

Manage Notifications on the FindIT Network Probe

Objective

The FindIT Network Probe generates notifications when events occur in the network. It may be in the form of an email or a pop-up at the bottom-right corner of the FindIT Probe home window. Notifications are color-coded for ease of use.

- Green indicates a Minor event.
- Orange indicates a Major event.
- Red indicates a Critical event.

The Notification Center is represented by a Bell icon at the top-right corner of the FindIT Network Probe window. It may have a number over it, which represents the total number of unacknowledged notifications. The color of the number indicates the nature of the event as enumerated above. All notifications are logged for future review. Notifications can also be customized to show only the logs of your preference.

This article aims to show you how to manage the notifications on the FindIT Network Probe. It also assumes that you have already configured the email settings at the Administration > Email Settings area of the FindIT Network Probe.

Manage Notifications

Access the Notification Center

Step 1. Log in to the FindIT Network Probe.

Step 2. On the Header toolbar of the FindIT Network Probe window, click the Notification Center icon.

Note: In this example, there are 18 unacknowledged notifications. The color of the icon indicates that the highest incident was a Major event.



Filter the Notifications by Severity

Step 1. Click the numbers to display only the logs of that nature.

Note: In this example, there are 12 Minor events, 6 Major events, and 0 Critical event. When you click 12, it will display only the Minor events. It will also only display Major events when you click 6, and Critical events when you click 0. The numbers will change depending on the number of notifications per severity.

The screenshot shows the 'Event Log' interface. At the top, there is a summary bar for 'Unacknowledged' events, which is highlighted with a red box. It displays three categories: Information (12), Warning (6), and Error (0). Below this, there is a 'Filter' button with a right-pointing arrow. The main area contains a list of events, each with a status icon, a time and date stamp, device information, and an 'ACK' checkbox. The events listed are:

- Time & Date: 2016-10-24 19:58:08.956, Device: switche6fa9f, MAC Address: 40:A6:E8:E6:FA:9F, Event: Device discovered.
- Time & Date: 2016-10-24 14:30:33.407, Device: wap0c0d40, MAC Address: 80:E8:6F:0C:0D:40, Event: Credential(SNMP) required.
- Time & Date: 2016-10-24 14:30:33.404, Device: WAP150, MAC Address: 80:E8:6F:0A:5D:EE, Event: Credential(SNMP) required.
- Time & Date: 2016-10-24 14:30:32.471, Device: RV130W, MAC Address: 3C:CE:73:8F:15:9A, Event: Credential(SNMP) required.
- Time & Date: 2016-10-24 14:30:30.871, Event: (partially obscured).

Filter the Notifications by Date

Step 1. (Optional) Click the Filter arrow to specify a range, Severity Level, Event Type, and Device. You can also opt to include previously acknowledged events by checking any of the **ACK** check boxes or acknowledge all by checking the **ACK All** check box when viewing logs through the Notification Center.

This screenshot is identical to the one above, but the 'Filter' button, which has a right-pointing arrow, is highlighted with a red box. This indicates the next step in the process of filtering notifications by date.

Step 2. (Optional) To filter the date, click the Calendar icon and choose the start date from the Display Events From area. In this example, the start date is January 1, 1916. Alternatively, you can enter the dates manually using the format YYYY/MM/DD then click **Done**.

Event Log ☰ ⌵ ⚙ ⌵

Unacknowledged:

i 12 ⚠ 6 ! 0

▼ Filter ⬆ ⬆

Display Events From: 2016/01/01 ☰ 08 : 00 AM To: 2016/10/24 ☰ 10 : 30 PM

Severity Level: Please select...

Device: Please select...

Include Acknowledged Filter

January 2016

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
52	28	29	30	31	01	02	03
53	04	05	06	07	08	09	10
54	11	12	13	14	15	16	17
55	18	19	20	21	22	23	24
56	25	26	27	28	29	30	31
57	01	02	03	04	05	06	07

Today
Clear
Done

Time & Date: 🕒 2016-10-24 12:29:04.86
 Device: RV130 📶
 Device discovered ACK All

Time & Date: 2016-10-24 12:29:04.86
 Device: wap0ca750 MAC Address: 80:E8:6F:0C:A7:50 ACK
 Device discovered ACK

Step 3. (Optional) To adjust the start time, click the up or down arrow to set the hour and minute settings.

Event Log ☰ ⌵ ⚙ ⌵

Unacknowledged:

i 12 ⚠ 6 ! 0

▼ Filter ⬆ ⬆

Display Events From: 2016/01/01 ☰ 08 : 00 AM To: 2016/10/24 ☰ 10 : 40 PM

Severity Level: Information Higher Event Type: --All Types--

Device: --All Devices--

Include Acknowledged Events Filter

2016-10-24 14:40:54.806 ACK All

📶 Device: wap0c0d40 MAC Address: 80:E8:6F:0C:0D:40 ACK
Credential(SNMP) required

2016-10-24 14:40:52.658 ACK

📶 Device: WAP150 MAC Address: 80:E8:6F:0A:5D:EE ACK
Credential(SNMP) required

Step 4. (Optional) Click the Calendar icon and choose the end date in the To area. In this example, the end date is October 24, 2016. Alternatively, you can enter the dates manually using the format YYYY/MM/DD then click **Done**.

Event Log

Unacknowledged: **12** **6** **0**

Filter

Display Events From: 2016/01/01 08:00 AM To: 2016/10/24 10:30 PM

Severity Level: --All Levels-- Higher Event Type: --All Types--

Device: --All Devices--

Include Acknowledged Events

Time & Date: 2016-10-24 14:39:31.82
Device: wap0ca750 MAC Address: 80:E8:6F:0C:A7:50
Credential(SNMP) required

Time & Date: 2016-10-24 14:39:31.74
Device: wap0c0dd0 MAC Address: 80:E8:6F:0C:0D:D0
Credential(SNMP) required

Step 5. Adjust the end time by clicking the up or down arrow to set the hour and minute settings. In this example, the end time is 10:30PM.

Event Log

Unacknowledged: **12** **6** **0**

Filter

Display Events From: 2016/01/01 08:00 AM To: 2016/10/24 10:40 PM

Severity Level: Information Higher Event Type: --All Types--

Device: --All Devices--

Include Acknowledged Events

Time & Date: 2016-10-24 14:40:54.806
Device: wap0c0d40 MAC Address: 80:E8:6F:0C:0D:40
Credential(SNMP) required

Time & Date: 2016-10-24 14:40:52.658
Device: WAP150 MAC Address: 80:E8:6F:0A:5D:EE
Credential(SNMP) required

Step 6. Click the Severity Level drop-down list and choose the severity level to be reported. In this example, the information severity level will be reported.

- All Levels — reports events in all severity levels.
- Information — reports events only under the Information severity level.
- Warning — reports events only under the Warning severity level.
- Alert — reports events only under the Alert severity level.

Event Log ☰ ⌚ ⚙️ ⓧ

Unacknowledged:

i 12 ⚠️ 6 ⚠️ 0

Filter

Display Events From: 2016/01/01 08:00 AM To: 2016/10/24 10:40 PM

Severity Level: --All Levels-- Higher Event Type: --All Types--

Device: Information
Warning
Alert

Include Acknowledged Filter

ACK All

ACK

ACK

Time & Date: 2016-10-24 14:40:54.806
Device: wap0c0d40 MAC Address: 80:E8:6F:0C:0D:40
Credential(SNMP) required

Time & Date: 2016-10-24 14:40:52.658
Device: WAP150 MAC Address: 80:E8:6F:0A:5D:EE
Credential(SNMP) required

Step 7. Choose the Event Type from the drop-down menu. In this example, All Types is chosen.

- All Types — All types of events will be reported.
- Device unreachable — sends a notification when the FindIT Network Probe is unable to reach a discovered device using its IP address.
- Device discovered — sends a notification when the FindIT Network Probe discovers a new device in the network or an offline device is rediscovered.
- Device offline — sends a notification when the FindIT Network Probe detects a device that is no longer detected on the network.
- Critical health — sends a notification when the FindIT Network Probe detects that a device health level changes to Warning or Alert.
- End of life — sends a notification that an End of Life bulletin is found for the device.
- End of Sale — sends a notification that an End of Life bulletin is found for the device.
- Approaching end of sale — sends a notification that the device is nearing the end of its sale period.
- Approaching end of life — sends a notification that the device is nearing the end of its life cycle.
- Maintenance expired — sends a notification that the device does not have a currently active maintenance contract.
- Warranty expired — sends a notification that the warranty on a device has lapsed.
- Firmware available — sends a notification that a new firmware is available for download.
- Credential (userid) required — indicates that a user ID is needed.
- Credential (SNMP) required — indicates that a device Simple Network Management Protocol (SNMP) credential is needed.
- SNMP disable — indicates that the device SNMP is disabled.

The screenshot shows the 'Event Log' interface. At the top, it displays 'Unacknowledged: 12' (information icon), '6' (warning icon), and '0' (error icon). Below this is a 'Filter' section with the following settings:

- Display Events From: 2016/01/01 08:00 AM To: 2016/10/24 10:40 PM
- Severity Level: Information (dropdown), Higher (checkbox checked)
- Event Type: --All Types-- (dropdown menu is open, showing a list of event types with '--All Types--' highlighted in a red box)
- Device: --All Devices-- (dropdown)
- Include Acknowledged Events

 The event list below shows two entries:

- Time & Date: 2016-10-24 14:40:54.806, Device: wap0c0d40, MAC Address: 80:E8:6F:0C:0D:40, Credential(SNMP) required
- Time & Date: 2016-10-24 14:40:52.658, Device: WAP150, MAC Address: 80:E8:6F:0A:5D:EE, Credential(SNMP) required

Step 8. Choose the device from the Device drop-down menu. This will generate the log report for the chosen device.

Note: In this example, All Devices is chosen.

This screenshot shows the 'Event Log' interface with the 'Device' dropdown menu open. The filter settings are:

- Display Events From: 2016/01/01 08:00 AM To: 2016/10/24 10:40 PM
- Severity Level: Information (dropdown), Higher (checkbox checked)
- Event Type: --All Types-- (dropdown)
- Device: --All Devices-- (dropdown menu is open, showing a list of device names with '--All Devices--' highlighted in a red box)
- Include Acknowledged Events

 The event list below shows two entries:

- Time & Date: 2016-10-24 14:40:54.806, Device: wap0c0d40, MAC Address: 80:E8:6F:0C:0D:40, Credential(SNMP) required
- Time & Date: 2016-10-24 14:40:52.658, Device: WAP150, MAC Address: 80:E8:6F:0A:5D:EE, Credential(SNMP) required

Step 9. Check the **Include Acknowledged Events** check box to include previously

acknowledged events in the filtered logs.

The screenshot shows the 'Event Log' interface. At the top, there are icons for menu, refresh, settings, and close. Below that, the 'Unacknowledged' status is shown with 12 information icons, 6 warning icons, and 0 error icons. The 'Filter' section is expanded, showing the following settings: 'Display Events From' is set to 2016/01/01 08:00 AM, 'To' is 2016/10/24 10:40 PM, 'Severity Level' is 'Information' with a 'Higher' checkbox checked, 'Event Type' is '--All Types--', and 'Device' is '--All Devices--'. The 'Include Acknowledged Events' checkbox is checked and highlighted with a red box. A 'Filter' button is located to the right of this checkbox. Below the filter settings, there are two event entries, each with a 'Credential(SNMP) required' warning and an 'ACK' checkbox.

Step 10. Click **Filter**.

This screenshot is identical to the previous one, but the 'Filter' button is now highlighted with a red box. The 'Include Acknowledged Events' checkbox is no longer highlighted.

You should now have successfully generated a filtered event log report based on your specified date.

Configure Event Settings

Step 1. Click the **Task Status** icon.

Event Log

Unacknowledged: **12** **6** **0**

Filter

Display Events From: 2016/01/01 08:00 AM To: 2016/10/24 10:40 PM

Severity Level: Information Higher Event Type: --All Types--

Device: --All Devices--

Include Acknowledged Events

Filter

ACK All ACK

Time & Date: 2016-10-24 14:40:54.806
Device: wap0c0d40 MAC Address: 80:E8:6F:0C:0D:40
Credential(SNMP) required

Time & Date: 2016-10-24 14:40:52.658
Device: WAP150 MAC Address: 80:E8:6F:0A:5D:EE
Credential(SNMP) required

Step 2. Check the corresponding check boxes to enable Popup Notification and Email Notification. Leave the boxes unchecked to disable Notifications for that item.




Note: In this example, all pop-up notifications under Device Notifications and Cisco Support Notifications are activated, but email notifications are activated only for Cisco Support Notifications.

Event Settings

	Popup Notification	Email
Device Notifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Device Discovered	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Device Unreachable	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Device Credential Required	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SNMP Disabled	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Device Offline	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Health Critical	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Web service disabled	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cisco Support Notifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>
New Firmware Available	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
End of Life/Sale Notice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance Expiry	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Save Restore Defaults

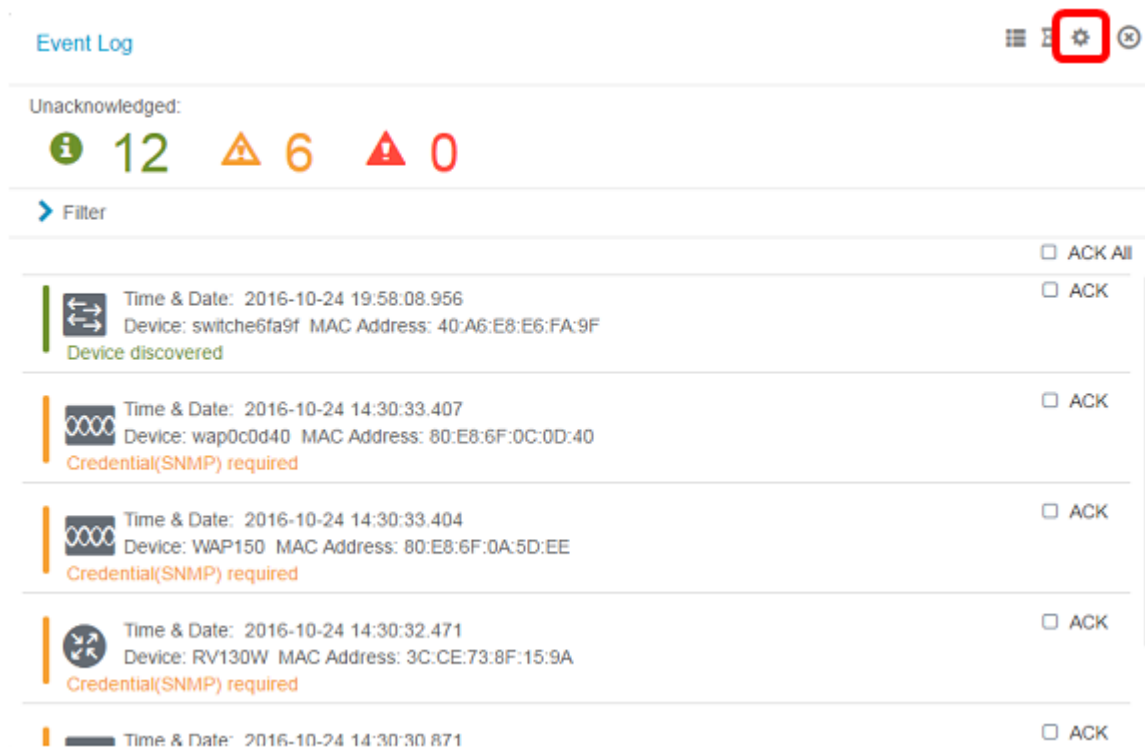
Step 3. Click **Save**.

	Popup Notification	Email
Device Notifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Device Discovered	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Device Unreachable	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Device Credential Required 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SNMP Disabled	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Device Offline	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Health Critical	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Web service disabled	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cisco Support Notifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>
New Firmware Available	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
End of Life/Sale Notice 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance Expiry 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

You should now have successfully configured the event settings on the FindIT Network Probe.

Change the Dimensions of the Window

Step 1. Click the **Settings** icon.



The screenshot shows the 'Event Log' interface. At the top right, there are four icons: a list icon, a refresh icon, a settings icon (highlighted with a red box), and a close icon. Below the icons, the text 'Unacknowledged:' is followed by three status indicators: a green 'i' with the number '12', an orange triangle with the number '6', and a red triangle with the number '0'. Below this is a 'Filter' button. The main area contains a list of events, each with a status icon, a time and date, a device name and MAC address, and an 'ACK' checkbox. The events listed are: 'Device discovered' (switche6fa9f), 'Credential(SNMP) required' (wap0c0d40), 'Credential(SNMP) required' (WAP150), and 'Credential(SNMP) required' (RV130W).

Step 2. Enter a value in the *Panel Height* field. This will be the height of the Event window in pixels. In this example, the height of the window is 550 pixels.

Panel Height: px

Panel Width: px

Step 3. Enter a value in the *Panel Width* field. This will be the width of the Event window in pixels. In this example, the width of the window is 850 pixels.

Panel Height: px

Panel Width: px

Step 4. Click **Save**.

Panel Height: px

Panel Width: px

You should now have successfully changed the dimensions of the Notification Center window on the FindIT Network Probe.