Monitor and Troubleshoot Overall Enterprise Health

About Enterprise

You can use Assurance to monitor and troubleshoot the overall health of your enterprise. An enterprise consists of network devices and clients.

A network consists of one or more devices, including routers, switches, wireless controllers, and access points. Note that clients and devices in maintenance mode are not part of the network health score.

A client is an end device (computer, phone, and so on) that is connected to a network device (access point or switch). Catalyst Center supports both wired and wireless clients.

Monitor and Troubleshoot the Overall Health of Your Enterprise

Use this procedure to get a global view of the health of your enterprise, which includes network devices and clients, and to determine if there are potential issues that must be addressed.

Step 1 From the top-left corner, click the menu icon and choose **Assurance** > **Health**.

The **Overall** health dashboard appears.

Figure 1: Overall Health Dashboard
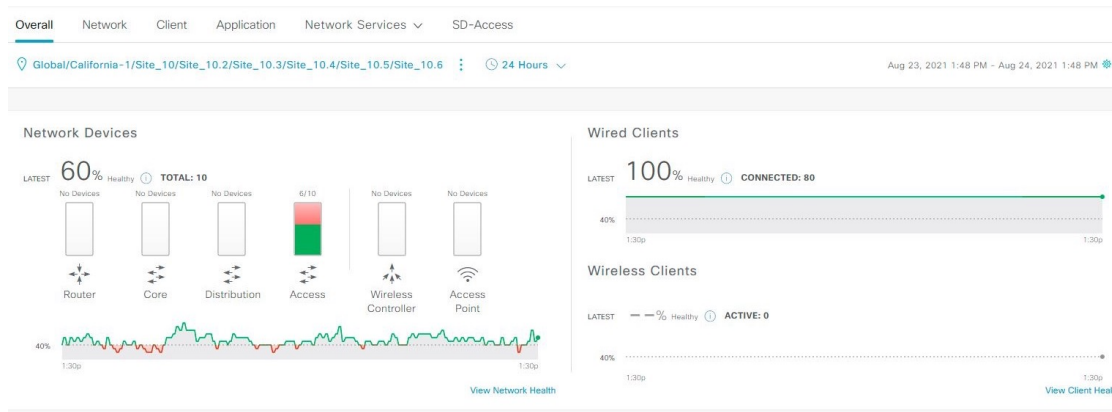
Step 2 Use the **Overall** health dashboard top menu bar for the following functionality:

Overall Health Dashboard Top Menu Bar	
Item	**Description**
Global **Location** pane	• Click Global to choose the site, building, or floor from the Site hierarchy. • Click next to the location icon and choose **Site Details** to view the Sites table. From the **Sites Details** table, you can perform the following functionality: • Click Hide Sites to hide the Sites table. • : Click this toggle button and use the drop-down list to choose **Hierarchical Site View** or **Building View**. Based on what you choose, the table displays the percentage of healthy clients and network devices for a specific location. • : Click this toggle button to display the health of all the sites in your enterprise on a geographic location-oriented health map. By default, the sites that are represented are color coded according to the severity of the problem. The color of the health score represents its severity. The health is measured on a scale of 1 to 10, where 10 is the best score. A score of 0 indicates that data could not be obtained. • From the **Go to sites** column, click for a site or building to display data only for that location on the **Overall** dashboard.
Time range	Enables you to display data for the last 3 hours, 24 hours, or 7 days.
Actions drop-down list	Enables you to export the overall dashboard to PDF format. Click **Export Dashboard** to view the preview page and click **Save**. Enables you to customize the dashboard display when you choose **Edit Dashboards** from the drop-down list. See Change the Position of a Dashlet and Create a Custom Dashboard.

Step 3 Use the **Overall Health Summary** dashlet for the following functionality:

Overall Health Summary Dashlet	
Item	**Description**
Network Devices	**Network Score**: Percentage of healthy (good) devices (routers, switches, wireless controllers, and access points) in your overall enterprise. See Network Health Score.
	Device Category Health Score: Percentage of healthy (good) network devices for the following device categories: **Router**, **Core** (including third-party devices), **Distribution**, **Access**, **Controller** and **Access Point**.
	Note When an SD-Access fabric is selected, this area provides the percentage of healthy network devices for the following categories: **Fabric Edge**, **Fabric Border**, and **Fabric Control Plane**.
	Click **View Network Health** to open the **Network Health** dashboard. See Monitor and Troubleshoot the Health of Your Network.
Wired Clients and **Wireless Clients**	Provides the score distribution between wired and wireless clients. The **Wired Client** score or the **Wireless Client** score is the percentage of healthy (good) wired or wireless client devices in your overall enterprise. See Client Health Score.
	Click **View Client Health** to open the **Client Health** dashboard. See Monitor and Troubleshoot the Health of All Client Devices.

Step 4 Use the **Network Services** dashlet for the following functionality:

Network Services Dashlet	
Item	**Description**
AAA	Provides the total percentage of successful and failure transactions for all the AAA servers in your overall enterprise.
	Click **View AAA Dashboard** to open the **Network Services AAA** dashboard. See Monitor the AAA Network Service.
DNS	Provides the total percentage of successful and failure transactions for all the DNS servers in your overall enterprise.
	Click **View DNS Dashboard** to open the **Network Services DNS** dashboard. See Monitor the DNS Network Service.
DHCP	Provides the total percentage of successful and failure transactions for all the DHCP servers in your overall enterprise.
	Click **View DHCP Dashboard** to open the **Network Services DHCP** dashboard. See Monitor the DHCP Network Service.

Step 5 Use the **Site Analytics** dashlet for the following functionality:

Site Analytics Dashlet
The **Site Analytics** dashlet displays the sites with the worst wireless networking performance in terms of aggregated coverage, onboarding, roaming, and connection speed. The performance is based on the default performance thresholds or ones that you set in the **Site Analytics Settings** window. For information, see Configure Site Analytics Settings. AI Network Analytics must be enabled for site analytics data to be collected. Click the **Enable AI Network Analytics** link to go directly to the **Cisco AI Analytics** window where you can configure this system setting. For information, see Configure Cisco AI Network Analytics. Under each KPI category, click a site name to display more information about the site or click **View Site Analytics** to go directly to the **Site Analytics** window. For information, see Monitor and Troubleshoot Your Network Using Site Analytics. **Note**   If AI Network Analytics isn't enabled, Assurance displays an example dashlet with sample data.

Step 6   Use the **Top 10 Issue Type** dashlet for the following functionality:

Top 10 Issue Type Dashlet

Displays the top 10 issues, if any, that must be addressed. The issues are color coded and sorted by their preassigned priority level, starting with P1.
 	
Click an issue to open a slide-in pane with additional details about the issue type. From the slide-in pane, click an issue instance where you can do the following, as required:
 	
  • To resolve the issue instance, from the **Status** drop-down list, choose **Resolve**.
 	
  • To ignore the issue instance:
 	
    a.   From the **Status** drop-down list, choose **Ignore**.
 	
    b.   Set the number of hours to ignore the issue on the slider.
 	
    c.   Click **Confirm**.
 	
Click **View All Open Issues** to open the **Open Issues** window.
 	
For information about issues, see View Open Issues.