ClearPath MSP
ClearWatch

SOLUTION BRIEF

from ClearPath MSP

CLEARWATCH SOLUTION BRIEF · UBIQUITI UNIFI THROUGH UNIFI SITE MANAGER

UniFi monitoring from the cloud, site by site.

How ClearWatch reads UniFi consoles through Site Manager and files every site under its client.

PUBLISHED NOVEMBER 2026 LENGTH 6 PAGES APPLIES TO UNIFI CONSOLES IN UNIFI SITE MANAGER

EXECUTIVE SUMMARY

Site Manager shows the network. You need it by client.

UniFi Site Manager at unifi.ui.com lists consoles and sites the way Ubiquiti organizes them. An MSP has to answer by client: is every site's internet up, is every switch and access point online, and who is told when one is not. Doing that from Site Manager means another console to watch, one site at a time.

ClearWatch reads each console through Ubiquiti's own cloud with a Site Manager API key, from ClearWatch's servers, every ten minutes. Nothing is installed on site. Each UniFi site is filed under a client, its gateways, switches and access points become ClearWatch devices, and the built-in network checks alert like any other.

KEY TAKEAWAYS

- **Nothing on site:** no ClearBridge and no agent. ClearWatch's servers ask Site Manager.
- **One key, many consoles:** Find consoles lists every console the key can see.
- **Sites become clients:** each site filed under a client, or one of its locations.
- **Checks that page:** the console, gateways, switches and access points, through your policies.

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WHO THIS IS FOR

MSPs that manage their clients' Ubiquiti UniFi networks from UniFi Site Manager, and IT teams with their own UniFi consoles, who want them beside the rest of their monitoring.

AT A GLANCE

CONNECTION
Through Site Manager
No ClearBridge, nothing installed on site.

REFRESHED
Every 10 minutes
Read from ClearWatch's servers.

PLACEMENT
Per UniFi site
Filed under a client or one of its locations.

ACCESS
Reads only
A Site Manager API key, kept on ClearWatch's servers.

01 THE CHALLENGE

Site Manager answers by console, not by client

UniFi Site Manager gathers an account's consoles and their sites in one place, which suits running UniFi. A client's question is different: is my network up, and will somebody know before I do? The answer belongs beside the client's servers, workstations and backups, with one set of alerts.

THE QUESTION	SITE MANAGER ALONE	CLEARWATCH
Which client is this site?	A site name inside a console	Each UniFi site **filed under a client**, or one of its locations
Did a device drop off?	Open the site and look	**Online in its cloud dashboard**, checked on every scan
Is the internet up everywhere?	One site at a time	An **Internet connection** check on every gateway
Are the access points coping?	Per console, per site	Airtime, clients and signal on the **Access points dashboard**
Who is told, and how?	Another console to watch	Your **notification policies**, beside every other alert

Two ways to add a console, and when to pick this one

A UniFi console can also be read on the client's own network, by a ClearBridge there, with a key made in the console itself; that way keeps reading while Ubiquiti's cloud is down. Pick UniFi cloud when you manage the console by signing in at unifi.ui.com, or when nothing of yours runs on its network.

02 HOW CLEARWATCH CONNECTS

Through Ubiquiti's cloud, from ClearWatch's servers

The Site Manager API has a connector that relays a request to a console and passes its answer back. ClearWatch's servers use it to ask each console the same questions a ClearBridge would ask on site, every ten minutes.

THE CLIENT'S SITE
UniFi console
A Dream Machine, Cloud Gateway, Cloud Key or a console Ubiquiti hosts, signed in to unifi.ui.com.

→

UBIQUITI'S CLOUD
UniFi Site Manager
Its API lists the consoles the key can see and relays each read to the console.

→

CLEARWATCH'S SERVERS
UniFi integration
Files sites under clients, keeps the devices, runs the checks and raises the alerts.

ClearWatch only reads: it changes nothing on the console. The Site Manager API key is stored sealed in ClearWatch and used only by ClearWatch's servers, never sent to a ClearBridge or any machine.

YOU PROVIDE	WHAT IT IS
Site Manager API key	Created at unifi.ui.com by an account that can see the console. One key can add every console it sees, so a saved key is offered again for the next one.
The client	The organization chosen in ClearWatch's picker owns the console. Its sites can then be filed under that client or any client beneath it.
An online console	Signed in to unifi.ui.com, with firmware 5.0.3 or newer, so UniFi's cloud can reach it.

02 HOW CLEARWATCH CONNECTS, CONTINUED

Pick where the console is, then let the key find it

Under Manage, Integrations, UniFi, **Add console** asks one question first: where is the console? Each answer says what reads it and what it needs 1 .

UniFi cloud (unifi.ui.com) needs no ClearBridge, only a Site Manager API key 2 . When in doubt, the window says how to decide 3 , and Back changes the answer.

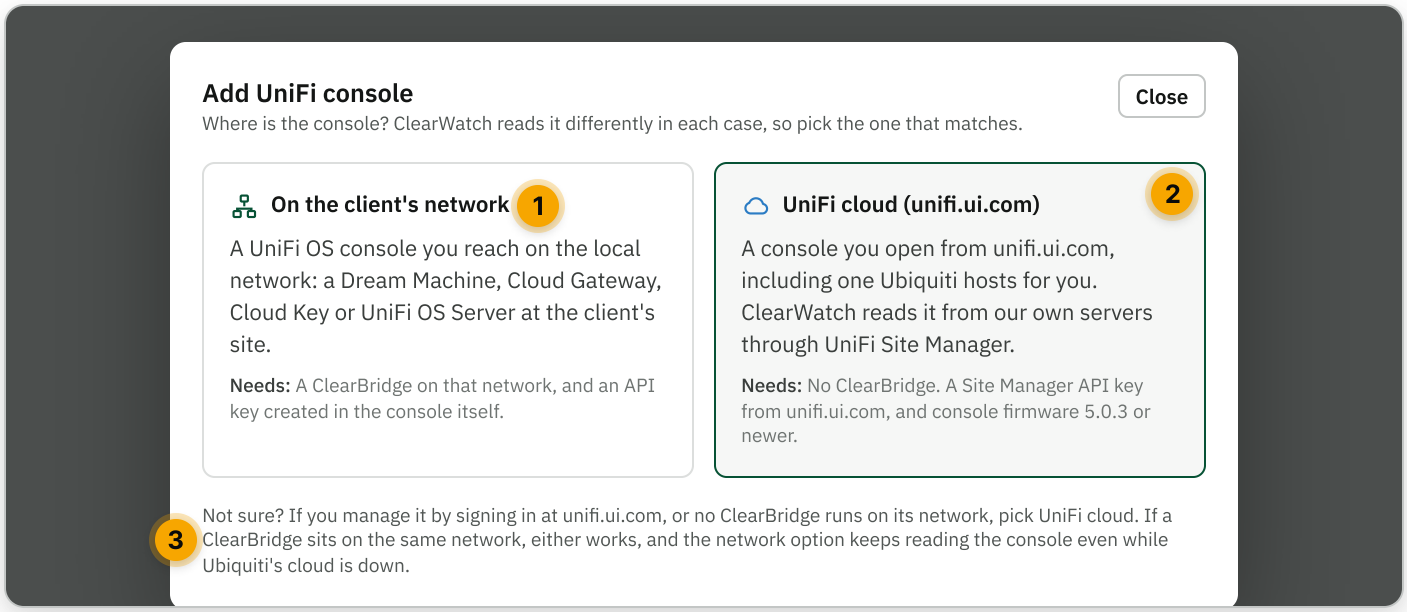


FIGURE 1 Add UniFi console opens on the choice, rebuilt from the ClearWatch console.

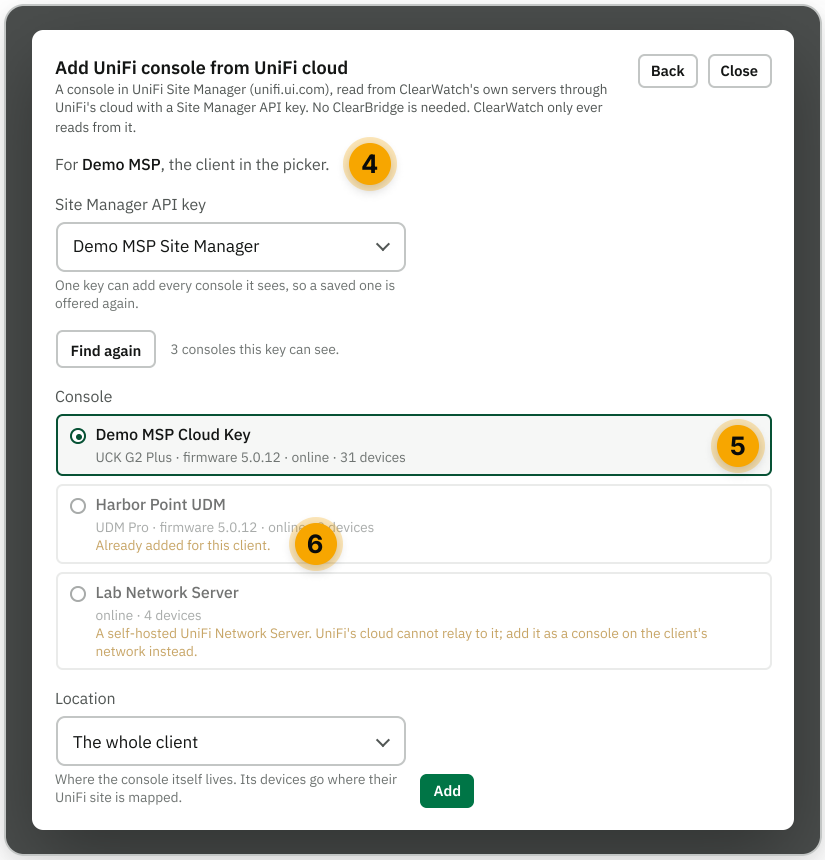


FIGURE 2 The cloud form after Find consoles, with demo data.

Find consoles, then Add

The console belongs to the client chosen in the picker 4 . Pick a saved Site Manager key or paste a new one, and **Find consoles** asks Site Manager which consoles that key can see, with each one's model, firmware, status and device count 5 .

A console this client already has, or one UniFi's cloud cannot relay to, is listed and cannot be picked, with the reason 6 . Add asks Site Manager again before saving, so a console the key cannot see is never added.

03 THE SCAN, LIVE

Every scan says how far it has gotten

Add starts the first scan at once, and **Scan again** opens the same window. It walks five steps: reach the console through UniFi's cloud, sign in with the key, read its sites, find the devices it manages, and read who is connected 1 .

The live step says which site it is reading and for how long 2 , and a strip counts sites, devices, clients, alarms, the calls made and any refused 3 .

Closing the window does not stop the scan. The console's card keeps a one-line version, such as "Scanning: Lakeshore HQ, 2 of 4 sites", and refreshes when it finishes.

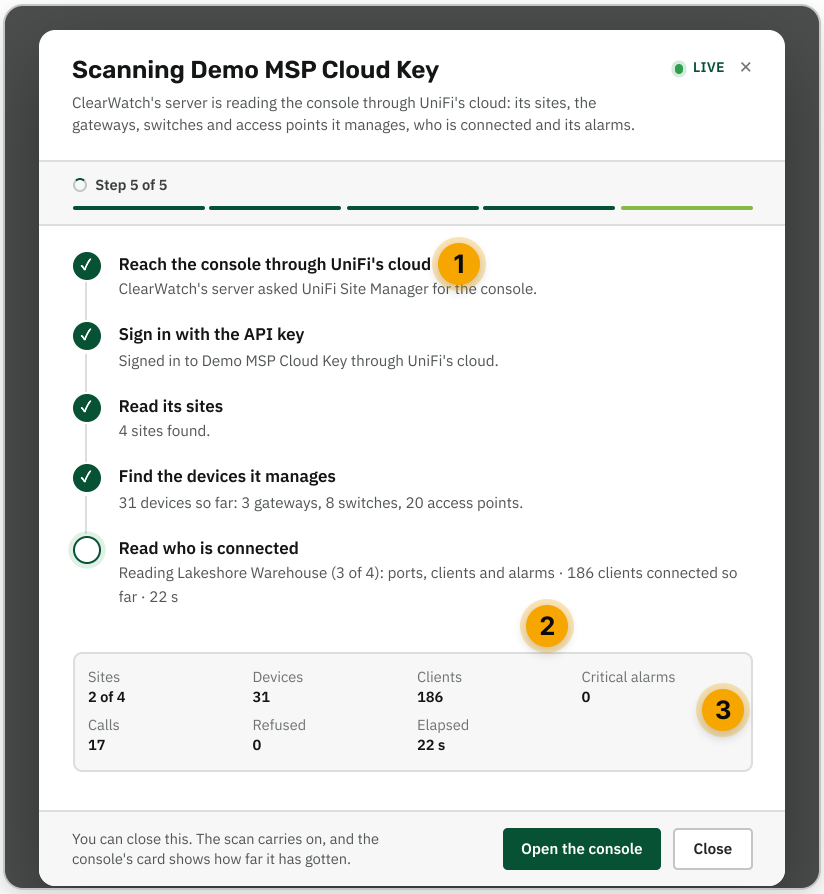


FIGURE 3 Scan again on a cloud console, part way through, with demo data.

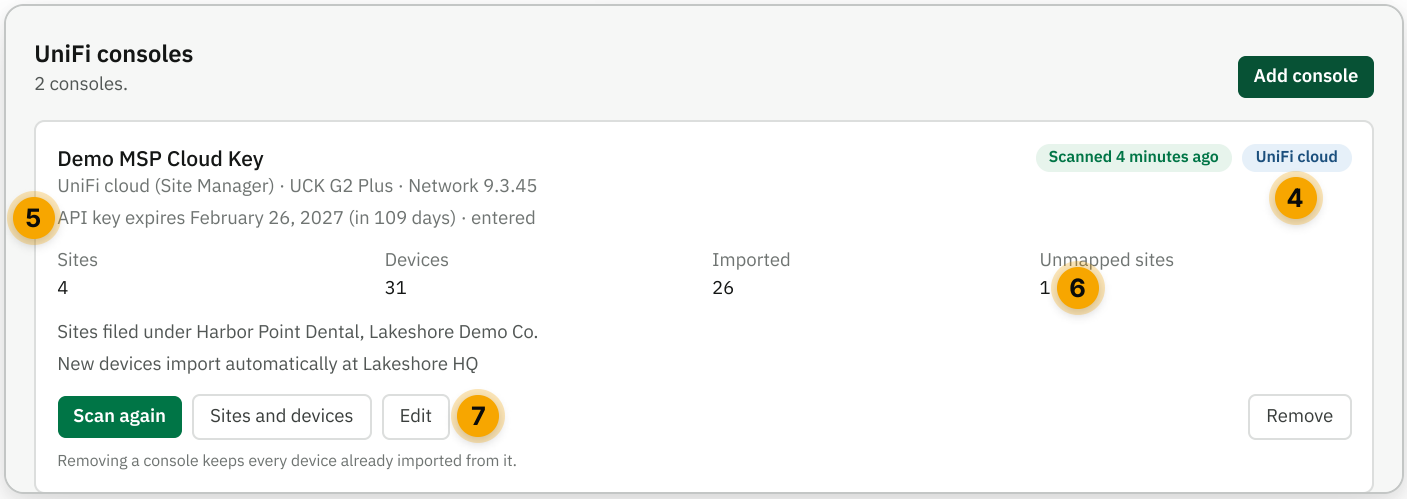


FIGURE 4 A cloud console's card on the UniFi integration page.

A cloud console's card says so 4 and offers no Change ClearBridge, because none is involved. It carries when the API key expires 5 , and an expiring key raises its own warning before the scans start failing.

The counts say how much of the console is in ClearWatch, with unmapped sites in amber 6 . **Edit** renames the console or replaces its key 7 , and a new key is checked against Site Manager before it is saved, so no site mapping is lost.

04 SITES AND DEVICES

Each UniFi site filed under the client it serves

On the console's own page. One console can hold every client's sites, and each is filed by a person.

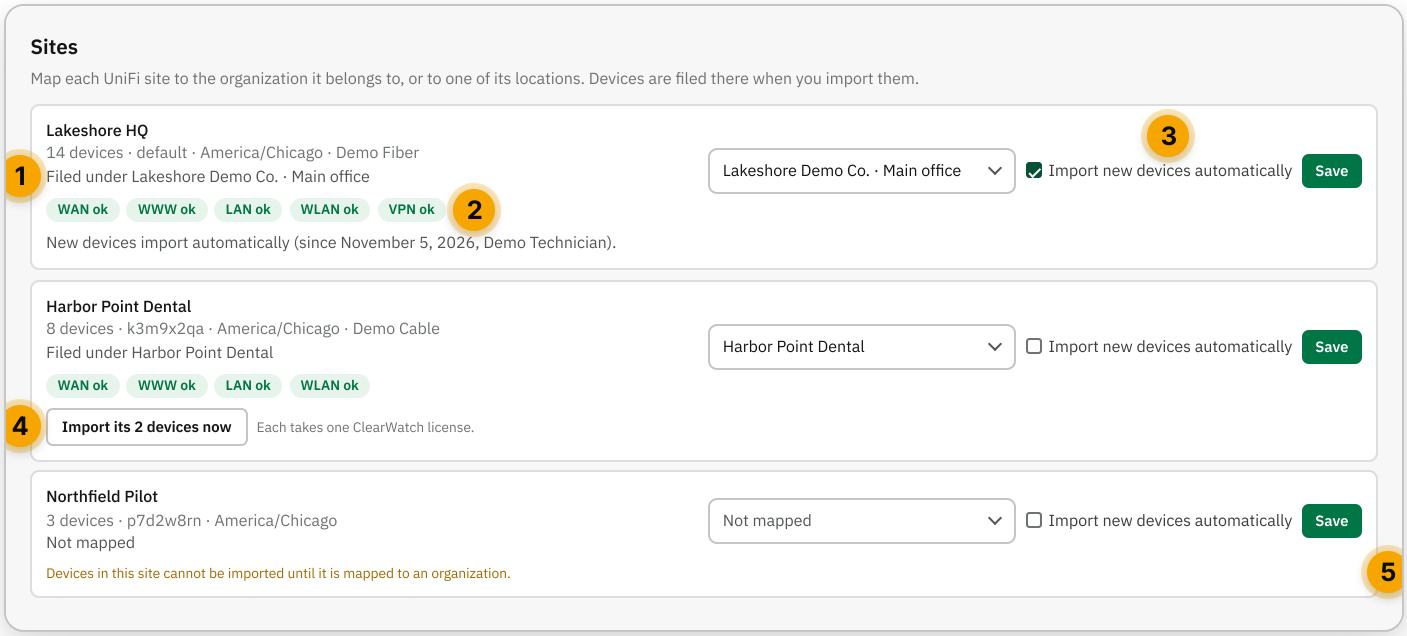


FIGURE 5 Sites on a cloud console's page (cropped: the fourth site follows).

Filed by a person

A site goes under the console's own organization or any client beneath it, at the client level or one of its locations 1 . Each site shows UniFi's own health words 2 .

Imported when you say

New devices wait in Discovered, unlicensed. **Import new devices automatically** 3 is off by default and per site; what was already there is one press 4 .

Never guessed

An unmapped site's devices are listed but cannot be imported 5 , and an imported device is never moved to another client by a scan.

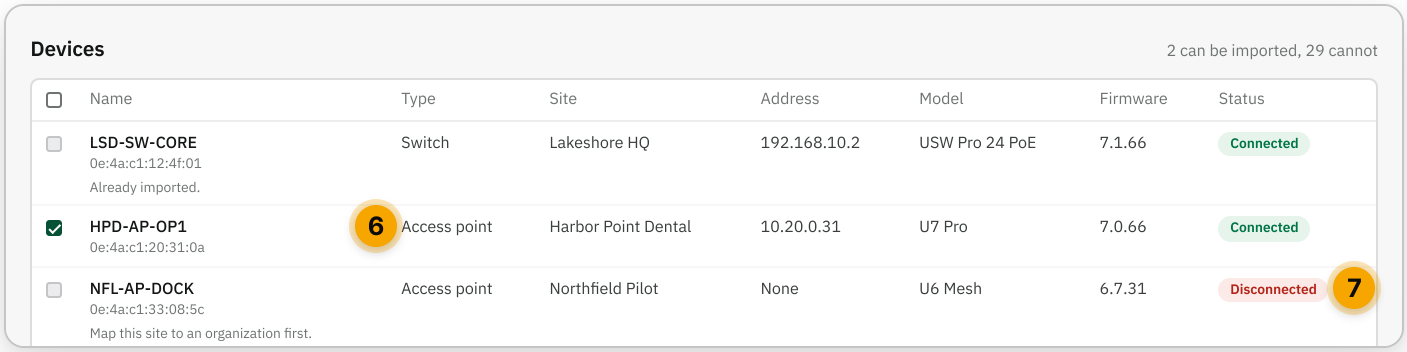


FIGURE 6 Devices on the same page, below the sites (cropped).

Every gateway, switch and access point arrives as its type 6 , with model, firmware and UniFi's own status, connected or disconnected 7 ; any other word is shown as it is. A Dream Machine or Cloud Gateway that is also its site's gateway is one device, not two.

Once imported, a device appears wherever ClearWatch draws network devices: its own page with ports and load, cables on the topology map, the WAN list, the Clients column and the Access points dashboard.

05 CHECKS AND ALERTS

The network checks, on cloud-read devices too

No ClearBridge pings a cloud-read device, so online is UniFi's own word, read on each scan. The Network controllers and Gateway internet connection templates apply themselves; the gateway, switch and access point templates are yours to switch on.

CHECK	ON	WARNING	FAILED
Online in its cloud dashboard	The console, and imported devices	None	UniFi's cloud says offline, two scans in a row
Controller alerts (last day)	The console	1 alarm in the last day	5 alarms
Internet connection	Gateways	One WAN of several down	No WAN has internet
WAN ports without internet	Gateways	1	2
Processor (%), from the controller	Gateways, switches, APs	80%, three scans in a row	95%
Memory used (%), from the controller	Gateways, switches, APs	85%	95%
PoE budget used (%)	Switches	80%	90%
Wireless airtime busy (%)	Access points, per band	70%, three scans in a row	80%
Firmware update available	Gateways, switches, APs	A newer firmware is listed	Never fails

Access points, side by side

Imported access points join the Access points dashboard: a tile each, grouped by UniFi site, with airtime per band, clients, channels, a day of clients and average signal 1. Filters pick out a busy radio, shared air, weak signal or firmware behind 2.

Every level is a default you can change, for everyone or one device, and alerts follow your notification policies.

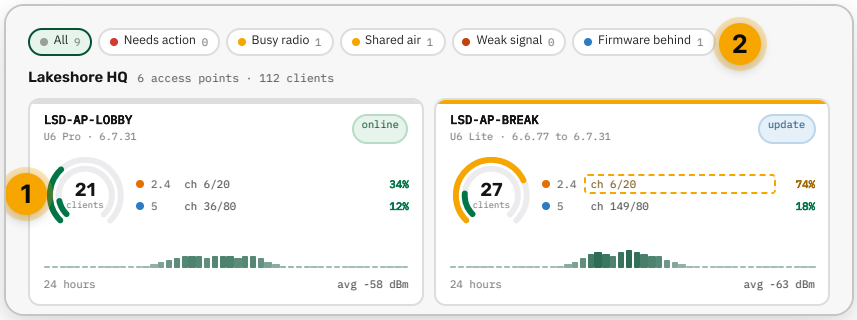


FIGURE 7 Access points dashboard tiles. All screens rebuilt with demo data.

06 GOOD TO KNOW

Requirements

- A UniFi console signed in to unifi.ui.com, online, with firmware 5.0.3 or newer.
- A Site Manager API key from an account that sees the console; for an MSP, its UniFi organization.
- Nothing on site: no ClearBridge, and nothing installed for ClearWatch.

Limits

- A self-hosted UniFi Network Server cannot be read through UniFi's cloud: add it on the client's network.
- Readings arrive about every ten minutes; a console with many sites can take more than one pass.
- While Ubiquiti's cloud is down, a cloud console is not read.

See every UniFi site, client by client.

Start a free trial, or ask us to connect your UniFi consoles with you.

clearwatch.com

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