregates and Sorting Options as Applicable** window, do the following:

- Choose **Configure Group By**.

Note **Configure Group By** is required or optional based on the chosen report type.

- Choose **Aggregate Options** for each of the supported attributes from the drop-down list.
- In **Configure Sorting Option**, you can choose either **Target Attributes** or **Sort Type** for each subreport, and then choose respective options from the drop-down list.

Step 9 Click **Next**.

The **Filters for the Current Subreport** window opens.

- Choose a filter option from the drop-down list and set corresponding filter values.

Check the **Apply this filter for the entire report** check box, if necessary.

- Configure the field filters available for the report.

Choose a filter from the drop-down list. Based on the selection, configure the **Operator** and **Value** options, or select a range, and then choose the corresponding **Unit**.

Note In this release, the operator-based filter options are available for the Client, AP and Network Device entities.

Step 10 Click **Next**.

The **Would you like to add another Subreport** window opens.

Step 11 Choose **Yes** to add another subreport.

In the **Subreports Created** area, you can edit the parameters of any subreport, if necessary.

Click **Next**.

Step 12 In the **Schedule the Report, Select Output Format and Choose the Delivery Method** window, do the following:

- Choose the schedule for the report.
- Choose the output file format.

Note In this release, the supported report file format is **CSV**. The flexible report allows you to generate or view separate **CSV** files for each subreport, or download or view related subreports together as a **ZIP** file.

- Choose the delivery mechanism for the report.

Note You can configure Integration Settings using the link available to enable delivery options.

The report delivery options include:

- **None:** You can choose to only view the report.
- **Email Report:** Email report is sent as a link or attachment.
 - Note** If you have not yet configured an SMTP server for the emails, you are prompted to configure one. Follow the prompts to the **Email** tab in the GUI to configure an SMTP server. Choose **System > Settings > External Services > Destinations > Email**.
- **Webhook Notification:** Notification is sent as a webhook to the configured webhook URL address (callback URL). Choose a webhook from the drop-down list (**Subscription Profile** field).
 - Note** If you have not yet created a webhook, you are prompted to create one. Follow the prompts to the **Webhook** tab in the GUI to configure a webhook. In general, to configure a webhook, choose **System > Settings > External Services > Destinations > Webhook**.

Catalyst Center sends the following status webhook notifications for the report:

- In Queue
- In Progress
- Success

You can also view these notifications in the GUI.

Step 13 Click **Next**.

In the **Summary** window, you can review the subreports and edit the parameters, if necessary.

Step 14 Click **Generate Report**.

After you generate the report, a success window appears with the following options:

- **Create Another Flexible Report**
- **View the Generated Reports**

Step 15 Click **View the Generated Reports**.

The **Generated Reports** window shows details of the new flexible report.

You can download, review, edit, duplicate, or delete the report in the **Generated Reports** window. For more information, see [View Generated Reports, on page 87](#).

View Generated Reports

Perform this procedure to download, review, edit, duplicate, or delete a previously generated report.

Figure 30: Generated Reports

Report Name	Schedule	Last Run	Reports	Format	Template Category	Report Template	Actions
Network Devices Report - Network Interface Utilization - May 31 2023 at 10:38	One-Time on May 31, 2023 at 10:38 am	Expired	0	CSV	Network Devices	Network Interface Utilization	⋮
Network Devices Report - Network Interface Utilization - May 31 2023 at 10:52	One-Time on May 31, 2023 at 10:53 am	Expired	0	CSV	Network Devices	Network Interface Utilization	⋮
Network Devices Report - Device CPU and Memory Utilization - May 31 2023 at 11:04	One-Time on May 31, 2023 at 11:04 am	Expired	0	CSV	Network Devices	Device CPU and Memory Utilization	⋮
Client Report - Top N Summary - May 31 2023 at 11:38	One-Time on May 31, 2023 at 11:39 am	Expired	0	PDF	Client	Top N Summary	⋮
Client Report - Top N Summary - May 31 2023 at 11:39	One-Time on May 31, 2023 at 11:40 am	Expired	0	PDF	Client	Top N Summary	⋮

Showing 62 of 62

Before you begin

- Run a successful **Discovery** job in Catalyst Center. You can check whether a **Discovery** job is successful in **Device Inventory**. From the top-left corner, click the menu icon and choose **Provision > Inventory** to view the results.
- Create a report using the **Schedule** functionality in the **Catalog**.

Step 1 From the top-left corner, click the menu icon and choose **Reports**.

Step 2 Click **Generated Reports**.

The following information is displayed:

- **Report Name:** Name of the report.

If you did not give the report a name, a default name is given to the report that contains the report type with the date and time of the report.

Note The report name is a link that opens up a view of the report itself within the **Generated Reports** window. Use the **Download** link to download a copy of the report.

- **Schedule:** One-time generated report or reoccurring report. Also displayed is a brief description of the schedule that generated the report.
- **Last Run:** Displays report execution status and details. The following report execution status types may be displayed:
 - **Not Initiated:** Report scheduled but not yet started.
 - **In Queue:** Report scheduled and in the processing queue to be executed.
 - **In Progress:** Report currently being executed.
 - **Completed:** Report execution completed displaying the date and time.
Clicking on the icon (downward pointing arrow) downloads the last generated report.
 - **Expired:** Report expired and no longer available in Catalyst Center.
 - **Error:** Report execution failed.

- **Reports:** Number of reports up to a total of seven.

Hover (mouse) over the displayed report number and **View Report List** appears. Click **View Report List** to display a reports dialog box. The reports dialog box lists all the report executions, their status (**Not Initiated**, **In Queue**, **In Progress**, **Completed**, **Expired**, and **Error**) and a **Download** button to download a copy. Clicking **Error** displays any errors and warnings for the report execution.

Important Catalyst Center retains a total of seven reports. Specifically, Catalyst Center retains the last seven reports that are executed, as well as the last seven reports executed over the last seven days (week). For example, if you run eight reports in a single day, Catalyst Center only retains the last seven reports. If you schedule one report for each day, Catalyst Center retains only the most recent seven reports over the last seven days (week). You can export the reports in their various formats from Catalyst Center and archive them to a safe location.

- **Format:** File format type, such as PDF or CSV.
- **Template Category:** Type of report based on the catalog options (Client, Executive Summary, SWIM, or Inventory).
- **Report Template:** Template used when generating the report.
- **Actions:** List of tasks you can perform with the reports.

You can adjust the downloads that are displayed in the GUI by clicking the **Filter** icon and using the filter, or by entering a keyword in the **Find** field.

Step 3 Click **Actions** to perform one or more of the following tasks:

- **View Config:** Opens a window where the configured parameters for the report are displayed (including the schedule). You can review the configured report parameters in this window. You cannot make any changes to the report configuration in this read-only window. If you must edit the configuration, click **Edit**. You can both view and edit a report configuration by clicking **Edit**.

- **Edit:** Opens a window where configured parameters for the report are displayed (including the schedule). You can review the parameters and also edit them in this window. Click **Save** after making any edits to the report.

Important After you edit and update the report configuration, any future report executions reflect this new configuration. This is important if reports are being generated on a reoccurring schedule. Also, if you edit and update a report configuration, all the previous reports in Catalyst Center will be deleted. The GUI displays a warning about the deletion when clicking the **Save** button. You do not have to make any edits in the configuration to click the **Save** button and delete all previous reports.

- **Duplicate:** Opens the **Duplicate** window, where you can either view or configure the parameters for the report. Click **Generate Report** to generate the report again.

Note If you want to create a new report based on an existing report and its configuration, use the **Duplicate** option and make changes to the configuration. This lets you create a new report similar to the existing one, while retaining the existing report and its configuration. If you want to discard the existing report and completely replace it with a new report, use the **View Config** and **Edit** options as described previously.

- **Run Now:** Starts the process to execute the report. A success message appears after a successful report execution.

Note If you try to execute a report and there are seven previous reports, the GUI displays a warning that only the last seven reports are saved. You use the **Run Now** option when you must generate a report outside of an existing schedule for the reports.

- **Delete:** Deletes the report. You are prompted to confirm the action before the report is deleted.
-



CHAPTER 8

Developer Toolkit GUI

- [About Developer Toolkit, on page 91](#)
- [Work with APIs, on page 91](#)
- [Work with Integration Flows, on page 93](#)
- [Work with Event Notifications, on page 95](#)

About Developer Toolkit

The Catalyst Center platform provides you with the following software developer tools to access and program with Catalyst Center, as well as to integrate Catalyst Center with other applications:

- **APIs:** Available APIs organized within categories by functionality (for example, **Operational Tasks** or **Site Management** APIs).
- **Integration Flows:** Available integration flows organized by category type.
- **Event Notifications:** Lets you view and subscribe to specific events that may occur in your network.

Work with APIs

Perform this procedure to review available APIs, generate example code for using the APIs, and try out the APIs interactively on the Catalyst Center platform.

The Catalyst Center GUI displays documentation about each API call, including the request method and URL, query parameters, request header parameters, responses, and schema, and ways to preview or test the request.

For detailed information about the APIs, see the [Cisco Catalyst Center APIs](#) on Cisco DevNet.

Before you begin

- Ensure that you have met the supported programming language and authentication prerequisites, as described in the previous section. For more information, see [API Prerequisites, on page 6](#).
- You must first enable the **Rogue and aWIPS** bundle to view these specific APIs. From the top-left corner, click the menu icon and choose **Platform > Manage > Bundles > Rogue and aWIPS > Enable**. After enabling this bundle, you can view the APIs within the bundle under the **Contents** tab, or choose **Platform > Developer Toolkit > APIs > Know Your Network > Devices**.

Step 1 From the top-left corner, click the menu icon and choose **Platform > Developer Toolkit > APIs**.

Step 2 Review the list of supported APIs.

If necessary, click the > icon to display the API subdomains.

Step 3 Choose an API from the domains and subdomains.

After choosing an API, the following information is displayed in columns:

- **Method:** Supported methods include GET, POST, PUT, and DELETE.
- **Name:** Link to access the slide-in pane and additional information, including description, features, tags, parameters, responses, model schemas, and so on.
- **Description:** Brief description of the method.
- **URL:** URL value for the method.
- **Actions:** Create a code preview snippet with the **Try** option.

Note A blue color-coded message may appear, stating that the specific API configuration is still in progress and to check back at a later time. The screen auto refreshes when the API is registered and you may proceed with your API activity. In the highly unlikely event that a red color-coded message appears stating that the API cannot be configured, contact your Catalyst Center administrator to contact Cisco for assistance in resolving the issue.

Step 4 Click the name (link) of an API method.

The following information about the API method is displayed:

- **DESCRIPTION:** Brief description of API.
- **FEATURES:** Method and URL information.
- **TAGS:** API identifiers, including where and under what circumstances you would use the API. Note that some APIs may not have tags.
- **PARAMETERS:** Parameters of API, including description, data type (Boolean or string), default value, and required value.
- **RESPONSES:** Possible HTTP responses.
- **MODEL SCHEMAS:** Presents response as a data model (**Model** tab) or JSON format of the actual response (**Model Schema** tab). Sample code is available from the **Code Preview** button.
- **POLICIES:** An API rate limiting feature, where policies are applied to certain APIs. These policies set the number of API calls per time interval per client IP address.

Step 5 (Optional) Generate a code preview by clicking **Code Preview**.

Note If you are creating your own program, you can cut and paste the code preview sample into your own program.

Step 6 (Optional) In the **Code Preview** window, choose a language from the drop-down to generate the code.

The following languages are supported:

- **Shell**

- **Node - HTTP**
- **Node - Unirest**
- **Node - Request**
- **Python**
- **Ruby**
- **JavaScript**
- **JQuery**
- **PHP**
- **Go**
- **Ansible**

After reviewing or copying the code preview sample for use, click **Close**.

Step 7 (Optional) Try the method by clicking **Try**.

Step 8 (Optional) In the **Try** window, fill in the requested values (for example, URL address or value) and click **Run**.

After reviewing the response and/or error code, click **Close**.

When Catalyst Center returns a 202 (Accepted) HTTP status code, the result body includes a task ID and a URL that you can use to query for more information about the asynchronous task that your original request spawned. For example, you can use this information to determine whether a lengthy task has completed. For more information, see [Getting Information about Asynchronous Operations](#).

Note The response is a live response from Catalyst Center itself, and the results reflect the actual state of your network. In contrast, the code previews are static and contain placeholders for values that you must supply.

Work with Integration Flows

An integration flow defines the interaction between Catalyst Center platform and a third-party system, such as an ITSM system that is used to track, troubleshoot, and resolve network issues.

Catalyst Center platform supports schedule-based integration flows. This type of integration flow runs on a schedule, performs a task, and pushes the information to a REST endpoint or other vendor-specific destination. Schedule-based integration flows can be edited in the GUI using the **Integration Flows** window to specify the schedule on which they execute.



Note The integration flows available in the **Developer Toolkit** are used by various bundles in **Manage > Bundles**. Bundles are used to integrate your own applications with Catalyst Center or to enhance the performance of Catalyst Center itself. You can view the integration flows used in a bundle by clicking the bundle in **Manage** and clicking the **Contents** tab. Integration flows for the bundle are listed under the **Contents** tab.

Before you begin

Before you can view and manage integration flows in the **Integration Flows** window, you must enable them. You enable integration flows from the individual bundles in the Catalyst Center platform. For example, click the menu icon and choose **Platform > Manage > Bundles > Basic ITSM (ServiceNow) CMDB synchronization**. Click the **Contents** tab and then click **Enable**.

Step 1 From the top-left corner, click the menu icon and choose **Platform > Developer Toolkit > Integration Flows**.

Step 2 Review the integration flows displayed by the GUI.

Step 3 Choose an integration flow from the ITSM Integration group.

The following information is displayed:

- **Name:** Name of the integration flow and link to access a slide-in pane where additional information is available.
If the integration flow is a REST-based trigger type, after you click the integration flow name additional data such as description, tags, parameters, responses, model schemas, and policies appear.
If the integration flow is a schedule-based trigger type, after you click the integration flow name a slide-in pane for setting the schedule appears. This slide-in pane displays **DESCRIPTION**, **TAGS**, and **HOW TO USE THIS FLOW** content.
- **Description:** Brief description of integration flow.
- **Trigger:** REST-based or schedule-based.
- Icon (...): Accesses links to create a code preview or the **Try** option. If the integration flow is schedule-based, this icon accesses a **Schedule Flow** option.

Step 4 For a REST-based integration flow, click on the name (link) of the integration flow.

A slide-in pane opens with details about the REST-based integration flow. Review the details and then close the slide-in pane.

Step 5 For a REST-based integration flow, generate a code preview snippet by mousing over the icon (...) and clicking **Generate Code Preview**.

These choices appear only for REST-based triggered integration flows. Schedule-based integration flows provide a Schedule Flow menu item on hover.

Step 6 In the **Code Preview** window, choose a programming language from the drop-down to generate the code.

After reviewing or copying the code for use, click **Close**.

Step 7 To try a REST request path interactively, mouse over the icon (...) and click **Try**.

Step 8 In the **Try** window, fill in the requested values (for example, URL address or value) and click **Run**.

After trying the method, review the response and/or error code within the **Try** window, and click **Close**.

When Catalyst Center returns a 202 (Accepted) HTTP status code, the result body includes a task ID and a URL that you can use to query for more information about the asynchronous task that your original request spawned. For example, you can use this information to determine whether a lengthy task has completed. For more information, see [Getting Information about Asynchronous Operations](#).

Note For responses, Catalyst Center APIs use a task-based response architecture so that multiple requests and responses can be sent concurrently. Therefore, all PUT, POST, and DELETE requests have a task-based response. To view more details about the response, send a GET request to the task URL (either from a script or as a URL). For error codes, the Catalyst Center APIs follow the standard HTTP status codes.

Step 9 For the schedule-based integration flow, mouse over the icon (...) and click **Schedule Flow**.

Step 10 Review the following displayed data:

- **DESCRIPTION:** Description and purpose of integration flow.
- **TAGS:** Tags indicate what the Catalyst Center component is used for or affected by the bundle.
- **HOW TO USE THIS FLOW:** Schedule configuration options.

You can schedule the integration flow using the GUI.

Step 11 Configure a schedule for the integration flow using the following GUI options:

- **Run Now:** Choose **Run Now** and then click the **Schedule** button to run the integration flow.
- **Run Later:** Choose **Run Later** and then enter a date, time, and time zone. Click the **Schedule** button to run the integration flow at the specified date, time, and time zone.
- **Recurring:** Choose **Recurring** and then configure the following options:
 - **Repeats:** Choose daily or weekly repeating occurrences for the integration flow
 - **Run at Interval:** Set the time interval between integration flows.
 - **Set Schedule Start:** Set a start date.
 - **Set Schedule End:** Set an end date.

Click the **Schedule** button to run the integration at the configured times.

Work with Event Notifications

You can associate a notification to specific events that may occur in your network. After the notification is associated with event and even if the event does occur, you receive a notification by REST API or email. You associate a notification to an event by using the **Event Notifications** window in the Catalyst Center platform GUI.

Before you begin

- For a REST API notification, you configured the webhook destination in the **Webhook** tab in Catalyst Center. To access the **Webhook** tab, click the menu icon and choose **System > Settings > External Services > Destinations > Webhook**. For detailed information about configuring a webhook destination, see [Configure a Webhook Destination, on page 36](#).
- For email notification of events, you configured the email destination in the **Email** tab in Catalyst Center. To access the **Email** tab, click the menu icon and choose **System > Settings > External Services >**

Destinations > Email. For detailed information about configuring an email destination, see [Configure an Email Destination, on page 38](#).

- For a syslog server notification of events, you configured the syslog server destination in the **Syslog** tab in Catalyst Center. To access the **Syslog** tab, click the menu icon and choose **System > Settings > External Services > Destinations > Syslog**. For detailed information about configuring a syslog server destination, see [Configure a Syslog Server Destination, on page 39](#).
- For an SNMP trap notification of events, you configured the SNMP trap destination in the **SNMP** tab in Catalyst Center. To access the **SNMP** tab, click the menu icon and choose **System > Settings > External Services > Destinations > SNMP**. For detailed information about configuring a trap destination, see [Configure a Trap Notification, on page 40](#).
- You have accessed the **Event Settings** window and reviewed or edited the list of events that may occur within your network for ITSM integration and can be captured by Catalyst Center. To access the **Event Settings** window, click the menu icon and choose **Platform > Manage > Configurations > Event Settings**.

Step 1 From the top-left corner, click the menu icon and choose **Platform > Developer Toolkit > Event Notifications**. The **Events Notifications** window appears.

Step 2 Click the **Notifications** tab to view the notification tiles.
Each notification is represented by a tile and contains a link to view notification details.

Step 3 From the **CHANNELS** area in the left pane, click the radio button next to the channels for which you want to view the respective notification tiles.

The supported channels are **REST**, **PAGERDUTY**, **SNMP**, **SYSLOG**, **WEBEX** and **EMAIL**. Assurance events do not support SNMP.

- Note**
- You must create a notification for an event with respective channels and trigger the notification. For more information, see [Create an Event Notification](#) in the *Cisco Catalyst Center User Guide*.
 - One event notification supports more than one channel.

Step 4 Click a notification tile link for which you want to view the notification details.

The **Notification Details** slide-in pane displays the following notification details based on the selected channel:

- **Name:** Name of the event.
- **Description:** Event description
- **Sites**
- **Events**
- **REST:** Appears only when you want to view REST notification details. The **REST** area shows the following information:
 - **URL:** URL address of the REST API endpoint that event will be sent to.
 - **Method:** Either the PUT or POST method.
 - **Trust certificate:** Whether a trust certificate is required for REST API endpoint notification.

- **Headers:** The **Header Name** and **Header Value**.
- **PAGERDUTY:** Appears only when you want to view PAGERDUTY notification details. The **PAGERDUTY** area shows the following information:
 - PagerDuty Events API URL
 - PagerDuty Integration Key
 - PagerDuty Events API Version
- **SNMP:** Appears only when you want to view **SNMP** notification details.
- **SYSLOG:** Appears only when you want to view **SYSLOG** notification details.
- **WEBEX:** Appears only when you want to view **WEBEX** notification details.
- **EMAIL:** Appears only when you want to view **EMAIL** notification details. The **EMAIL** area shows the email recipients **From** and **To** along with email **Subject**.

Step 5 In the **Notification Details** slide-in pane, click the toggle button at the top-right corner to enable or disable the respective notification.

Step 6 To edit a particular notification, click the **Actions** drop-down list and choose **Edit**.

Step 7 In the **EDIT NOTIFICATION** window, configure the following based on the selected channel:

- a. In the **Name** field, enter a unique name.
- b. In the **Description** field, enter the description of respective event.
- c. Expand the **Site and Events** and choose a site from the **Select a site** drop-down list.
- d. Click the plus icon next to an event, or click **Add All** to add all the events to the respective notification.
- e. To remove an event from the notification, click the cross icon next to an event that you want to remove, or click **Remove All** to remove all events from the respective notification.
- f. Expand **Configuration** to edit the configuration of the selected notification channel.
To specify details in the **Configuration** area, see **Create an Event Notification** in the [Cisco Catalyst Center User Guide](#).

Note In the **Configuration** area, the fields shown depend on the type of selected notification channel.

Step 8 Click the toggle button at the top-right corner to toggle between the tile view and list view.

Step 9 Click the **Event Catalog** tab to view the list of created events.

Note You can adjust the events that are displayed by entering a keyword in the **Search** field.

Step 10 Review the data on an individual event within the table.

The following **Event Details** tab data is displayed:

- **Description:** Brief description of the event and how it is triggered.
- **Event ID:** Identification number of the event.
- **Version:** Version number of the event.

- **Namespace:** Namespace of the event.
- **Severity:** 1 through 5.
 - Note** Severity 1 is the most important or critical priority and should be assigned for this type of an event.
- **Domain:** REST API domain to which the event belongs.
- **Subdomain:** Subgroup under the REST API domain to which the event belongs.
- **Category:** Error, Warn, Info, Alert, Task Progress, Task Complete.
- **Note:** Additional information about the event or to assist in further understanding the event.
- **Event Link:** Event broadcast using REST URL.
- **Tags:** Tags indicate what Catalyst Center component is affected by the event.
- **Channels:** What channels are supported for the event notifications (REST API, email, webex, and so on).
- **Model Schema:** Presents model schema about the event:
 - **Details:** Example of model schema detail for the event.
 - **REST Schema:** REST schema format for the event.

Step 11 Click the **Notifications** tab to view the active notification associated to the respective event.

When you associate a notification to an event, a **Try-It Now** button appears in the **Event Catalog** tab. To run an event notification simulation, click **Try-It Now**. For information, see [Work with Event Notification Simulations](#).

Work with Event Notification Simulations

Catalyst Center platform supports event simulation, which lets you test an event's subscription (email, REST API, SNMP trap notification, syslog server, or Webex). After running an event simulation, the results (success or failure) are displayed in the GUI.

Before you begin

- For a syslog server notification of events, you configured the syslog server destination in the **Syslog** tab in Catalyst Center. To access the **Syslog** tab, click the menu icon and choose **System > Settings > External Services > Destinations > Syslog**. For detailed information about configuring a syslog server destination, see [Configure a Syslog Server Destination, on page 39](#).
- For an email notification, you configured the email destination in the **Email** tab in Catalyst Center. To access the **Email** tab, click the menu icon and choose **System > Settings > External Services > Destinations > Email**. For detailed information about configuring an email destination, see [Configure an Email Destination, on page 38](#).
- For a REST API notification, you configured the webhook destination in the **Webhook** tab in Catalyst Center. To access the **Webhook** tab, click the menu icon and choose **System > Settings > External Services > Destinations > Webhook**. For detailed information about configuring a webhook destination, see [Configure a Webhook Destination, on page 36](#).

- You have accessed the **Event Settings** window and reviewed or edited the list of events that may occur within your network for ITSM integration and can be captured by Catalyst Center. To access the **Event Settings** window, click the menu icon and choose **Platform > Manage > Configurations > Event Settings**.

Step 1 From the top-left corner, click the menu icon and choose **Platform > Developer Toolkit > Event Notifications > Event Catalog**.

Step 2 In the **Event Catalog** tab, click an event. The slide-in pane shows a **Try-It Now** button if Catalyst Center is subscribed to that event. Click **Try-It Now**.

The following data is displayed; you can edit only the **Details** field:

- **Event Name:** Catalyst Center system name for the event.
- **Event ID:** Identification number of the event.
- **Instance ID:** Identification number of the event's instance.
- **Name:** Name of the event.
- **Description:** Brief description of the event and how it is triggered.
- **Namespace:** Namespace of the event.
For this release, the default value for all events is ASSURANCE.
- **Context:** Event context field.
The default value is EXTERNAL.
- **Source:** Source field.
The default value is EXTERNAL.
- **Type:** **Network, App, System, Security,** or **Integrations** type of event.
- **Category:** **Error, Warn, Info, Alert, Task Progress, Task Complete.**
- **Severity:** 1 through 5.
- **Domain:** REST API domain to which the event belongs.
- **Sub Domain:** Subgroup under the REST API domain to which the event belongs.
- **Details:** Field for additional user detail about the event.

Step 3 Click **X** to exit from the field.

Step 4 Click **Publish** to run the event simulation and review results.

The following results are displayed:

- **Subscription Name:** User-created subscription name.
- **Connector Type:** Email, REST API, SNMP trap, or Syslog.
- **Status:** Loading, Success, or Fail.

- **Message:** For a REST connector type (REST API subscription), an HTTPS response appears.
-



CHAPTER 9

Runtime Dashboard

- [About Runtime Dashboard, on page 101](#)
- [Review the Event Summary, on page 101](#)
- [Review the API Summary, on page 108](#)
- [Review the CMDB Synchronization Summary, on page 110](#)
- [Review the Integration Flow Summary, on page 111](#)

About Runtime Dashboard

The **Runtime Dashboard** provides you with a quick review of the following summaries:

- **API Summary:** Summary of recent API calls, results, and performances. Click **View Details** to open a slide-in pane with information about individual API call counts and call durations.

The **Runtime Dashboard** only displays data from a Catalyst Center-to-ServiceNow API integration.

- **Event Summary:** Catalyst Center events involving REST endpoints or integration flows. Click an event name (link) to open a slide-in pane with additional detailed event information.
- **CMDB Synchronization Summary:** Summary that displays the Configuration Management Database (CMDB) synchronization status of devices selected from **Inventory**.
- **Integration Flow Summary:** Summary of integration flow instances, results, and performances. Click the appropriate tab to view additional detailed information about either the REST-based or schedule-based integration flows.

Review the Event Summary

Perform this procedure to review the Catalyst Center platform **Event Summary**. The **Event Summary** displays the total number of events published to external systems, based on the type of event. You can use the **Event Summary** to assist in monitoring and troubleshooting the Catalyst Center platform and its integration with other systems.

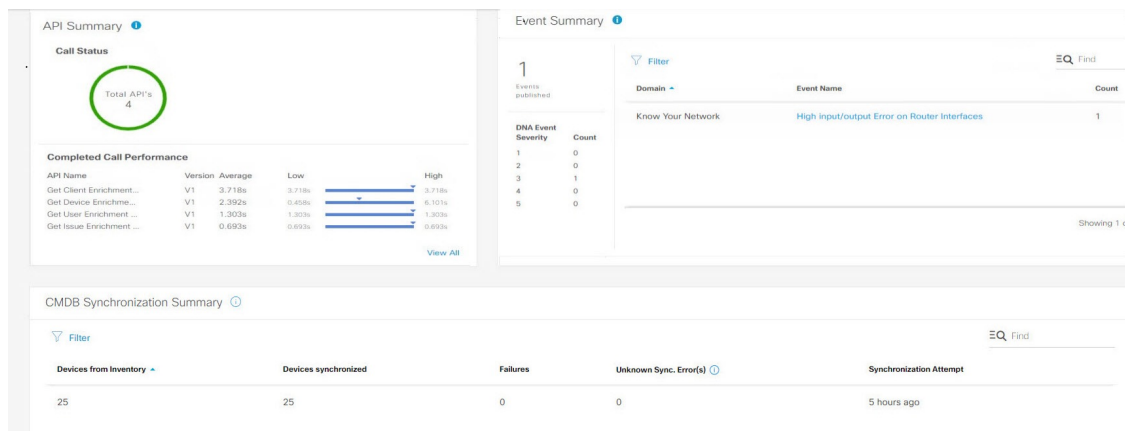
You review the **Event Summary** in the **Runtime Dashboard** window in the Catalyst Center GUI.

Before you begin

For the **Event Summary** field to display events, you need to enable, configure, and activate the bundles in **Bundles**. Additionally, you need to enable associated event notifications for the bundles in **Event Settings**. For information about **Bundles**, see [Bundle Features, on page 14](#). For information about **Event Settings**, see [Configure Event Settings, on page 31](#).

- Step 1** From the top-left corner, click the menu icon and choose **Platform > Runtime Dashboard**.
- Step 2** Choose a time interval for the event summary by clicking **Last 1 Week** at the upper right side of the GUI menu bar. You can view the event summary for the last 6, 12, and 24 hour period or for the week.
- Step 3** Review the **Event Summary** field in the **Runtime Dashboard** window.

Figure 31: Events Summary Field



The following information is displayed for any current events:

- **Events Published:** Total number of events that are captured and published (displayed in the GUI) by the Catalyst Center platform.
- **Event Severity:** Event totals by severity number (1 through 5).
- **Count:** Number of events.
- **Events:** List of events by domain (category), event name (links), and count (number of events).

Note Scroll down to view the entire list by using the scroll bar at the right of the field.

- Step 4** Click an event name (link) to view additional detailed data. As an example, if the events **Router Unreachable** or **BGP Tunnel Connectivity** exist in your GUI window click the link. After clicking an event name (link), a slide-in pane opens.
- Step 5** Review a list of this type of event (history) in the slide-in pane.

Figure 32: Event History

BGP Tunnel Connectivity (1)

Last Updated: a few seconds ago Refresh

Filter Retry EQ Find

Last In-Event Flow

<input type="checkbox"/>	Event Id	Source	Destination	ITSM Workflow	ITSM Status	ITSM Id	ITSM Link	ITSM Last UpdatedTime	ITSM
<input type="checkbox"/>	2c15ca52-f7cc-40ae-be73-3ae1a2be440	ServiceNow	Cisco DNA Center	Incident	Resolved	INC0011958	https://ven03180.servicenow.com/nav_to.do?uri=incident.do?sys_id=b0badf57dba78410b5e41fa689619cc	March 19th 2020, 9:55:00 pm	5 - 1

Individual events are listed displaying the following information:

- **Event ID:** Catalyst Center event identification number generated by Catalyst Center.
- **Source:** Location from where event originated. For example, the Catalyst Center platform or an ITSM system (ServiceNow).
- **Destination:** Location for where the event was directed to. For example, the Catalyst Center platform or an ITSM system (ServiceNow).
- **ITSM Workflow:** Type of ITSM workflow (for example, an **Incident** or **Problem**).
- **ITSM Status:** Current status of the event. For example, an event can have a status of **Open**, **New**, **Closed**, or **N/A**.
- **ITSM ID:** ITSM event identification number generated by the ITSM (ServiceNow).
- **ITSM Link:** Link to ITSM server for the ITSM event.
- **ITSM Last Updated Time:** Last date and time of event update.
- **ITSM Entity Severity/Priority:** ITSM severity or priority assigned to the event.
- **Event Severity:** Catalyst Center severity assigned to the event (1 through 5).

You can adjust the events that are displayed in the table by clicking the **Filter** icon and using the filter, or by entering a keyword in the **Find** field.

Step 6 Click an event ID number (link) to view only data associated with that specific event.

After clicking an event ID number (link), a slide-in pane opens.

Step 7 Review the event ID data in the slide-in pane.

Figure 33: Event ID Data

< BGP Tunnel Connectivity ×

Event History - 2c15ca52-f7cc-40ae-be73-3ae1a2fbe440 Last Updated: a few seconds ago [Refresh](#)

Filter EQ Find

Last In-Event Flow								
Source	Destination	ITSM Workflow	ITSM Status	ITSM Id	ITSM Link	ITSM Last UpdatedTime	ITSM Entity Severity/Priority	DNA Event Severity
ServiceNow	Cisco DNA Center	Incident	Resolved	INC0011958	https://ven03180.service-now.com/nav_to.do?uri=incident.do?sys_id=b0badf57dba78410b5a41ffa689619cc	March 19th 2020, 9:55:00 pm	5 - Planning	2
Cisco DNA Center	ServiceNow	Incident	New	NA	NA	March 19th 2020, 9:53:59 pm	NA	2
ServiceNow	Cisco DNA Center	Incident	New	INC0011958	https://ven03180.service-now.com/nav_to.do?uri=incident.do?sys_id=b0badf57dba78410b5a41ffa689619cc	March 19th 2020, 9:53:59 pm	5 - Planning	2
Cisco DNA Center	ServiceNow	Incident	NA	NA	NA	March 19th 2020, 9:50:27 pm	NA	2

4 Records Show Records: 10 1 - 4

The following information is displayed about that single event:

- **Source:** Location from where event originated (for example, the Catalyst Center platform).
- **Destination:** Location for where the event was directed to. For example, the REST Endpoint.
- **ITSM Workflow:** Type of ITSM workflow (for example, an **Incident** or **Problem**).
- **ITSM Status:** Current status of the event. For example, an event can have a status of **Open**, **New**, or **Resolved**.
- **ITSM ID:** ITSM event identification number.
- **ITSM Link:** Link to the ITSM (ServiceNow).
- **ITSM Last Updated Time:** Last date and time of event update.
- **ITSM Entity Severity/Priority:** ITSM severity or priority assigned to the event.
- **Event Severity:** Catalyst Center severity assigned to the event (1 through 5).

To close the slide-in pane and return to the previous window, click the event link at the top left of the window.

To close the slide-in pane in the new window and return to the **Runtime Dashboard**, click the link at the top left again.

Step 8 (Optional) Click the **ITSM Link** to open up and access the ITSM program (ServiceNow Service Management GUI) and specific incident.

Figure 34: ServiceNow Incident

Note For the **Runtime** event link to ITSM program to be operational, you must follow the procedures to set up the Catalyst Center platform to ServiceNow integration as described in the [Cisco Catalyst Center ITSM Integration Guide](#).

Step 9 (Optional) Click the **Cisco Catalyst** tab in the ServiceNow Service Management GUI to review details about the event.

Figure 35: Cisco Catalyst Tab

The following information is available from the **Cisco Catalyst** tab:

- **Cisco Catalyst Center IP Address**
- **Cisco 360 View**
- **Cisco Catalyst Network Details**
- **Cisco Catalyst Event Domain**

- **Cisco Catalyst Event Details and Suggested Actions**
 - **Cisco Catalyst Event ID**
 - **Approval Status**
-

What to do next

Review the additional Catalyst Center platform data displayed in the **Runtime Dashboard**.

Retry an ITSM Event

You can retry (resend and reprocess) an ITSM event from the Catalyst Center platform to an ITSM (ServiceNow) using the **Event Summary** window of the Catalyst Center GUI.

The **Event Summary** window in **Runtime Dashboard** displays the total number of events that are published to external systems, based on the type of event. You use the **Event Summary** to help monitoring and troubleshooting the Catalyst Center platform and its integration with other systems.

Before you begin

For the **Event Summary** field to display events, you must enable, configure, and activate the bundles in **Bundles**. Also, you must enable associated event notifications for the bundles in **Event Settings**.

- Step 1** From the top-left corner, click the menu icon and choose **Platform > Runtime Dashboard**.
- Step 2** Choose a time interval for the event summary by clicking **Last 1 Week** at the upper right side of the GUI menu bar. You can view the event summary for the last 6, 12, and 24-hour period or for the week.
- Step 3** Review the **Event Summary** field in the **Runtime Dashboard** window. The following information is displayed for any current events:
- **Events Published:** Total number of events that are captured and published (displayed in the GUI) by the Catalyst Center platform.
 - **Event Severity:** Event totals by severity number (1–5).
 - **Count:** Number of events.
 - **Events:** List of events by domain (category), event name (links), and count (number of events).
- Note** Scroll down to view the entire list by using the scroll bar at the right of the field.
- Step 4** Click an ITSM event name (link) to view more detailed data. As an example, if the ITSM event **SWIM Upgrade Request Creation Image Activation** exists in your GUI window click the link. After clicking an event name (link), a slide-in pane opens.
- Step 5** Review a list of this type of event (history) in the slide-in pane.

Figure 36: Event History

BGP Tunnel Connectivity (1)
Last 1 week ▾ Last Updated: a few seconds ago Refresh

Filter | Retry EQ Find

Last In-Event Flow

<input type="checkbox"/>	Event Id	Source	Destination	ITSM Workflow	ITSM Status	ITSM Id	ITSM Link	ITSM Last UpdatedTime	ITSM
<input type="checkbox"/>	2c15ca52- f7cc-40ae- be73- 3ae1a2fba440	ServiceNow	Cisco DNA Center	Incident	Resolved	INC0011958	https://ven03180.service-now.com/new_to.do?uri=incident.do?sys_id=b0badf57dba78410b5a41ffa689619cc	March 19th 2020, 9:55:00 pm	5 - I

Individual events are listed displaying the following information:

- **Event ID:** Catalyst Center event identification number generated by Catalyst Center.
- **Source:** Location from where event originated. For example, the Catalyst Center platform or an ITSM system (ServiceNow).
- **Destination:** Location for where the event was directed to. For example, the Catalyst Center platform or an ITSM system (ServiceNow).
- **ITSM Workflow:** Type of ITSM workflow (for example, an **Incident** or **Problem**).
- **ITSM Status:** Current status of the event. For example, an event can have a status of **Open**, **New**, **Closed**, **N/A** or, **Resolved**.
- **ITSM ID:** ITSM event identification number generated by the ITSM (ServiceNow).
- **ITSM Link:** Link to ITSM server for the ITSM event.
- **ITSM Last Updated Time:** Last date and time of event update.
- **ITSM Entity Severity/Priority:** ITSM severity or priority that is assigned to the event.
- **Event Severity:** Catalyst Center severity that is assigned to the event (1–5).

You can adjust the events that are displayed in the table by clicking the **Filter** icon and using the filter, or by entering a keyword in the **Find** field.

Step 6 Determine what ITSM events must be resent and reprocessed.

If an ITSM event displays **N/A** as a value for **ITSM Workflow**, **ITSM Status**, or **ITSM ID** (and the source of the event is ServiceNow and the destination of the event is Catalyst Center), this indicates an issue that would require a retry attempt. Also, a check box appears under the **Filter** column for an ITSM event that requires a retry attempt.

Step 7 Check the check box in the **Filter** column to select an ITSM event and enable the **Retry** button.

Step 8 Click **Retry**.

After the event is resent to the ITSM destination, one of the following occurs:

- **Retry Success:** Appropriate values display in the **ITSM Workflow**, **ITSM Status**, and **ITSM ID** columns for the event. For example, *RFC* in the **ITSM Workflow** column, *New* in the **ITSM Status** column, and an alphanumeric ID for the **ITSM ID**.
- **Retry Failure:** If the event retry fails, then the ITSM event will still display **N/A** as a value for **ITSM Workflow**, **ITSM Status**, or **ITSM ID**. See the following step for working with a second retry failure.

Step 9 (Optional) After another retry failure, in the Catalyst Center GUI, click the menu icon and choose **Platform > Developer Toolkit > APIs > Ecosystem Integrations > ITSM > Get Failed ITSM Events**.

Access this API method to retrieve information about the ITSM integration failure.

Step 10 Click **Try It** and enter the instance ID (**instanceId**) of the failed event from the **Runtime Dashboard**.

Step 11 Click **Run**.

The following response data can be retrieved using this API:

- **eventStatus:** ITSM (ServiceNow) event status
- **errorCode:** ITSM (ServiceNow) event error code
- **errorDescription:** Description of the ITSM (ServiceNow) event error
- **responseReceivedFromITSMSystem:** ITSM (ServiceNow) response

Use the information retrieved by the API to understand and correct the event failure.

What to do next

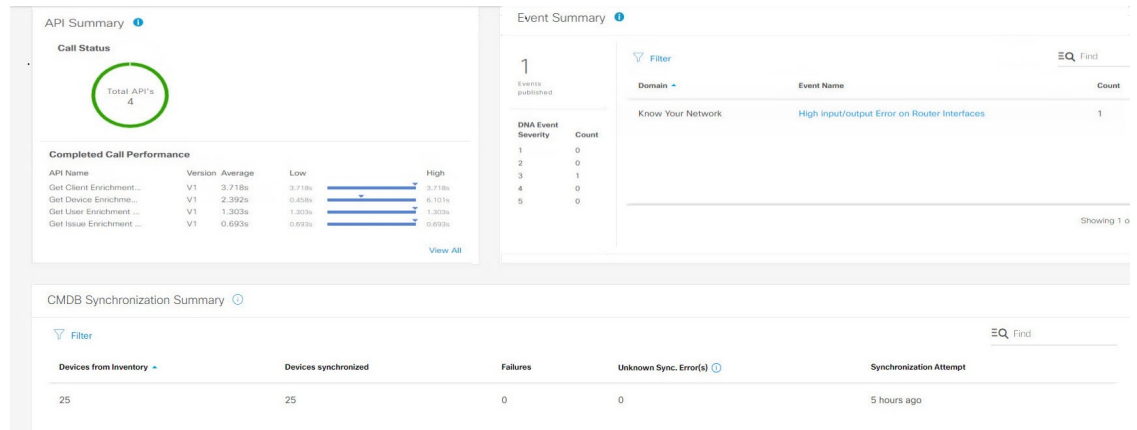
Retry (resend and reprocess) any other ITSM events, if necessary.

Review the API Summary

Perform this procedure to review the Catalyst Center platform **API Summary**. The **API Summary** displays the total number of API calls, API call duration, and API call status. You can use this data to assist in monitoring performance of the Catalyst Center platform APIs. This information can be helpful when monitoring or troubleshooting Catalyst Center platform and its integration with other systems.

You review the **API Summary** using the **Runtime Dashboard** window in the Catalyst Center GUI.

Figure 37: Catalyst Center Platform Runtime Dashboard Window



Before you begin

For the **API Summary** field to display events, you need to enable, configure, and activate the bundles that provide the events to monitor in **Bundles**. For information about **Bundles** see [Bundle Features, on page 14](#).

- Step 1** From the top-left corner, click the menu icon and choose **Platform > Runtime Dashboard**.
- Step 2** Choose a time interval for the API summary by clicking **Last 1 Week** at the upper right side of the GUI menu bar. You can view the API summary for the last 6, 12, and 24 hour period or for the week.
- Step 3** Review the **API Summary** field.

The **API Summary** field displays the following information:

 - **Call Status:** Total number of API calls and status display. The color green represents the successful API calls and the color red represents the unsuccessful API calls.
 - **Completed Call Performance:** List of API calls in alphabetical order with completed call performance in seconds (Low, Average, High).
 - **View Details:** Link to view additional API details.
- Step 4** Click **View Details** to review additional details about the APIs.

The **All APIs calls** slide-in pane opens.
- Step 5** Review the information in the **All APIs calls** slide-in pane.

The following information is displayed:

 - API by name.
 - API version.
 - API call count table, that includes the total number of API calls, number of successful API calls (green icon), and number of unsuccessful API calls (red icon).
 - API call duration table that includes minimum, maximum, and average duration.

You can adjust the APIs that are displayed in the tables by clicking the **Filter** icon and using the filter, or by entering a keyword in the **Find** field.

What to do next

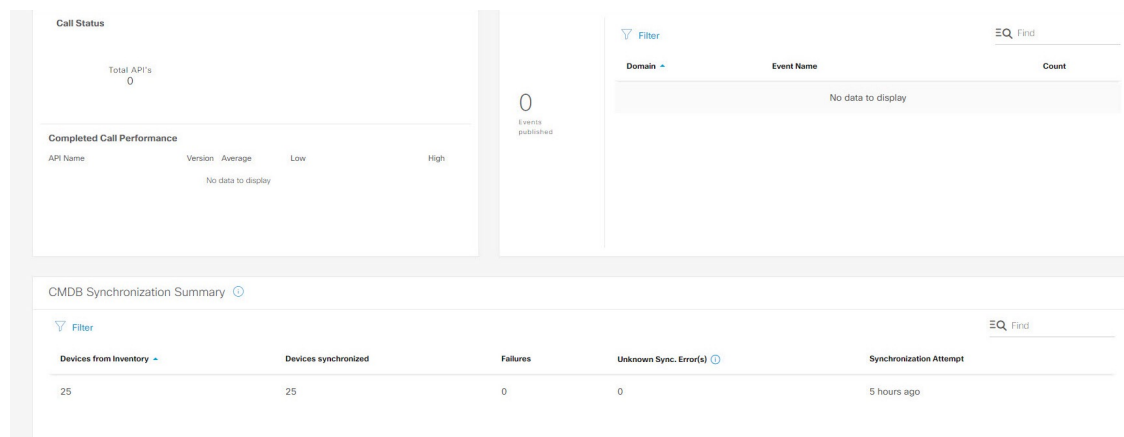
Review the additional Catalyst Center platform data displayed in the **Runtime Dashboard**.

Review the CMDB Synchronization Summary

Perform this procedure to review the Catalyst Center platform **CMDB Synchronization Summary**. The **CMDB Synchronization Summary** displays the synchronization status of inventory device data to ServiceNow. You can use the summary to help monitor and troubleshoot device data synchronization with ServiceNow.

You review the **CMDB Synchronization Summary** using the **Runtime Dashboard** window in the Catalyst Center GUI.

Figure 38: Catalyst Center Platform Runtime Window



Before you begin

For the **CMDB Synchronization Summary** field to display events, you must enable, configure, and activate the bundles in **Bundles**. Additionally, you must enable associated event notifications for the bundles in **Event Settings**. For information about **Bundles**, see [Bundle Features, on page 14](#). For information about **Event Settings**, see [Configure Event Settings, on page 31](#).

Step 1 From the top-left corner, click the menu icon and choose **Platform > Runtime Dashboard**.

Step 2 Review the **CMDB Synchronization Summary** field, which displays the following information:

- **Devices from inventory:** Total number of devices from **Inventory** collected from Catalyst Center.
- **Devices synchronized:** List of devices that were successful synchronized with ServiceNow.
- **Failures:** Number of failed synchronization attempts between Catalyst Center and ServiceNow.

Click **Learn More...** for additional information.

- **Unknown Synch Errors:** Number of partially successful synchronization attempts between Catalyst Center and ServiceNow

Click **Learn More...** for additional information.

- **Synchronization Attempt:** When the last synchronization attempt was made between Catalyst Center and ServiceNow.

Step 3 (Optional) Click the **Learn More** link for any synchronization failure.

Step 4 Review the displayed data about the synchronization failure for the device.

The following information is displayed in a table:

- **Device ID:** Device identification number.
- **Host Name:** Name of the host to which the device is connected to.
- **Device Type:** Type of device, such as a switch, router, or AP.
- **MAC Address:** MAC address of the device.
- **Management IP Address:** Device's management address that can be used to access and troubleshoot the device.
- **Serial Number:** Serial number of the device.

Step 5 Click the **DeviceID** link to review additional information about the device in the **Inventory** window.

What to do next

Review the data displayed by Catalyst Center to troubleshoot any synchronization issues between the device and ServiceNow.

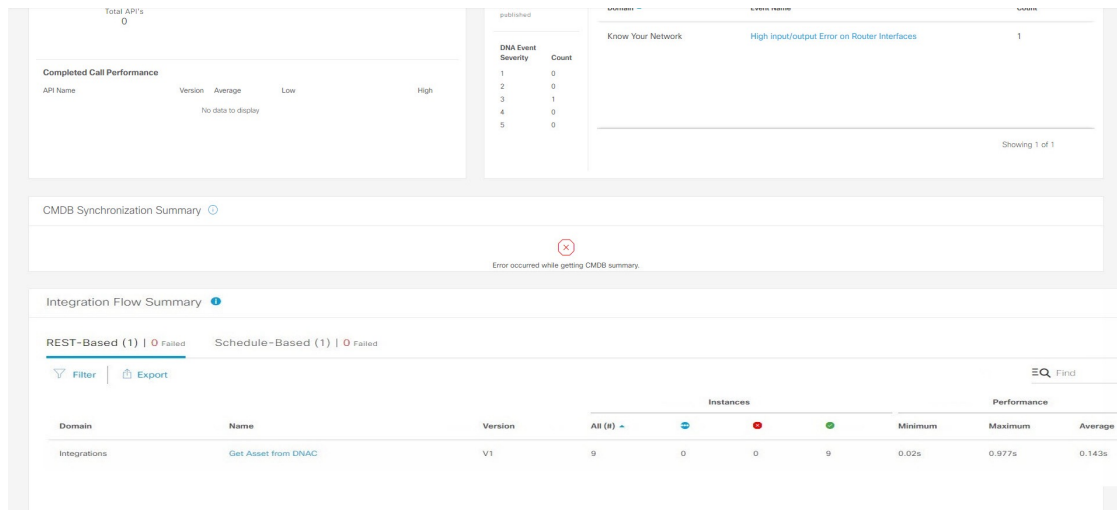
Review the additional Catalyst Center platform data displayed in the **Runtime Dashboard**.

Review the Integration Flow Summary

Perform this procedure to review the Catalyst Center platform **Integration Flow Summary**. You can use the **Integration Flow Summary** to assist in monitoring performance of the Catalyst Center platform integration flows. This information can be helpful when monitoring or troubleshooting Catalyst Center platform and its integration with other systems.

You review the **Integration Flow Summary** using the **Runtime Dashboard** window in the Catalyst Center GUI.

Figure 39: Catalyst Center Platform Runtime Dashboard Window



Before you begin

For the **Integration Flow Summary** fields (two tabs) to display data, you need to enable, configure, and activate the bundles that provide the events to monitor in **Bundles**. For information about **Bundles**, see [Bundle Features](#), on page 14.

- Step 1** From the top-left corner, click the menu icon and choose **Platform > Runtime Dashboard**.
- Step 2** Choose a time interval for the integration flow summary by clicking **Last 1 Week** at the upper right side of the GUI menu bar.

You can view the integration flow summary for the last 6, 12, 24 hour period or for the week.

- Step 3** Review the **Integration Flow Summary** field, which displays the following information:
- **REST-Based:** Domain, integration flow name and link, version, instance totals, instance status (successful [green], fail [red], in progress [blue]), and performances (minimum, maximum, and average call performance times, in milliseconds).
 - **Schedule-Based:** Domain, integration flow name and link, version, instance totals, instance status (successful [green], fail [red], in progress [blue]), and performances (minimum, maximum, and average call performance times, in milliseconds).

- Step 4** For a summary of the data generated by REST-based integration flows, click the **REST-Based** tab.

- Step 5** Review the **REST-Based** data.

Click an integration flow name (link) to view additional information about the instances. The following additional information appears in a slide-in pane:

- **Instance ID:** Identification number (and link) of the instance to the integration flow. You can configure an instance to more than one integration flow.
- **Status:** Status of the instance (success or fail).
- **Start Time:** Start date and time of the instance call.

- **End Time:** End date and time of the instance call.
- **Duration:** Duration of call, in seconds.

Step 6 Click an individual instance ID (link) to view detailed information about it.

The following additional information appears in a slide-in pane:

- **RUN SUMMARY:** Start and end times and dates, time taken, status.
- **ERRORS:** Error responses (if any).
- **LOGS:** Log entries (if available).

Click the **X** icon to close the slide-in pane and return to the previous window.

Step 7 For a summary of the data generated by schedule-based integration flows, click the **Schedule-Based** tab.

Step 8 Review the **Schedule-Based** data.

Click an integration flow name (link) to view additional information about the instances. The following additional information appears in a slide-in pane:

- **Instance ID:** Identification number of the instance within the integration flow.
- **Status:** Status of the instance (success or fail).
- **Start Time:** Start date and time of the instance call.
- **End Time:** End date and time of the instance call.
- **Duration:** Duration of call, in seconds.

Step 9 Click an individual instance ID (link) to view detailed information about it.

The following additional information appears in a slide-in pane:

- **RUN SUMMARY:** Start and end times and dates, time taken, status.
- **ERRORS:** Error responses (if any).
- **LOGS:** Log entries (if available).

Click the **X** icon to close the slide-in pane and return to the previous window.

What to do next

Review the additional Catalyst Center platform data displayed in the **Runtime Dashboard**.



CHAPTER 10

Catalyst Center Platform Resources and Documentation

- [Catalyst Center Platform Resources and Documentation](#), on page 115

Catalyst Center Platform Resources and Documentation

The following table lists the resources and documentation that you can use when working with the Catalyst Center platform.

Table 5: Catalyst Center Platform Resources and Documentation

Resource	Link
<i>Cisco Catalyst Center ITSM Integration Guide</i> Use this guide with working with the Catalyst Center platform and ServiceNow.	Cisco Catalyst Center ITSM Integration Guide
<i>Cisco Catalyst Center Platform Overview</i> Use this resource to access overview information about intent APIs and integration APIs.	Cisco Catalyst Center Platform Overview
<i>Getting Started with the Cisco Catalyst Center Platform Intent API</i> Use this resource when working with the intent APIs and the Catalyst Center platform.	Getting Started with the Cisco Catalyst Center Platform Intent API
<i>Cisco Code Exchange</i> Code repositories related to Cisco technologies.	Cisco Code Exchange

