



Navigating Assurance Client Health

Cisco DNA Center 1.2 Training

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Navigating Assurance Client Health

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Core Software Group

Watch It Happen in Cisco DNA Center

Video

Evaluating a System User's Printer Connection (8:00)

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Basics

Why Is It Important?

Cisco DNA Center **Assurance** provides comprehensive functionality that helps you to ensure higher and more consistent service levels to meet growing business demands.

By correlating information from the network, clients, applications, and contextual sources, Cisco DNA Center delivers network monitoring results and proactive insights into:

- Wired or wireless client endpoint device health, such as computers, mobile devices, or equipment.
- Potential or active client issues or failures that can affect business operations.

Cisco DNA Center **Assurance** presents detailed metrics, data, and history on clients, including:

- Wired and wireless client health.
- Client onboarding times.
- Received signal strength indicator (RSSI) measurements.
- Wired client connectivity health.

When you combine current network complexities with bring-your-own-device policies and other integrated equipment, managing clients effectively is critical to:

- Ensuring network service levels, network security, and end users' network experiences.
- Managing enterprise operations.
- Proactively planning for network growth.

Assurance also presents wireless client disconnection information for some Apple iOS devices.

This training introduces you to:

- The types and levels of information that the **Client Health** page provides.
- The organization and layout of page features.
- General navigation and functions that you can use to access the information that you need.



Important Notes: The functionality that you see and the tasks that you can perform depend on the system's licensing and configuration, and on your system user role.

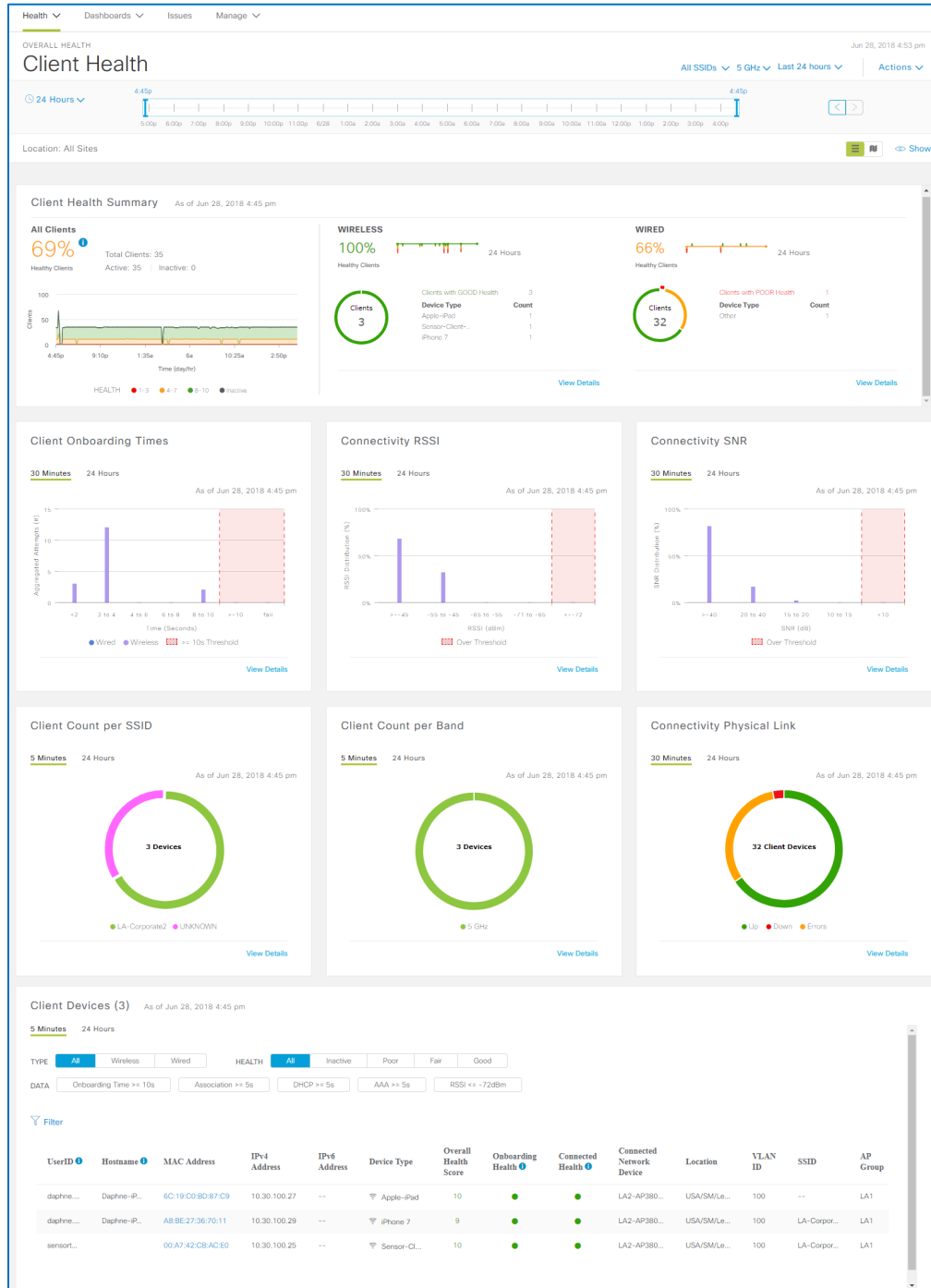
To recognize the overarching features and navigation that are available in **Assurance**, [review the Assurance Features and Navigation training](#).

Where Does It Happen?

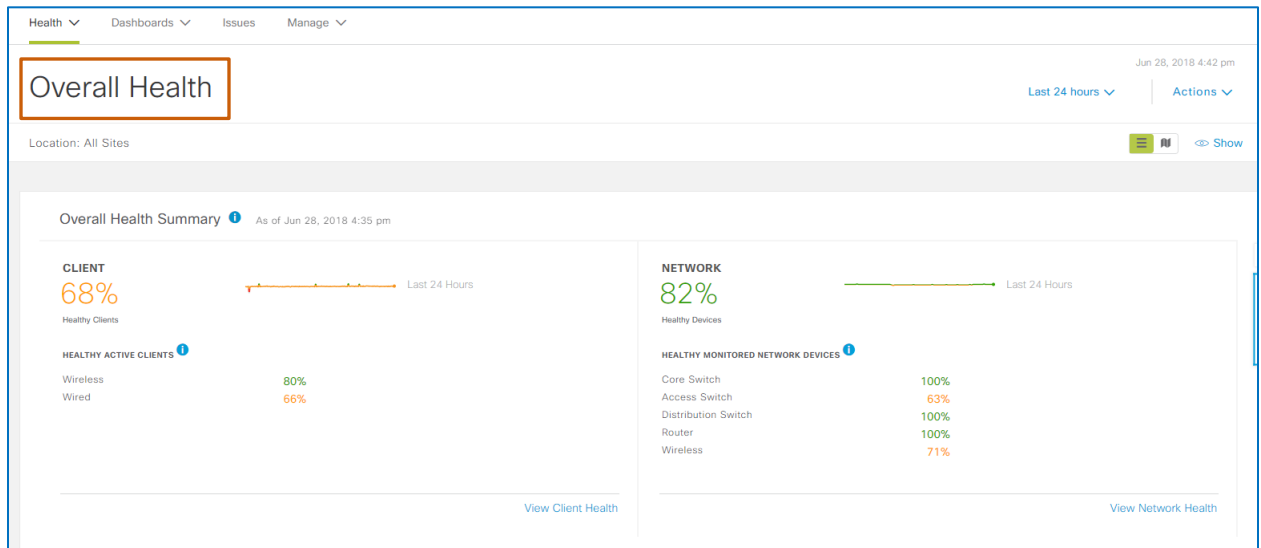
You can view client insights, health states, and performance metrics on the **Client Health** page for all of the client endpoints connected to the network [based on the settings that can affect what you see](#).



Note: Assurance also provides [the Client 360](#) page for detailed health and metrics data related to a specific client endpoint.

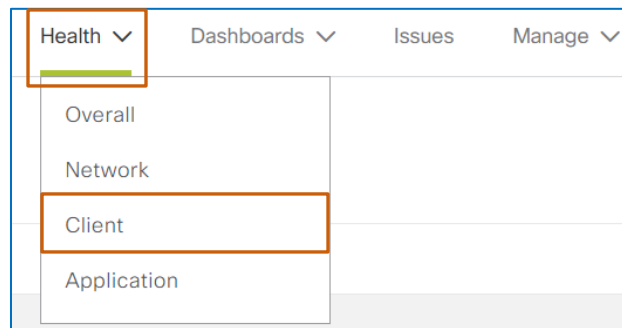


The **Assurance | Overall Health** page provides several methods by which you can open **Client Health**.



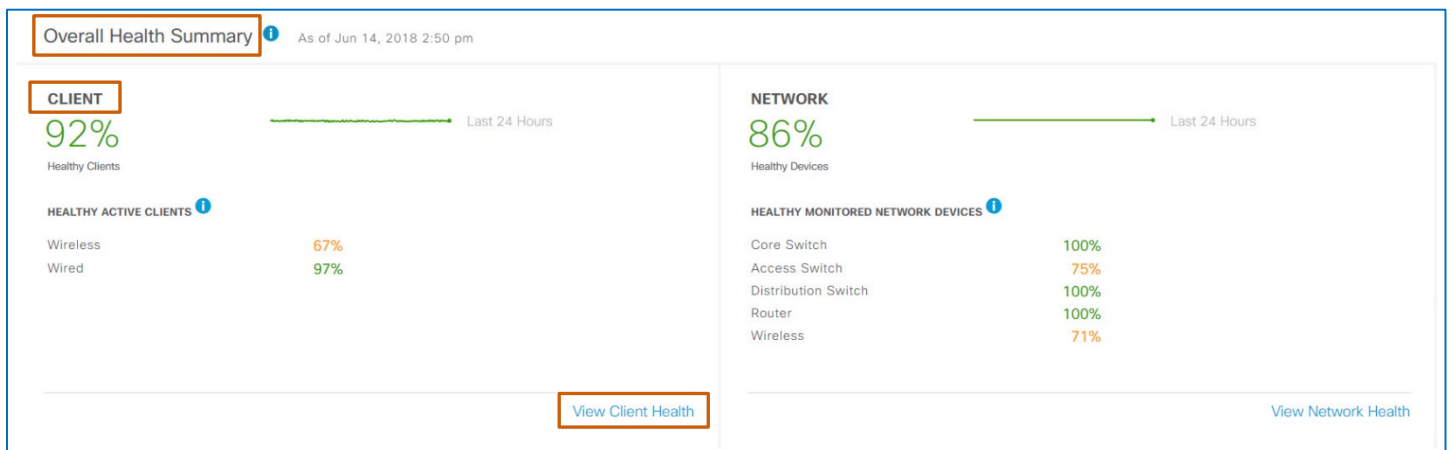
On the menu bar:

- On the **Health** menu, select **Client**.



On the Overall Health Summary dashlet:

- Below **Client**, click **View Client Health**.

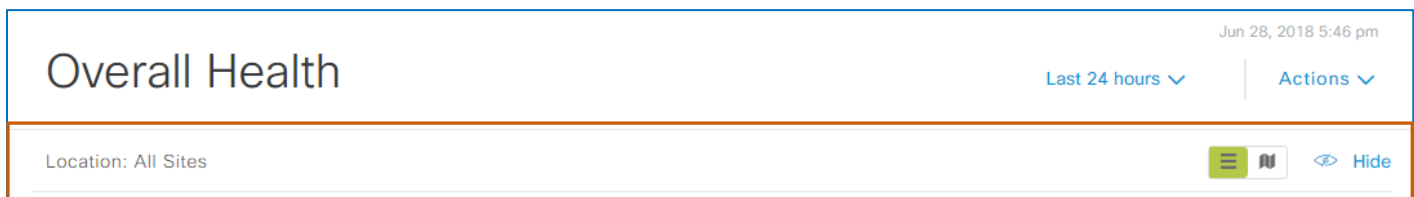


When you use the menu or dashlet methods of navigation, the system opens the **Client Health** page and, by default, presents the health states and metrics for the previous 24-hour period for clients:

- In all of the locations [in the network hierarchy](#).
- That are using all of the radio band frequencies.
- That are on all of [the service set identifiers \(SSIDs\)](#).

You also can open **Client Health** so that it presents the data for a specific location in the network hierarchy automatically.

These methods are available on the geographical map and in the list view in the collapsed dashlet on the **Overall Health** page.



To open Client Health by using the dashlet toolbar:

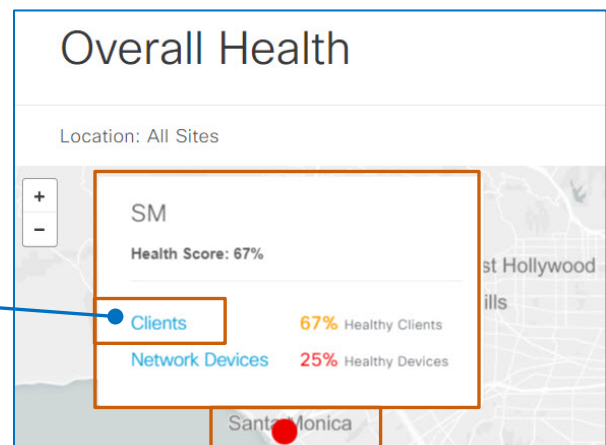
- On the collapsed dashlet, click the list view or geographical map button.



To open Client Health by using a geographical map location:

1. Zoom the map view to a single location level.
2. Point to the location health indicator.
A pop-up window opens.
3. In the pop-up window, click **Clients**.

To open **Client Health**, in the pop-up window, click **Clients**.



To open Client Health by using the list view:

- Under **Client Health**, locate the row of the location of interest, and then click the link icon.

Location: All Sites				
Filter Hierarchical Site View As of Jun 28, 2018 5:40 pm				
Site/Building/Floor	Client Health (% Healthy Clients)			
	All			
> USA	57%			
All Sites	62%			
∨ Canada	100%	--		
TO	100%	--		

In the row of the location of interest, click the link icon.

What Skills Do I Need?

To recognize, evaluate, and manage **Assurance Client Health**, you need the following experience.

Basic

- Practical network and LAN or WAN management experience
- Cisco Internetwork Operating System (IOS) concepts

Proficient

- Cisco DNA Center user interface and navigation
- OSI model
- Network hardware design and concepts
- Wired and wireless networking concepts

What Terms Should I Know?

Fabric Domain

A virtual network in a fabric topology, running over the physical infrastructure

Network Hierarchy

As an initial system configuration task, system users organize the network hierarchy, which arranges enterprise locations based on their geographical or organizational relationships. These relationships can include many sites, buildings at each site, and floors in each building in parent/child arrangements.

In the configuration and provisioning processes, system users assign devices to locations in the hierarchy.

Then **Assurance** organizes information based on the network hierarchy in various areas of **Client Health** to support the ability to identify locations or problem areas more easily.

WLANs or SSIDs

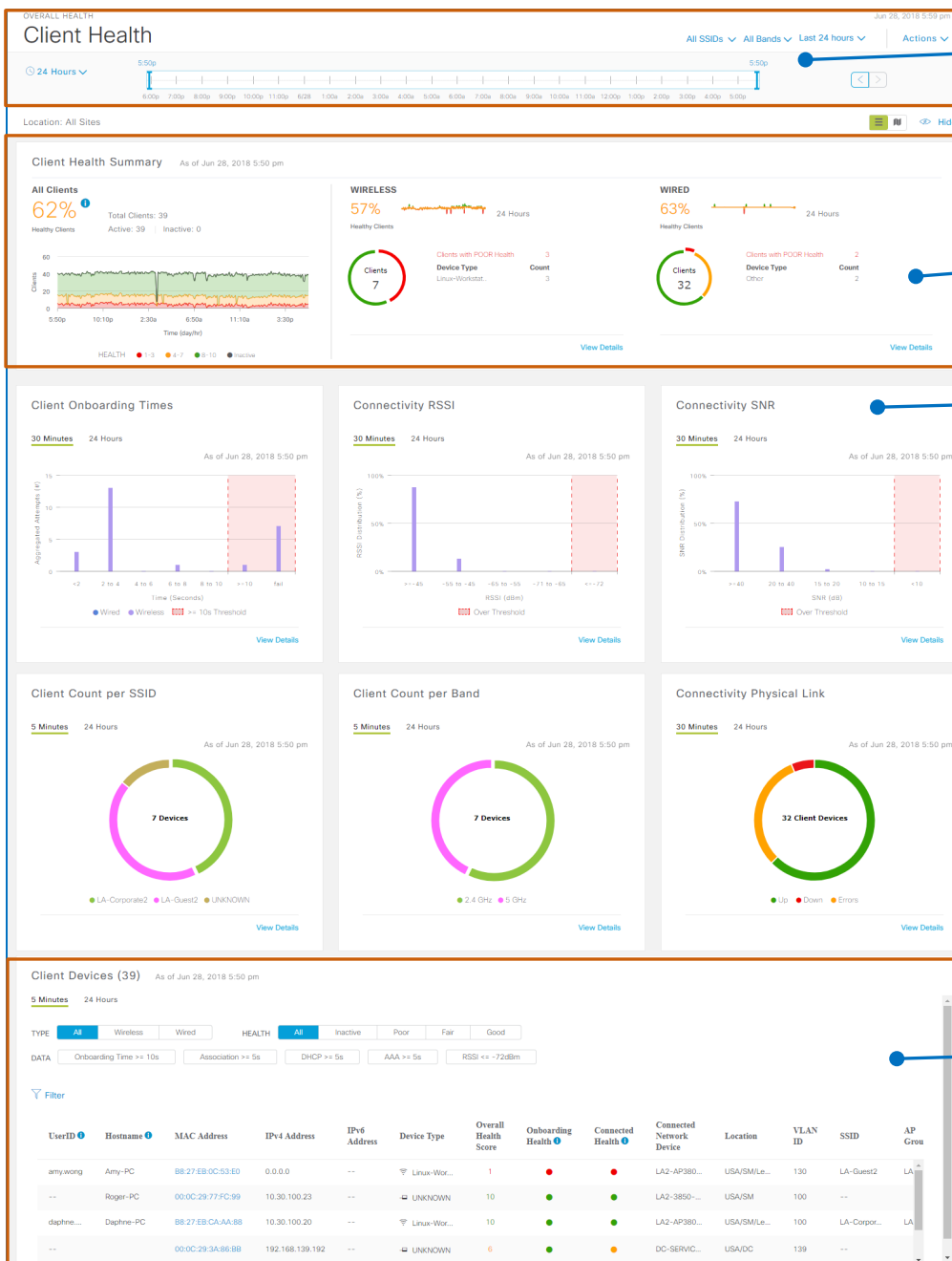
During network design, system users configure enterprise WLANs [based on the network hierarchy](#).

Cisco DNA Center refers to WLANs as service set identifiers (SSIDs).

Evaluating the Big Picture...

...on the Client Health Page.

What Will I See?



Filters and a timeline to control the information that **Client Health** displays

A collapsed dashlet containing [the geographical map and list view](#)

A [summary of client health states](#) for all clients and by client type

[Health states and metrics for various measurements](#) with links to details and possible issues

A list of clients active [during the time period](#) with links to [Client 360 pages](#)

And What Will I See...

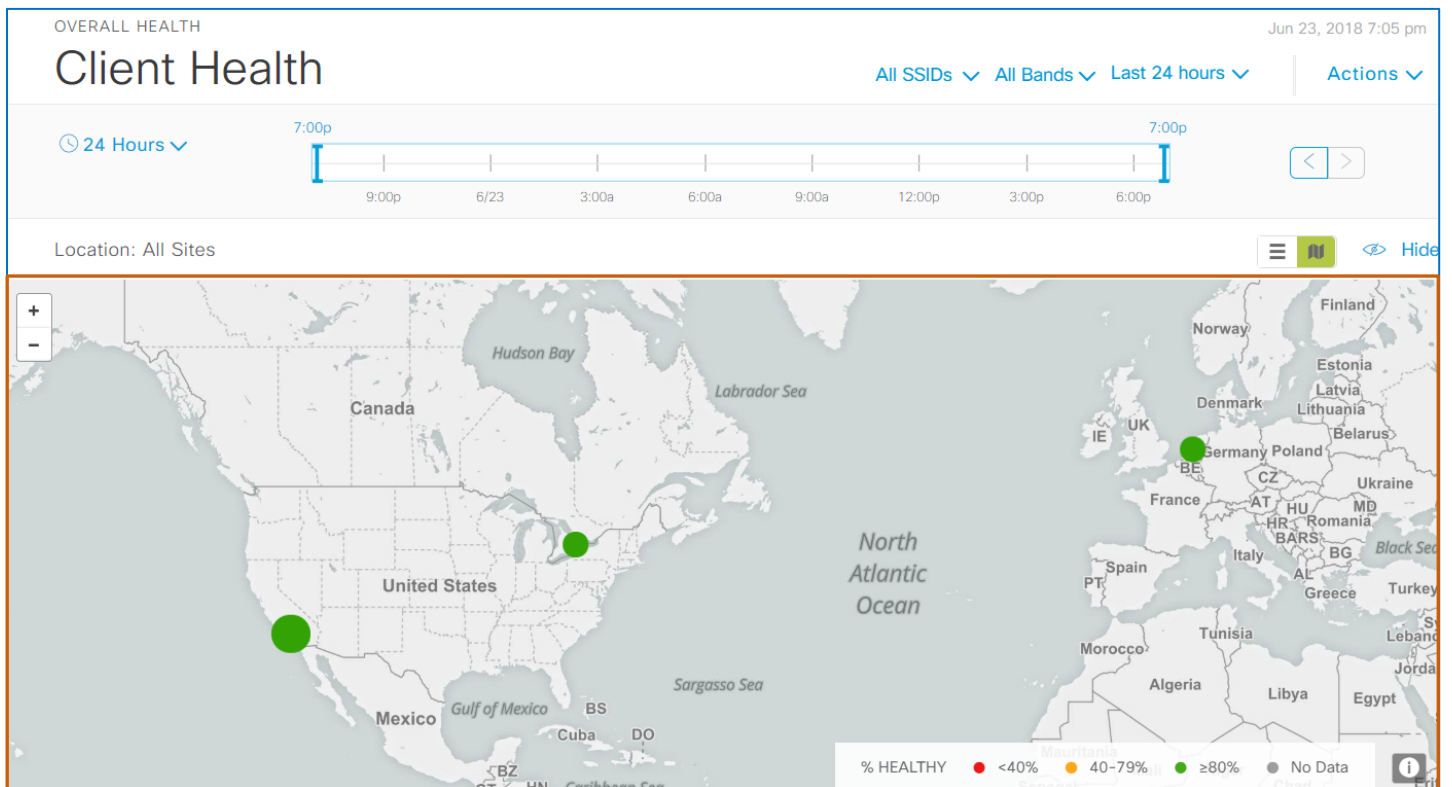
On the Geographical Map?

The geographical map displays a visual representation of the client health states of the enterprise network, indicating each enterprise location [based on the network hierarchy](#), the zoom level of the map [and the other settings that can affect what you see](#).

The location indicators apply color-coding that indicates the most critical client health state occurring at each location.



Important Note: The location level health indicators are non-interactive.



The geographical map is available on the collapsed dashlet below the timeline.

To open the geographical map:

- On the collapsed dashlet, click the geographical map button.



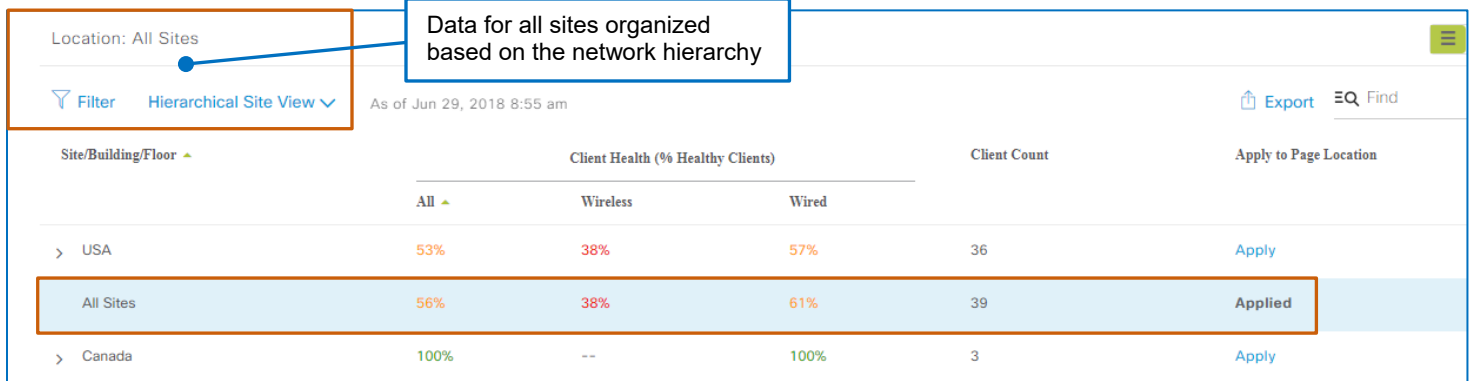
Geographical map button

In the List View?

The list view applies a table layout to present client health states for the enterprise network, and selects the **Hierarchical Site View** by default, which organizes the list by the enterprise locations [in the network hierarchy](#).

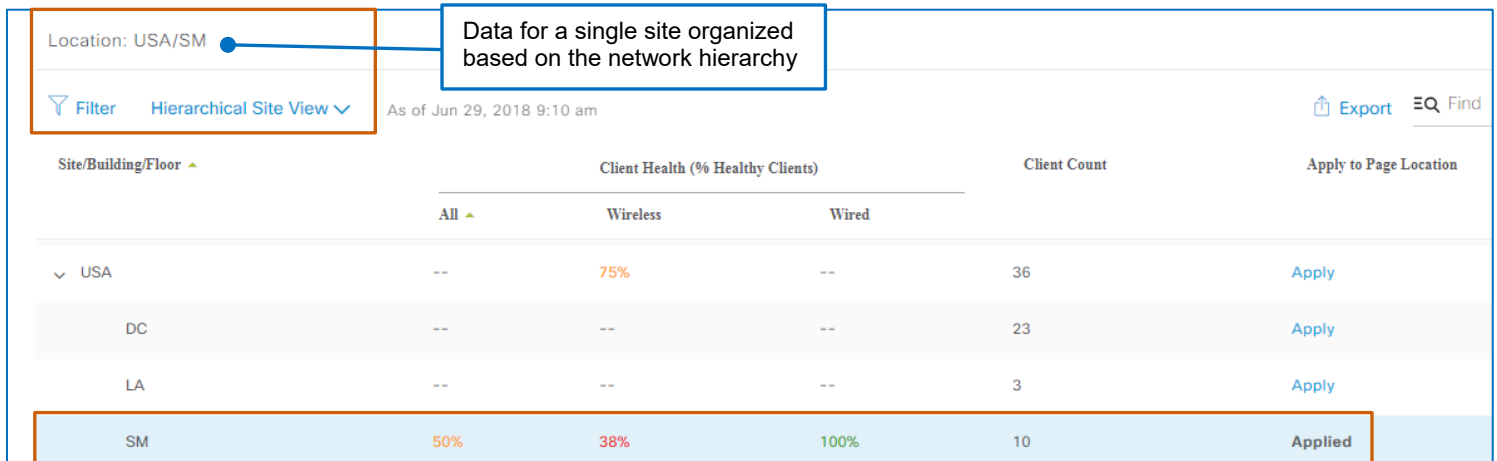
For each location, it organizes the health score indicators by client type and includes data [based on the other settings that can affect what you see](#).

When you navigate to the **Client Health** page [by using the menu or dashlet method](#), it indicates the health states combined for all sites.



Location: All Sites		Data for all sites organized based on the network hierarchy				
Filter	Hierarchical Site View	As of Jun 29, 2018 8:55 am			Export	Find
Site/Building/Floor	Client Health (% Healthy Clients)			Client Count	Apply to Page Location	
	All	Wireless	Wired			
> USA	53%	38%	57%	36	Apply	
All Sites	56%	38%	61%	39	Applied	
> Canada	100%	--	100%	3	Apply	

When you navigate to the **Client Health** page [by using the geographical map or list method](#), the list selects and applies that location's data.

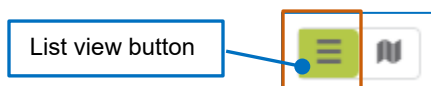


Location: USA/SM		Data for a single site organized based on the network hierarchy				
Filter	Hierarchical Site View	As of Jun 29, 2018 9:10 am			Export	Find
Site/Building/Floor	Client Health (% Healthy Clients)			Client Count	Apply to Page Location	
	All	Wireless	Wired			
USA	--	75%	--	36	Apply	
DC	--	--	--	23	Apply	
LA	--	--	--	3	Apply	
SM	50%	38%	100%	10	Applied	

The list view is available on the collapsed dashlet below the timeline.

To open the list view:

- On the collapsed dashlet, click the list view button.



The list view indicates the total numbers of clients that are in a healthy state at each location in the **All** column. Parent locations' percentages indicate the average of the health states for all of their child locations.

It also breaks out the percentage of wired and wireless clients in healthy states at each location.

Site/Building	Client Health (% Healthy Clients)			Client Count
	All	Wireless	Wired	
USA	54%	43%	57%	35
DC	57%	--	57%	23
LA	67%	--	67%	3
SM	44%	43%	50%	9
All Sites	60%	50%	63%	40

You also can select the **Building View** layout, which organizes the list by building. When location groups have child sites or multiple buildings, each building is a separate line item in the list.

It also includes an entry for all of the buildings in the network hierarchy.

Filter		Building level view		
Building View		As of Jun 24, 2018 9:05 am		
Hierarchical Site View		Client Health (% Healthy Clients)		
Building View		All	Wireless	Wired
USA	DC	57%	--	57%
--	All Buildings	64%	67%	63%
USA	LA	67%	--	67%
USA	SM	67%	60%	100%
Canada	TO	100%	--	100%

To review location level data for a parent location:

- Under **Apply to Page Location**, in the row of the parent location, click **Apply**.

Location: All Sites					
<div> Filter Hierarchical Site View As of Jun 14, 2018 4:50 pm Export Find </div>					
Site/Building/Floor	Client Health (% Healthy Clients)			Client Count	Apply to Page Location
	All	Wireless	Wired		
> USA	85%	43%	96%	34	Apply
All Sites	87%	50%	97%	39	Applied
> Canada	100%	--	100%	4	Apply
> Netherlands	100%	100%	--	1	Apply

To review location level data for a child location:

- Expand the parent location, and then, in the applicable row, click **Apply**.

The **Apply** link toggles to **Applied** and disables the link.

Location: USA/SM					
<div> Filter Hierarchical Site View As of Jun 29, 2018 9:10 am Export Find </div>					
Site/Building/Floor	Client Health (% Healthy Clients)			Client Count	Apply to Page Location
	All	Wireless	Wired		
USA	--	75%	--	36	Apply
SM	50%	38%	100%	10	Applied

The page updates all of the dashlets and the **Client Devices** list to display the associated data only.



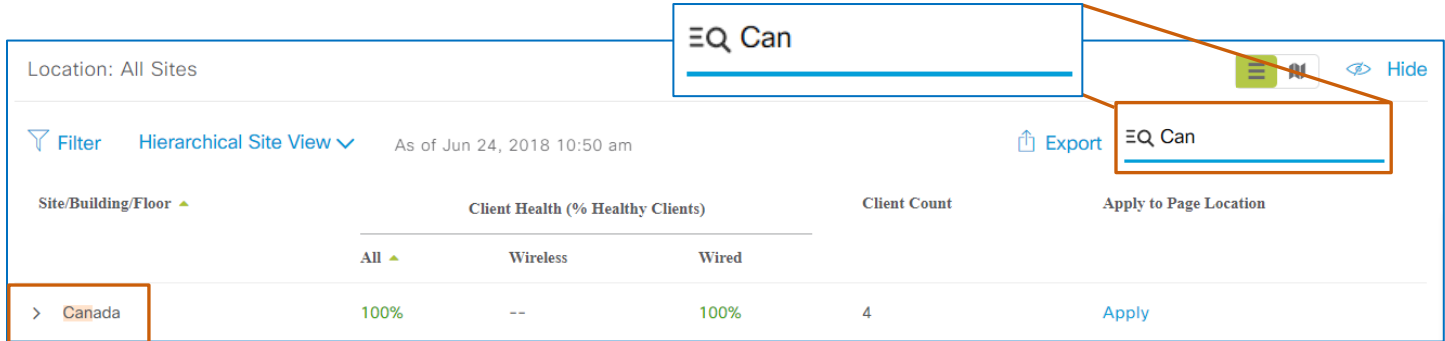
Important Note: When you change the location in the list view, the system applies the change to all of the dashlets.
The **Client Health** page retains the change when you navigate away from it.

When you have a long list of locations, or are looking for specific data, you can use the search function to filter the list.

Location: All Sites					
<div> Filter Hierarchical Site View As of Jun 24, 2018 10:50 am Export Find </div>					

To filter the list:

- In the **Find** field, begin typing a character string that the data includes.
As you type, the list updates to display all of the items that match the criteria.



Site/Building/Floor	Client Health (% Healthy Clients)	Client Count	Apply to Page Location	
	All	Wireless	Wired	
> Canada	100%	--	100%	4 Apply

Where Do I Find Client Health Organized...

...By SSIDs ([WLANs](#))?

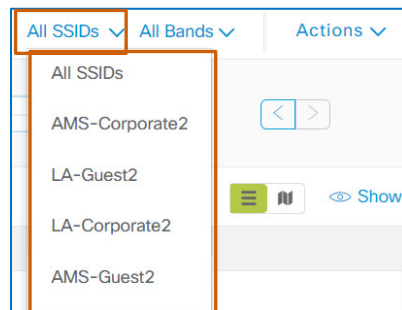
You can display client health states, metrics, and the device list for all of the enterprise SSIDs or a specific SSID.

The **Client Health** page displays information for all of the configured SSIDs by default.



To review the health, metrics, and devices associated with a specific SSID:

- In the SSID drop-down list, select the SSID name.



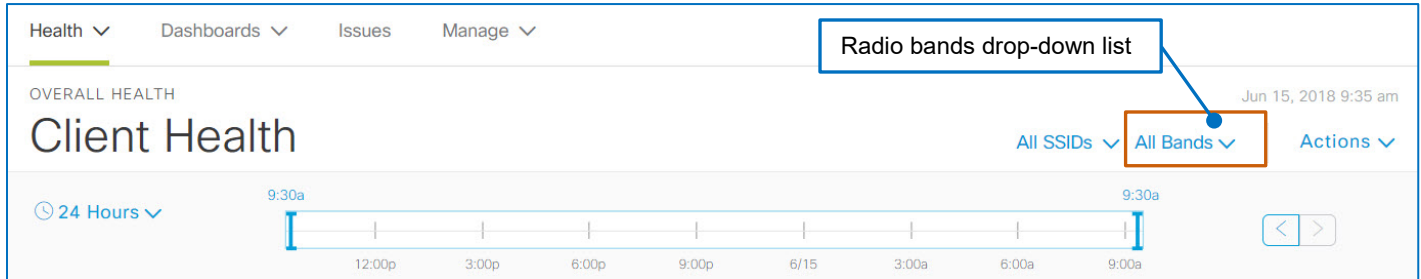
The page updates to display the specific metrics for the SSID that you selected.



Important Note: The SSID drop-down list is the only indicator on the page that you have applied this filter to the data on the page.
[Refer to all of the settings](#) to identify the data that you are seeing.

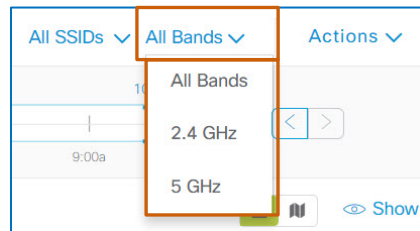
...By Radio Frequencies?

The **Client Health** page displays information for client endpoints on the 2.4 GHz and 5 GHz radio band frequencies combined, by default.



To review metrics and endpoints associated with a specific radio band frequency:

- In the radio bands drop-down list, select the frequency.

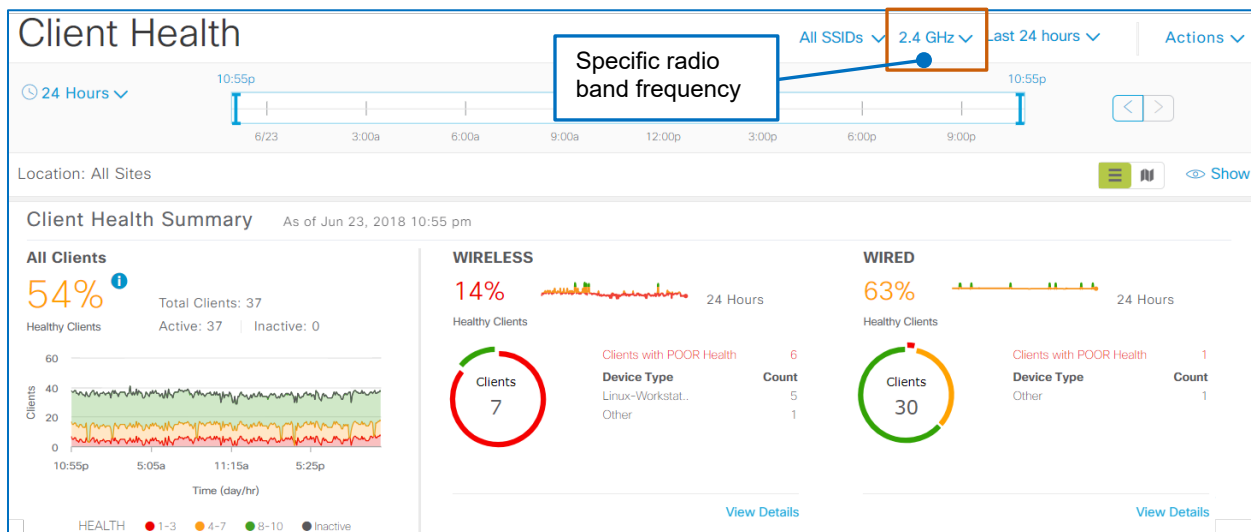


The page updates to display the specific metrics for the radio band frequency that you selected.



Important Note: The radio bands drop-down list is the only indicator on the page that you have applied this filter to the data on the page.

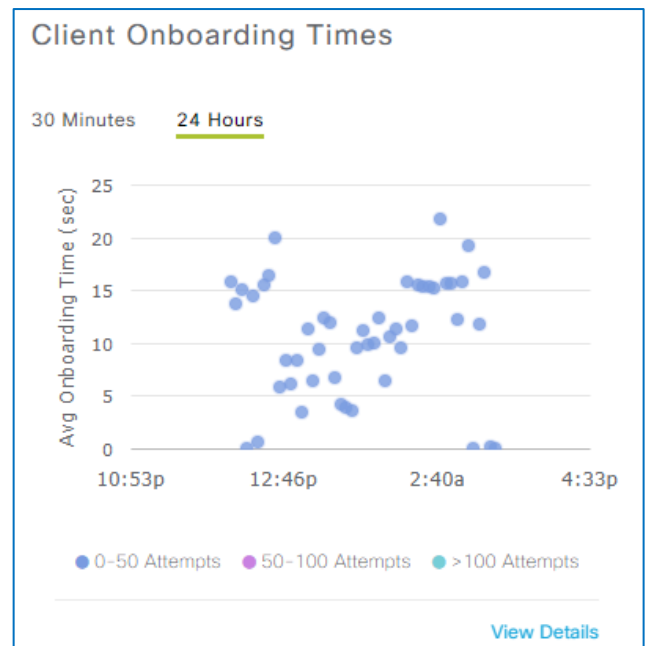
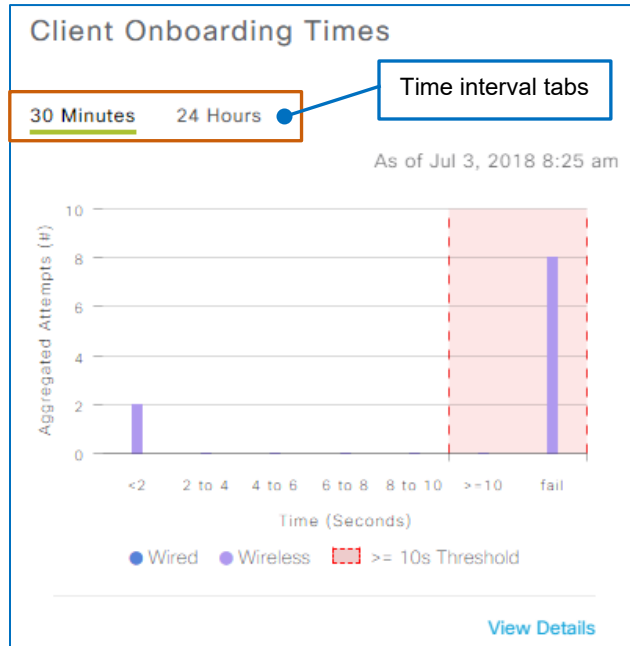
[Refer to the all of the settings](#) to identify the data that you are seeing.



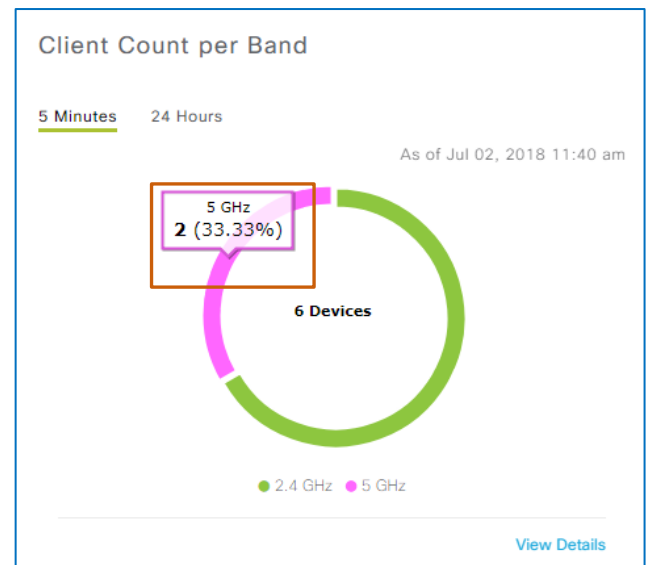
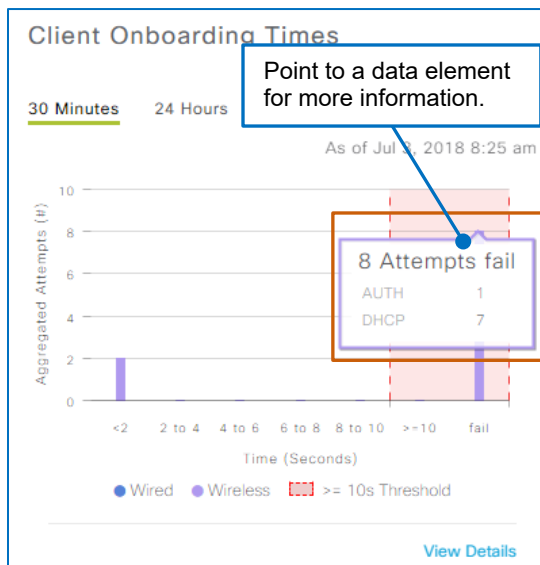
What Are the Common Page Features?

Dashlet Chart Elements on the Client Health Page

Chart elements include time interval tabs. Based on the time interval, the dashlet displays different chart types, such as bar or scatter charts.

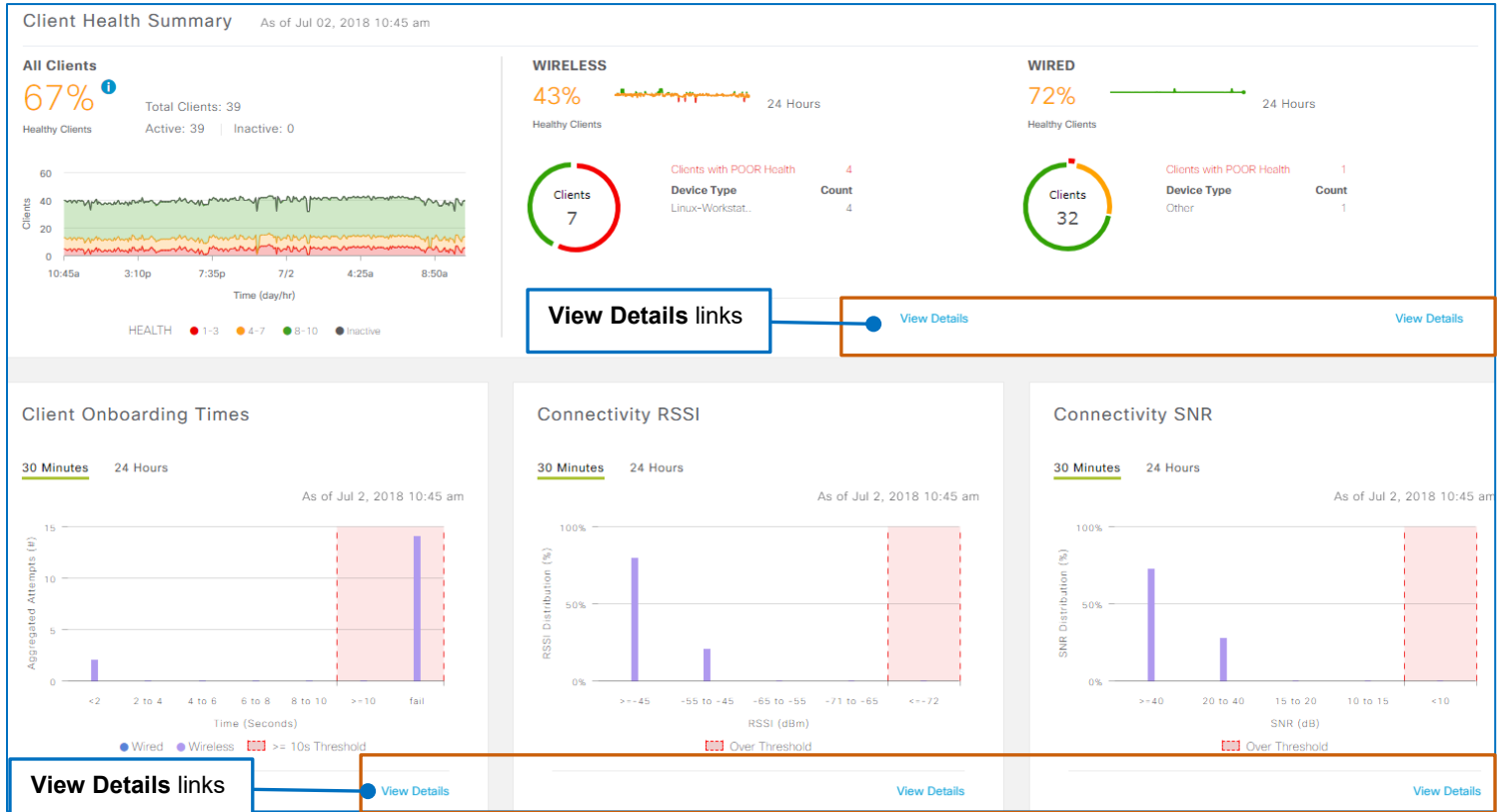


For more information about a specific data element on the chart, you can point to it. This action opens a pop-up window with such details as affected numbers or percentages of clients, or of the metrics that the element represents.

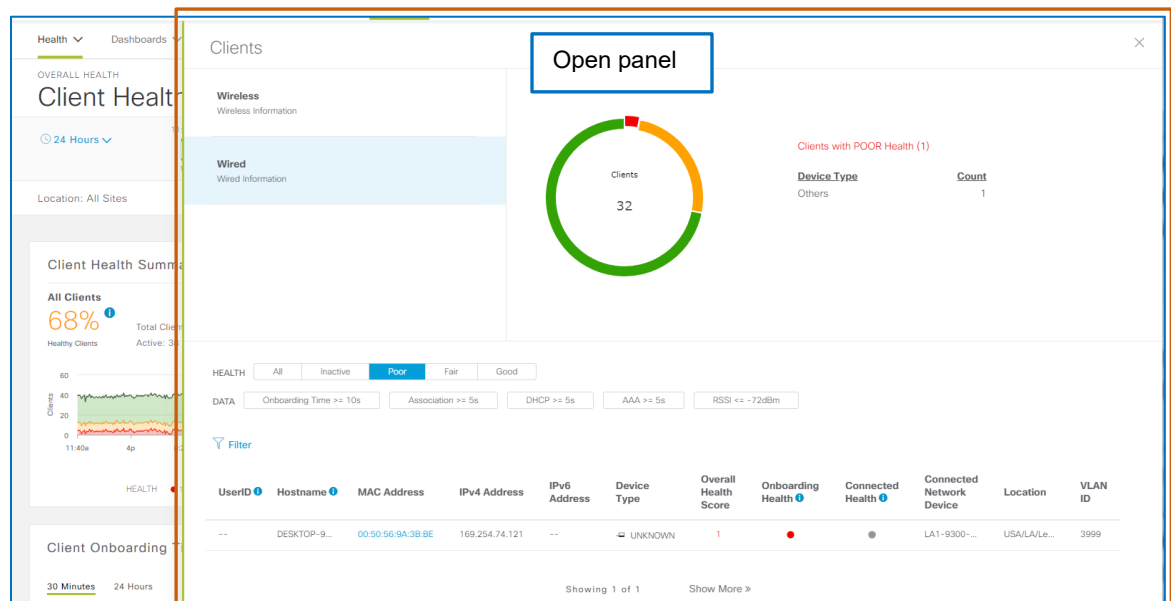


Detailed Information Panels

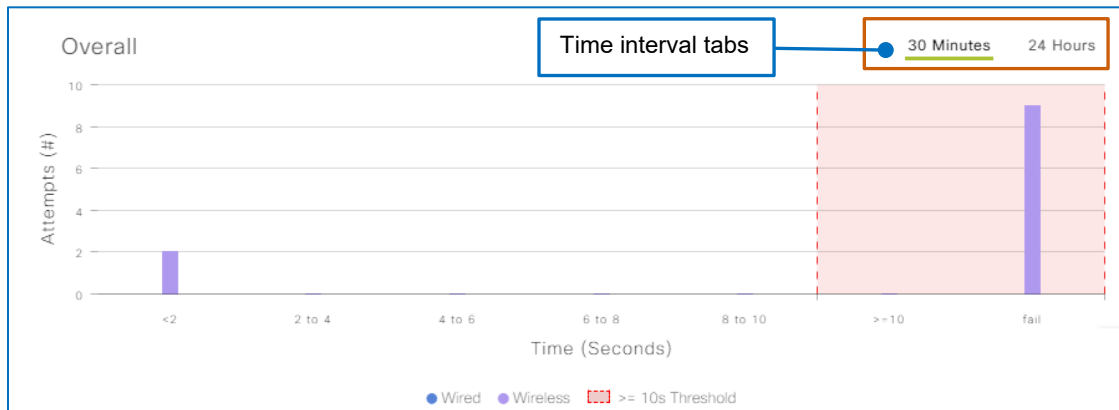
Most **Client Health** dashlets provide access to detailed information on panels by using their **View Details** links.



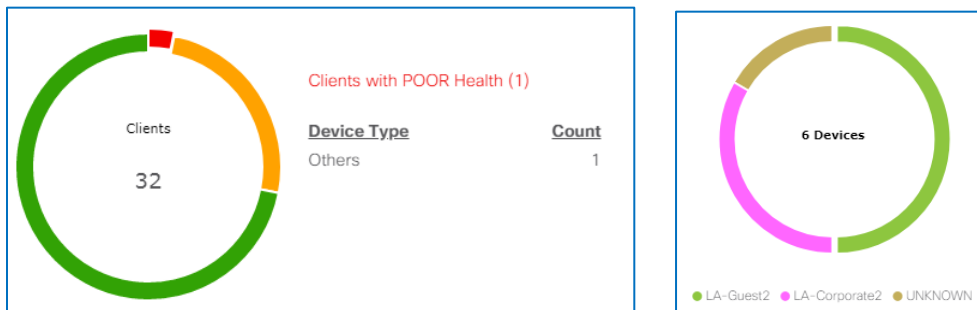
The information opens in a panel on the right of the application and overlays the page.



Panels include charts displaying related information. Some charts provide tabs that display the chart data information based on time intervals.

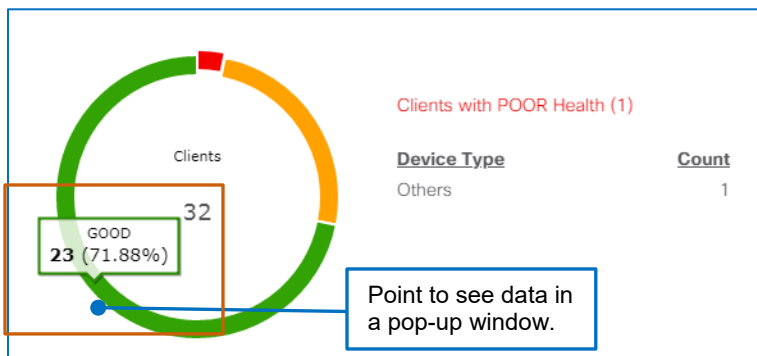


Some charts display color-coding to help distinguish what the segments represent, for example, health states or locations.



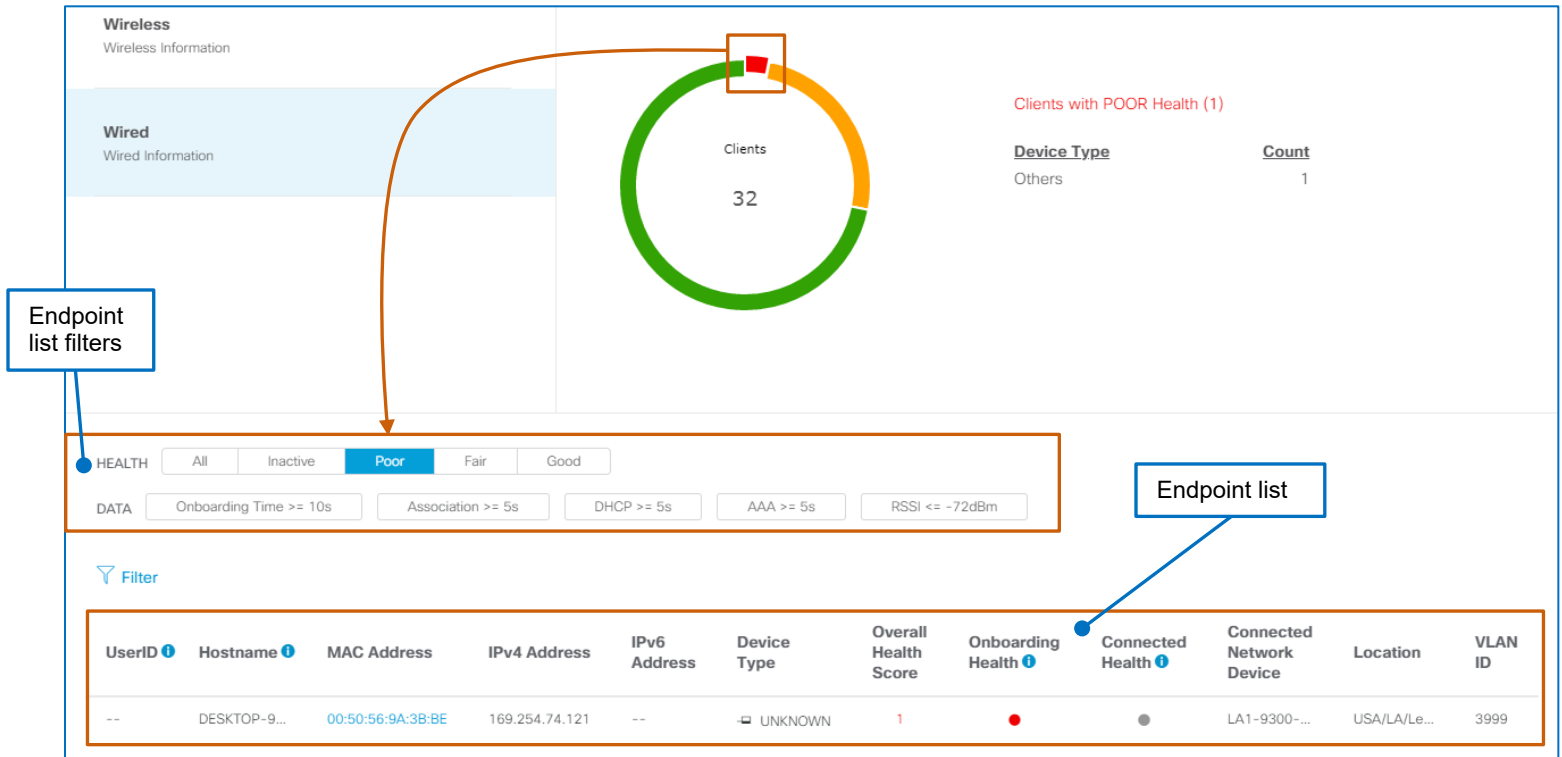
Some charts are interactive based on point or click actions.

For example, you can point to chart segments for information on numbers or percentages of endpoints associated with the segment. In the screenshot below, 23 client endpoints are in an acceptable health state out of a total number of 32 endpoints.

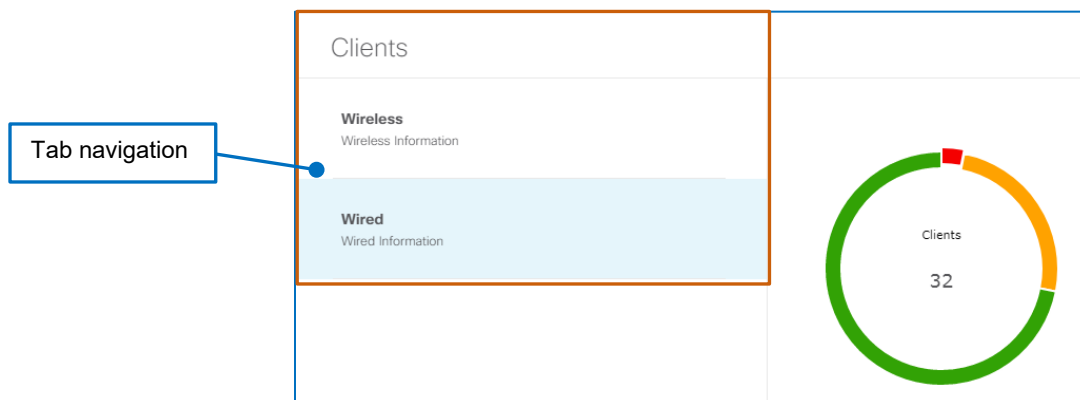


When you click a segment, the information beside the chart updates to display the data associated with the chart [and the endpoint list](#) updates to display the applicable endpoints.

In the screenshot below, when you click the red chart segment representing a poor health state, the endpoint list **Health** filter changes to indicate the health state and lists the applicable endpoints.



Panels also can contain tabs below the panel name so that you can see details based on specific device types, metrics, or other information on charts [and in endpoint lists](#).



Endpoint Lists

The **Client Health** page and all of [the detailed information panels](#) include a client endpoint list.

It lists the endpoints based on its **Health** and **Data** filter settings and [any other active settings that are affecting what you see](#) on the page and in the list.

Endpoint list filters

HEALTH

All
Inactive
Poor
Fair
Good

DATA

Onboarding Time >= 10s
Association >= 5s
DHCP >= 5s
AAA >= 5s
RSSI <= -72dBm

Filter

UserID i	Hostname i	MAC Address	IPv4 Address	IPv6 Address	Device Type	Overall Health Score	Location	Onboarding Health i
daphne....	Daphne-IP...	6C:19:C0:BD:87:C9	10.30.100.27	--	Apple-iPad	10	USA/SM/Le...	●
shaggy....	Shaggy-PC	B8:27:EB:72:11:FF	10.0.100.16	--	Linux-Wor...	10	USA/SM/Le...	●
daphne....	Daphne-IP...	A8:BE:27:36:70:11	10.30.100.29	--	iPhone 7	9	USA/SM/Le...	●
velma.d...	Galaxy-Ta...	C0:D3:C0:4D:B3:17	10.11.100.50	--	Samsung-D...	9	Netherlan...	●

To see the devices in a specific health state, in the device list:

- Beside **Health**, click the health state.

HEALTH

All
Inactive
Poor
Fair
Good

DATA

Onboarding Time >= 10s
Association >= 5s
DHCP >= 5s
AAA >= 5s
RSSI <= -72dBm

You can use **Data** filters to evaluate devices that are falling outside of metric thresholds, which can indicate potential issues.

DATA
Onboarding Time >= 10s
Association >= 5s
DHCP >= 5s
AAA >= 5s
RSSI <= -72dBm

To see the devices that are outside of a metric's thresholds:

- Beside **Data**, click the metric type, and then click **Apply**.

The metric indicator turns blue to indicate it is active, and the system filters the list to display those devices that meet the criteria.

DATA
Onboarding Time >= 10s
Association >= 5s
DHCP >= 5s
AAA >= 5s
RSSI <= -72dBm

Click Apply to filter data and refresh table.
Cancel
Apply



Tip: You also can apply filters in combinations to find the information that you need.

To apply additional metrics:

- Click each metric type, and then click **Apply**.

Combining onboarding time and association metrics allows you to determine which clients are above the threshold for being both onboarded and associated to the network.

To clear a metric filter:

- Beside **Data**, click the active filter, and then click **Apply**.

To support detailed monitoring or troubleshooting, you can click a client endpoint's MAC address link to navigate to [its associated Client 360 view page](#). The page provides a holistic view of the client endpoint, issues it is experiencing, the performance of applications that it is using, and other details.



Note: For detailed information on the layout and contents of the **Client Devices** endpoint list on the **Client Health** page, [refer to The Client Devices List topic](#).

HEALTH
All
Inactive
Poor
Fair
Good

DATA
Onboarding Time >= 10s
Association >= 5s
DHCP >= 5s
AAA >= 5s
RSSI <= -72dBm

Filter

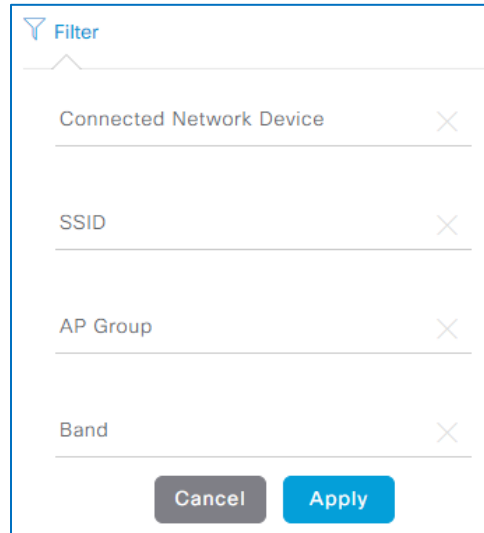
UserID	Hostname	MAC Address	IPv4 Address	IPv6 Address	Device Type	Overall Health Score	Location	Onboarding Health
daphne....	Daphne-iP...	6C:19:C0:BD:87:C9	10.30.100.27	--	Apple-iPad	10	USA/SM/Le...	●
shaggy....	Shaggy-PC	B8:27:EB:72:11:FF	10.0.100.16	--	Linux-Wor...	10	USA/SM/Le...	●
daphne....	Daphne-iP...	A8:BE:27:36:70:11	10.30.100.29	--	iPhone 7	9	USA/SM/Le...	●
velma.d...	Galaxy-Ta...	C0:D3:C0:4D:B3:17	10.11.100.50	--	Samsung-D...	9	Netherlan...	●

Click to open [the Client 360](#) for the endpoint.

You can define a series of attributes for a more specific list.

To apply attribute filters:

- Click **Filter**, in each drop-down list, type or select each attribute parameter, and then click **Apply**.



The screenshot shows a 'Filter' dialog box with a title bar containing a funnel icon and the word 'Filter'. Below the title bar, there are four input fields, each with a placeholder text and a clear 'X' button: 'Connected Network Device', 'SSID', 'AP Group', and 'Band'. At the bottom of the dialog, there are two buttons: 'Cancel' and 'Apply'.

When you apply attribute filters, they appear below the **Filter** link.



The screenshot shows a 'Filter' link with a funnel icon. Below the link, there are three filter tags, each with a clear 'X' button: 'Location is LA', 'OS Version is 8.5.120.0', and 'Device Type is AIR'.

To clear a filter:

- Under **Filter**, click the **X** next to the filter that you want to remove. The list updates automatically.



The screenshot shows a 'Filter' link with a funnel icon. Below the link, there are three filter tags, each with a clear 'X' button: 'Location is LA', 'OS Version is 8.5.120.0', and 'Device Type is AIR'. The 'Location is LA' tag is highlighted with a red border, indicating it is the filter being cleared.

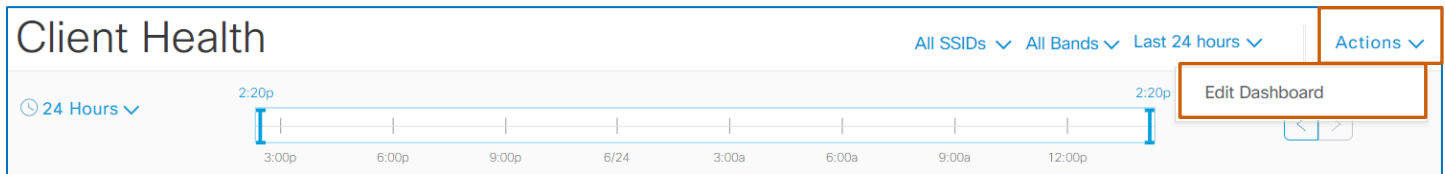
How Can I Add or Position Dashlets?

Some dashlets in **Client Health** are not visible in the default layout. You can add these dashlets to the page. You also can position dashlets on the page for optimal visibility.

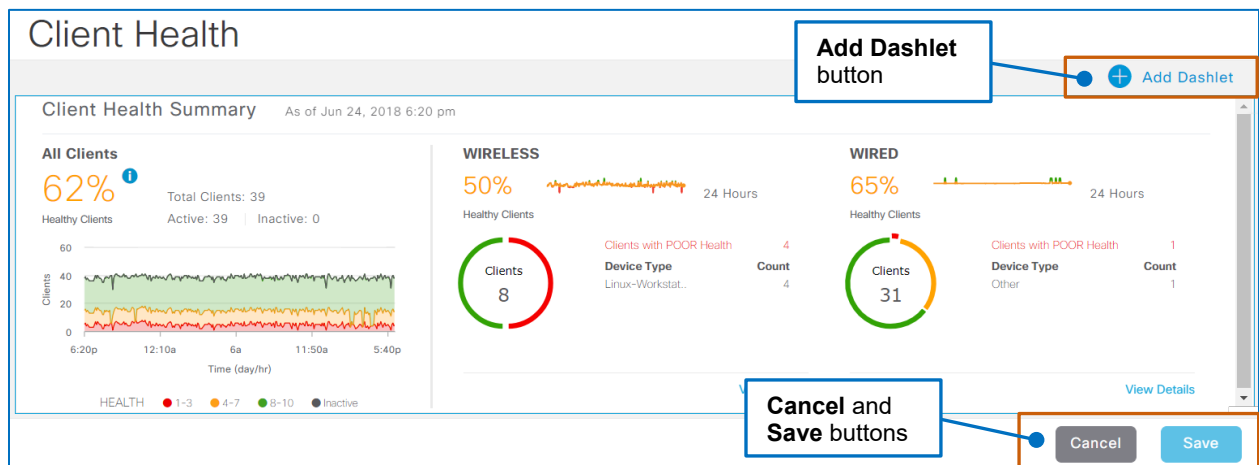
When you add or position dashlets, the system retains the changes when you navigate away from the page or log out of the system. Changes that you make do not affect other users' layouts.

To add or position dashlets:

- On the **Client Health** page, in the **Actions** drop-down list, select **Edit Dashboard**.

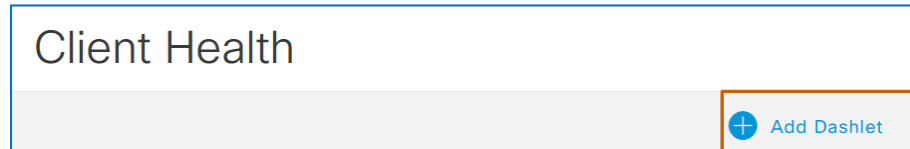


The system makes the page available for editing and opens the **Add Dashlet**, **Cancel**, and **Save** buttons.



To view the available dashlets:

- Click **Add Dashlet**.

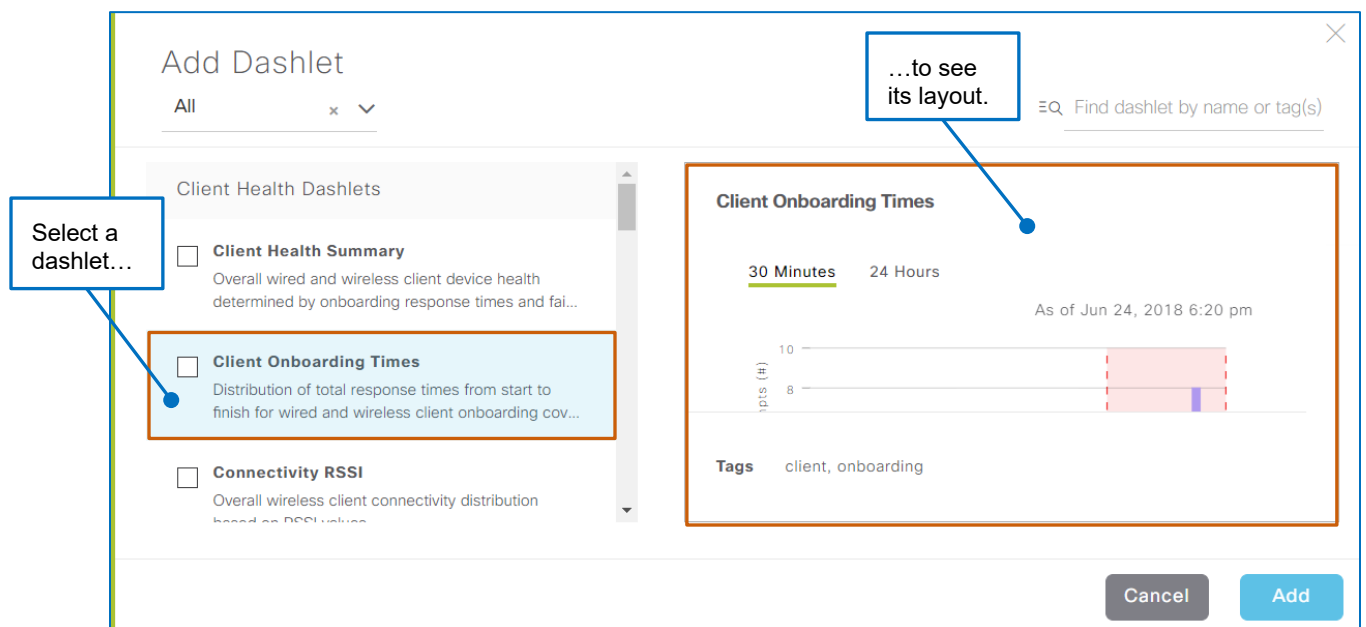


The **Add Dashlet** panel opens and lists all of the dashlets, including those that are visible on the page.



Tip: To see a dashlet layout to the right of the list:

- In the list, select the dashlet row.



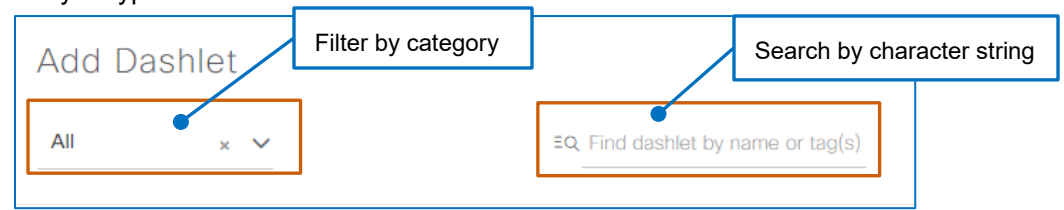
Search Tips:

To filter the list of dashlets by a category:

- Below **Add Dashlet**, in the drop-down list, select the category.

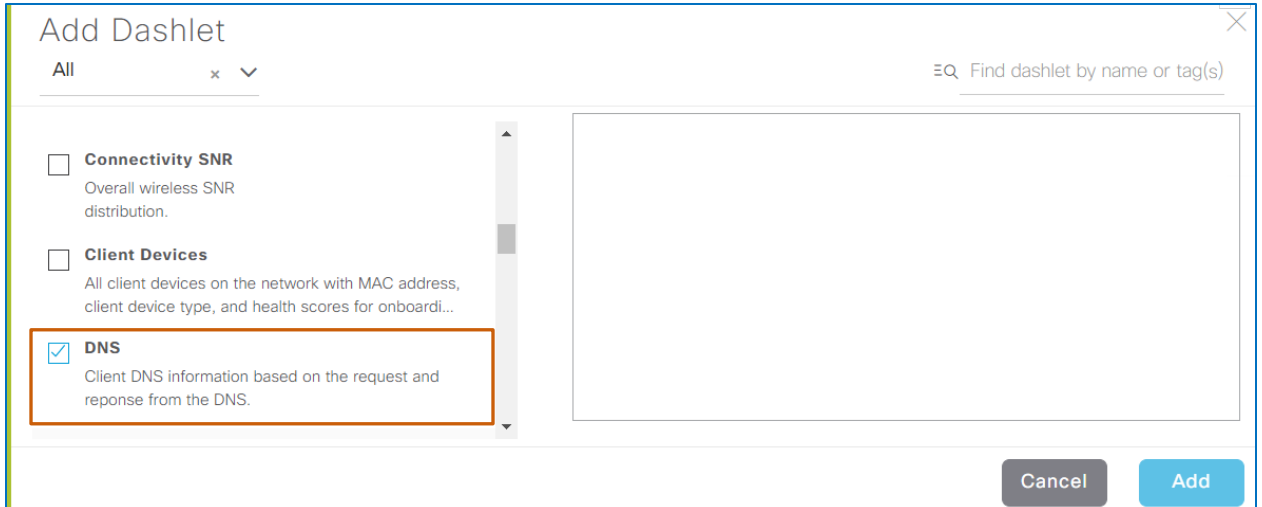
To find a dashlet by using a character string:

- In the search field, begin typing a character string. The list updates automatically to display all of the dashlets containing the string that you typed.



To add a dashlet or dashlets to the page:

1. Beside the name of each dashlet that you want to add, select the check box, and then click **Add**.

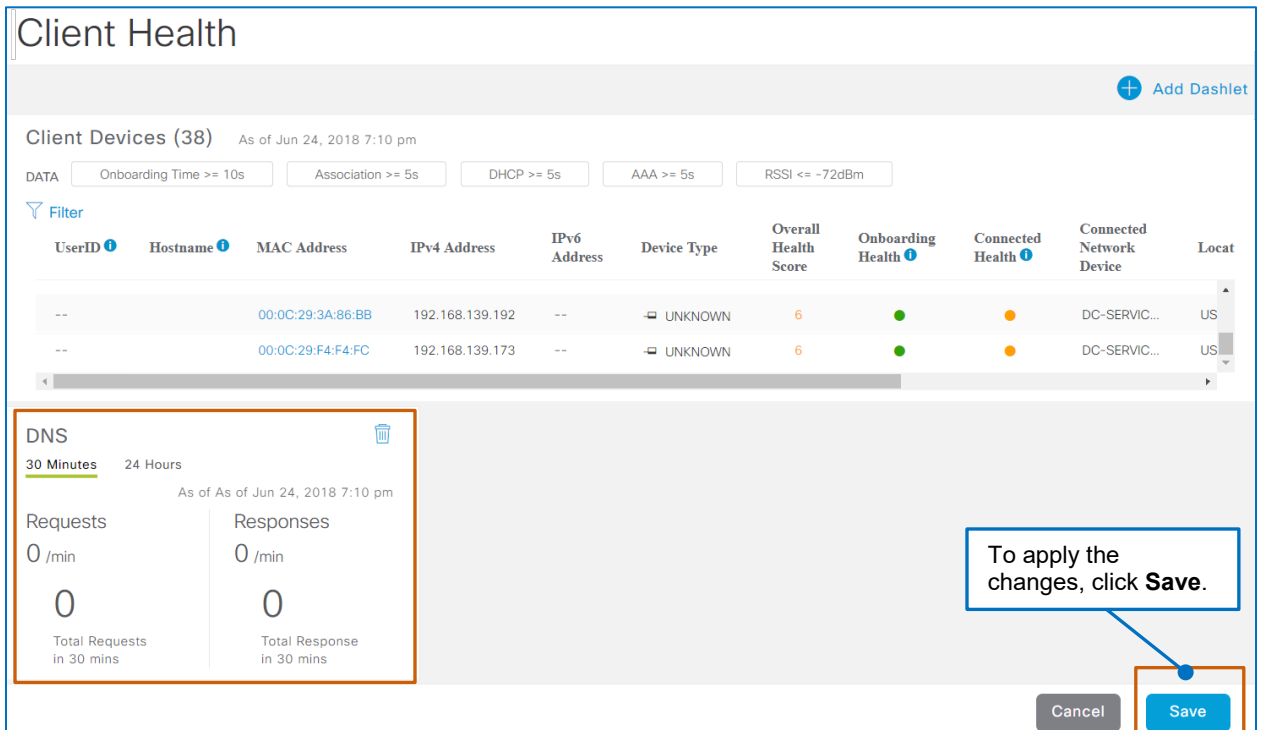


The 'Add Dashlet' dialog box shows a list of available dashlets on the left and a search bar on the top right. The 'DNS' dashlet is selected with a checkmark and highlighted by an orange box. The 'Add' button is highlighted in blue.

Dashlet Name	Description	Selected
Connectivity SNR	Overall wireless SNR distribution.	<input type="checkbox"/>
Client Devices	All client devices on the network with MAC address, client device type, and health scores for onboardi...	<input type="checkbox"/>
DNS	Client DNS information based on the request and reponse from the DNS.	<input checked="" type="checkbox"/>

The system adds each dashlet to the page.

2. To apply the changes to the page, click **Save**.

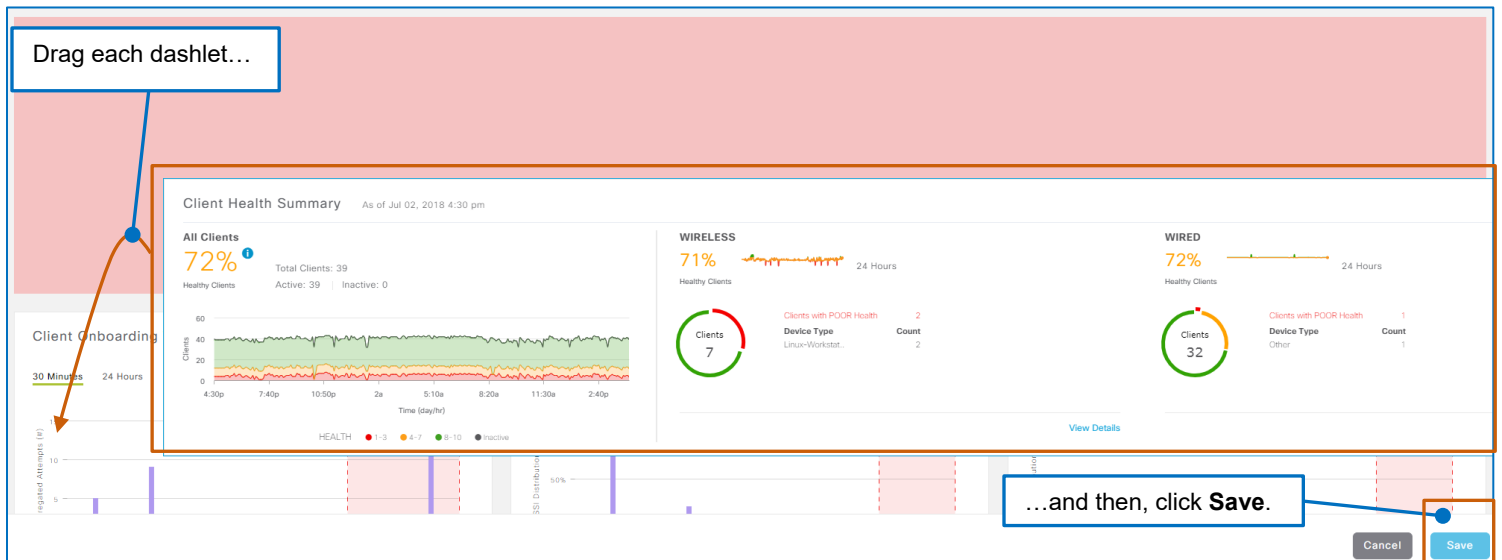


The 'Client Health' dashboard shows a table of client devices and a 'DNS' dashlet. The 'DNS' dashlet is highlighted by an orange box and shows 0 requests and 0 responses in the last 30 minutes. A callout box points to the 'Save' button, stating 'To apply the changes, click Save.'.

UserID	Hostname	MAC Address	IPv4 Address	IPv6 Address	Device Type	Overall Health Score	Onboarding Health	Connected Health	Connected Network Device	Location
--		00:0C:29:3A:86:BB	192.168.139.192	--	UNKNOWN	6	●	●	DC-SERVIC...	US
--		00:0C:29:F4:F4:FC	192.168.139.173	--	UNKNOWN	6	●	●	DC-SERVIC...	US

To position dashlets on the page:

- Drag each dashlet to the position that you want, and then click **Save**.



The screenshot shows a dashboard titled 'Client Health Summary' as of Jul 02, 2018 4:30 pm. It contains several dashlets: 'All Clients' (72% healthy, 39 total), 'WIRELESS' (71% healthy, 7 clients), and 'WIRED' (72% healthy, 32 clients). There are also line charts for 'Client Onboarding' and 'Registered Attempts (k)'. A 'Save' button is visible in the bottom right corner, highlighted by a blue box and an arrow pointing to it from a text box that says '...and then, click Save.'



Note: In addition to adding a dashlet to a page, you can configure a custom page, referred to as a dashboard, and then add and position dashlets on the page.

For information on configuring and managing custom pages, [refer to the Configuring a Custom Dashboard Page in the Assurance Features and Navigation training](#).

What Affects the Information That I Am Seeing?

Time Periods and Time Stamps

Client Health displays provides a page level time stamp above the drop-down lists to indicate the last time that the page data was refreshed, which occurs when you first open the page or when you refresh the page manually.

This way, you can determine the age of the information and whether you need to update it manually.



Note: For detailed information on time stamps and data aging, [refer to the Time Stamp and Data Aging Concepts topic in the Assurance Features and Navigation training](#).

When you open the **Client Health** page, the system displays the time period of the previous 24 hours up to the current system time of the device that you are using by default.

The ending time of the time period applied to the page appears at the top of each dashlet and each dashlet includes metrics up to that ending time.

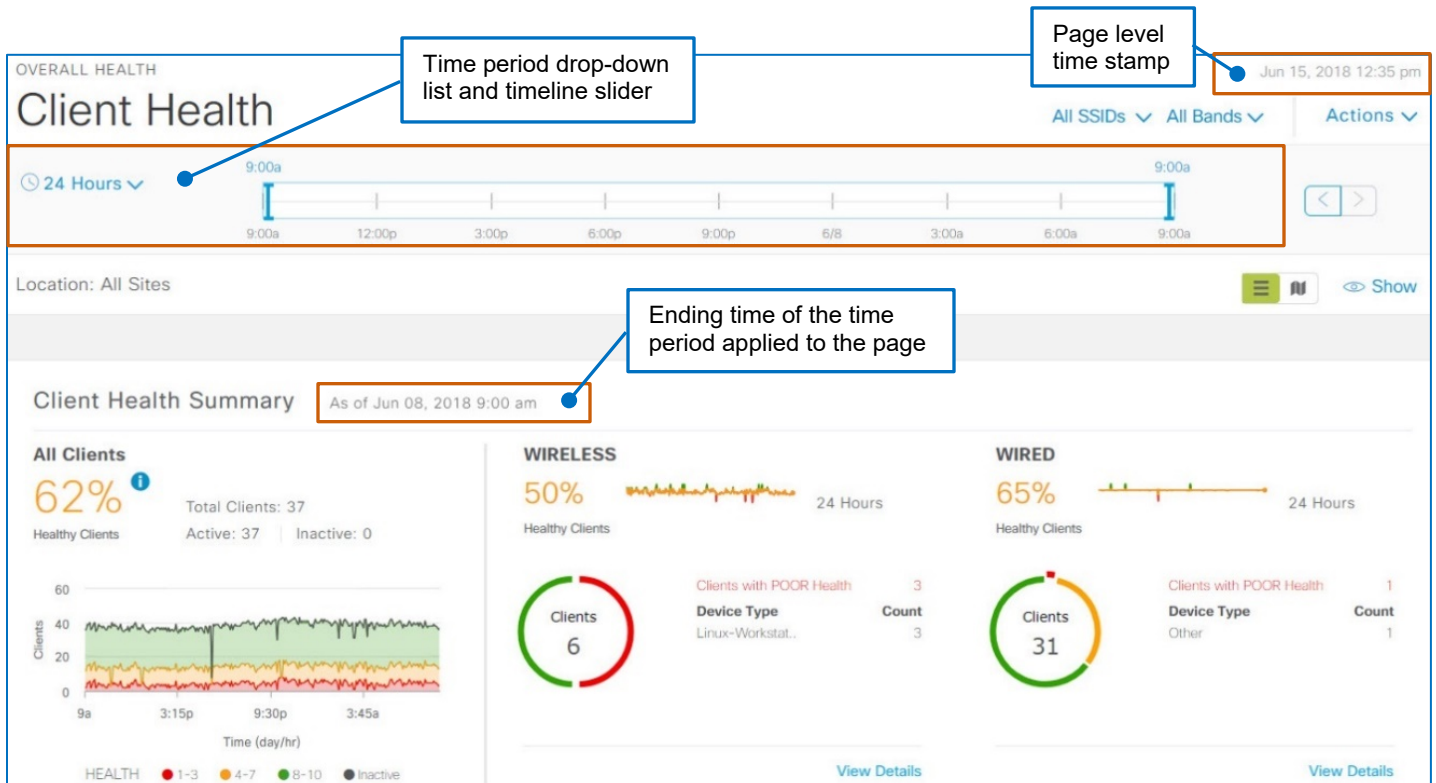


Important Note: The time period drop-down list and the timeline slider work together to affect the time period for which you are seeing data.

For example, you can select an earlier date or date range in the drop-down list, and then refine the time period further by using the slider.

Refer to the time stamps on the page, in dashlets, and in lists to ensure that you are seeing the data that you expect.

For additional information on time period settings, [review the Changing the Time Period topic](#).



Changing the Time Period

The time interval drop-down list provides time period selections of 3 hours, 24 hours, or 7 days based on your local client time, which constrains the start and end dates and times that you can select.

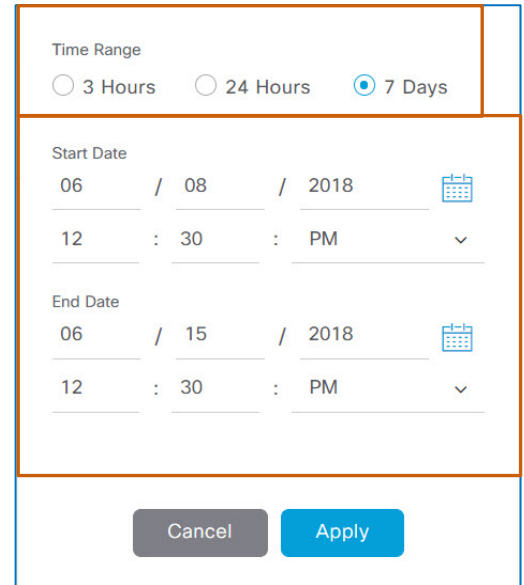
For example, if the date is 15 June and you select 7 days, the **Start Date** fields change to indicate the date of 8 June and local client time; the **End Date** fields indicate the current date and local client time.



Important Note: If you open the time interval drop-down list and select a start date that is different from today's date and then make other time period changes, those changes remain when you open the drop-down list subsequently and change the time interval or date selections.

For example, today's date is 15 June and you change the start date to 12 June and apply it. The page updates to display the related data.

Then, when you return to the calendar and change the date or time interval, the page refers to the 12 June date as its basis, not the current date.



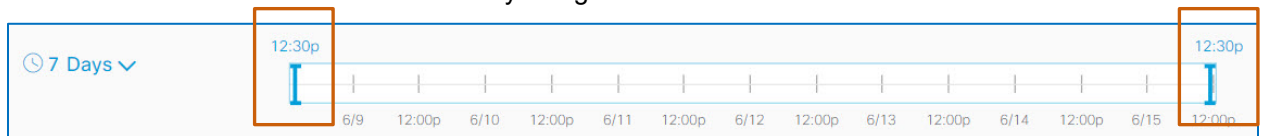
To reset the automated calendar updates when you change a time interval:

- Refresh the page.

To select a specific time period by using the time interval drop-down list:

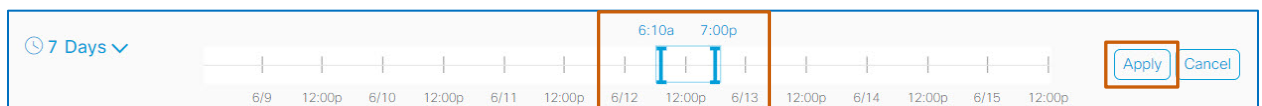
1. To indicate the time interval by which you want to constrain the data, under **Time Range**, click the applicable option button.
2. To indicate a custom time period based on the time constraint, in the **Start Date** and **End Date** fields, select the date and time periods.
3. Click **Apply**.

You also can customize the time interval by using the timeline sliders.

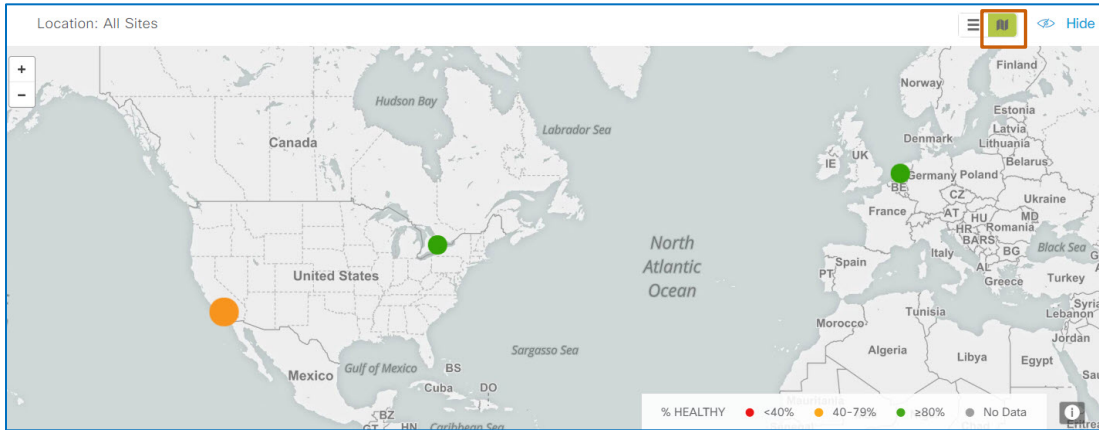


To customize the view by selecting a specific time period on the timeline:

- Drag each timeline slider to the interval that you want to view, and then, click **Apply**.



When you change the time interval, the geographical map displays the health states for the time period...



...as does the list view.

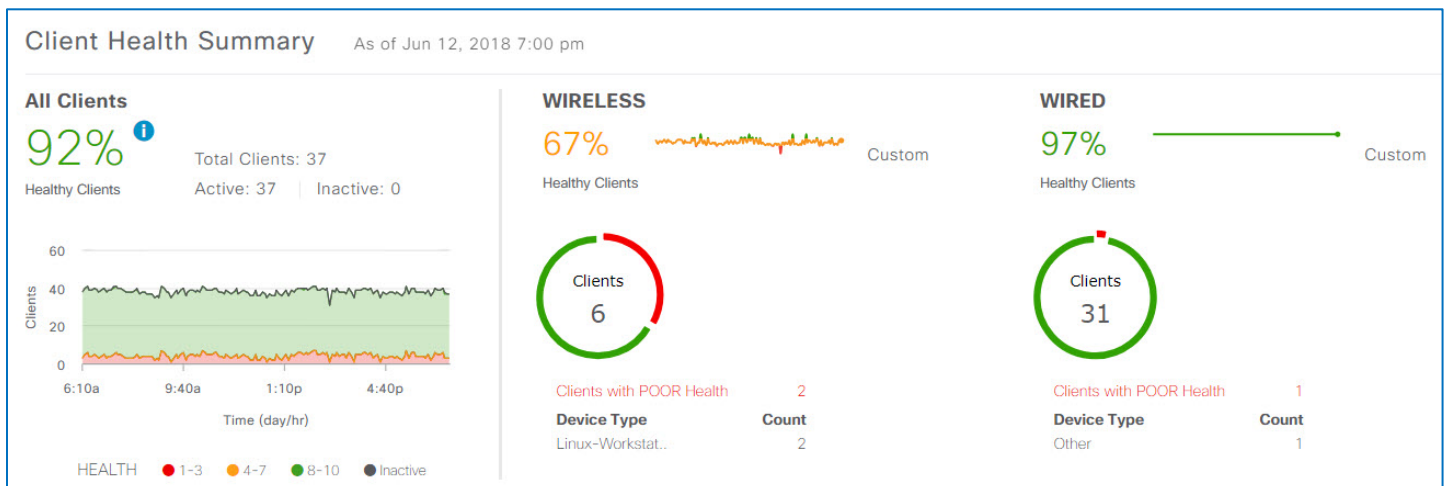
Location: All Sites

Filter Hierarchical Site View As of Jun 12, 2018 7:00 pm Export Find

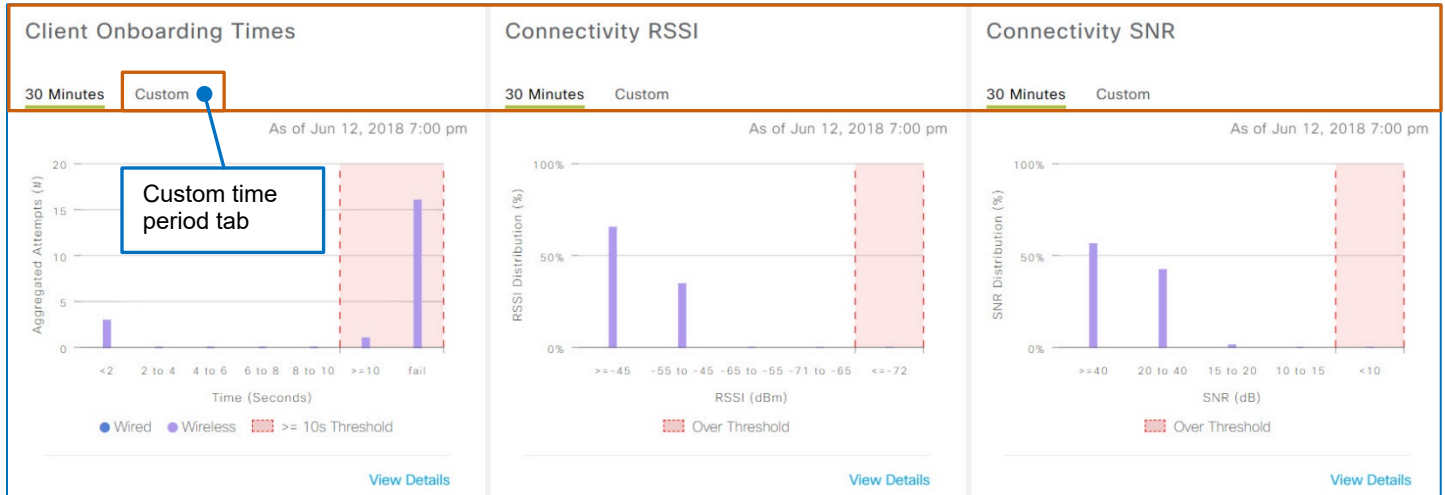
Site/Building/Floor	Client Health (% Healthy Clients)			Client Count	Apply to Page Location
	All	Wireless	Wired		
> USA	91%	60%	96%	32	Apply
All Sites	92%	67%	97%	37	Applied
> Canada	100%	--	100%	4	Apply
> Netherlands	100%	100%	--	1	Apply

The dashlets and device list also display data based on the time period that you apply.

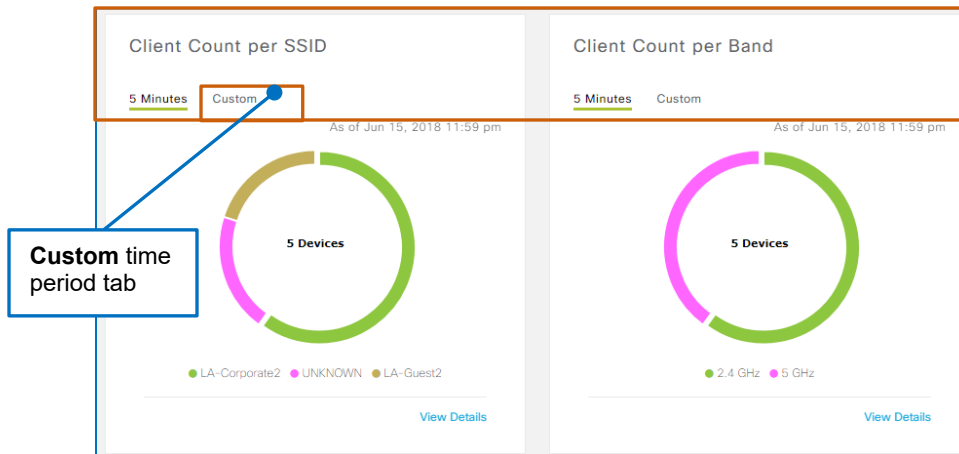
The **Client Health Summary** dashlet displays metrics for the time period...



...most of the metrics dashlets include the **30 Minutes** tabs and update the date range tabs to **Custom** tabs, which display the metrics for the time period that you applied...



...and the client count dashlets and the **Client Devices** list display the **5 Minutes** tabs and update the date range tabs to **Custom** tabs, which display the metrics for the time period that you applied...



Client Devices (2) As of Jul 8, 2018 10:40 pm

5 Minutes Custom

TYPE All Wireless Wired HEALTH All Inactive Poor Fair Good

DATA Association >= 5s DHCP >= 5s AAA >= 5s RSSI <= -72dBm

Filter

UserID	Hostname	MAC Address	IPv4 Address	IPv6 Address	Device Type	Overall Health Score	Onboarding Health
daphne...	Daphne-iP...	6C:19:C0:BD:87:C9	10.30.100.27	--	Apple-iPad	10	●
velma.d...	Galaxy-Ta...	C0:D3:C0:4D:B3:17	10.11.100.50	--	Samsung-D...	9	●

Persistent Filters on Page Navigation

When you apply specific settings to **Client Health**, those settings persist when you navigate away from the page. Persistent settings include changes to:

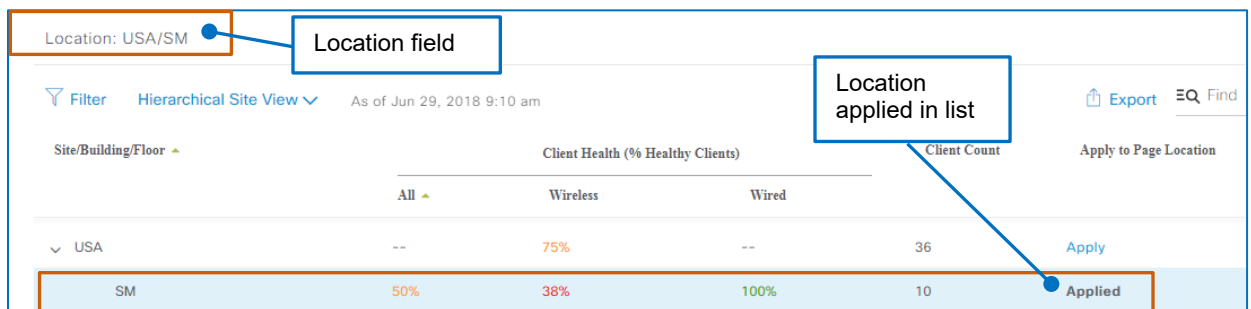
- The network location.
- The SSID.
- The radio frequency.
- [The time period applied on the timeline.](#)



The screenshot shows the 'Client Health' page with several filters highlighted by orange boxes: 'All SSIDs' and 'All Bands' in the top right; '24 Hours' in the timeline area; and 'Location: All Sites' in the bottom left. The timeline shows a date of 8/29 and a time range from 3:00p to 12:00p.

When you return to the **Client Health** page, any changes that you made previously still apply.

To determine the location for the data that you are seeing, you can refer to the **Location** field, which is always visible, or the list view.



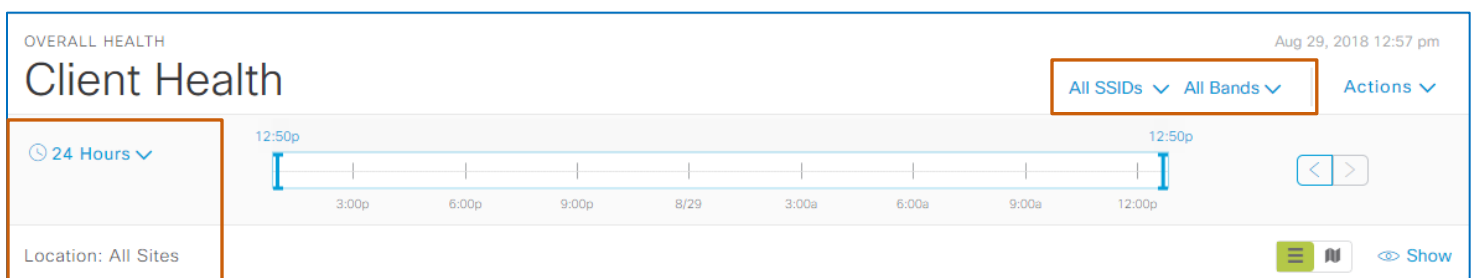
The screenshot shows the 'Client Health' list view. A blue box labeled 'Location field' points to the 'Location: USA/SM' text. Another blue box labeled 'Location applied in list' points to the 'Applied' button in the 'SM' row. The table shows data for 'USA' and 'SM' with columns for 'Site/Building/Floor', 'Client Health (% Healthy Clients)', and 'Client Count'.

Site/Building/Floor	All	Wireless	Wired	Client Count
USA	--	75%	--	36
SM	50%	38%	100%	10

When you change settings by using the drop-down lists, the drop-down list is the only indicator on the page that the information is filtered.



Tip: Refer to the combination of the **Location** field and drop-down list settings to determine the data that you are seeing.



The screenshot shows the 'Client Health' page with several filters highlighted by orange boxes: 'All SSIDs' and 'All Bands' in the top right; '24 Hours' in the timeline area; and 'Location: All Sites' in the bottom left. The timeline shows a date of 8/29 and a time range from 3:00p to 12:00p.

How are Client Health Metrics Looking?

Get a Summary View of Client Health

What Will I See?

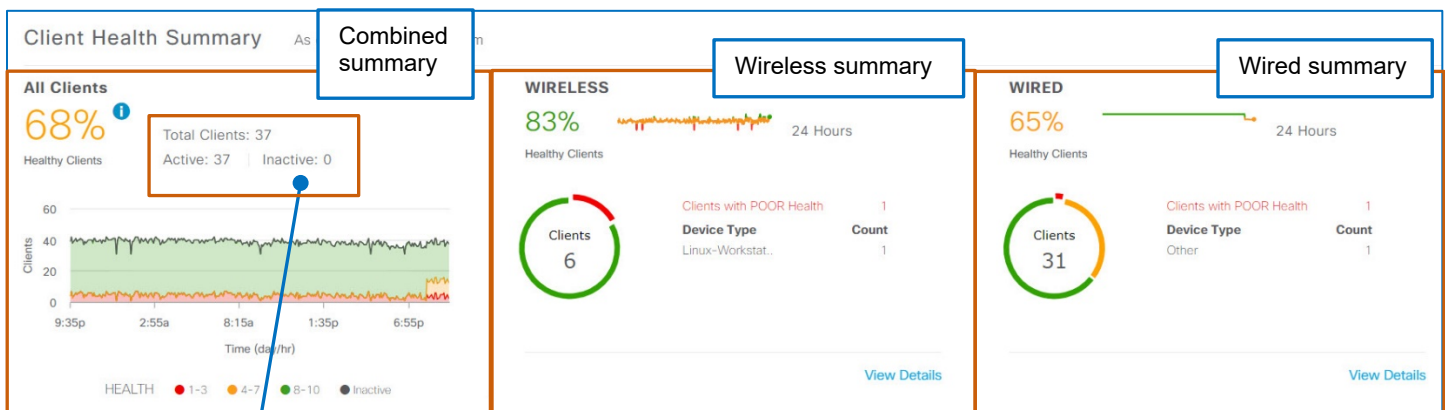
The **Client Health Summary** provides an overview of the numbers of clients in each health state.

Under **All Clients**, the system combines wired and wireless client health percentages into a single metric and provides a timeline of the combined metric [based on the settings that affect what you see](#).

Under **Wireless** and **Wired**, the system displays health metrics by client type, which helps you to determine which portions of the network might need more attention, and provides links to detailed information.



Note: The system does not display health metrics for inactive clients because they are not connected to the network.



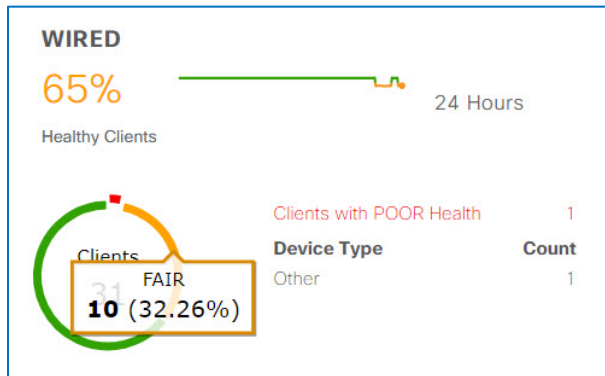
The system does not include inactive clients in the combined percentage.

Under **Wireless** and **Wired**, the dashlet indicates the percentage of client endpoints in a healthy state.

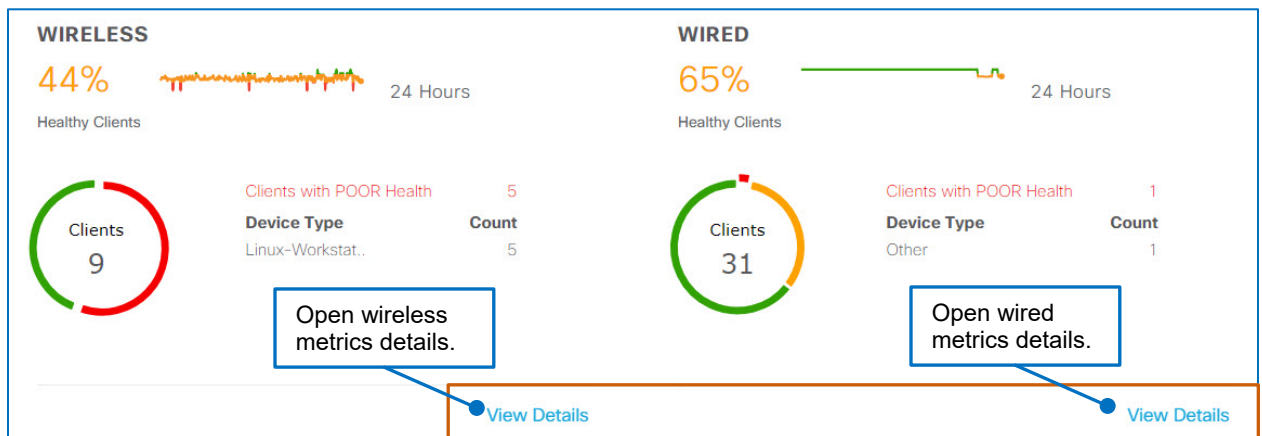
Each chart indicates the total number of active endpoints, which means that they are attached to and authenticated on the network, the segments represent the number of endpoints in all applicable health states, and a list indicates the endpoints in the most critical health state.



To see the number and percentage of clients that are experiencing the health state that the color-coding indicates, you can point to that segment of the chart.

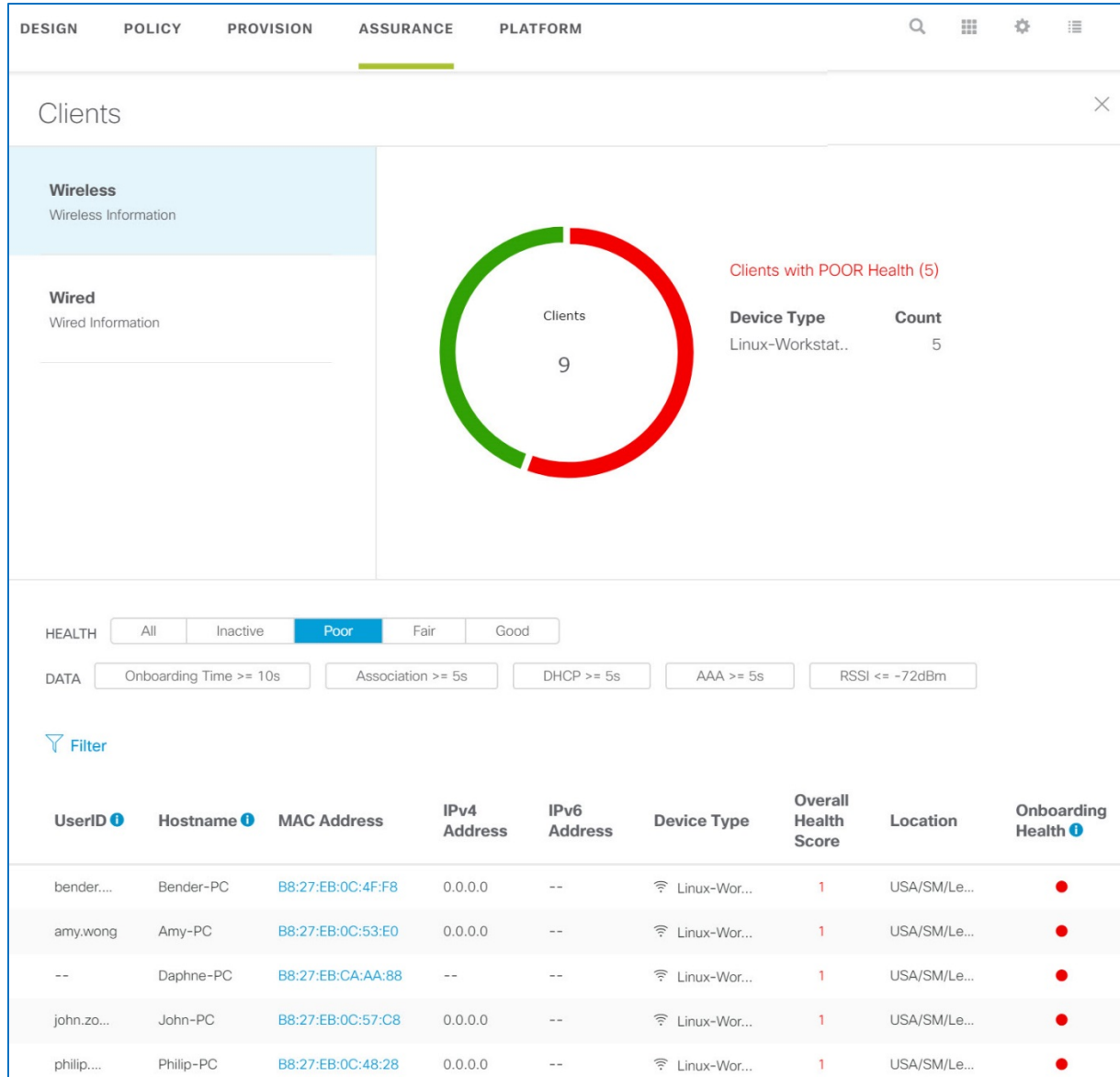


Below **Wireless** and **Wired**, you can access and review detailed wired or wireless client metrics.



When you open details, the **Clients** panel opens, overlaying the page. In the panel, the associated tab is active based on the dashlet in which you clicked **View Details**.

The panel filters to indicate the number of clients in the most critical health state automatically.



Where Do I Find...

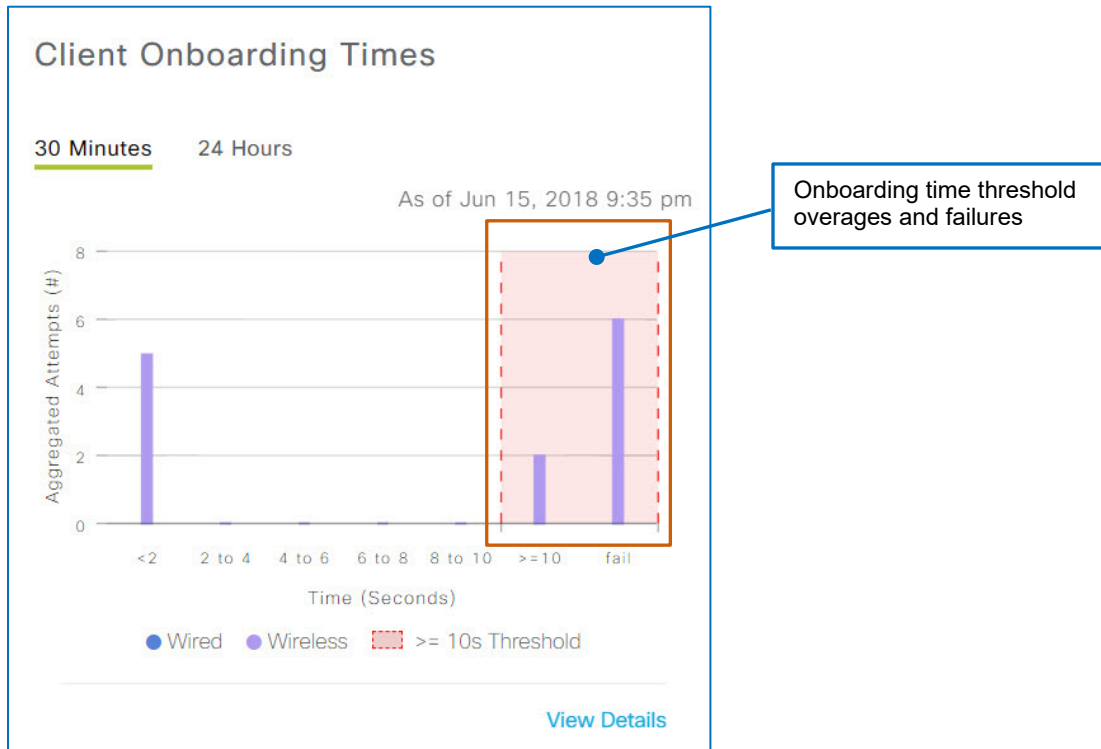
...Client Onboarding Attempts and Lengths of Time until Onboarded?

The Client Onboarding Times Dashlet

The **Client Onboarding Times** dashlet, which is visible by default, displays aggregated wired and wireless client endpoint onboarding attempts and the lengths of time until onboarding process is completed in ranges of seconds.

Onboarding time includes the time that it takes to complete each stage of the onboarding process, including the time that it takes for the endpoint to associate to and be authenticated by the network, and to obtain an IP address by using DHCP.

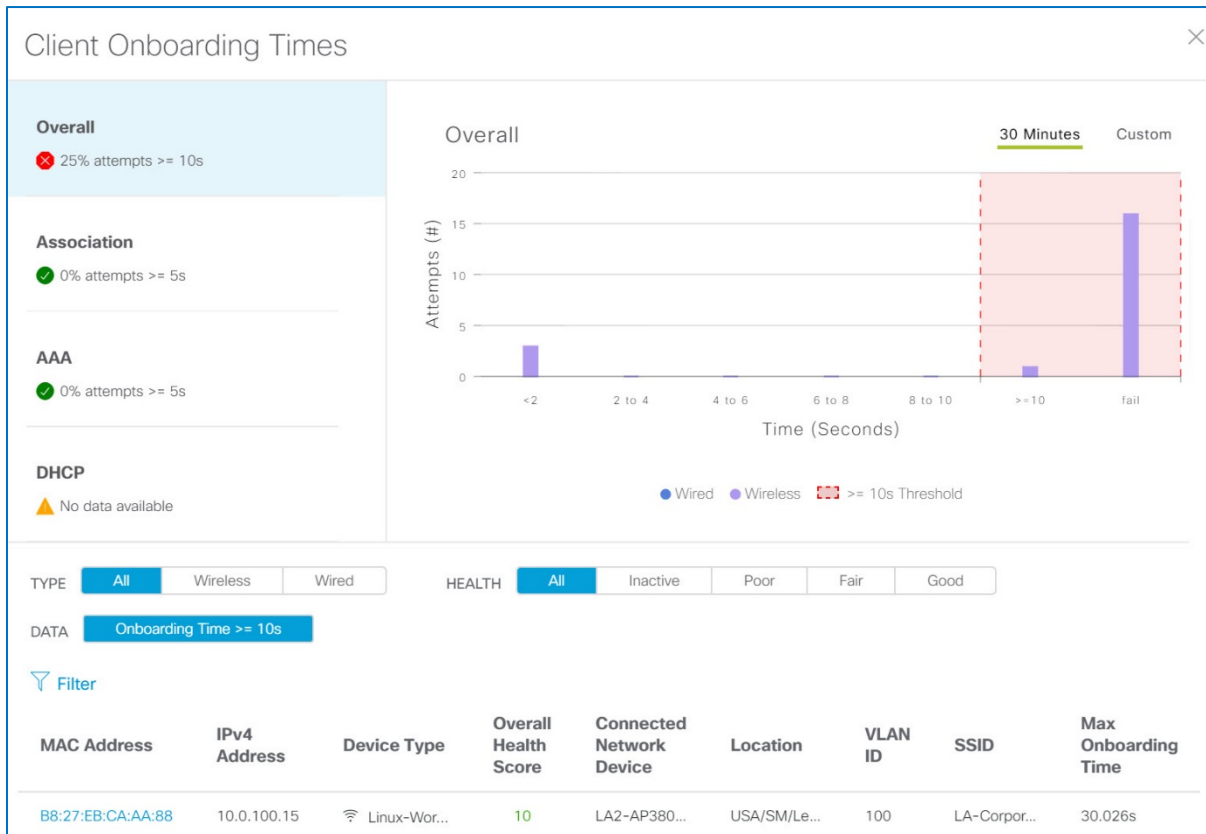
In the 30 minute chart view, the chart emphasizes onboarding times that exceed the system-defined threshold for an acceptable onboarding and failures to onboard in the red highlighted area.



The Client Onboarding Times Panel

In the panel, the **Overall** tab is active and displays times for the entire process, and the device list is filtered to display the endpoints that are experiencing onboarding times that are above the acceptable threshold.

The other tabs provide insight into the health of the client during each stage of onboarding, including association, authentication (AAA), and obtaining an IP address (DHCP).

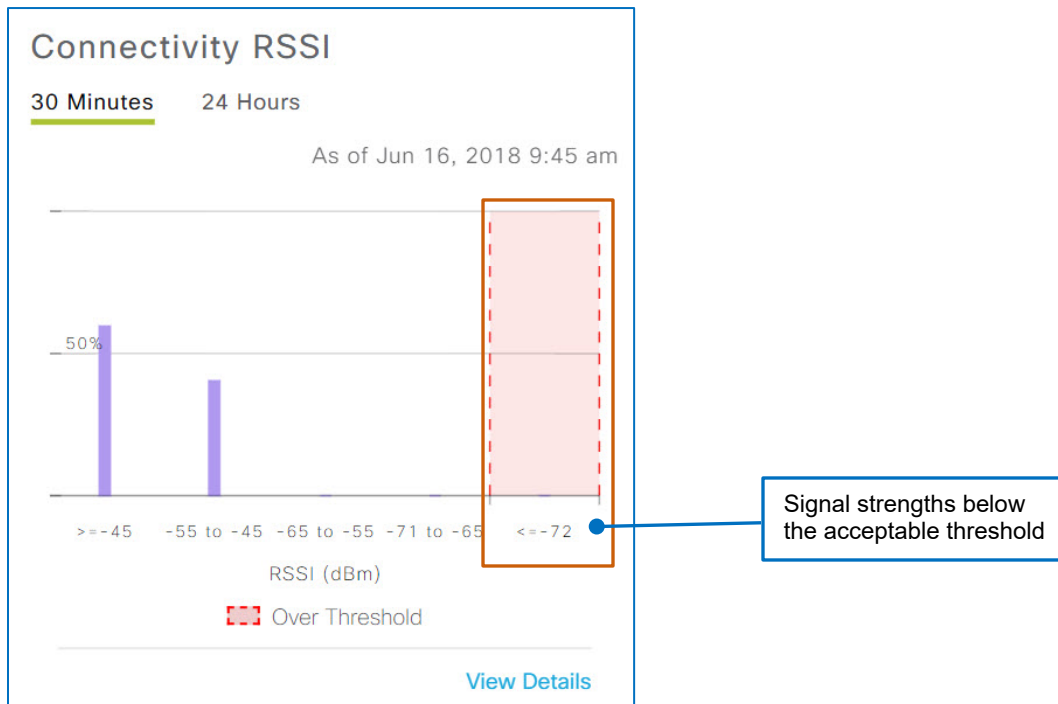


...The Signal Strengths That Endpoints are Receiving (RSSIs)?

The Connectivity RSSI Dashlet

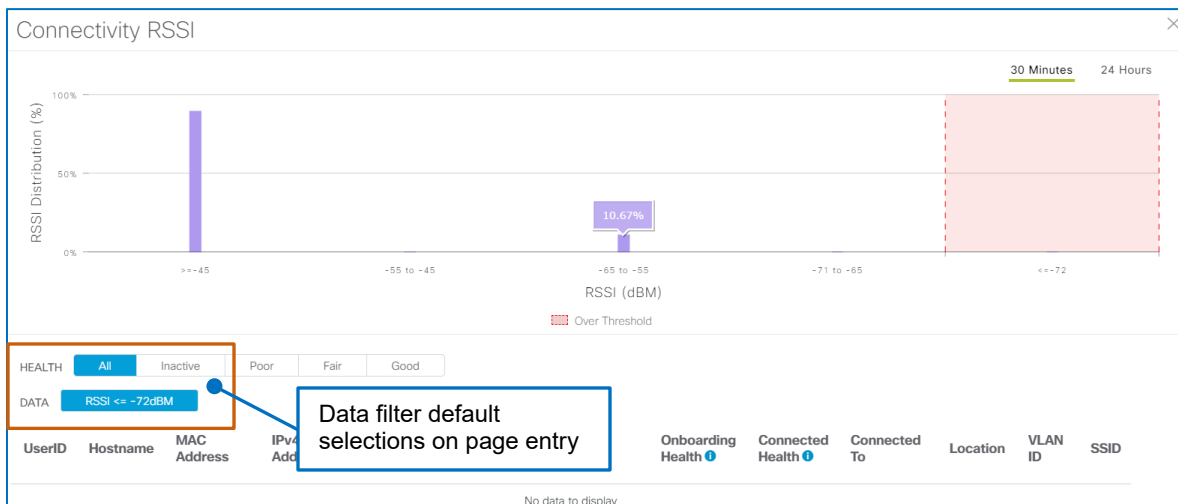
The **Connectivity Received Signal Strength Indicator (RSSI)** dashlet, which is visible by default, indicates the RSSI distribution for all client endpoints.

The dashlet displays the percentage of endpoints receiving signal strengths in each dBm range. In the screenshot below, there are no client endpoints experiencing signal strengths that are below the pre-defined system threshold.



The Connectivity RSSI Panel

When you open the panel, the device list displays any client endpoints with metrics that are below the acceptable RSSI threshold.

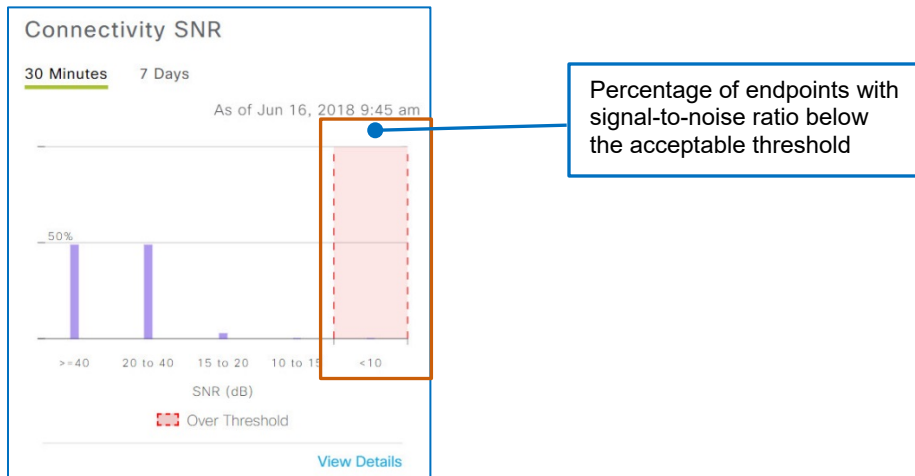


...Signal-to-Noise Ratios for Client Endpoints?

The Connectivity SNR Dashlet

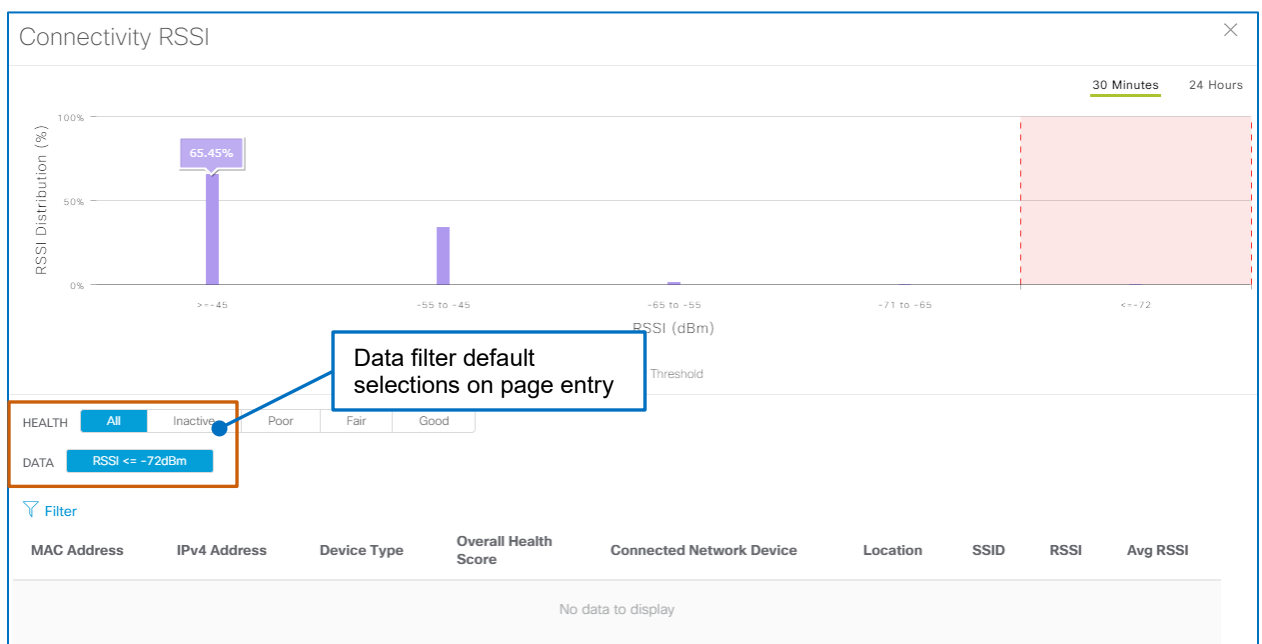
The **Connectivity Signal-to-Noise Ratio (SNR)** dashlet, which is visible by default, indicates the SNR values for all client endpoints.

The dashlet displays the percentages of endpoints experiencing signal-to-noise ratios in each dB range. In the screenshot below, there are no endpoints with SNRs below the pre-defined system threshold.



The Connectivity SNR Panel

When you open the panel, the device list displays all of the endpoints that are below the acceptable SNR threshold by default.



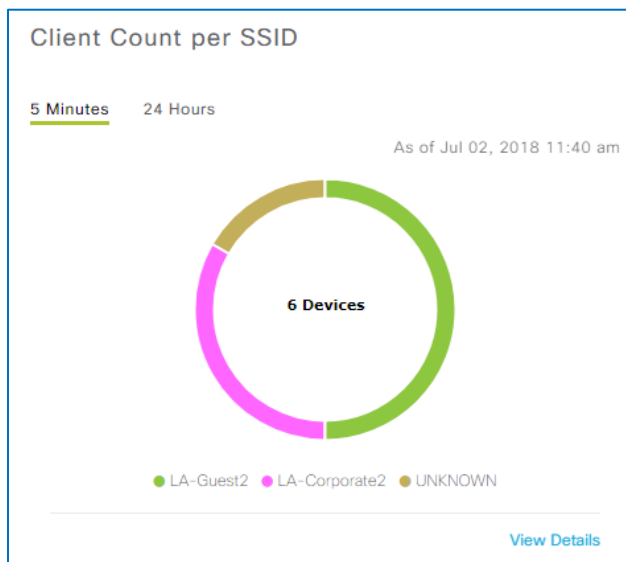
...The Number of Clients That Are Associated To Each SSID?

The Client Count per SSID Dashlet

The **Client Count per SSID** dashlet, which is visible by default, displays the total number of clients that are associated to all of the SSIDs on the network.

Each segment represents an SSID. The chart represents each SSID in color-coding to distinguish them in the chart with a legend below it.

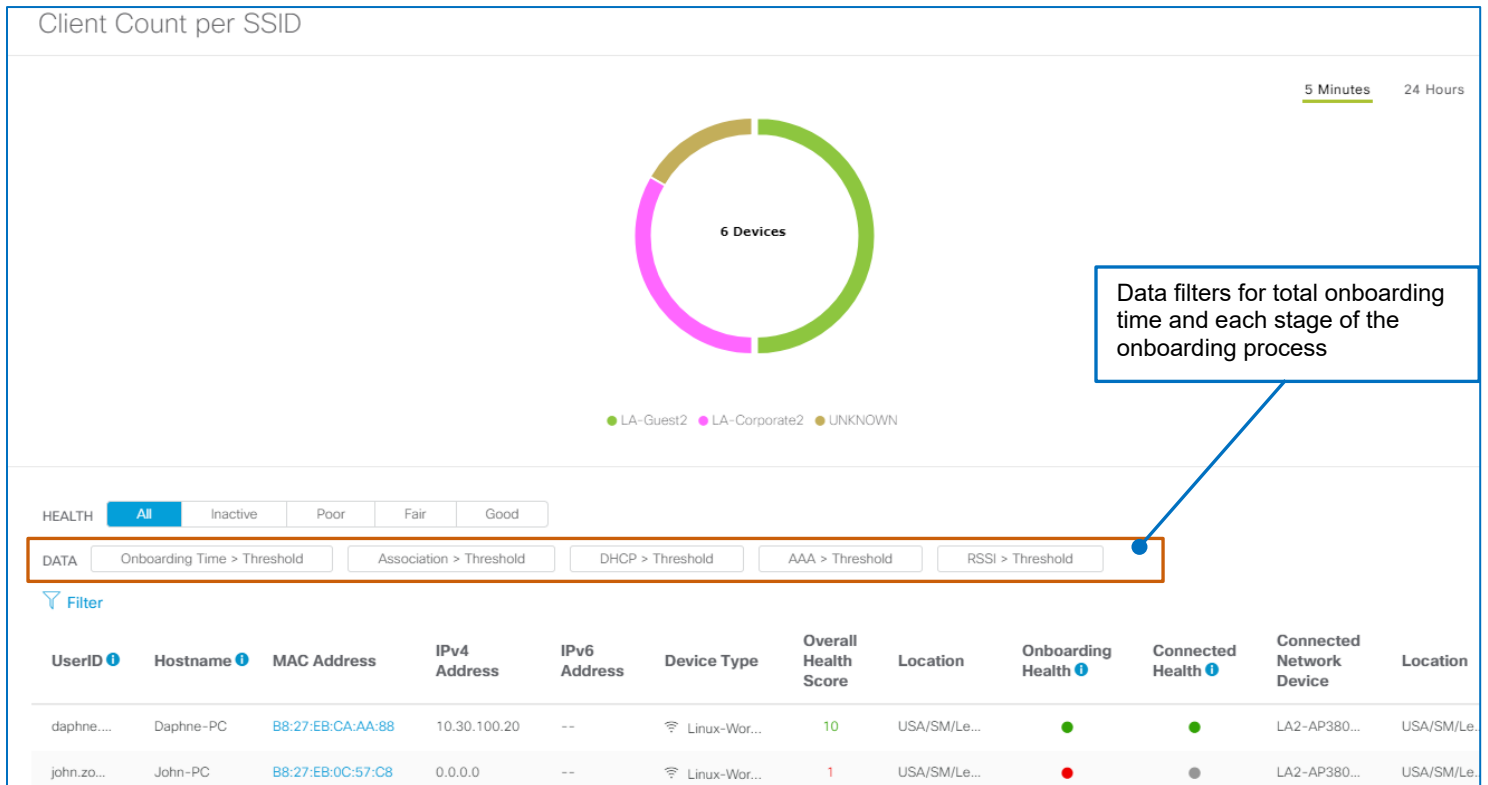
When the system fails to capture the client count for an SSID, it identifies those SSIDs as **UNKNOWN**.



The Client Count per SSID Panel

When you open the panel, it displays dashlet chart and the list displays all of the endpoints associated to all of the SSIDs for all health states.

The list provides health filters for each health state, and data filters so that you can see the number of endpoints that are exceeding acceptable onboarding thresholds, including total onboarding time and the time for each stage of the onboarding process.

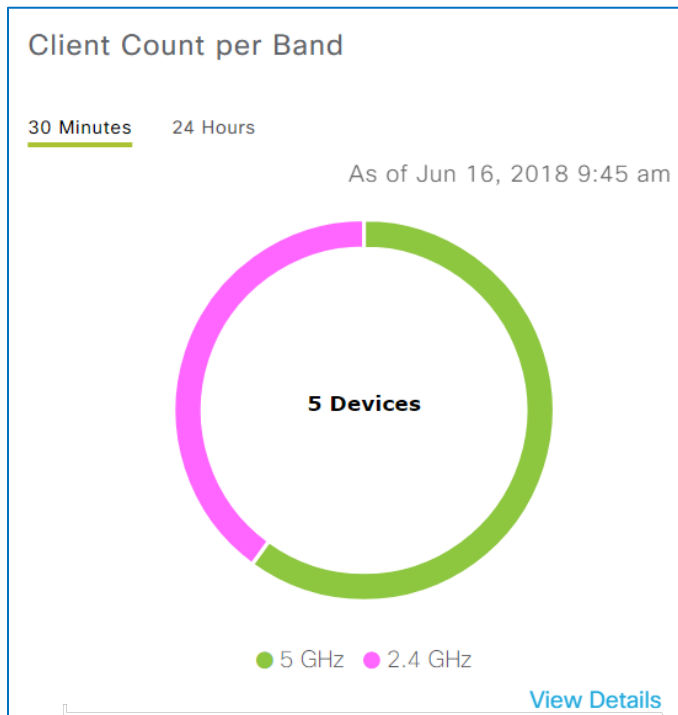


...The Number of Clients That Are Using Each Radio Band Frequency?

The Client Count per Band Dashlet

The **Client Count per Band** dashlet, which is visible by default, displays the total number of client endpoints that are using the 2.4 GHz or 5GHz radio band frequencies.

Each segment represents the number and percentage of endpoints on each band.



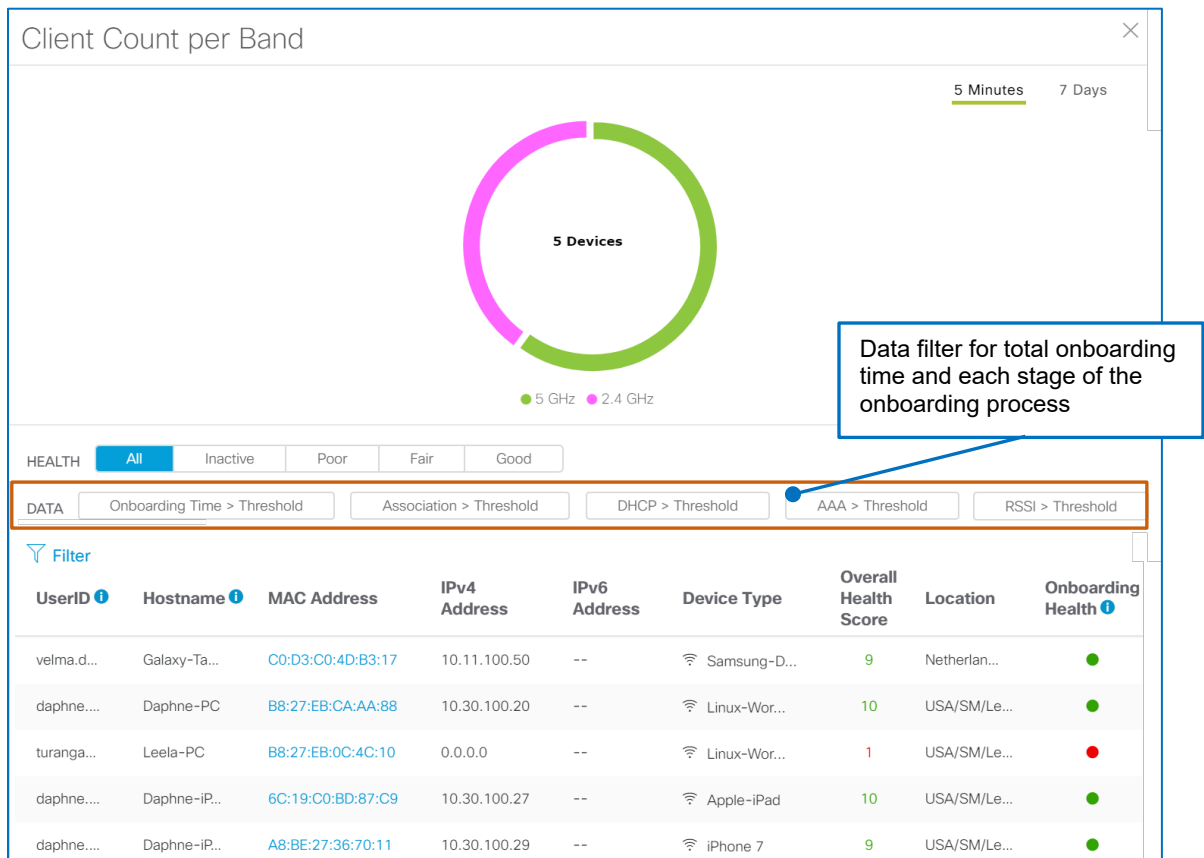
The Client Count per Band Panel

When you open the panel, it displays the dashlet chart and the list displays all of the endpoints associated to all of the SSIDs for all health states.

The list provides health filters for each health state.

The data filters include seeing the number of endpoints:

- That are exceeding acceptable onboarding thresholds, including total onboarding time and the time for each stage of the onboarding process.
- That are exceeding the acceptable RSSI threshold.



...The Physical Link Health of Wired Clients?

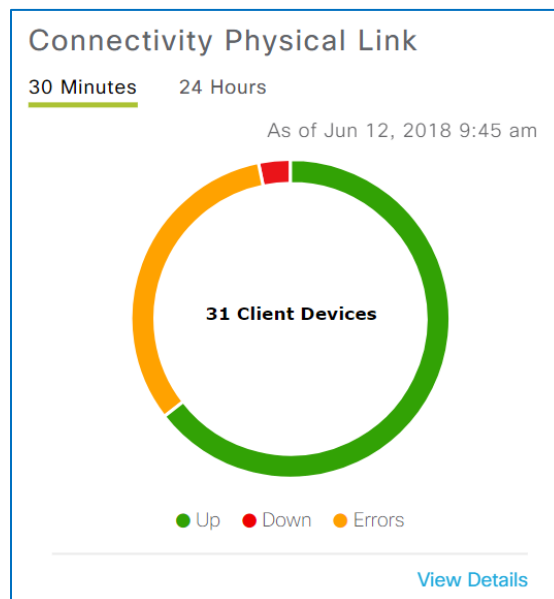
The Connectivity Physical Link Dashlet

The **Connectivity Physical Link** dashlet, which is visible by default, displays the number of devices with physical links that are up or down, or that contain errors

Physical links are wired connections between endpoints and the network, such as network cables.

In the chart, the color-coding represents:

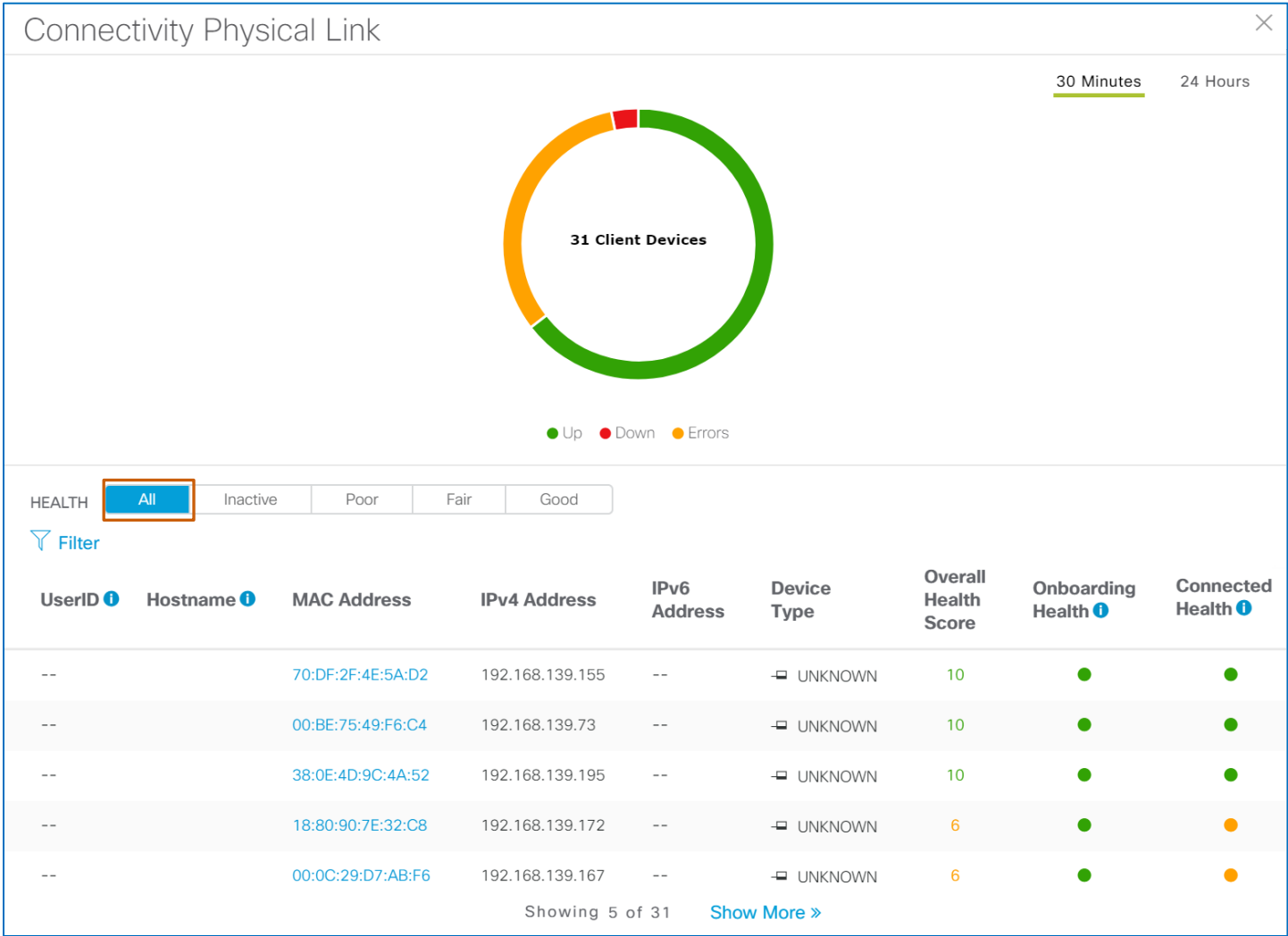
- **Green (Up)**
Endpoint links that are connected physically
- **Yellow (Errors)**
Endpoint connections that are experiencing issues or errors, such as dropped or corrupt packets or mismatches in the packet and frame size configuration
- **Red (Down)**
Endpoint links that are not connected physically



The Connectivity Physical Link Panel

When you open the panel, it displays the dashlet chart and the list displays all of the endpoints in all health states.

The list provides health filters for each health state.



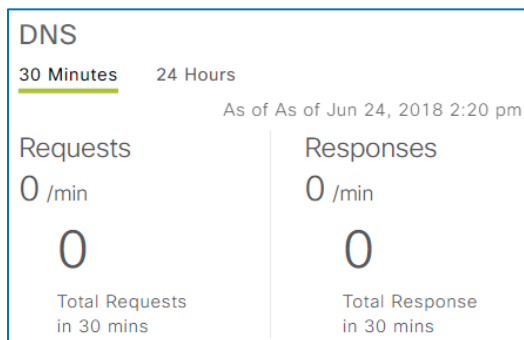
...The Numbers of DNS Requests and Responses per Minute?

The DNS Dashlet

The **DNS** dashlet, which is [a dashlet that you can add to the page](#), displays:

- The average number of DNS requests and responses that client endpoints have made or received at one minute time intervals within a 30 minute time period based on the time stamp.
- The total number of DNS requests and responses that client endpoints have made or received in a 30 minute time period based on the time stamp.

Extensive DNS response times can indicate endpoints' failures to obtain DNS server responses when, for example, the server is unreachable or is not responding to queries.



...Health Metrics and Attributes for Client Devices?

The Client Devices List

Client Devices lists each client endpoint that is active during the time interval indicated on the tab and based on [other settings that can affect the information that you see](#).

On page entry, the list displays all of the endpoint types, wired and wireless, in all health states.



Important Note: When you navigate to a different area of **Assurance**, or make a change to the time interval, the **Client Devices** list refreshes to display endpoints in all health states.

Client Devices (37) As of Jun 12, 2018 7:00 pm

5 Minutes

24 Hours

TYPE

All

Wireless

Wired

HEALTH

All

Inactive

Poor

Fair

Good

DATA

Onboarding Time >= 10s

Association >= 5s

DHCP >= 5s

AAA >= 5s

RSSI <= -72dBm

Filter

UserID	Hostname	MAC Address	IPv4 Address	IPv6 Address	Device Type	Overall Health Score	Onboarding Health	Connected Health	Connected Network Device	Location	VLAN ID	SSID	AP Group	Band
hubert...	Hubert-PC	B8:27:EB:0C:44:40	0.0.0.0	--	Linux-Wor...	1			LA2-AP380...	USA/SM/Le...	130	LA-Guest2	LA1	2.4
velma.d...	Galaxy-Ta...	C0:D3:C0:4D:B3:17	10.11.100.50	--	Samsung-D...	9			AMS-AP380...	Netherlan...	100	AMS-Corpo...	AMS	5.0
--		00:0C:29:75:BB:FE	192.168.139.160	--	UNKNOWN	10			DC-SERVIC...	USA/DC	139	--		
--		54:AB:3A:B5:4B:CD	10.31.100.13	--	UNKNOWN	10			TO-3850-A...	Canada/TO...	100	--		
daphne...	Daphne-iP...	A8:BE:27:36:70:11	10.30.100.29	--	iPhone 7	9			LA2-AP380...	USA/SM/Le...	100	LA-Corpor...	LA1	5.0

When the Cisco DNA Center deployment includes an Identity Services Engine (ISE) that is integrated for Assurance, the **UserID** field indicates the network user for wired and wireless clients.

For wireless clients, the **Hostname** field indicates the device's name by obtaining the data from the WLC.

The **MAC Address** link indicates the NIC card in the device that is connected to the network and provides a link to [the endpoint's Client 360 page](#).

UserID ⓘ	Hostname ⓘ	MAC Address
daphne....	Daphne-iP...	6C:19:C0:BD:87:C9
velma.d...	Galaxy-Ta...	C0:D3:C0:4D:B3:17

Either the **IPv4 Address** or the **IPv6 Address** field indicates the applicable IP address to which the endpoint is connected.

The **Device Type** indicates the specific type of device that is connected to the endpoint.

The device type indicates **Unknown** when the system cannot obtain the information from ISE.

IPv4 Address	IPv6 Address	Device Type
10.30.100.27	--	📶 Apple-iPad
10.11.100.50	--	📶 Samsung-D...

The **Overall Health Score** of each client indicates the sum of the onboarding and connected health scores, up to a maximum of 10.

The **Onboarding Health** indicator indicates a score color-code based on whether the endpoint onboarding process occurred within an acceptable range.

The **Connected Health** indicator indicates a score color-code based on whether the endpoint remains in an acceptable range after the system has authenticated and associated it successfully.

Overall Health Score	Onboarding Health ⓘ	Connected Health ⓘ
10	●	●
9	●	●
10	●	●



Note: The **Client Device** list only shows clients with completed health score calculations. Because client health score calculations occur every 5 minutes, newly onboarded clients or clients with pending health score calculations might not appear in the device list.

Device Type	Overall Health Score	Onboarding Health ⓘ	Connected Health ⓘ
📶 UNKNOWN	10	●	●
📶 iPhone 7	9	●	●

For detailed information on health scoring concepts related to time stamps, [refer to the Time Stamp and Data Aging Concepts Page in the Assurance Features and Navigation training](#).

Client Devices also lists the following for each endpoint:

- The network device to which it is connected
- The endpoint's location [in the network hierarchy](#)
- VLAN identifier
- For wireless devices:
 - The SSID to which it is connected
 - The AP group to which it belongs
 - The radio band frequency it is using.



Note: For client endpoints that Assurance does not recognize, the **SSID**, **AP Group**, and **Band** attributes in the list are blank.

Connected Network Device	Location	VLAN ID	SSID	AP Group	Band
LA1-AP380...	USA/LA/Le...	100	LA-Corpor...	LA1	5.0
AMS-AP380...	Netherlan...	100	AMS-Corpo...	AMS	5.0
LA2-AP380...	USA/SM/Le...	100	LA-Corpor...	LA1	5.0
LA2-AP380...	USA/SM/Le...	100	LA-Corpor...	LA1	5.0

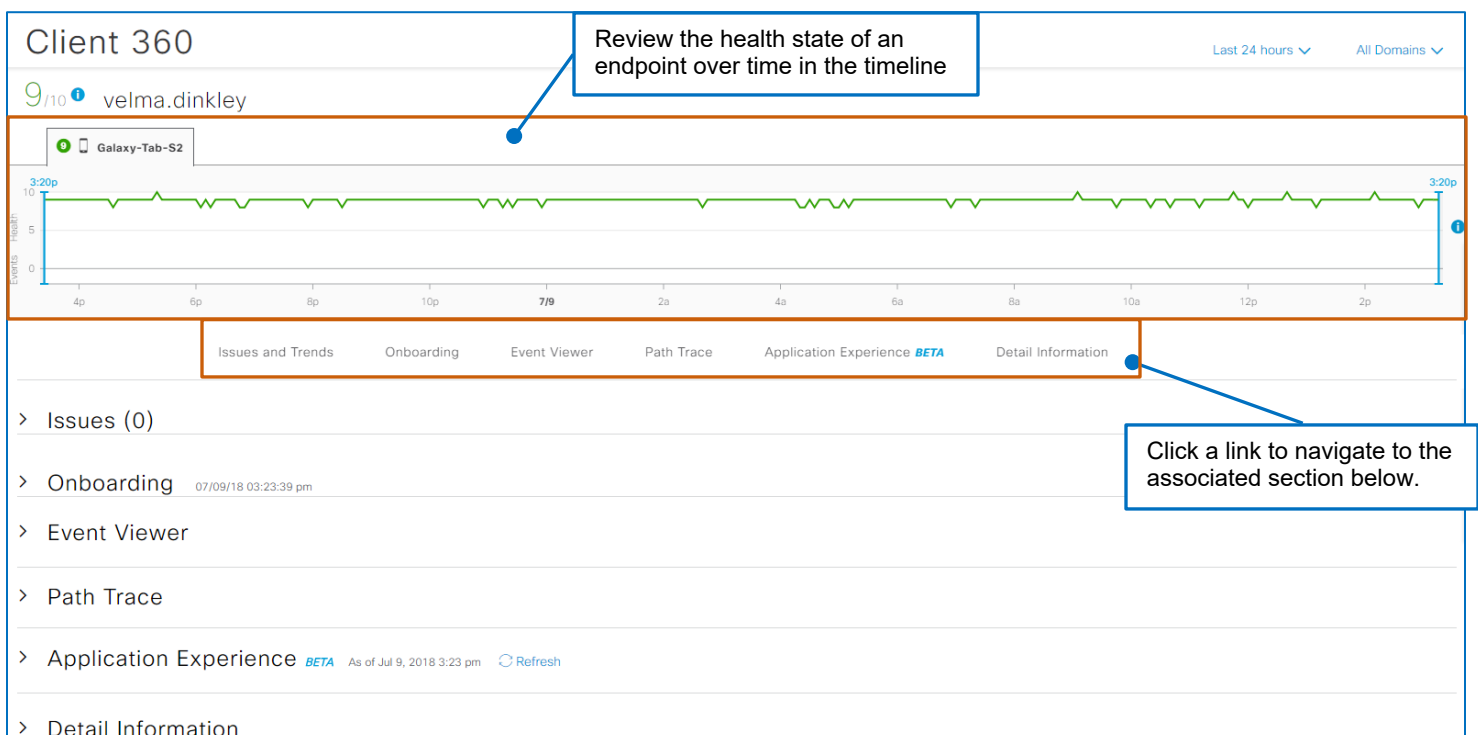
How is a Specific Client Endpoint Doing?

Get a Holistic View on the Client 360

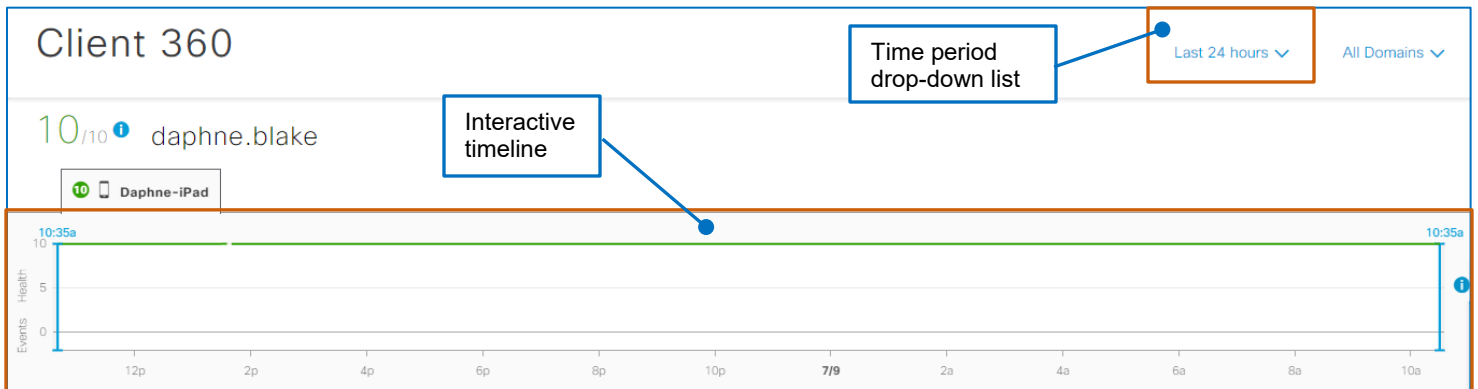
What Will I See?

The **Client 360** page provides information and insights for a specific client endpoint, including:

- A timeline that displays the client endpoint experience at a certain time.
- Issues that affect the endpoint. (**Issues**)
- The onboarding topology, the health and other details of devices on the topology and the states of each stage of onboarding (association, authentication, IP address assignment). (**Onboarding**)
- A list of specific events that Cisco DNA Center is capturing. (**Event Viewer**)
- A tool that evaluates the path that traffic is using between the endpoint and a specific destination point. (**Path Trace**)
- The applications that the endpoint is accessing and their health. (**Application Experience**)
- Additional device attributes and metrics. (**Detail Information**)



When you open a **Client 360** page, the page displays data for the past 24 hours by default.



You can change the time period by using the drop-down list or the timeline to evaluate data related to that interval for more detailed analysis.



Note: When you apply a different time period and navigate away from the page, the setting does not persist.

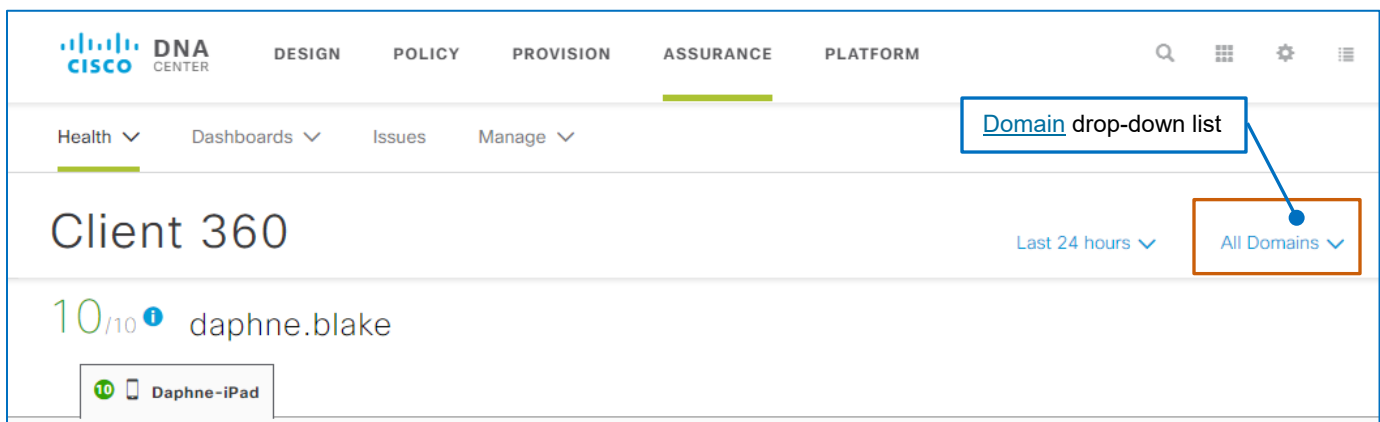
When you return to the page, the 24-hour default setting applies.

You also can evaluate a specific point in time by using the timeline, which can be helpful when resolving issues.



Note: For more information, [refer to the What Was a Client Endpoint Experiencing at a Certain Time? topic](#).

In SD-Access deployments, you can apply client-related data for [a specific fabric domain](#) by using the domain drop-down list.



How Do I Open the Client 360 Page for a Specific Endpoint?

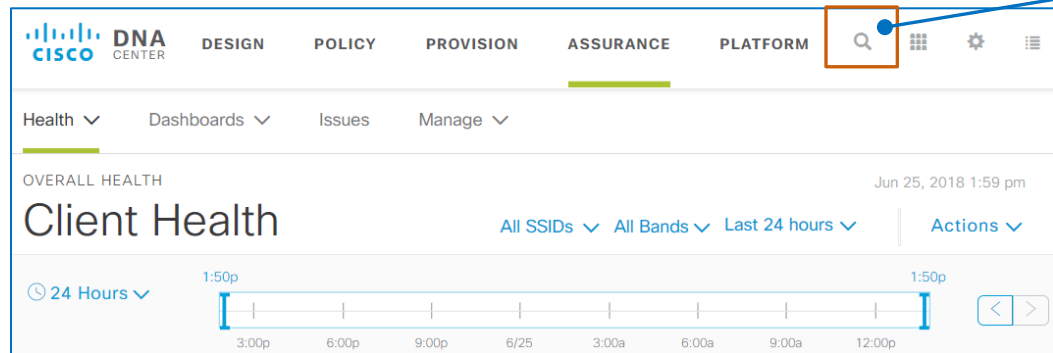
For a single endpoint, you can open **Client 360** pages by using:

- The Cisco DNA Center global search feature on the **Client Health** page.
- The MAC address links available [in endpoint lists on the Client Health page and on dashlet detailed information panels](#).

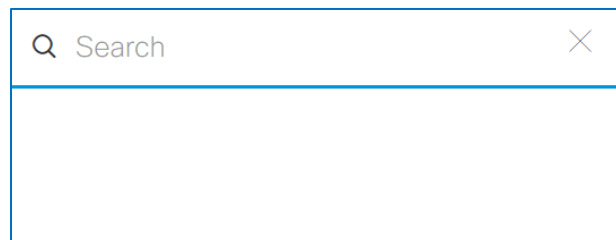
To open a **Client 360** page for a single endpoint by using the global search feature:

1. On the application toolbar, click the global search icon.

Global search icon



The **Search** dialog box opens.

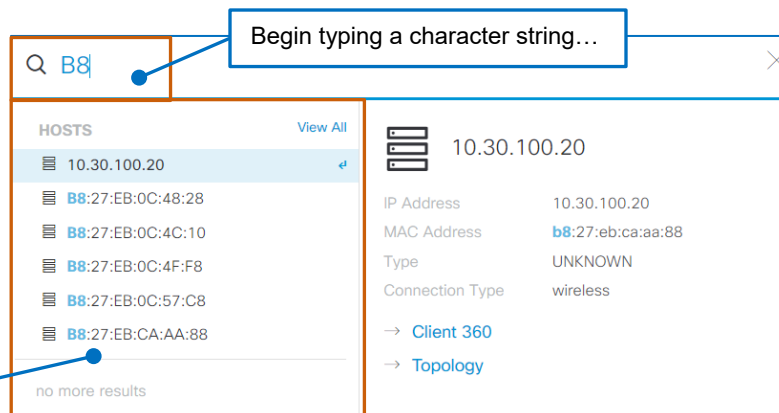


2. In the **Search** field, begin typing the character string for the search.



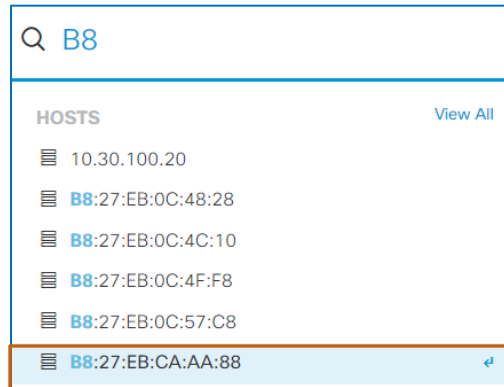
Note: Your search can include characters in the endpoint's MAC address, host name, the user ID, which is authenticated by the ISE server, or the endpoint IP address.

A list of results matching the characters that you type begins populating automatically.



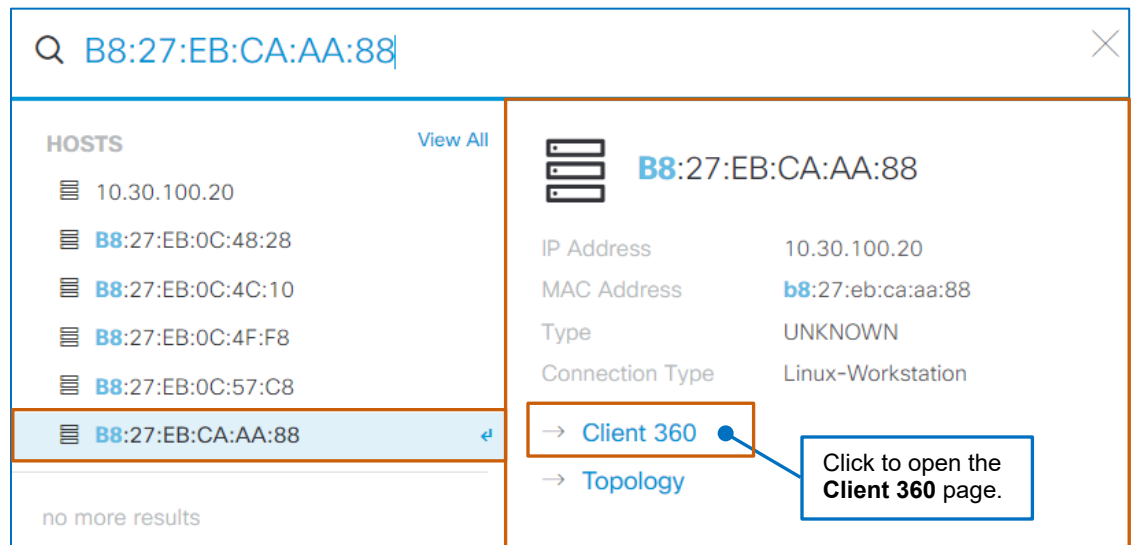
...for a list of results.

- To indicate the endpoint that you want to see, in the results list, select the item.



The dialog box provides information about the endpoint and links to more information to the right of the search results.

- To open the **Client 360** page for the endpoint, click the **Client 360** link.

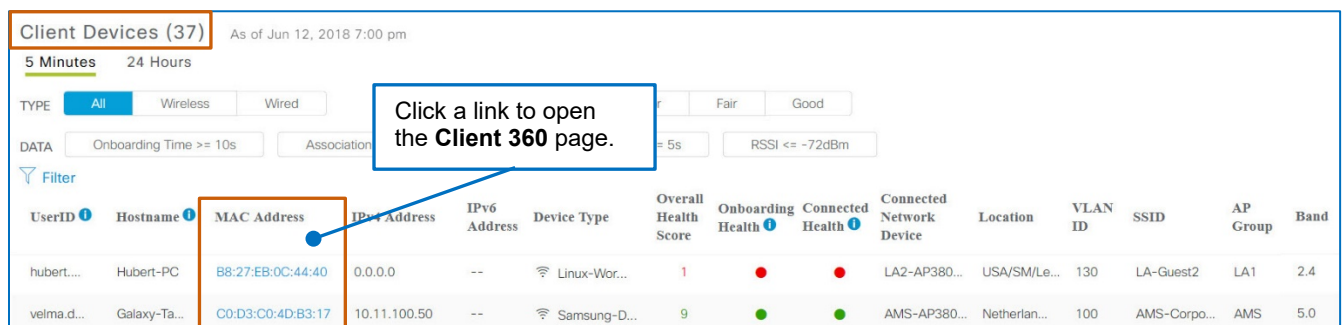


To open a Client 360 by using a MAC address link:

- In the **Client Devices** list, click the MAC address link for the endpoint of interest.



Note: Endpoint lists in panels also provide navigation links to the **Client 360** page.



The following screenshot illustrates the information available on a **Client 360** page for an endpoint.

Client 360

Last 24 hours All Domains

9/10 velma.dinkley

Galaxy-Tab-S2

3:20p

10

5

0

4p

6p

8p

10p

7/9

2a

4a

6a

8a

10a

12p

2p

Issues and Trends

Onboarding

Event Viewer

Path Trace

Application Experience BETA

Detail Information

Issues (0)

Onboarding

07/09/18 03:23:39 pm

AAA

DHCP

Galaxy-Tab-S2

AMS-Corporate2

AMS-AP3802-24

LA1-WLC5520-2

(1)

(7)

Event Viewer

Filter

EQ Find

Jul 9, 2018

Re-Authentication

WLC-LA1-WLC5520-2

3:14:36.044 PM - 3:14:36.329 PM

Re-Authentication

WLC-LA1-WLC5520-2

2:44:17.368 PM - 2:44:17.641 PM

Re-Authentication

WLC-LA1-WLC5520-2

2:13:29.414 PM - 2:13:29.889 PM

Re-Authentication

WLC-LA1-WLC5520-2

1:43:19.834 PM - 1:43:20.395 PM

Re-Authentication

WLC-LA1-WLC5520-2

1:12:41.962 PM - 1:12:42.301 PM

Re-Authentication

WLC-LA1-WLC5520-2

12:42:08.218 PM - 12:42:08.585 PM

Re-Authentication

WLC-LA1-WLC5520-2

12:10:59.334 PM - 12:10:59.784 PM

Re-Authentication

WLC-LA1-WLC5520-2

11:40:22.484 AM - 11:40:22.950 AM

Re-Authentication

WLC-LA1-WLC5520-2

11:09:30.708 AM - 11:09:31.049 AM

Select an event to view details

Path Trace

To find the location of an issue, perform a path trace between two nodes in your network – a source device and a destination device.

Run New Path Trace

Application Experience BETA

As of Jul 9, 2018 3:23 pm Refresh

Business Relevant

Business Irrelevant

Default

Application (0)

Export

Filter

EQ Find

Name

Host Name

Health

Usage

Average Throughput

Traffic Class

DSCP

Packet Loss (%)

Network Latency

Application Server Delay

Most Recent

Last 24 Hours

Bytes

Percentage (%)

Marking

Preservation

Max

Average

Max

Average

Max

Average

No data to display

Detail Information

Device Info

Connectivity

RF

Information

Connection Information

User Name

velma.dinkley

Band

5 GHz

Host Name

Galaxy-Tab-S2

Spatial Streams

2

MAC Address

C0:D3:C0:4D:B3:17

Channel Width

20 MHz

IP Address

10.11.100.50

WMM

Supported

Device Type

Samsung-Device

U-APSD

Disabled

Operating System

Unknown

VLAN ID

100

Where Do I Find...

...Issues That Are Affecting the Endpoint?

Issues lists the problems that are affecting the endpoint. The system identifies issues by computing, analyzing, and correlating incoming data and correlating the data with system-defined metrics.

Issues (4)	
Onboarding Wireless client failed to connect (SSID: LA-Guest2, AP: LA2-AP3802-23, Band: 2.4 GHz) - DHCP Timeout Total occurrences: 189	07/05 9:17am
Onboarding Wireless client failed to connect (SSID: LA-Guest2, AP: LA2-AP3802-23, Band: 2.4 GHz) - DHCP Timeout Total occurrences: 8	07/05 6:43am
Onboarding Wireless client failed to connect (SSID: LA-Guest2, AP: LA2-AP3802-23, Band: 2.4 GHz, Site: Global/USA/SM/Level1) - Failed to authenticate due to Client Timeout Total occurrences: 5	07/05 5:53am
Onboarding Wireless client failed to connect (SSID: LA-Guest2, AP: LA2-AP3802-23, Band: 2.4 GHz, Site: Unknown) - Failed to authenticate due to Client Timeout Total occurrences: 2	07/04 11:42am

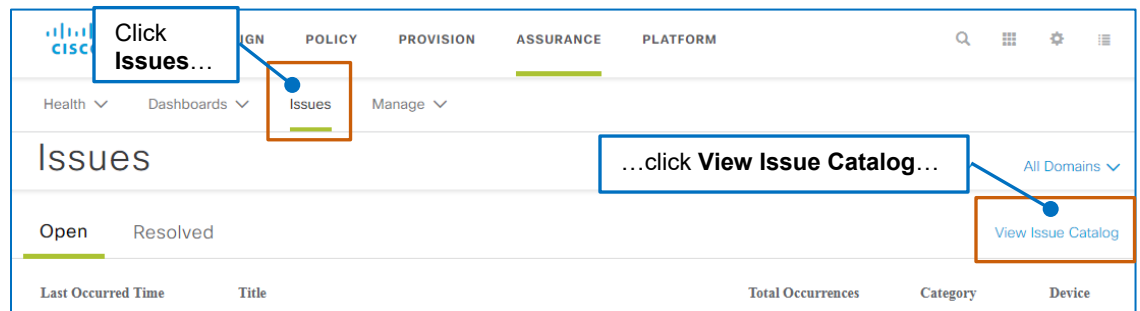
Providing this information with links for immediate access to details helps to ensure that potential or ongoing problems receive more immediate attention or action, as needed.



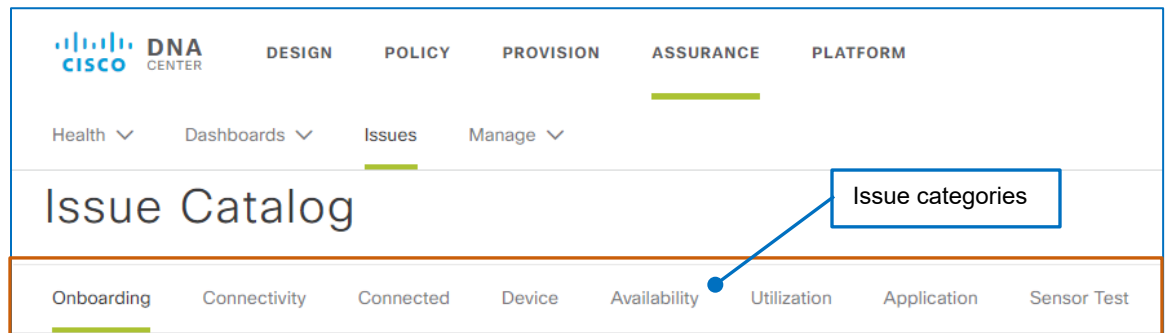
Tip: For your reference, **Assurance** provides an issue catalog that categorizes and lists the issues that Cisco DNA Center presents.

To open the list:

- Click **Issues**, and then, below the toolbar, click **View Issue Catalog**.



The catalog provides tabs for each issue category.



For each category, the issues in the list include descriptions and possible root causes for them.

You can select an issue to see its related information.



The screenshot shows a table of issues with columns: Issue Name, Instances, Status, and License Type. The first row is highlighted, and a callout box points to it with the text "Select an issue...". Another callout box points to the "Wireless client onboarding issues" row with the text "...to review its description and possible causes". To the right, a detailed view of the selected issue is shown, including the "Issue Description" and "Root Causes".

Issue Name	Instances	Status	License Type
Wireless client onboarding issues	3923	RUNNING	Advantage Subscription
Onboarding issues due to DHCP Timeout	1226	RUNNING	Advantage Subscription
Client DHCP reachability issue	382	RUNNING	Advantage Subscription
Excessive time for onboarding due to AAA server	0	RUNNING	Advantage Subscription

Wireless client onboarding issues

Issue Description
Wireless client failed to connect or took a long time to connect

Root Causes

- Wireless client failed to connect - Security Parameter Mismatch
- Wireless client failed to connect - AAA Server Rejected Client
- Wireless client failed to connect - AAA Server Rejected Client

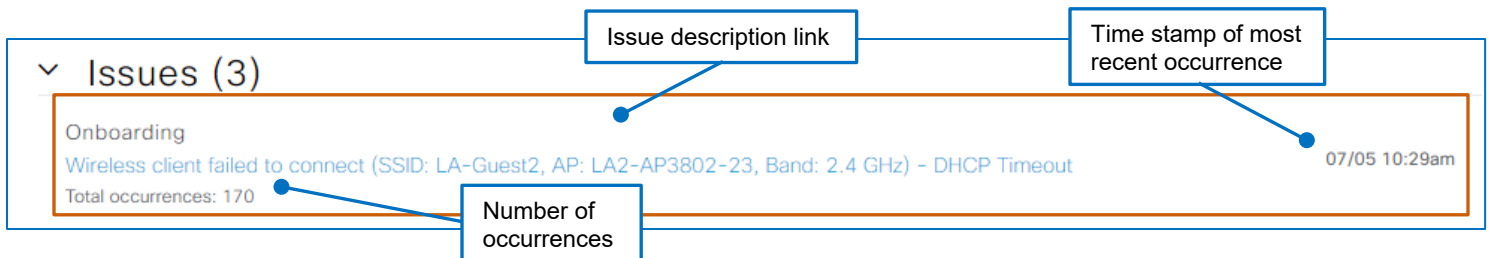
Entries in the list are open and are occurring or have occurred during the time period that the page indicates in the time interval drop-down list or on the timeline.

The time stamp beside the issue indicates its most recent occurrence. The number of occurrences of the problem appear below the description link.

To review issue details, under the issue heading:

- Click the issue description link.

A panel opens, overlaying the page.



The screenshot shows a detailed view of an issue. A callout box points to the "Issue description link" with the text "Issue description link". Another callout box points to the "Time stamp of most recent occurrence" with the text "Time stamp of most recent occurrence". A third callout box points to the "Number of occurrences" with the text "Number of occurrences".

Issues (3)

Onboarding

Wireless client failed to connect (SSID: LA-Guest2, AP: LA2-AP3802-23, Band: 2.4 GHz) - DHCP Timeout

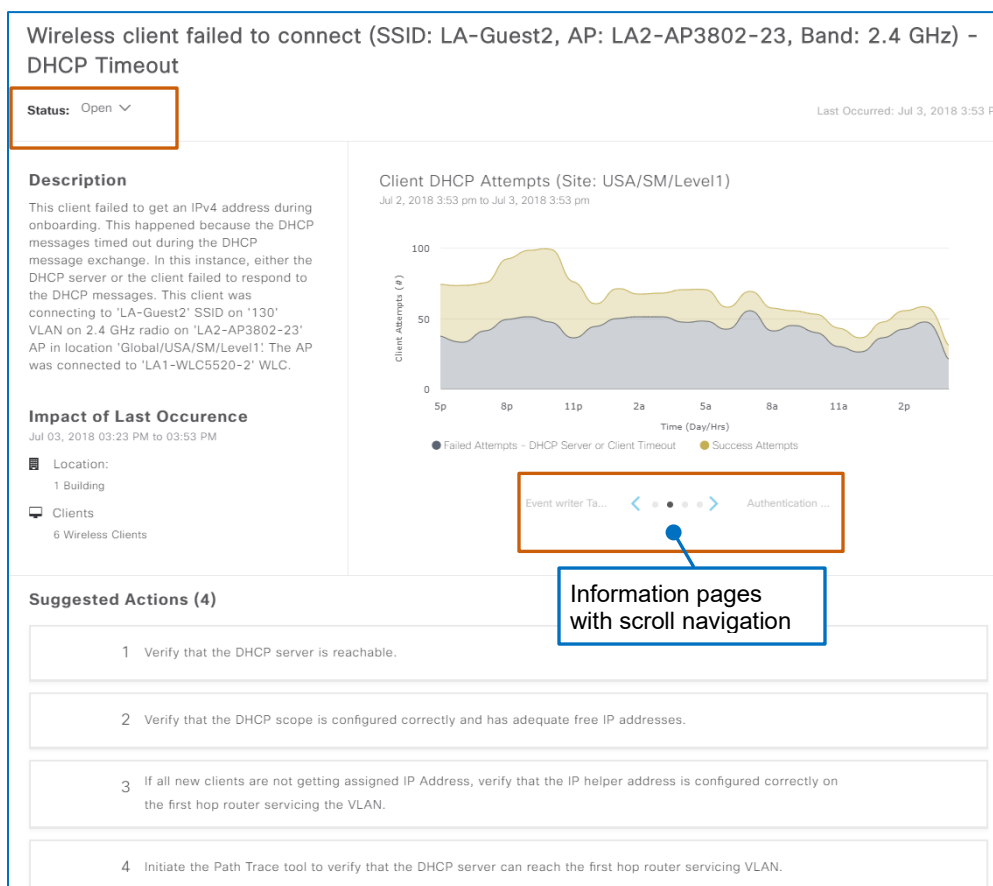
Total occurrences: 170

07/05 10:29am

The panel provides:

- The option to change the issue status from **Open** to **Resolve**.
- A description of the issue.
- Based on the type of issue and its complexity, related charts and metrics.
- Areas and numbers of clients that the issue affects.
- Suggestions to correct the issue, and depending on issue, the ability to run commands that retrieve additional information or provide corrective suggestions.

When issues are complex, the panel can provide various charts and information on the issue.



Information pages with scroll navigation

When you determine that an open issue is no longer a problem, you can resolve the issue.

To indicate that the issue is resolved:

- In the **Status** drop-down list, select **Resolve**.

This action moves the issue to the **Resolved Issues** list.



Important Note: You cannot move or change the status of a resolved issue.

Wireless client failed to connect (SSID: LA-Guest2, AP: LA2-AP3802-23, Band: 2.4 GHz) - DHCP Timeout

Status: Open ▾

Resolve

Finally, you can review a list of actions you can take to help more clearly identify or resolve the issue.

When suggestions are collapsed, you can expand them to see a list of associated steps that you can take.

Some suggested actions can contain commands that you can run to obtain additional information or additional corrective suggestions.

Suggested Actions (4)

- 1 Verify that the DHCP server is reachable.
- 2 Verify that the DHCP scope is configured correctly and has adequate free IP addresses.
- 3 If all new clients are not getting assigned IP Address, verify that the IP helper address is configured correctly on the first hop router servicing the VLAN.
- 4 Initiate the Path Trace tool to verify that the DHCP server can reach the first hop router servicing VLAN.

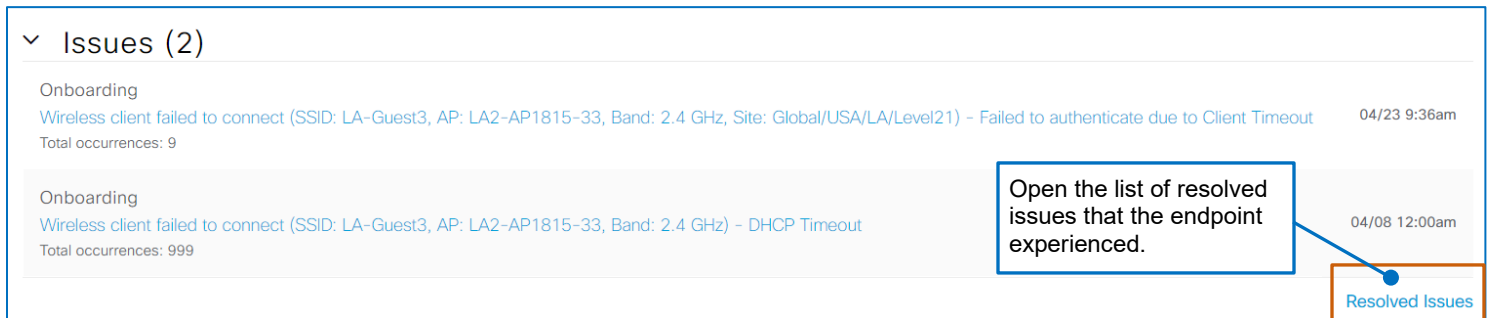
...A List of Resolved Issues and Their Details?

Under **Issues**, you can access a list of previous issues that affected the endpoint that either the system resolved automatically or a system user resolved manually.

This information can provide deeper insight when you are working to evaluate or resolve current issues.

To open the list of resolved issues:

- Below the **Issues** list, click **Resolved Issues**.



Issues (2)

Onboarding
Wireless client failed to connect (SSID: LA-Guest3, AP: LA2-AP1815-33, Band: 2.4 GHz, Site: Global/USA/LA/Level21) - Failed to authenticate due to Client Timeout
Total occurrences: 9

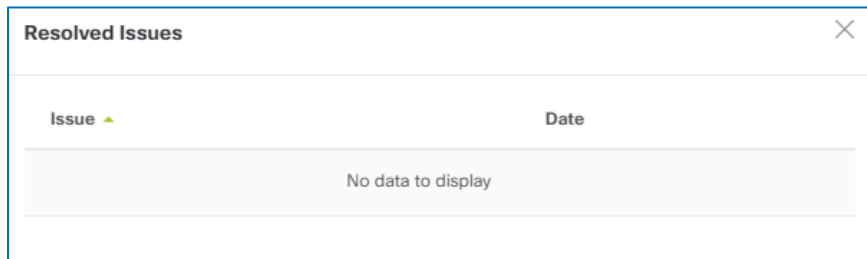
Onboarding
Wireless client failed to connect (SSID: LA-Guest3, AP: LA2-AP1815-33, Band: 2.4 GHz) - DHCP Timeout
Total occurrences: 999

04/23 9:36am

04/08 12:00am

Resolved Issues

A panel opens with a list of resolved issues and includes the date that the issue was resolved.



Resolved Issues

Issue	Date
No data to display	

When the system automatically or system users manually resolve issues, the **Resolved Issues** list retains the issue for 14 days, and then removes it from the list.

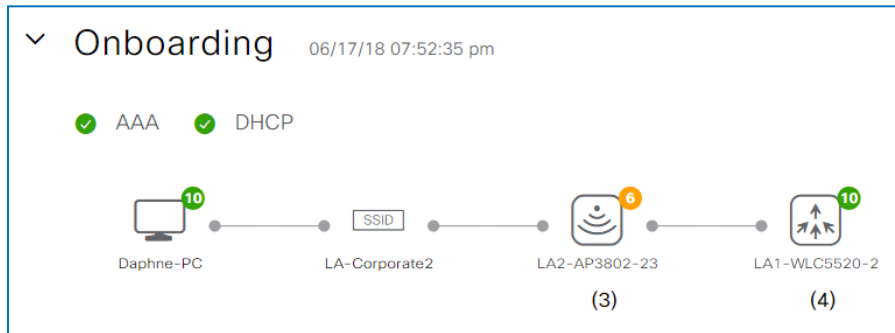


Important Note: You cannot move or change the status of a resolved issue.

...The Endpoint's Network Path and the Health of Devices on the Path?

Onboarding displays the device topology that is connecting the endpoint to the network, the health of those devices, and the status of the AAA and DHCP services.

The following screenshot illustrates the onboarding process for a wireless client. In this example, the client endpoint **Daphne-PC** connects to the hierarchical group **LA-Corporate2's** SSID on a specific AP in that group, which is joined to a WLC in the **LA1** group [in the network hierarchy](#).

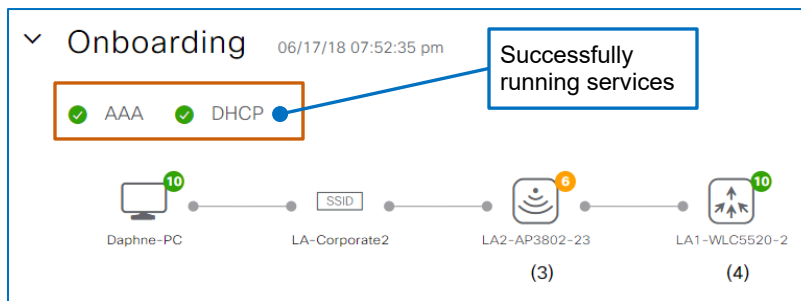


A green checkmark beside **AAA** indicates that the client successfully associated and authenticated to the network.



Note: When a client is onboarding by using open authentication, the AAA status indicator does not appear.

A green checkmark beside **DHCP** indicates that the client obtained an IP address.



A red cross beside either service indicates that the service has failed.



Note: When a service fails during onboarding, the system also captures the corresponding issue in the **Issues** list on the **Client 360** page.

When no services are listed, an issue has occurred during the onboarding process, but the system has not captured any events related to the AAA or DHCP service.

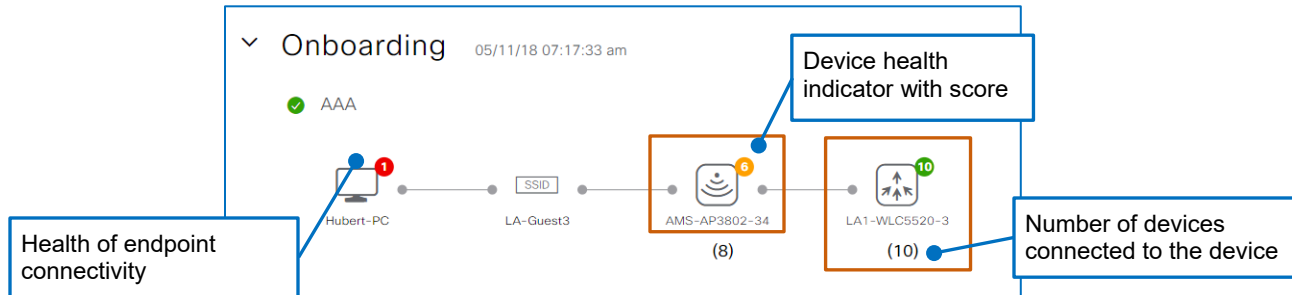


Tip: In this case, you can refer to the **Issues** list to review the events that the system captured.

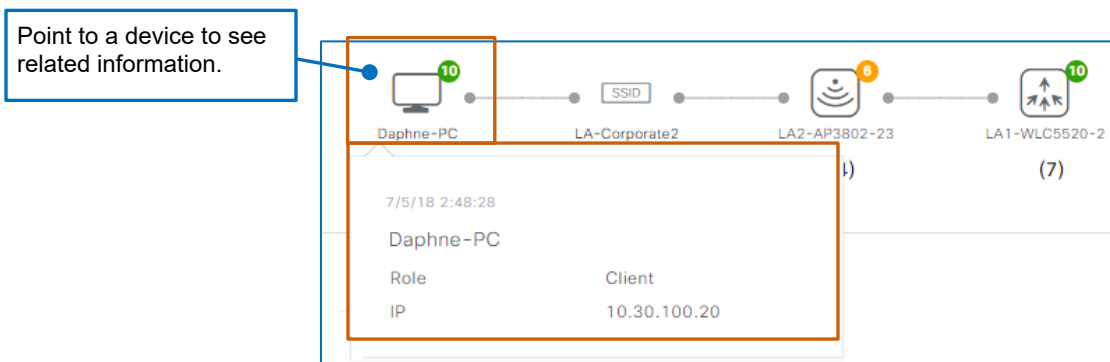
The color-coded number beside the endpoint icon indicates the health of its connectivity.

Color-coded numbers beside device icons indicate their overall health based on applicable metrics. The numbers in parentheses below device icons indicate the number of devices connected to it.

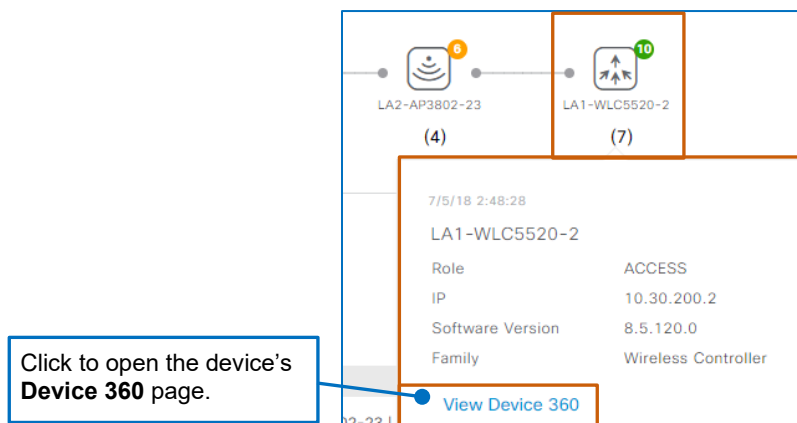
The numbers in parentheses below devices indicate the number of devices connected to it.



You can point to an endpoint icon to see more information.



You can point to a device icon to see device attributes and access a link to its **Device 360**.



...Endpoint-Related Events and Their Statuses?

The **Event Viewer** lists the following endpoint-related events that the system collects for the 24-hour time period.

The **Event Viewer** includes information about the following events:

- Re-authentication
- Broadcast encryption rekey
- Onboarding processes
- Intra-roaming of the endpoint among access points
- Application response times that the endpoint is experiencing

Beside each event, color-coding indicates the event's success or failure.

It also has an area to display event details when you select one for review.

Event Viewer

Filter

Find

Event list

Jun 17, 2018

>	Onboarding	DHCP Timeout AP:LA2-AP3802-23 WLC...	12:55:12.564 PM - 12:55:4...
>	Re-Authentication	4 way Key Timeout WLC:LA1-WLC5520-2	12:54:46.595 PM - 12:55:0...
>	Onboarding	AP:LA2-AP3802-23 WLC:LA1-WLC5520-2...	12:24:18.759 PM - 12:24:2...
>	Onboarding	AP:LA2-AP3802-23 WLC:LA1-WLC5520-2...	12:23:24.540 PM - 12:23:5...
>	Re-Authentication	4 way Key Timeout WLC:LA1-WLC5520-2	12:23:08.567 PM - 12:23:1...
>	Onboarding	AP:LA2-AP3802-23 WLC:LA1-WLC5520-2...	11:52:02.634 AM - 11:52:3...
>	Re-Authentication	4 way Key Timeout WLC:LA1-WLC5520-2	11:51:32.631 AM - 11:51:5...
>	Onboarding	AP:LA2-AP3802-23 WLC:LA1-WLC5520-2...	11:21:12.941 AM - 11:21:1...
>	Onboarding	AP:LA2-AP3802-23 WLC:LA1-WLC5520-2...	11:20:25.564 AM - 11:20:5...

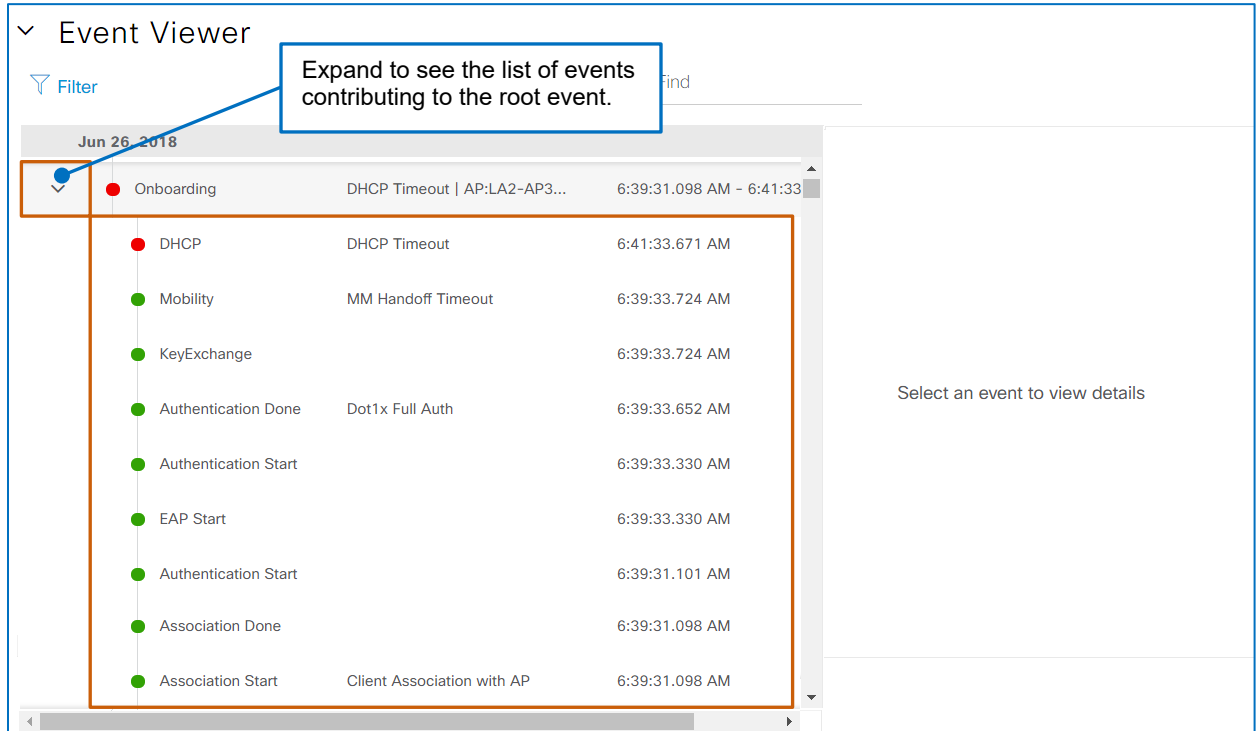
Event details area

Select an event to view details

To see a list of contributing events:

- In the list of events, expand an item.

The item opens a list of the additional actions related to that event and their statuses.



Event Viewer

Filter

Jun 26, 2018

Onboarding DHCP Timeout | AP:LA2-AP3... 6:39:31.098 AM - 6:41:33...

DHCP DHCP Timeout 6:41:33.671 AM

Mobility MM Handoff Timeout 6:39:33.724 AM

KeyExchange 6:39:33.724 AM

Authentication Done Dot1x Full Auth 6:39:33.652 AM

Authentication Start 6:39:33.330 AM

EAP Start 6:39:33.330 AM

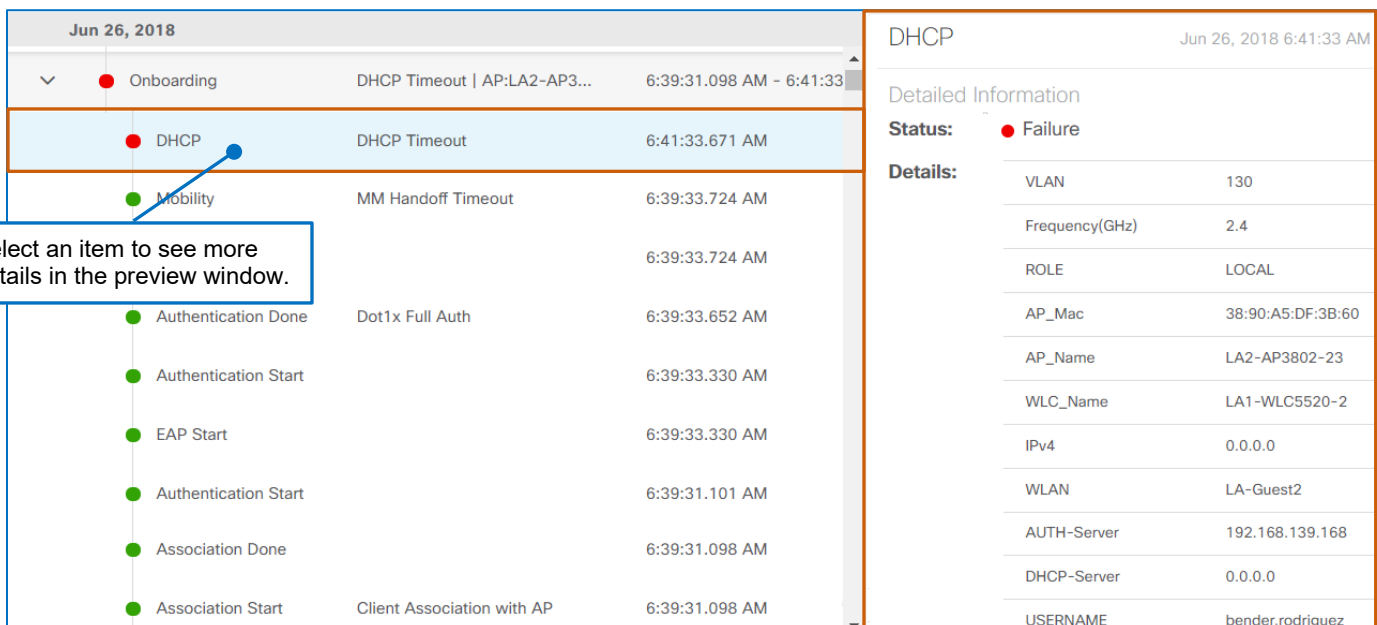
Authentication Start 6:39:31.101 AM

Association Done 6:39:31.098 AM

Association Start Client Association with AP 6:39:31.098 AM

Select an event to view details

Select an event in the list to see its details.



Jun 26, 2018

Onboarding DHCP Timeout | AP:LA2-AP3... 6:39:31.098 AM - 6:41:33...

DHCP DHCP Timeout 6:41:33.671 AM

Mobility MM Handoff Timeout 6:39:33.724 AM

Authentication Done Dot1x Full Auth 6:39:33.652 AM

Authentication Start 6:39:33.330 AM

EAP Start 6:39:33.330 AM

Authentication Start 6:39:31.101 AM

Association Done 6:39:31.098 AM

Association Start Client Association with AP 6:39:31.098 AM

DHCP Jun 26, 2018 6:41:33 AM

Detailed Information

Status: Failure

Details:

VLAN	130
Frequency(GHz)	2.4
ROLE	LOCAL
AP_Mac	38:90:A5:DF:3B:60
AP_Name	LA2-AP3802-23
WLC_Name	LA1-WLC5520-2
IPv4	0.0.0.0
WLAN	LA-Guest2
AUTH-Server	192.168.139.168
DHCP-Server	0.0.0.0
USERNAME	bender.rodriquez

Select an item to see more details in the preview window.

...The Tool for Evaluating the Path That Traffic Is Using?

Path Traces for Flow Mapping and Path Health

Path Trace provides the tool that you can use to map the complete path that client traffic is taking from the IP address to which a client is connected to its destination, such as a server or printer.

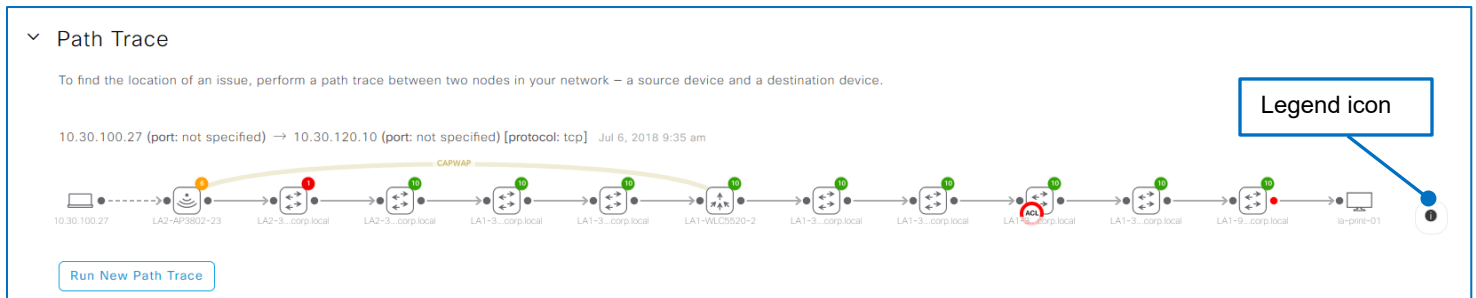
Running a path trace supports monitoring and troubleshooting end-to-end connectivity, such as when you are evaluating issues.

Path Trace

To find the location of an issue, perform a path trace between two nodes in your network – a source device and a destination device.

[Run New Path Trace](#)

When you initiate a path trace, Cisco DNA Center reviews and collects network topology and routing data from the devices supporting the traffic. It calculates and displays the path between a client endpoint and its destination in a path trace topology. Following is an example of a complete path trace.



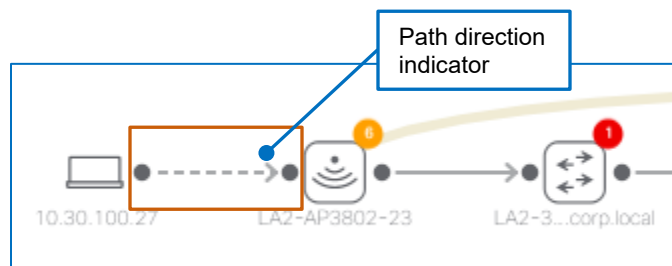
A completed path trace displays:

- The path direction.



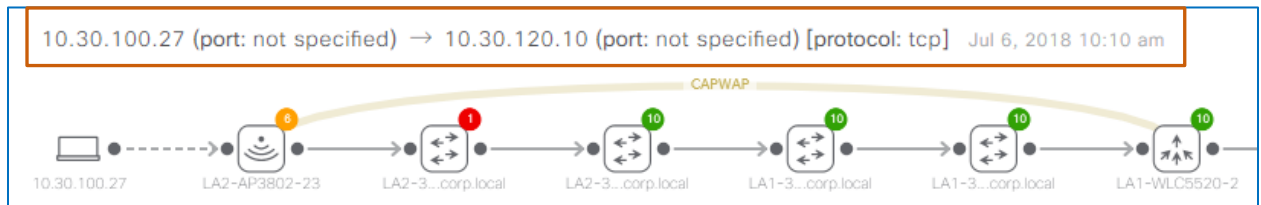
Note: The Path Trace tool provides the flexibility to run a path trace from any source to any destination to support troubleshooting.

For example, you can run a separate path trace to evaluate the reverse direction of the flow, when that is helpful.

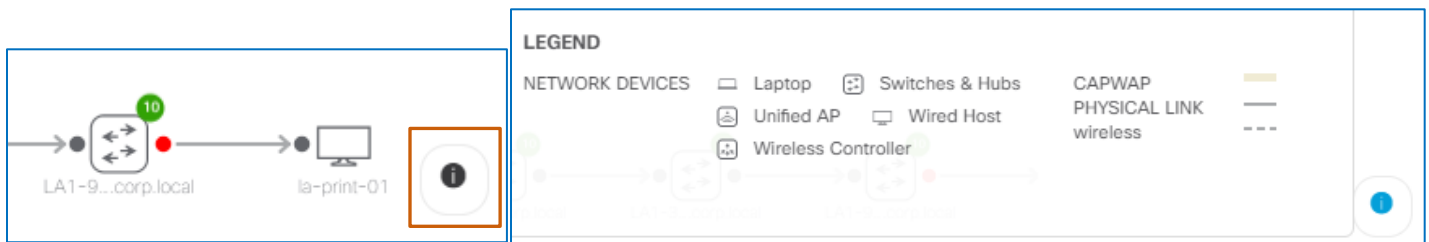


- Each intermediate network device that traffic is using to traverse to its destination and their protocols, its health state, and the number of endpoints connected to it.

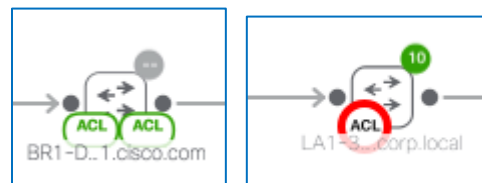
- Above the topology, a description of the path with a time stamp indicating the most recent time that you ran the path or the system refreshed it.



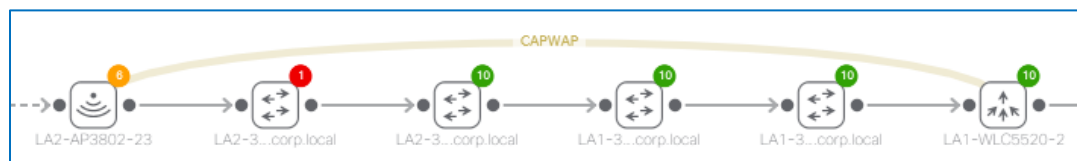
- To the right of the trace topology, a legend defining the device icons and link types.



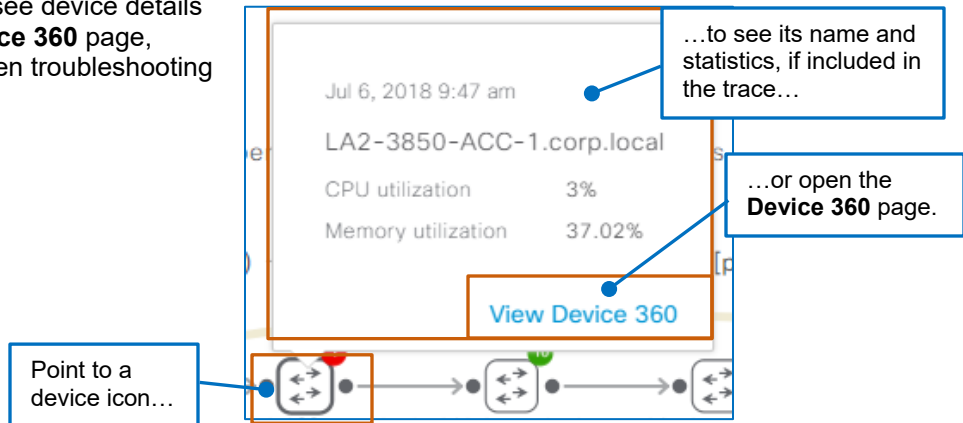
- Based on items that you can select for the path trace to identify:
 - At each ingress and egress interface, each access control list (ACL) on that interface that match the criteria that you indicate when you configure the path trace.
 - Permit ACLs appear in green color-coding.
 - Deny ACLs appear in red color-coding.
 - When there is lack of data, such as a missing source or destination interface or protocol, in the trace configuration, the trace returns an ACL result in black color-coding.



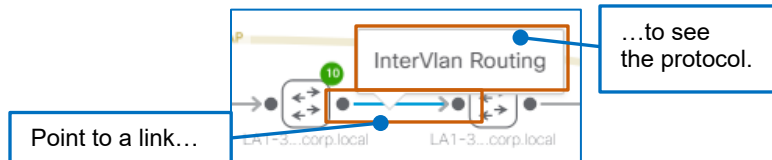
- Device level CPU and memory utilization statistics.
 - Interface level ingress or egress drops.
- For wireless clients, the CAPWAP tunnel that is connecting the access point to the WLC to which it is joined.



You can point to a device to see device details and access a link to the **Device 360** page, which can provide insight when troubleshooting a problem.

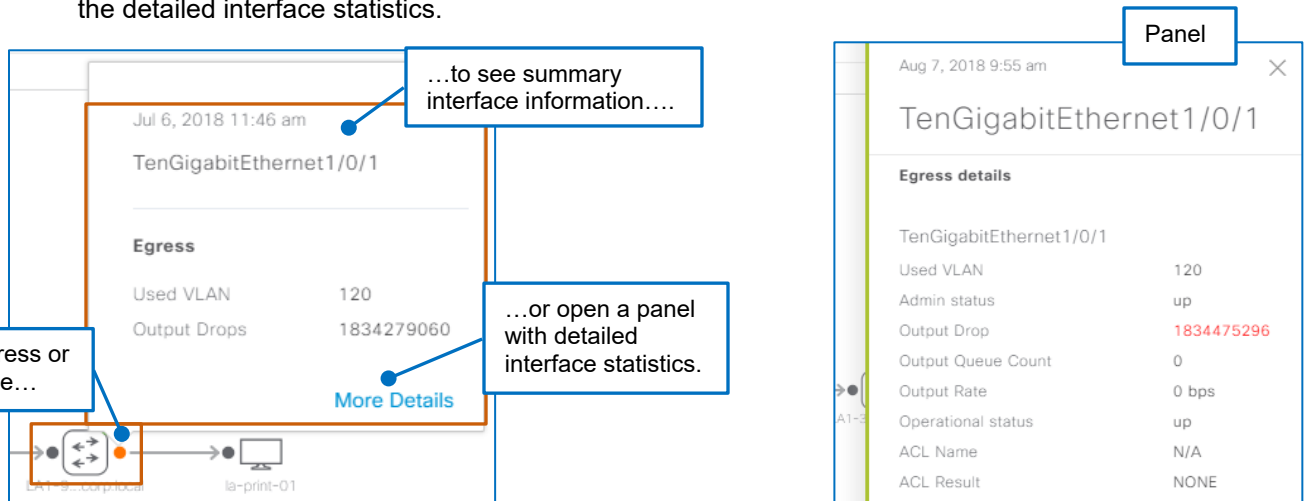


You can point to a link to see the protocol running between two devices.



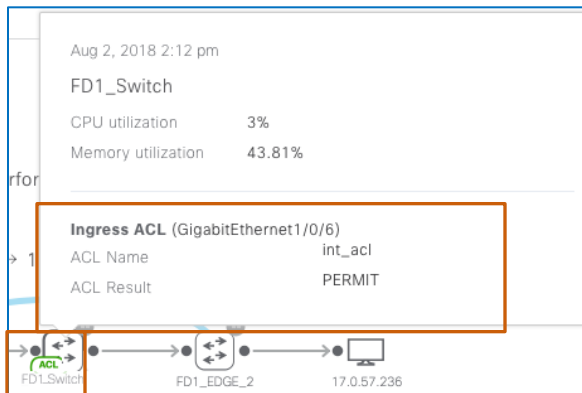
You can point to ingress and egress interface icons for a device to see the interface that the path is using, the VLAN that the interface is using and packet drop metrics.

When you include interface statistics in the trace, you can click **More Details** to open a panel with the detailed interface statistics.



Tip: If a link in a pop-up window does not respond, rerun the path trace or refresh the page to enable it.

When you run a path trace with ACL results, you can point to an ACL icon to see the ACL name and its rule.



How Do I Prepare To Run a Path Trace?

Before you begin a path trace, ensure that the system inventory contains all of the devices, such as routers, switches, Cisco WLCs, and access points, between the source device and destination device, and that they are in a managed state.

To do so, you can review **Inventory** page, which you can access on the Cisco DNA Center home page.

Inventory						
Device Name	IP Address	Reachability Status	Uptime	Last Updated	Resync Interval	Last Sync Status
DC-SERVICES	10.0.100.8	Reachable	324 days 8 hrs 43 mins	12 minutes ago	00:25:00	Managed
CORE-1	10.0.255.31	Reachable	94 days 19 hrs 12 mins	9 minutes ago	00:25:00	Managed
CORE-2	10.0.255.32	Reachable	328 days 4 hrs 20 mins	10 minutes ago	00:25:00	Managed
CORE-1-VPC-AGG-1	10.0.255.33	Reachable	94 days 19 hrs 17 mins	a minute ago	00:25:00	Managed

When you need to run a path trace for a specific interface or port on either the source or destination device, obtain each interface and port number that you need.

Source
 IPv4
 10.30.255.103
 Interface (optional)
 -

10.30.255.103
 10.30.253.3
 192.168.0.1

Destination
 IPv4
 Port (optional)

How Do I Run a Path Trace?

To run a path trace:

1. Under **Path Trace**, click **Run New Path Trace**.

Path Trace

To find the location of an issue, perform a path trace between two nodes in your network – a source device and a destination device.

Run New Path Trace

The **Set up Path Trace** panel opens, and, under **Source**, the panel populates the **IPv4** field with the endpoint's IP address.

Endpoint IP address

Set up Path Trace

Source

IPv4

10.30.100.27

Port (optional)

Destination

IPv4

Port (optional)

Options

Protocol

-

Refresh Every 30sec

On

ACL Trace

On

Include Stats

☐ Device
 ☐ Interface
 ☐ QoS

Start

2. To identify the client endpoint at which you want the trace to start, under **Source**:

a. In the **IPv4** field:

- To use the endpoint IP address, validate and accept the default address that the panel populated.

Source

IPv4

10.30.100.20

- To select another endpoint or identifier, click the field, and then, in the drop-down list select the endpoint.



Note: For added flexibility during troubleshooting, you can select any source or destination endpoint to run the trace.

This way, you do not need to navigate to another 360 page to run the trace of interest.

Source

IPv4

10.30.100.20

Showing 64 of 64

10.31.100.12
Becky-PC
wired

192.168.139.192
wired

192.168.139.169
wired

192.168.139.160
wired



Tip: You can filter the list to find the endpoint that you need by typing an IP address, a host name, a user name, or an application name.

The list filters automatically as you type to display the results that match the string.

Source

IPv4

becky

Showing 1 of 64

10.31.100.12
Becky-PC
wired

- b. Optionally, to identify the interface on which you need to start the trace, in the **Port** field, type the interface number.

Source

IPv4

10.30.100.20

Port (optional)

3. Under **Destination**, to indicate the point at which you want to end the trace.
 - a. In the **IPv4** field, click the field, and then, in the drop-down list, type or select the destination IP address.

Destination

IPv4

Port (optional)



Tip: The **Destination | IPv4** field accepts IP addresses only, but you can filter the drop-down list by using any criteria that is included in the description.

Begin typing to filter the list, which populates automatically as you type with the results that match the string.

Source

IPv4

becky

Showing 1 of 64

10.31.100.12

Becky-PC

wired

Based on the type of device you select for the destination, the panel also opens the **Interface** field above the **Port** field.

Destination

IPv4

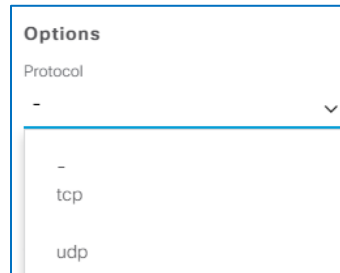
10.0.255.31

Interface (optional)

-

Port (optional)

- b. Optionally, to indicate the interface on which you need to start the trace, in the **Interface** field, type the interface number.
 - c. Optionally, to indicate a specific port on the interface, in the **Port** field, type the port number.
4. Optionally, to indicate a specific protocol for Cisco DNA Center to use to establish the path trace connection, in the **Protocol** drop-down list, select **tcp** or **udp**.



The screenshot shows a drop-down menu titled "Options" with a "Protocol" label. The menu is open, showing a list of options: "-", "tcp", and "udp". The "-" option is currently selected.

5. To indicate whether the system runs the trace at 30 second intervals:
 - To run the trace every 30 seconds, accept the default selection of **On**.
 - To run the trace once and evaluate the results, toggle the button to **Off**.



The screenshot shows a toggle switch labeled "Refresh Every 30sec". The switch is currently in the "On" position, indicated by a blue circle and the word "On" next to it.



Note: The trace will continue to refresh as long as it is available on the page.

Rerunning a path trace at 30 second intervals can be helpful for ongoing troubleshooting, for example, when a network user is experiencing issues connecting to a specific device.

6. To indicate whether devices on the trace contain access control lists (ACLs) that match trace criteria:

- To see the ACL indicators, accept the default selection of **On**.
- To not see ACL indicators, toggle the button to **Off**.



The screenshot shows a toggle switch labeled "ACL Trace". The switch is currently in the "On" position, indicated by a blue circle and the word "On" next to it.



Important Note: When you include source or destination interfaces or ports, or protocol options in the path trace, the ACL trace results will include only those ACLs that apply based on the combination of items that you defined or selected.

That means that there can be one or more ACLs on the interface that do not appear in the path trace results.

- To configure the path trace to collect additional metrics, under **Include Stats**:
 - To see device level CPU and memory statistics, select the **Device** check box.
 - To see ingress or egress interface drop statistics, select the **Interface** check box.



Tip: The quality of service statistics are available for routers only and return a subset of complete QoS data.

To ensure that you see the data that you want on any device, run the QoS command directly of that device.

- ☐ Device
- ☐ Interface
- ☐ QoS

8. To run the trace, click **Start**.

The panel closes automatically, and the system indicates that the trace is in progress.

○ Loading Trace

Run New Path Trace

When the path trace is complete, the system displays the topology results based on the settings in the trace configuration.

Path Trace

To find the location of an issue, perform a path trace between two nodes in your network – a source device and a destination device.

10.30.100.27 (port: not specified) → 10.30.120.10 (port: not specified) [protocol: not specified] Jul 6, 2018 11:45 am

Run New Path Trace

To clear a path trace or run a subsequent one:

- Manually refresh the page by using the browser button.

...Application Use and Health?

You can review the health and metrics of applications that an endpoint is running under **Application Experience** in the **Client 360**.



Important Note: To collect application quantitative and qualitative metrics, a user must enable Cisco NetFlow data collection and apply the applicable telemetry profile by using Cisco DNA Center on the routers that are managing the traffic.

You also can use **Application Experience** to troubleshoot clients that onboard successfully but experience throughput or other issues based on an application's qualitative metrics.

Application Experience
BETA
As of Jun 27, 2018 12:43 pm
Refresh

Business Relevant
Business Irrelevant
Default

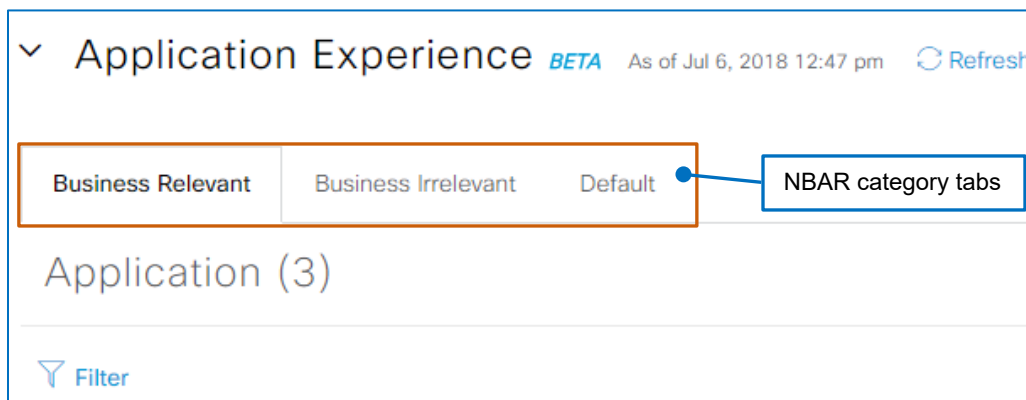
Application (3)
Export

Filter
Find


	Name	Host Name	Health		Usage		Average Throughput	Traffic Class	DSCP		Packet Loss (%)		Network Latency		Application Server Delay		
			Most Recent	Last 24 Hours	Bytes	Percentage (%)			Marking	Preservation	Max	Average	Max	Average	Max	Average	
<input type="radio"/>	http-local-net	us.archive.ubuntu.com	8	View	7.57 MB	100	105.8 Kbps	transactional-data	AF21	Yes	0.13	0.09	2 ms	2 ms	230 ms	180 ms	
<input type="radio"/>	dns	--	--	--	15.55 KB	0.2	10 bps	ops-admin-mgmt	DF	No	--	--	--	--	--	--	
<input type="radio"/>	ntp	--	--	--	11.58 KB	0.15	2 bps	ops-admin-mgmt	DF	No	--	--	--	--	--	--	

Application Experience categorizes applications by using the network-based application recognition (NBAR) engine's standard classifications:

- Business Relevant**
Applications that are critical to business.
Examples: Microsoft Outlook and Cisco WebEx.
- Business Irrelevant**
Applications that are not critical to business.
Examples: YouTube and Netflix.
- Default**
Applications that the NBAR engine cannot identify in its classifications.

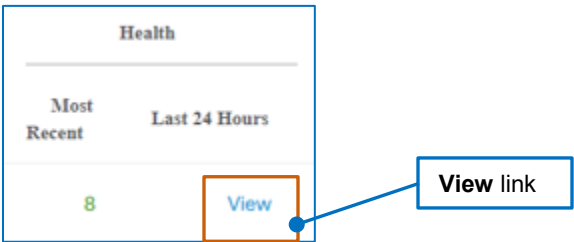


Application Experience determines the health score of an application by calculating packet loss and network latency. Under **Most Recent**, it presents the health score in color code for the most recent calculation.

Name	Host Name	Health	
		Most Recent	Last 24 Hours
 outlook-web-service	outlook.live.com	3	View

To see application health details over the last 24 hours:

- Under **Health**, in the **Last 24 Hours** column, for the application of interest, point to **View**.



A pop-up window opens and displays the trend of the application’s health score for the previous 24 hours and is not interactive. The red dot indicates the current time.



Under **Usage**, **Bytes** indicates the number of bytes exchanged between each application and the endpoint.

Percentage indicates the amount of traffic each application is generating out of the total application traffic being exchanged with the endpoint.

Usage	
Bytes	Percentage (%)
341.04 KB	31
500.16 KB	46
328 B	0.03

Under **DSCP**, to indicate each application’s quality of service attributes, **Marking** indicates each application’s DSCP classification.

Preservation indicates whether the application setting that retains the application’s DSCP class as its traffic traverses the network is enabled.

DSCP	
Marking	Preservation
DF	No
DF	No
CS6	No

You also can see each application’s average throughput of traffic between the client and servers and its QoS traffic class.

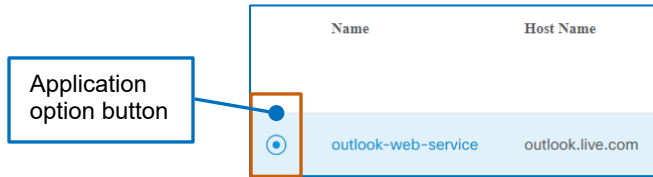
NetFlow data from routers provides the average and maximum percentages for:

- The packet loss that the client is experiencing.
- The latency occurring for the client on the network.
- The amount of time application server delay, which is, for Real-time Transport Protocol (RTP)-based applications, such as voice over IP or video streaming applications, the time that it takes the server to respond to a request from the application.

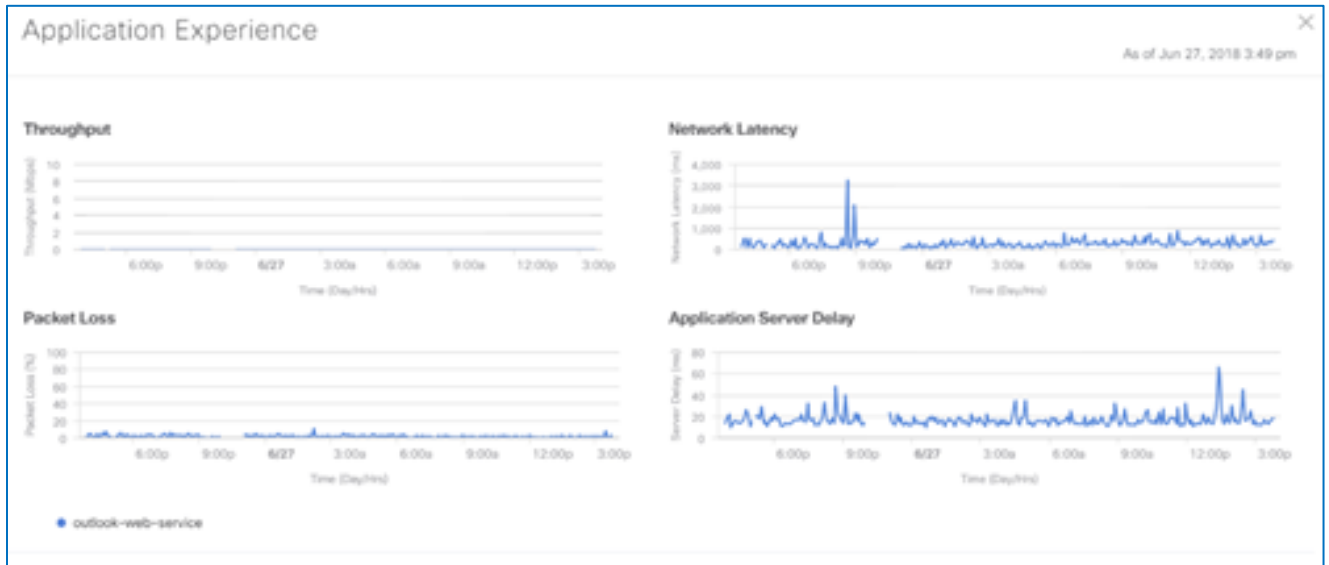
Average Throughput	Traffic Class	DSCP		Packet Loss (%)		Network Latency		Application Server Delay	
		Marking	Preservation	Max	Average	Max	Average	Max	Average
2.86 Mbps	bulk-data	DF	No	72	0.55	16 sec	1 sec	128 ms	0 ms
2.81 Kbps	bulk-data	DF	No	11	2	3 sec	230 ms	112 ms	16 ms

To see application throughput and qualitative metrics charts for a specific application:

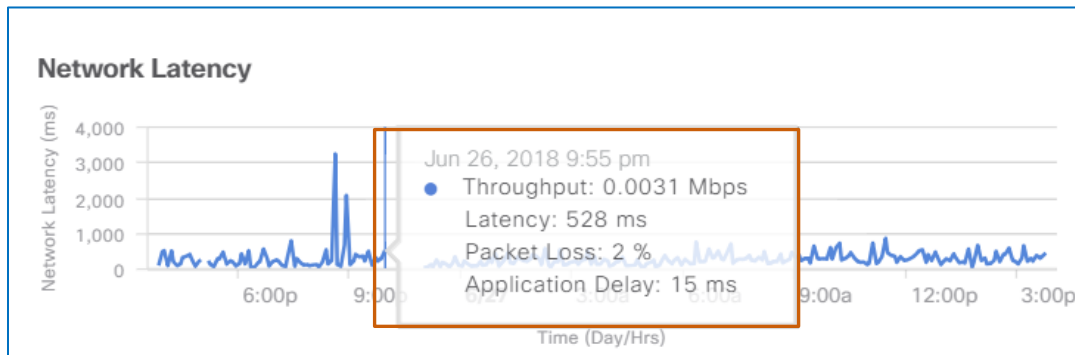
- Beside the application of interest, click the option button.



The **Application Experience** panel opens and overlays the page. The panel provides interactive charts with metrics' behavior over the 24-hour time period.



You can point to any chart to see all of the metrics for a specific time.



Application Experience also provides access to the **Application 360** page for each application that is running on the client.

Name	Host Name	Health	
		Most Recent	Last 24 Hours
 outlook-web-service	outlook.live.com	2	View
 ntp	--	--	--
 dns	--	--	--

Links to open application based 360 pages

...More Metrics and Detailed Information?

The Detail Information Section

Under **Detail Information**, the **Client 360** page includes the following tabs with more device information and metrics.

- [Device Info](#)
Device attributes and connection information
- [Connectivity](#)
Charts that map the number of bytes that the device transmits (Tx) and receives (Rx), and DNS request and response times for the last 24 hours
- [RF](#)
Charts that illustrate the signal strength in relation to noise levels for the last 24 hours
- [iOS Analytics](#)
When the device connected to the endpoint is an Apple® device, additional metrics, connectivity, and dissociation details



Note: iOS Analytics tab availability depends on the combination of the versions of the Apple device's operating system, its hardware, and the Cisco access points.

Detail Information			
Device Info		Connectivity	RF
Information		Connection Information	
User Name	daphne.blake	Band	5 GHz
Host Name	Daphne-iPhone	Spatial Streams	2
MAC Address	A8:BE:27:36:70:11	Channel Width	20 MHz
IP Address	10.30.100.29	WMM	Supported
Device Type	iPhone 7	U-APSD	Disabled
Operating System	Cisco-Switch iOS11.4		
VLAN ID	100		

Reviewing Device Type and Connectivity Attributes

The **Device Info** tab lists device attributes and device connection information.

Detail Information

Device Info

Connectivity

RF

Information		Connection Information	
User Name	daphne.blake	Band	2.4 GHz
Host Name	Daphne-PC	Spatial Streams	0
MAC Address	B8:27:EB:CA:AA:88	Channel Width	20 MHz
IP Address	10.30.100.20	WMM	Supported
Device Type	Linux-Workstation	U-APSD	Disabled
Operating System	dhcpcd-6.7.1:Linux-4.9.53-v7+:armv7l:BCM2835		
VLAN ID	100		

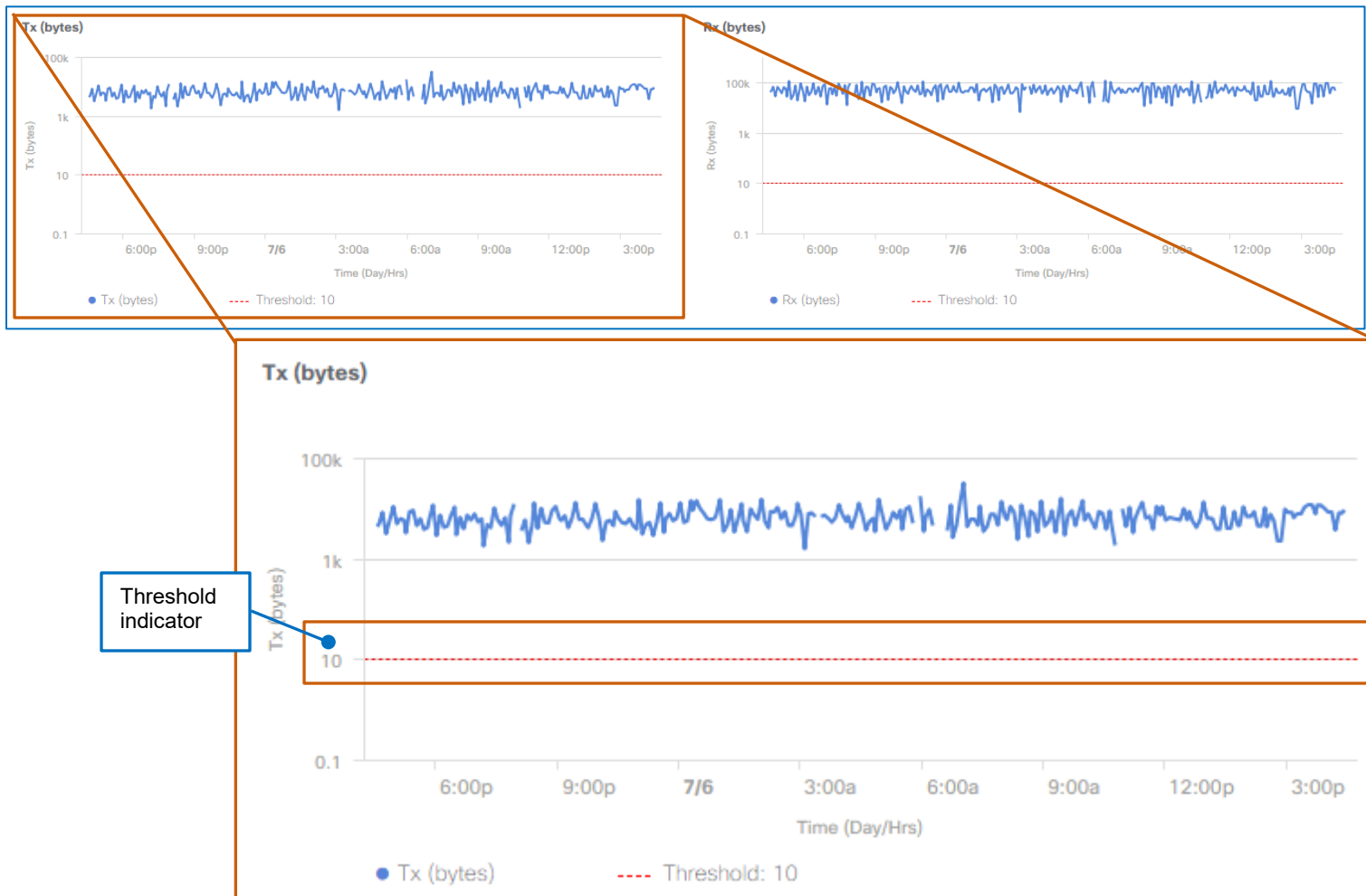
Reviewing Transmit / Receive Metrics and DNS Request / Response Times

The **Connectivity** tab provides charts that illustrate the following over a 24-hour period.

- The bytes that the device transmits (Tx) and receives (Rx)
- The DNS request and the DNS query response times



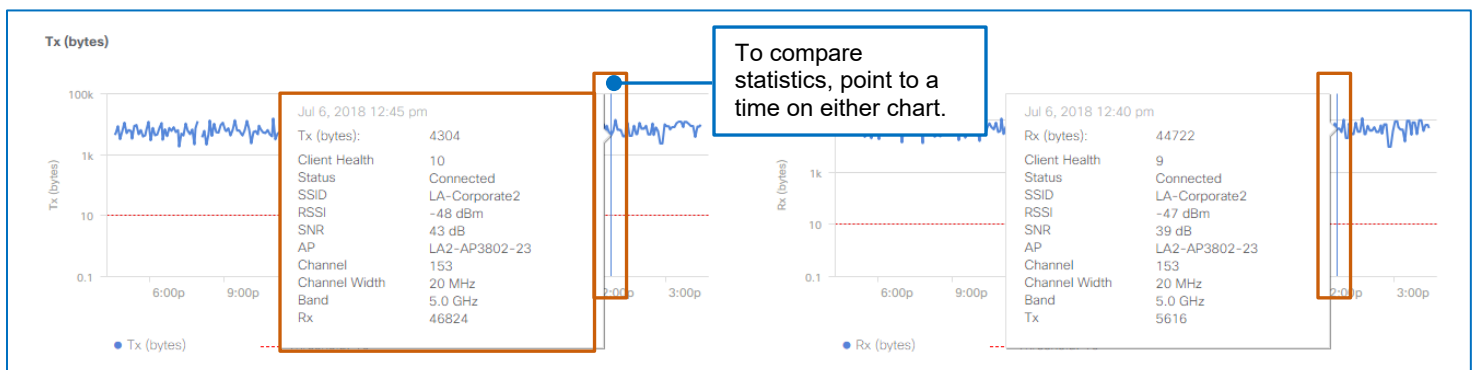
The **Tx (bytes)** and **Rx (bytes)** charts include a threshold line to emphasize when the endpoint is transmitting or receiving packets that are below acceptable levels.



The charts also provide a comparison tool so that you can evaluate the metrics for a specific time side-by-side.

To compare the transmit and receive data for a specific time:

- On either chart, point to the time of interest. You can move the pointer along the timeline to see varying metrics.



Reviewing Signal Strength and Signal to Noise Metrics

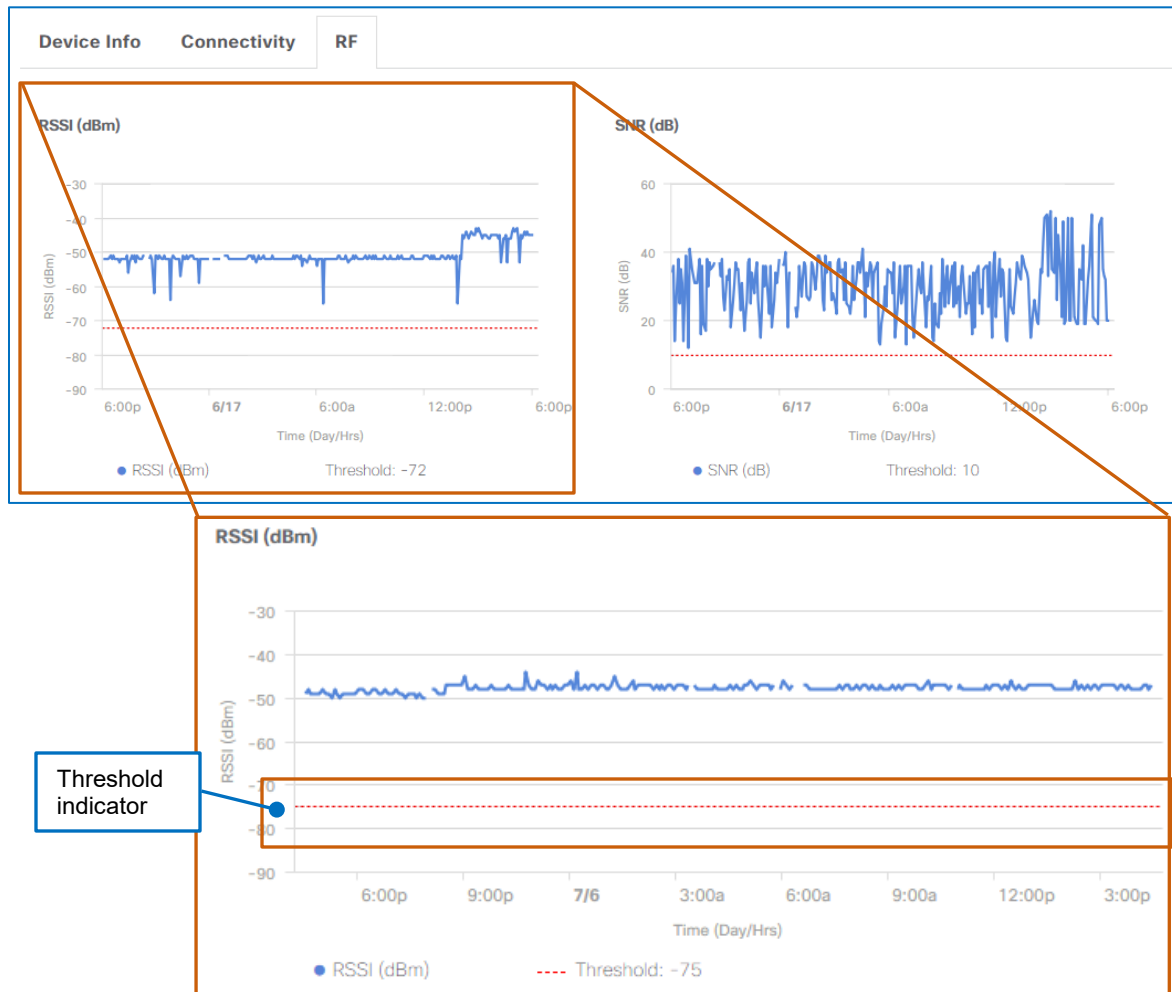
For wirelessly connected clients, the **RF** tab provides charts that illustrate the following measurements over a 24-hour period:

- The signal strength that the endpoint is receiving (**RSSI**)
- The signal-to-noise ratio (**SNR**) that the device is experiencing



This information helps you to determine if the client is experiencing poor RF conditions, such as high noise levels or issues with the radio channel utilization, width, or mode.

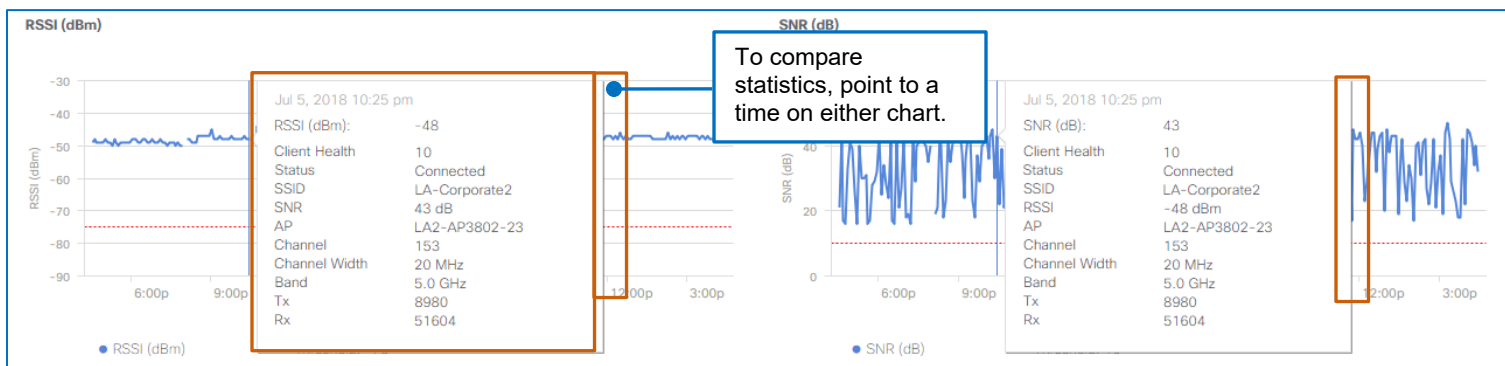
The RSSI and SNR charts include a threshold line so that you can evaluate when the endpoint is experiencing measurements that are below acceptable levels.



The charts also provide a comparison tool so that you can evaluate the metrics for a specific time side-by-side.

To compare the signal strength and signal-to-noise data for a specific time:

- On either chart, point to the time of interest. You can move the pointer along the timeline to see varying metrics.



Reviewing Apple® iOS Client Metrics and Connectivity to APs

When you select an endpoint to which an Apple® device is connected wirelessly, **Detail Information** includes the **iOS Analytics** tab, which displays.

- A list and the topology for the access point to which the device is connected and other available access points.
- A list of device disassociation actions.

Device Info
Connectivity
RF
iOS Analytics

Neighbor APs (2) Export

Filter

BSSID	AP Name	Channel	RSSI (dBm)	Location
38:90:A5:CD:69:6F	LA1-AP3802-31	161	-58	Global/USA/LA/Level16

Show 10 entries

Showing 1 - 1 of 1

Previous 1 Next

Client Disassociation Details (144)

Filter

Time	Disassociation Reason	Disassociated AP	Session Duration	AP Location
Friday, July 27, 2018 9:56 AM	User triggered disassociation	LA1-AP3802-31		Level16
Friday, July 27, 2018 9:51 AM	Device idle	LA1-AP3802-31		Level16
Friday, July 27, 2018 9:46 AM	Device idle	LA1-AP3802-31		Level16
Friday, July 27, 2018 9:41 AM	User triggered disassociation	LA1-AP3802-31		Level16

iOS Analytics tab for Apple® wireless devices

Note: iOS Analytics tab availability depends on the combination of the versions of the Apple device's operating system, its hardware, and the Cisco access points.

Neighbor APs presents the access point list and topology.

In the topology below the list, a solid line indicates the device's active connection to an access point.

Dotted lines indicate access points to which the device also can connect.

Neighbor APs (2) Export

Filter

BSSID	AP Name	Channel	RSSI (dBm)	Location
38:90:A5:DF:3B:6F	LA2-AP3802-23	153	-58	Global/USA/SM/Level1
38:90:A5:DF:3B:60	LA2-AP3802-23	6	-39	Global/USA/SM/Level1

Show 10 entries

Showing 1 - 2 of 2

Previous 1 Next

Access point available to the device

Device's active connection to an access point


Navigating Assurance Client Health

80

In general, when a client connects to an access point, it remains connected until there is reason to connect to a different access point or to disconnect. Devices join the nearest AP with the strongest signal based on the connection’s RSSI and SNR measurements.

Client Disassociation Details lists:

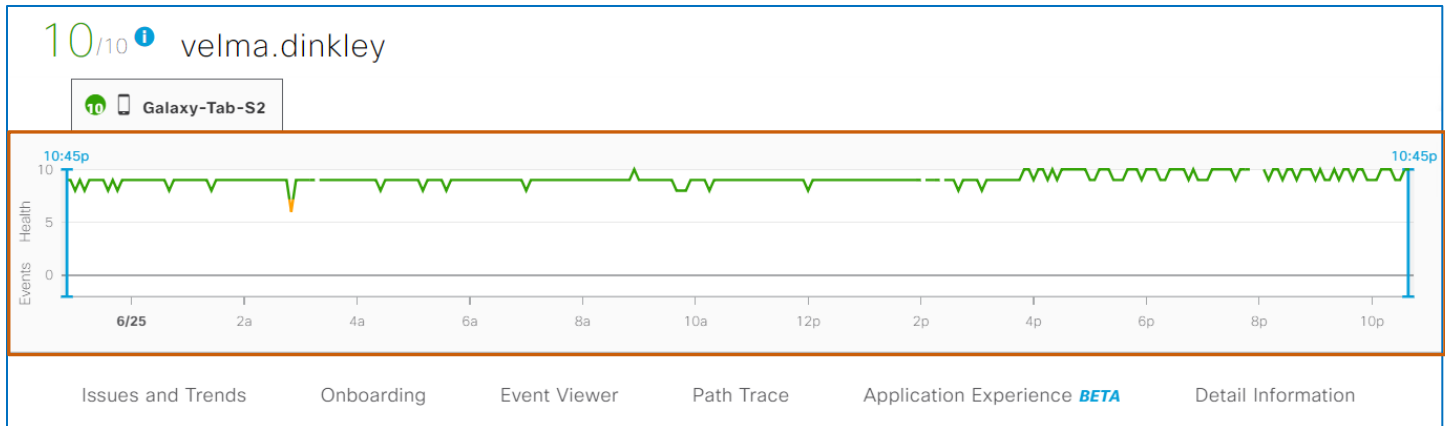
- Each time that the device disconnected from any access point and the reason that it disconnected.
- The access point to which the device was connected.
- The length of time that the device was connected.
- The location of the access point.

Client Disassociation Details (144)				
 Filter				
Time	Disassociation Reason	Disassociated AP	Session Duration	AP Location
Friday, July 27, 2018 9:56 AM	User triggered disassociation	LA1-AP3802-31		Level16
Friday, July 27, 2018 9:51 AM	Device idle	LA1-AP3802-31		Level16
Friday, July 27, 2018 9:46 AM	Device idle	LA1-AP3802-31		Level16

What Was an Endpoint Experiencing at a Certain Time?

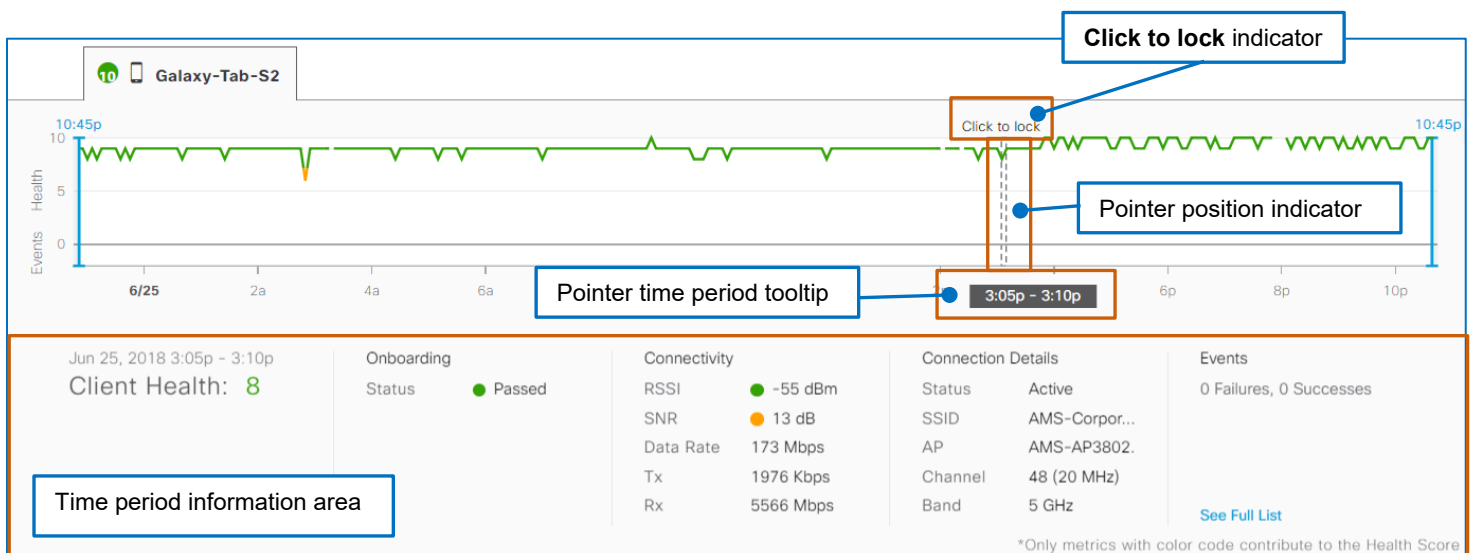
You can evaluate the health of an endpoint at a specific point in time by using the timeline.

This context supports issue troubleshooting, proactive responses to changing conditions, and helps to avoid similar problems in the future.



When you point the timeline:

- A pair of dotted lines indicate the pointer position on the timeline.
- The tooltip indicates the time period on which you are pointing.
- An information area below it expands with details about the state of the endpoint at that specific time.
- A **Click to lock** indicator opens, emphasizing the action that you can take to keep the information area visible when you move the pointer away from the timeline.

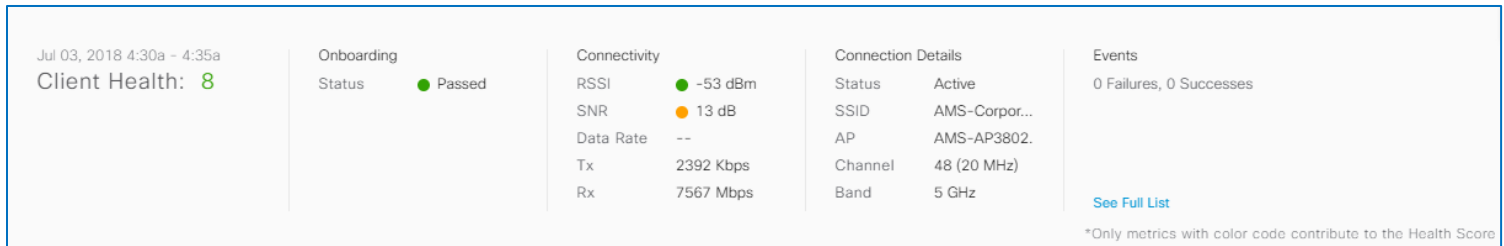


When you click a point on the timeline, the information area remains visible on the page when you move the pointer away from the timeline.

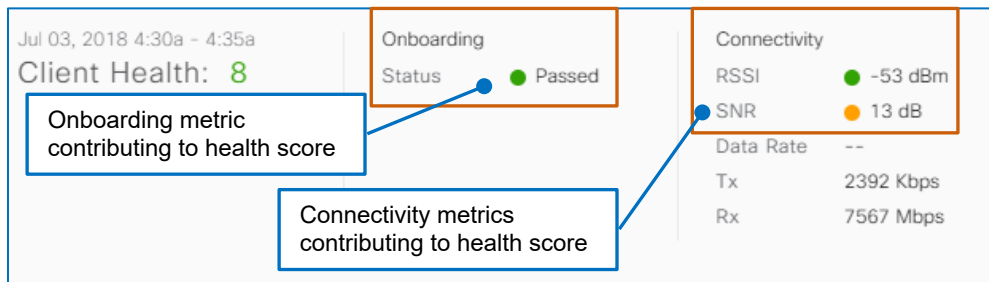
The time period information area provides the same information that the **Client 360** page does for the state of the endpoint at that time.



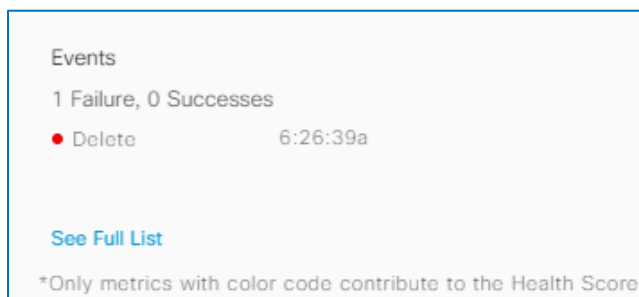
Note: Locking a timeline point does not affect the 24-hour time period that is applied to the overall page.



The **Client Health** score is based only on those metrics that apply for the time period, which are listed under **Onboarding** and **Connectivity**. The metrics for which the score is reporting display color-code beside them.



Under **Events**, the information area indicates the number of successful or failed event that occurred at that time.



To see a complete list of events for the time period in the timeline:

- Below **Events**, click **See Full List**.

Events

1 Failure, 0 Successes

● Delete 6:26:39a

[See Full List](#)

*Only metrics with color code contribute to the Health Score

The link navigates to the **Event Viewer** section on the **Client 360** page.

Jul 03, 2018 6:25a - 6:30a

Client Health: 1

Onboarding

Status ● Failed

Connectivity

RSSI ● --

SNR ● --

Data Rate 5 Mbps

Tx 27910 Kbps

Rx 71999 Mbps

Connection Details

Status --

SSID LA-Guest2

AP LA2-AP3802..

Channel 6 (20 MHz)

Band 2.4 GHz

Events

1 Failure, 0 Successes

● Delete 6:26:39a

[See Full List](#)

*Only metrics with color code contribute to the Health Score

Click See Full List...

Wireless client failed to connect (SSID: LA-Guest2, AP: LA2-AP3802-23, Band: 2.4 GHz) - DHCP Timeout

Total occurrences: 155

Onboarding

Wireless client failed to connect (SSID: LA-Guest2, AP: LA2-AP3802-23, Band: 2.4 GHz) - DHCP Timeout

Total occurrences: 3

Onboarding

Wireless client failed to connect (SSID: LA-Guest2, AP: LA2-AP3802-23, Band: 2.4 GHz, Site: Global/USA/SM/Level1) - Failed to authenticate due to Client Timeout

Total occurrences: 6

> Onboarding 07/03/18 04:20:26 pm

...to navigate to the Event Viewer list.

Event Viewer

Filter Find

Jul 3, 2018

> ● Delete DHCP Timeout | WLC:LA1-WLC5520-2 6:26:19.381 AM - 6:26:39.797 AM

How Are All of a Single User's Clients Doing?

Get a Holistic View on the User-Based Client 360

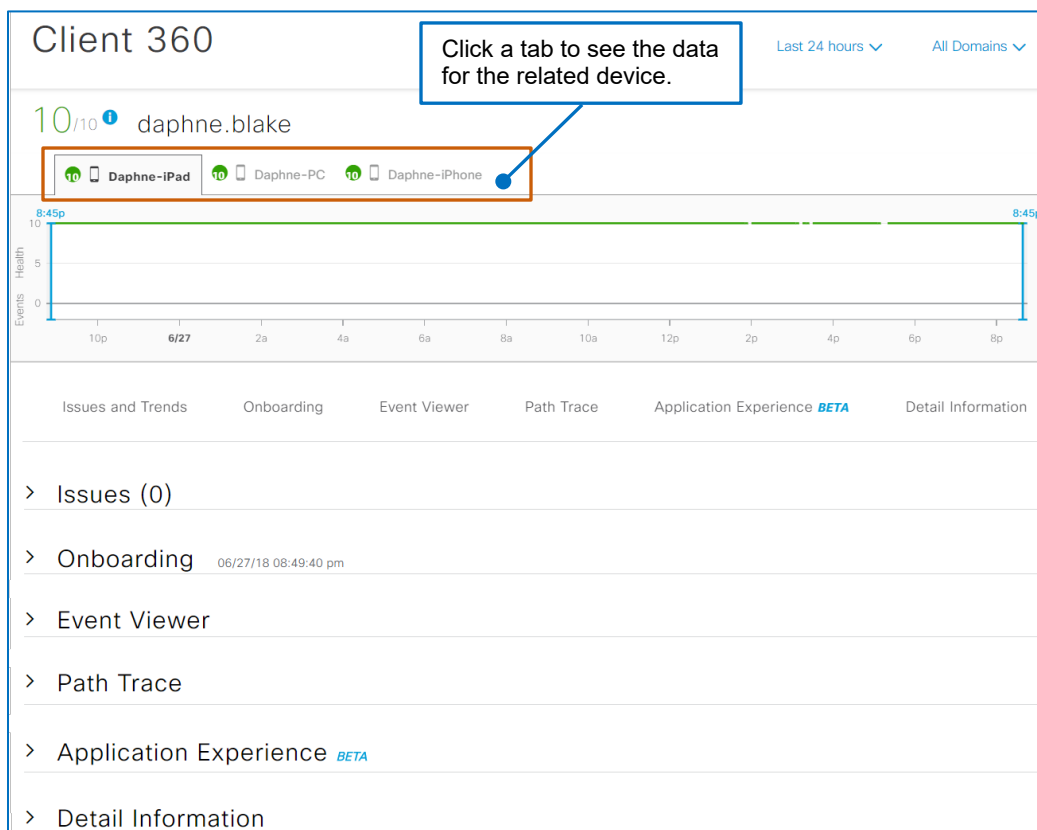
What Will I See?

The user-based **Client 360** page includes all of the devices that are associated with a single network user and provides the same information, features, and functions as [the Client 360 for a specific client endpoint](#).

The system collects end user data from WLCs, and, based on the system configuration, also can:

- In deployments with an Identify Services Engine (ISE), identify the device type.
- In deployments with Cisco Connected Mobile Experiences (CMX), the endpoint device's location.

The page provides tabs for each of the user's connected devices.

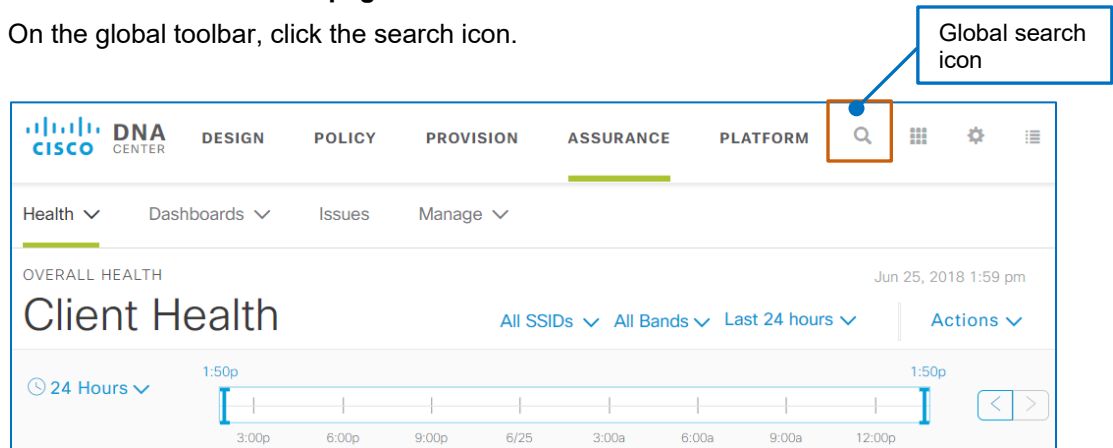


How Do I Open a User-Based Client 360 Page?

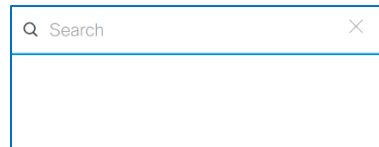
You open a user-based **Client 360** page by using the Cisco DNA Center global search feature.

To open a user-based **Client 360** page:

1. On the global toolbar, click the search icon.

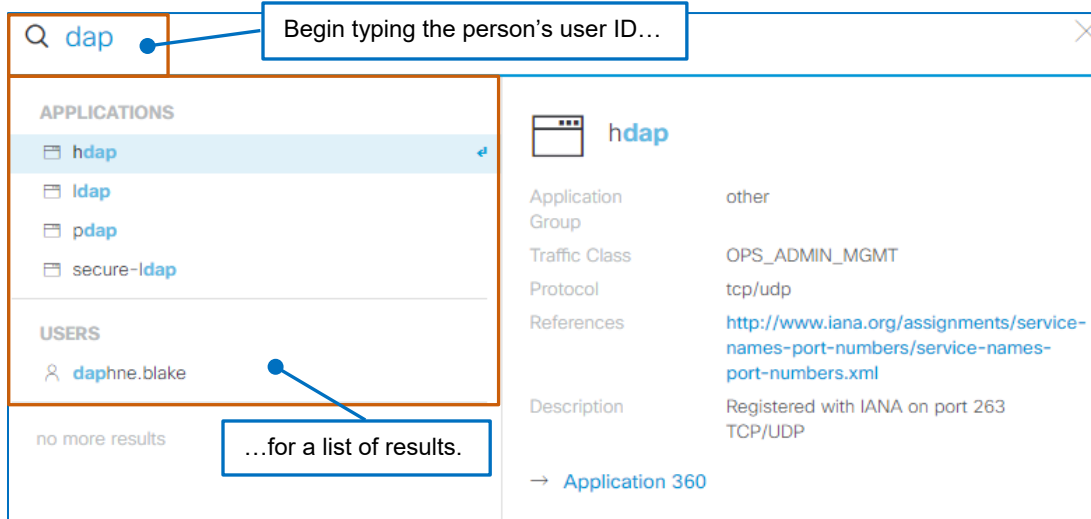


The **Search** dialog box opens.

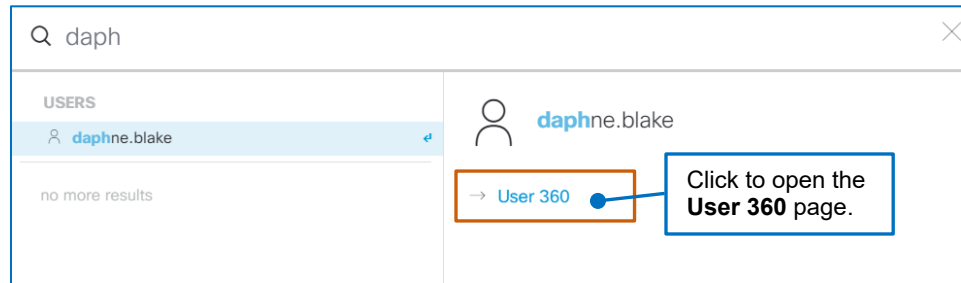


2. In the **Search** field, begin typing the user ID of the person whose client devices you need to see.

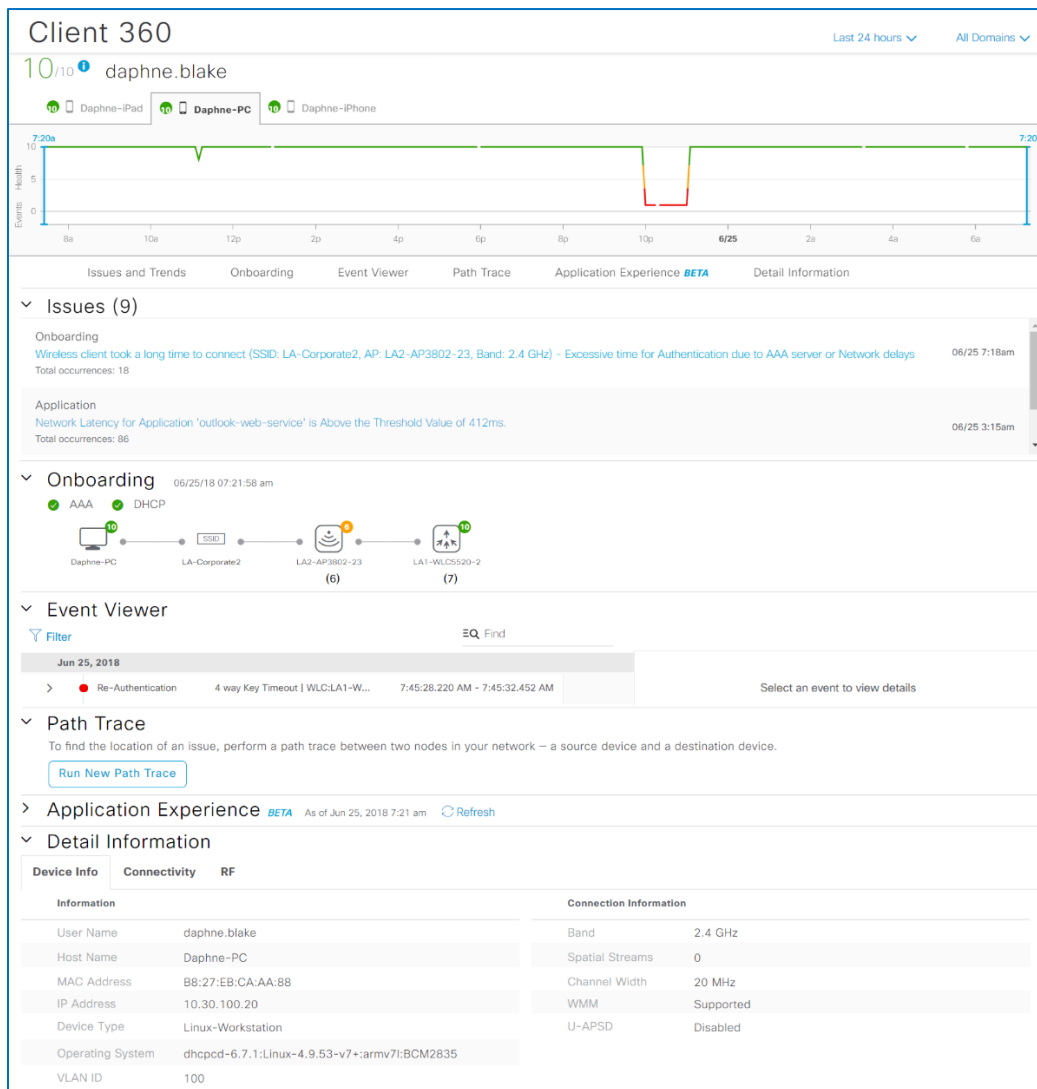
A list of results matching the characters that you type begins populating automatically.



- To access the **User 360** link, in the results list, under **Users**, select the person's user ID. The dialog box provides the **User 360** link to the right of the search results.



- To open the user-based **Client 360** page, click **User 360**. The **Client 360** page with tabs for each of the user's devices opens.



Watch It Happen in Cisco DNA Center

Video

This step-by-step instructional video demonstrates all of the steps that you can take to complete the task.

And, it includes the context that you need for a deeper understanding of system processes, best practices, and considerations for optimal system usage and results.



[Evaluating a System User's Printer Connection \(8:00\)](#)

Watch as we use the Assurance Path Trace tool to map the complete path that traffic is taking from its source IP address to its destination.

The results provide insight into ongoing or potential issues that might be affecting network traffic.

How To Watch a Video

To watch a video:

- Click the video's title link, which opens an MP4 file.

Based on your system and configuration, you might need to start the video manually.



Note: Video download and streaming times can vary.

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