



# Monitor and Troubleshoot Overall Enterprise Health

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- [About Enterprise, on page 1](#)
- [Monitor and Troubleshoot the Overall Health of Your Enterprise, on page 1](#)

## 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 are not a 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). Cisco DNA Center supports both wired and wireless clients.

## Monitor and Troubleshoot the Overall Health of Your Enterprise

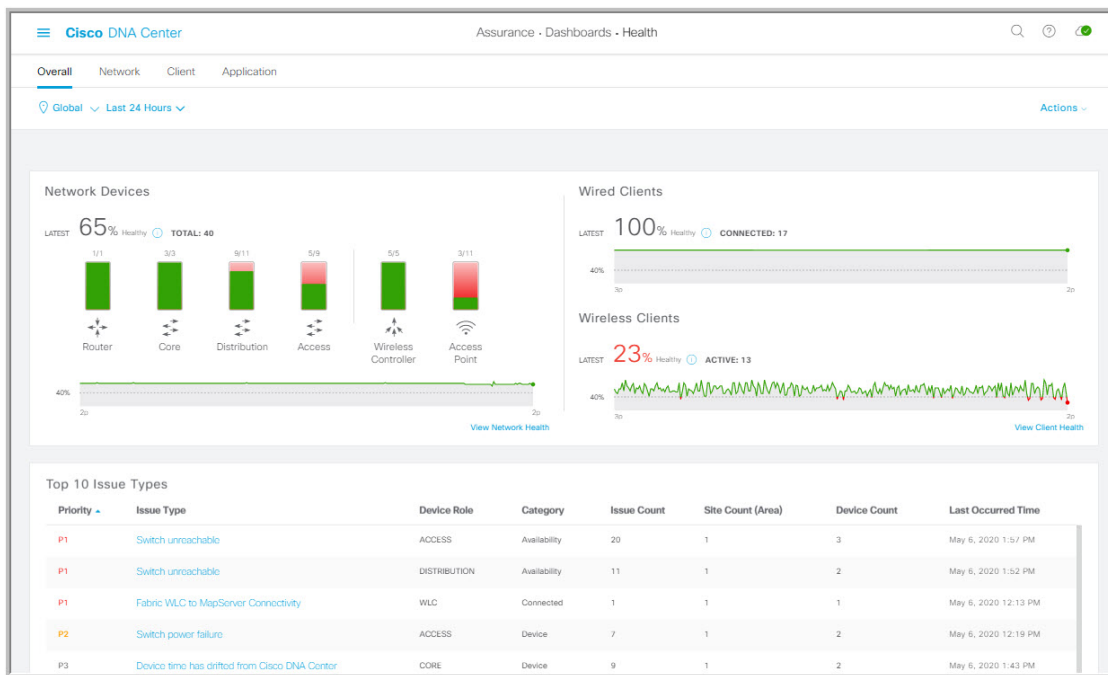
Use this procedure to get a global view of the health of your enterprise, which includes network devices and clients, and to determine if there are potential issues that must be addressed.

### Before you begin

Configure Assurance. See [Basic Setup Workflow](#).

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- Step 1** In the Cisco DNA Center GUI, 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
<p>Location pane</p>	<p>Click to display the following icons:</p> <ul style="list-style-type: none"> <li> : Click this toggle button and use the drop-down list to select <b>Hierarchical Site View</b> or <b>Building View</b>. Based on what you choose, the table displays the percentage of healthy clients and network devices for a specific location.</li> <li> : 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.</li> </ul> <p>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.</p>
Time range	Enables you to display data for the last 3 hours, 24 hours, or 7 days.
Actions drop-down list	Enables you to customize the dashboard display when you choose <b>Edit Dashboards</b> from the drop-down list. See <a href="#">Change the Position of a Dashlet</a> and <a href="#">Create a Custom Dashboard</a> .

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

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

**Step 4** Use the **Top 10 Issue Type** dashlet for the following functionality:

Top 10 Issue Type Dashlet
<p>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.</p> <p>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:</p> <ul style="list-style-type: none"> <li>• To resolve the issue instance, from the <b>Status</b> drop-down list, choose <b>Resolve</b>.</li> <li>• To ignore the issue instance: <ol style="list-style-type: none"> <li>a. From the <b>Status</b> drop-down list, choose <b>Ignore</b>.</li> <li>b. Set the number of hours to ignore the issue on the slider.</li> <li>c. Click <b>Confirm</b>.</li> </ol> </li> </ul> <p>Click <b>View All Open Issues</b> to open the <b>Open Issues</b> window.</p> <p>For information about issues, see <a href="#">View Open Issues</a>.</p>

