

Notifications

- Configure notifications overview, on page 1
- Manage categories, on page 2
- Manage subscribers, on page 3

Configure notifications overview

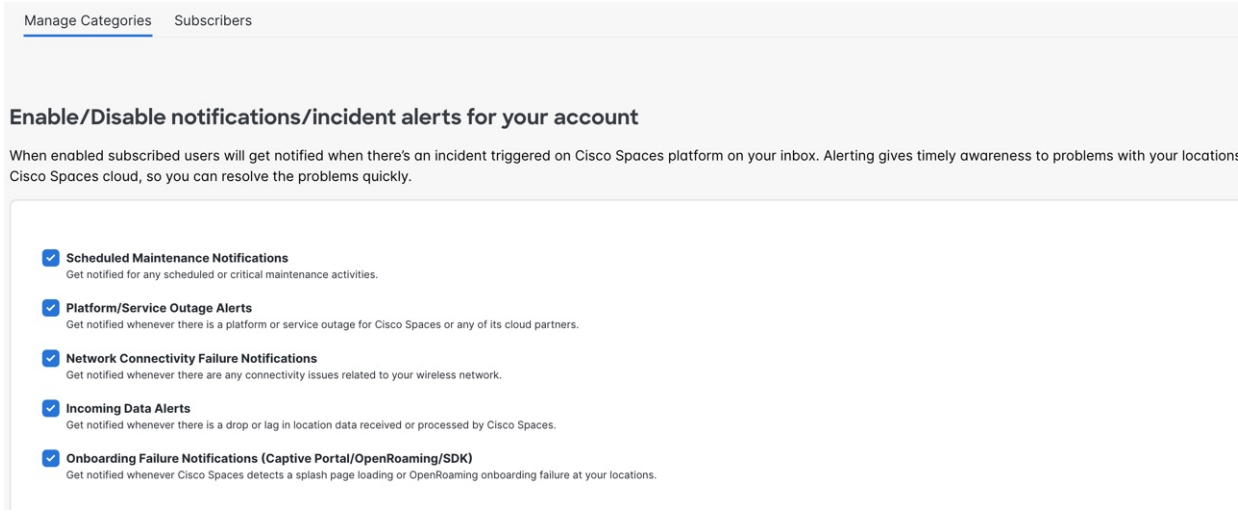
The **Notifications** feature in Cisco Spaces allows you to configure subscriber notifications (**Configure** > **Notifications**) and receive notifications on critical incidents. Enable this feature to receive email notifications when an incident occurs on the Cisco Spaces platform.

Subscriber notification provides updates about issues with Cisco Spaces cloud or locations and help you address them on a timely manner.

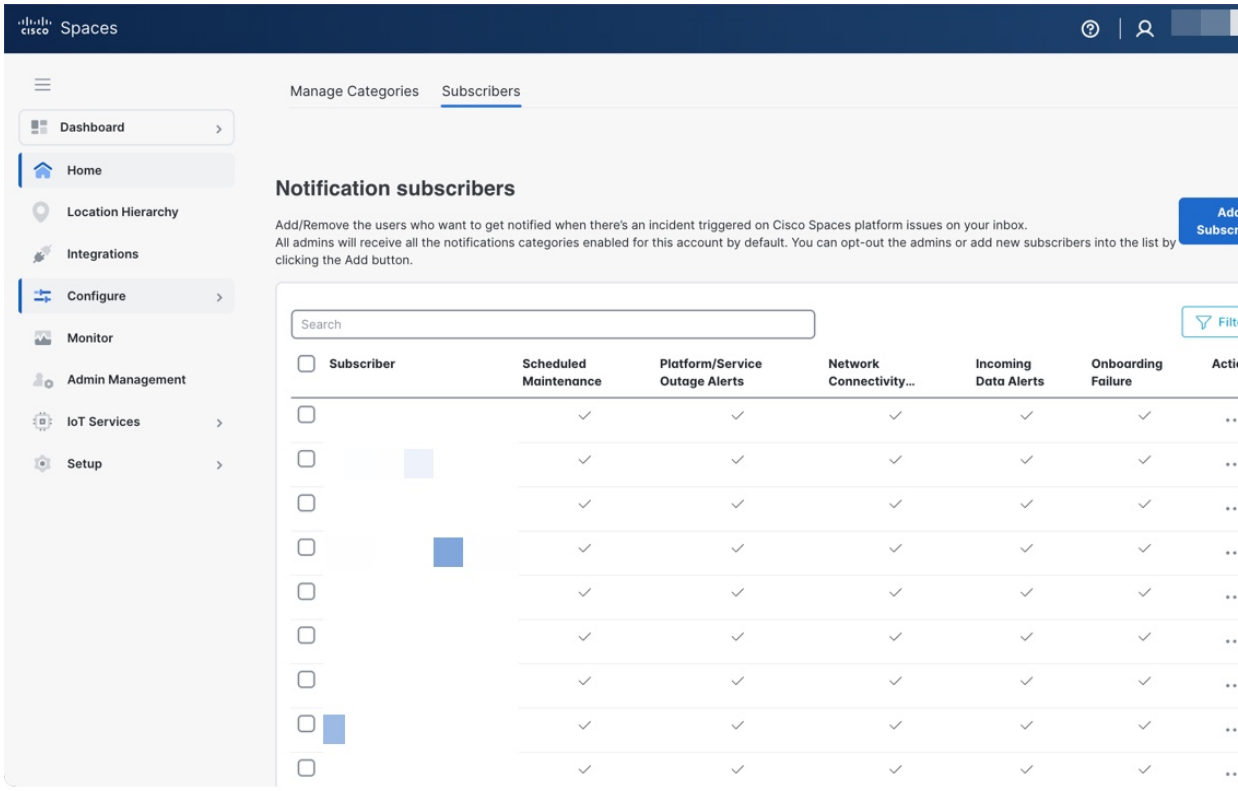
Note This feature is available for all users with administrator access (Read-only and Read-Write).

Use these tabs:

- **Manage Categories**: If you are an administrator with Read-Write access, configure subscriber notifications for your account by navigating to **Configure** > **Notifications** > **Manage Categories**.



- **Subscribers**: To manage subscribers, navigate to the **Subscribers** tab (**Configure** > **Notifications** > **Subscribers**).



All administrators and subscribers receive the notifications based on the categories enabled for the account.

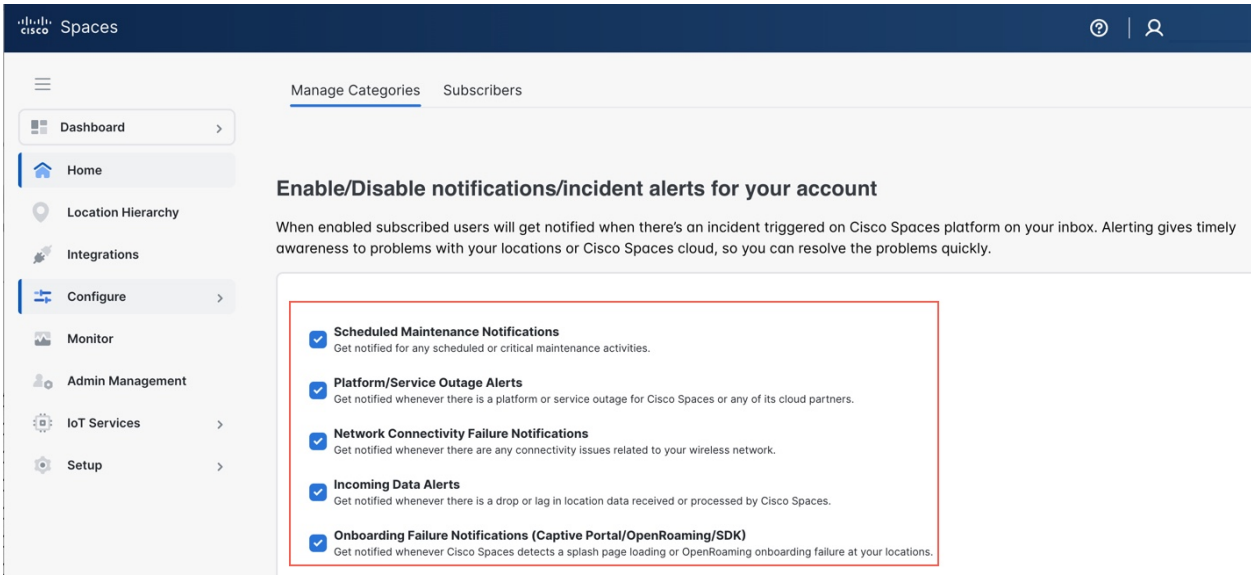
Manage categories

The **Manage Categories** tab allows you to select the categories available for enabling the notifications. Use the categories available to enable or disable notifications and incident alerts for your account.

These are the categories in the **Manage Categories** tab.

- **Scheduled Maintenance Notifications**: Select **Scheduled Maintenance Notifications** check box to get notified in case of any scheduled or critical maintenance activities.
- **Platform/Service Outage Alerts**: Select **Platform/Service Outage Alerts** check box to get notified whenever there is a Cisco Spaces platform or service outage or any of its cloud partners.
- **Network Connectivity Failure Notifications**: Select **Network Connectivity Failure Notifications** check box to get notified whenever there are any connectivity issues related to your wireless network.
- **Incoming Data Alerts**: Select **Incoming Data Alerts** check box to get notified whenever there is a drop or lag in location data received or processed by Cisco Spaces.
- **Onboarding Failure Notifications (Captive Portal/OpenRoaming/SDK)**: Select **Incoming Data Alerts** check box to get notified whenever Cisco Spaces detects a splash page loading or OpenRoaming onboarding failure at your locations.

Figure 1: Notification Categories



When you enable the notifications, subscribers receive notifications in their mailbox whenever an incident is triggered on the Cisco Spaces platform. Alerts provide timely awareness of issues with your locations or the Cisco Spaces cloud, allowing you to resolve problems quickly.

Manage subscribers

The **Subscribers** tab allows you to add or edit subscribers. You can add or remove subscribers who want to receive notifications in their mailbox whenever an incident is triggered on the Cisco Spaces platform.

By default, all Cisco Spaces administrators receive notifications for all enabled categories under the account. You can opt-out specific administrators or add new subscribers to the list by clicking the **Add Subscriber** button.

Use the **Search** field in the **Notification subscribers** window to search for subscribers.

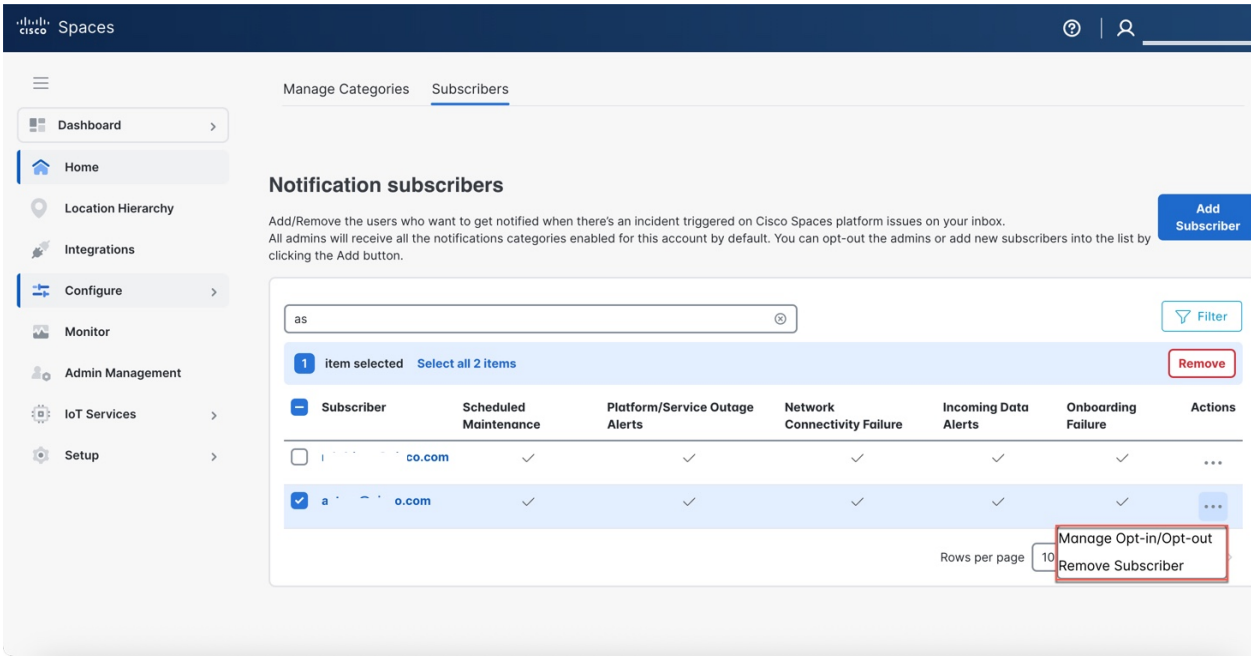
Subscriber details

The table provides detailed information about the subscribers.

Table 1: Subscriber details

Field	Description
Subscriber	Email address of the subscriber.
Scheduled Maintenance	A tick mark indicates that this notification category is enabled for the subscriber.
Platform/Service Outage Alerts	A tick mark indicates that this notification category is enabled for the subscriber.
Network Connectivity Failure	A tick mark indicates that this notification category is enabled for the subscriber.
Incoming Data Alerts	A tick mark indicates that this notification category is enabled for the subscriber.
Onboarding Failure	A tick mark indicates that this notification category is enabled for the subscriber.
Actions	Click the three dots under the **Action** column either to • manage **Opt-in** or **Opt-out** the notifications categories, and • remove the subscribers. **Note** An administrator with Read-Write access only can **Opt-in** or **Opt-out** the notifications categories and remove the subscribers.

Figure 2: Notification Subscribers



Add subscribers

You need to add subscribers to the alert list. Only the subscribed users get notified when there's an incident triggered on Cisco Spaces platform.

Complete these steps to add new subscribers.

Procedure

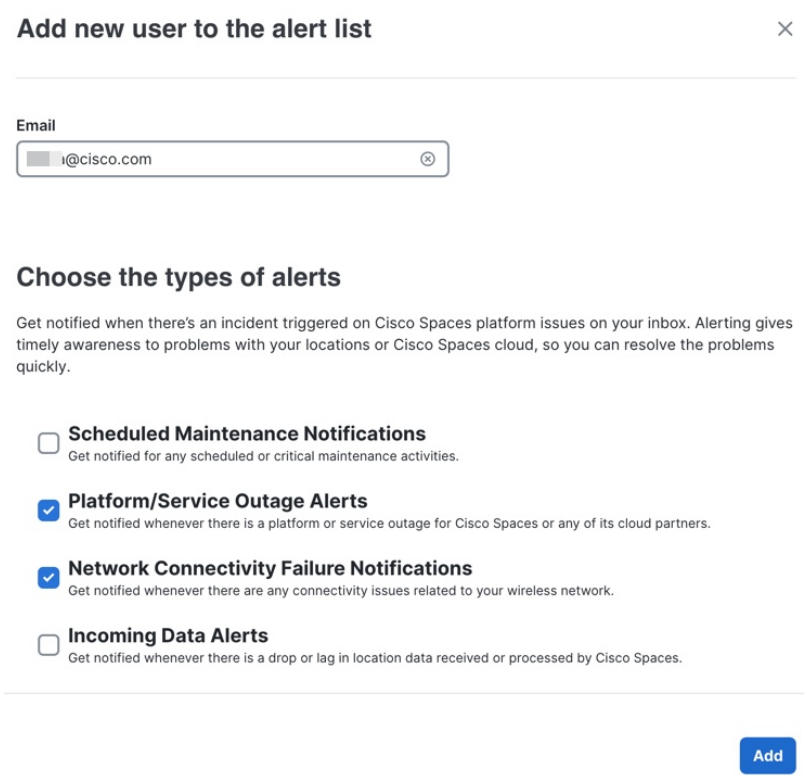
Step 1 Log in to Cisco Spaces.

The Cisco Spaces **Home** window is displayed.

Step 2 From the top-left corner, click the **Menu** icon ( ) and choose **Configure** > **Notifications** > **Subscribers**.

Step 3 Click **Add Subscriber**.

Figure 3: Add Subscriber



The **Add new user to the alert list** slide-in window is displayed.

Step 4 In the **Email** field, enter the email address of the new subscriber.

Step 5 Check the required **Notification Categories** check box.

You can opt in for receiving notifications and incident alerts for five notification categories. You can select more than one category.

Step 6 Click **Add**.

The new user is added to the notification subscriber list.

What to do next

The **Notification subscribers** window displays the new subscriber details. Use the **Actions** column to manage subscription.