



CHAPTER 7

Working with the Cisco ANA EventVision Client

These topics describe the Cisco ANA EventVision application and the options you can use to view system events and tickets that are generated within the Cisco ANA system:

- [User Roles Required to Work with Cisco ANA EventVision, page 7-1](#)
- [Starting Cisco ANA EventVision, page 7-2](#)
- [Cisco ANA EventVision Window, page 7-3](#)
- [Selecting Cisco ANA EventVision Viewing Options, page 7-8](#)

User Roles Required to Work with Cisco ANA EventVision

[Table 7-1](#) identifies the roles that are required to work with Cisco ANA EventVision. Cisco ANA determines whether you are authorized to perform a task as follows:

- For GUI-based tasks (tasks that do not affect devices), authorization is based on the default permission that is assigned to your user account.
- For device-based tasks (tasks that do affect devices), authorization is based on the default permission that is assigned to your account. That is, whether the device is in one of your assigned scopes and whether you meet the minimum security level for that scope.

For more information on user authorization, see the [Cisco Active Network Abstraction 3.7.1 Administrator Guide](#).

Table 7-1 **Default Permission/Security Level Required for Cisco ANA EventVision**

Task	Viewer	Operator	OperatorPlus	Configurator	Administrator
Opening Cisco ANA EventVision	—	—	—	—	X
Selecting Cisco ANA event viewing options	—	—	—	—	X

Starting Cisco ANA EventVision

This section provides instructions for starting Cisco ANA EventVision. Cisco ANA EventVision is password protected to ensure security. Before you start working with Cisco ANA EventVision, make sure you know your username and password, and the Cisco ANA gateway IP address or hostname that you require.

**Note**

Only users with the administrator role can log into Cisco ANA EventVision.

**Note**

If you do not log into the Cisco ANA Manage, Cisco ANA NetworkVision, or Cisco ANA EventVision application during a specified period of time (the default is 30 days), your account is automatically locked. The default period can be changed in Cisco ANA Manage. The period of time is measured from the time you last logged out of any of the Cisco ANA client applications. For more information about changing the default period and unlocking an account, see the [Cisco Active Network Abstraction 3.7.1 Administrator Guide](#).

To start Cisco ANA EventVision:

Step 1 Choose **Start > Programs > Cisco ANA > Cisco ANA EventVision**.

The login dialog box appears.

Step 2 Enter your username and password.

Step 3 Do one of the following:

- Enter the required Cisco ANA gateway information in the Host field, as an IP address or hostname.
- Select a Cisco ANA gateway from the Host list.

**Note**

- The Cisco ANA gateway IP address or hostname that was used when you last logged in is automatically displayed at the top of the Host list.
- Make sure that you use the leading IP address (the IP address on which the Cisco ANA gateway was configured) when logging into the system.

Step 4 Click **OK**.

When you launch Cisco ANA EventVision, messages are displayed if the server and client have different versions of the application that launches the client. For more information about these messages, see the [Cisco Active Network Abstraction 3.7.1 Installation Guide](#).

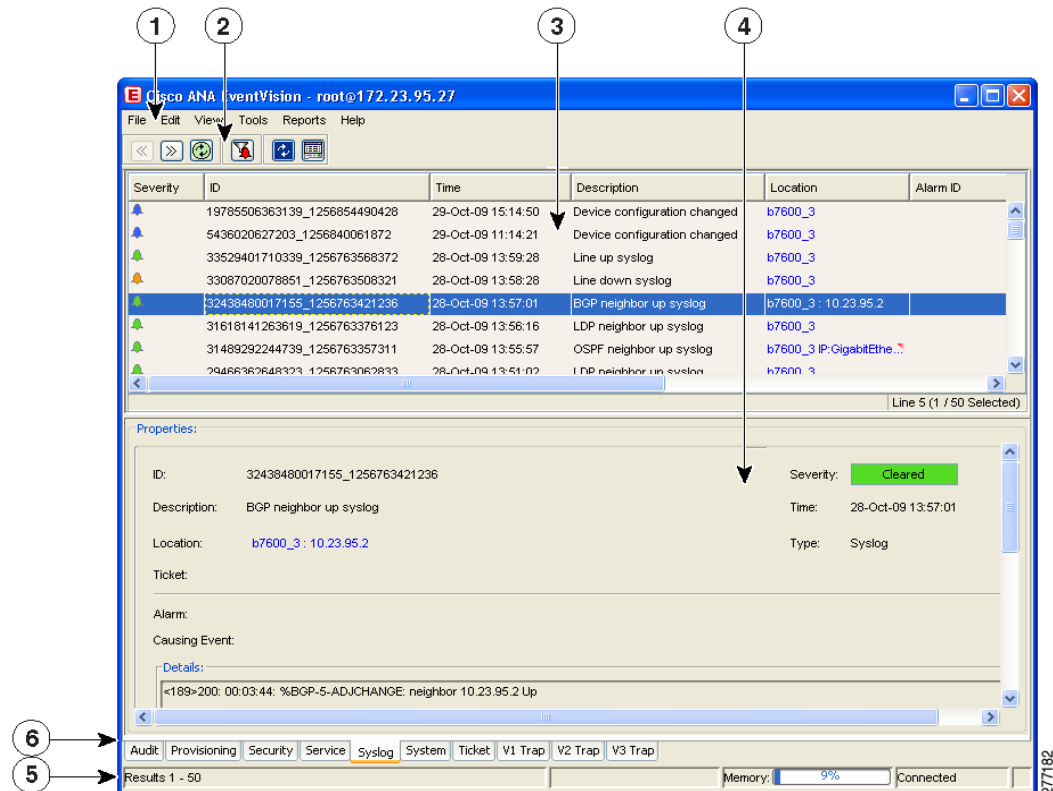
The first time you log in, the Ticket tab is displayed in the Cisco ANA EventVision window.

When you log in again, the tab and filter that were visible when you last logged out of the application are displayed.

Cisco ANA EventVision Window

The Cisco ANA EventVision window displays the events generated in the system. [Figure 7-1](#) shows an example of the Cisco ANA EventVision window.

Figure 7-1 Cisco ANA EventVision Window



1	Menu bar	4	Properties pane
2	Toolbar	5	Status bar
3	Table pane	6	Cisco ANA EventVision tabs

Cisco ANA EventVision displays events for the last two days by default. To modify the default number of days for which events are displayed, see [Selecting Cisco ANA EventVision Viewing Options](#), [page 7-8](#). As you increase the number of days, it might take longer for the events to be displayed.

You can display the events list only (without the Event Properties pane), and select the required tab to display events, such as Provisioning events only.

You can also the Cisco ANA EventVision window toolbar and menu options to:

- Filter results so that events meeting your criteria are displayed. See [Filtering Events and Tickets](#), [page 8-21](#).
- View selected event properties in a separate window. See [Viewing Event Properties](#), [page 8-14](#).

Event Status Indicators

The events list is color coded according to the severity of the event. An icon appears for each ticket or event in the Cisco ANA EventVision tabs (based on its severity) as shown in [Table 7-2](#).

Table 7-2 *Event Status Indicators*

Icon	Color	Severity
	Red	Critical
	Orange	Major
	Yellow	Minor
	Sky Blue	Warning
	Green	Cleared, Normal, or OK
	Dark Blue	Information
	White	Indeterminate

Event Types and Categories

Every event that occurs in the Cisco ANA system and the Cisco ANA gateway is logged. This includes events that are performed as part of the normal operation of the Cisco ANA system, as well as events that may need further attention. Events are categorized, and any of the log entries can be viewed in the Cisco ANA EventVision tabs as described in [Table 7-3](#).

Table 7-3 *Event Categories in Cisco ANA EventVision*

Tab	Description
Audit	Related to commands running in the Cisco ANA gateway.
Provisioning	Related to configuration and provisioning activities.
Security	Related to client login and user activity when managing the system and the environment.
Service	Related to the alarms that are generated by the Cisco ANA system.
Syslog	Related to the predefined set of syslogs received from the devices by the VNEs, which are used to generate the syslog events.
System	Related to the everyday working of the internal system and its components. These events may be related to Cisco ANA and Cisco ANA gateway resources, representing the system log.
Ticket	Related to all the tickets that were opened in Cisco ANA.

Table 7-3 *Event Categories in Cisco ANA EventVision (continued)*

Tab	Description
V1 Trap	Related to SNMPv1 traps that are generated by a network element and received by Cisco ANA; Cisco ANA uses these traps to generate the trap events.
V2 Trap	Related to SNMPv2 traps that are generated by a network element and received by Cisco ANA; Cisco ANA uses these traps to generate the trap events.
V3 Trap	Related to SNMPv3 traps that are generated by a network element and received by Cisco ANA; Cisco ANA uses these traps to generate the trap events.
All	Displayed when you choose File > Open All Tab . Provides a flat list of all events and tickets, sorted by time. To disable the All option, follow the instructions provided in the Cisco Active Network Abstraction 3.7.1 Installation Guide .
3.6.x Type	Five tabs where <i>Type</i> represents one of the following: • Ticket • Service • Syslog • V1 Trap • V2-V3 Trap These tabs are: • Available only if Cisco ANA was upgraded from version 3.6.7 to Cisco ANA 3.7 or 3.7.1. • Displayed when you choose File > Open 3.6.x Tabs.

Cisco ANA EventVision Toolbar

Table 7-4 describes the tools that are displayed in the Cisco ANA EventVision toolbar.

Table 7-4 *Cisco ANA EventVision Tools*

Button	Function
	Displays the previous page of events in the Cisco ANA EventVision window.
	Displays the next page of events in the Cisco ANA EventVision window.
	Refreshes the events displayed in the log by querying the database. If a filter is active, the refresh is done according to the filter. The log returns to the beginning of the list, displaying the events in ascending or descending order depending on the order of the current list. Descending order means that the last event is displayed first. For more information, see Refreshing Cisco ANA EventVision Information, page 8-20 .

Table 7-4 Cisco ANA EventVision Tools (continued)

Button	Function
	Displays the Cisco ANA EventVision Filter dialog box, which enables you to define a filter for the events displayed in the Cisco ANA EventVision log. For more information, see Filtering Events and Tickets, page 8-21 .
	Toggles automatic refresh of event data on and off. You define the refresh-time period (in seconds) in the Cisco ANA EventVision Options dialog box. The default is 60 seconds. If a filter is active, the refresh is done according to the filter. For more information, see Selecting Cisco ANA EventVision Viewing Options, page 7-8 .
	Displays the properties of the selected event or ticket in the Properties pane.

Cisco ANA EventVision Menu Bar

[Table 7-5](#) describes the options available in the Cisco ANA EventVision main menus. In addition to these options, Cisco ANA EventVision displays a shortcut Properties option when you right-click an event or ticket (see [Viewing Event Properties, page 8-14](#)).

Table 7-5 Cisco ANA EventVision Menu Options

Menu Option	Description
File Menu	
Export	Exports the log event information displayed in the Cisco ANA EventVision window according to the criteria defined in the Cisco ANA EventVision Options dialog box.
Open 3.6.x Tabs	Displays the following tabs: 3.6.x Ticket 3.6.x Service 3.6.x Syslog 3.6.x V1 Trap 3.6.x V2-V3 Trap This option is available only if Cisco ANA was upgraded from version 3.6.7 to Cisco ANA 3.7 or 3.7.1.
Open All Tab	Displays the All tab so you can view a flat list of all events and tickets sorted only by time. To disable the All option, follow the instructions provided in the Cisco Active Network Abstraction 3.7.1 Installation Guide .
Exit	Exits Cisco ANA EventVision.
Edit Menu	
Filter	Defines a filter for the events displayed in the Cisco ANA EventVision window according to the tab selected. See Filtering Events and Tickets, page 8-21 .
Purge	This option is unavailable in this version.

Table 7-5 Cisco ANA EventVision Menu Options (continued)

Menu Option	Description
View Menu	
Refresh	Refreshes the information displayed in the Cisco ANA EventVision window.
Go To	Navigates through the pages of the Cisco ANA EventVision window.
Properties	Displays the properties of the selected event, such as the root cause and source. For more information, see Viewing Event Properties, page 8-14 .
Details Pane	Displays or hides the Properties pane. If an event is selected, the properties of the selected event are displayed in the Properties pane.
Tools Menu	
Change User Password	Allows you to change the password used when logging into the Cisco ANA client application suite. The change takes effect the next time you log into the application.
Options	Defines the display options for the Cisco ANA EventVision window. For more information, see Selecting Cisco ANA EventVision Viewing Options, page 7-8
Reports Menu	
Report Manager	Opens the Reports Manager dialog box so you can create, run, and manage reports.
Run Report	Enables you to run standard event and inventory reports on demand.
Help Menu	
Cisco ANA EventVision Help	Opens the online help for Cisco ANA EventVision and Cisco ANA NetworkVision.
Cisco.com	This option is unavailable.
About Cisco ANA EventVision	Displays application information, such as the version number.

Right-Click Options

Cisco ANA EventVision offers the following right-click options in its tabs:

- Show Only Selected Rows—Displays only the rows that you choose.
- Show All Rows—Displays all rows that meet the current filter criteria.
- Launch external applications or tools—Enables you to launch any external application or tool for any event in Cisco ANA EventVision. For more information, see the [Cisco Active Network Abstraction 3.7.1 Customization User Guide](#).
- Properties—Displays the properties window for the selected event or ticket.

Selecting Cisco ANA EventVision Viewing Options

The Cisco ANA EventVision Options dialog box enables you to define the options for displaying events in the Cisco ANA EventVision window.

To define Cisco ANA EventVision options:

- Step 1** From the main menu, choose **Tools > Options**.
- Step 2** In the Cisco ANA EventVision Options dialog box, select the required settings as described in [Table 7-6](#).

Table 7-6 Cisco ANA EventVision Options Dialog Box

Option	Description
Save last filter	Saves the filter criteria defined per event type in the Filter Events dialog box. The filter criteria are available the next time you log into Cisco ANA EventVision. Note Events are not filtered automatically when you next log into Cisco ANA EventVision unless the Open using filter option is selected as well.
Open EventVision with saved filter	When enabled, applies the previously defined filter to the events as soon as you log into Cisco ANA EventVision. The events are continuously filtered according to the defined settings, even after you close the application.
Show <i>n</i> events per page	Specifies the number of events to be displayed per page.
Export <i>n</i> events in total	Sets the maximum number of events to be exported to a file.
Run auto refresh every <i>n</i> secs	Automatically refreshes the Cisco ANA EventVision display after the specified number of seconds. Note If you modify this option, you are prompted to confirm your choice. Confirmation is required because this option uses rapid refresh from the database, which can slow down other vital database options.
Display events for the last <i>n</i> days	Displays past events from the specified number of days. Values range from 1 to 14 days, with a default of 2 days. If you increase the number of days, it might take longer for the events to be displayed.

- Step 3** Click **OK**.