



# Monitor and Troubleshoot Overall Enterprise Health

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## 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.

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

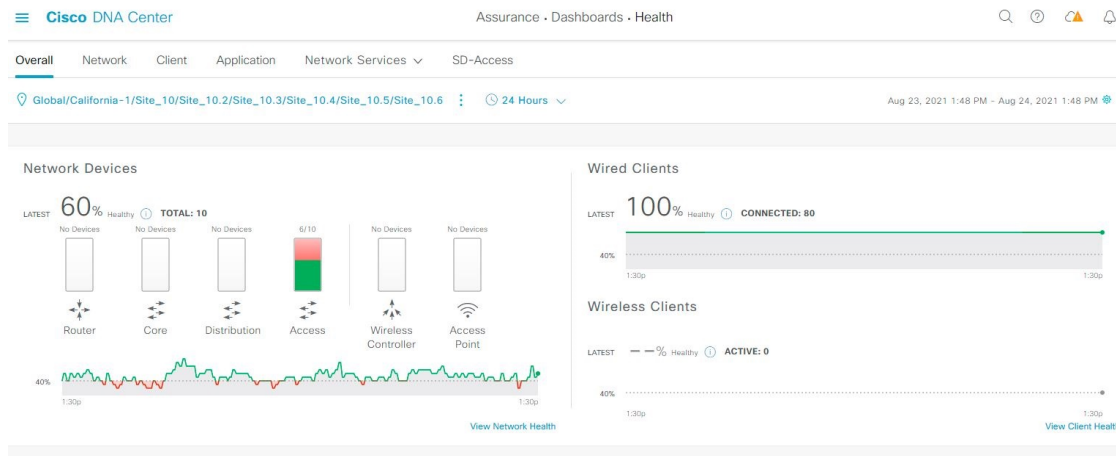
Use this procedure to get a global view of the health of your enterprise, which includes network devices and clients, and to determine if there are potential issues that must be addressed.

### Before you begin








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

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- Step 1** 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
 Location pane	<ul style="list-style-type: none"> <li>Click  <b>Global</b> to choose the site, building, or floor from the Site hierarchy.</li> <li>Click  next to the location icon and choose <b>Site Details</b> to view the Sites table. From the <b>Sites Details</b> table, you can perform the following functionality:                             <ul style="list-style-type: none"> <li>Click  <b>Hide Sites</b> to hide the Sites table.</li> <li>: Click this toggle button and use the drop-down list to choose <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. 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.</li> </ul> </li> <li>From the <b>Go to sites</b> column, click  for a site or building to display data only for that location on the <b>Overall</b> dashboard.</li> </ul>
Time range	Enables you to display data for the last 3 hours, 24 hours, or 7 days.

Overall Health Dashboard Top Menu Bar	
Item	Description
Actions drop-down list	<p>Enables you to export the overall dashboard to PDF format. Click <b>Export Dashboard</b> to view the preview page and click <b>Save</b>.</p> <p>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>.</p>

**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 an SD-Access fabric is selected, this area provides the 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 the 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 **Network Services** dashlet for the following functionality:

Network Services Dashlet	
Item	Description
AAA	<p>Provides the total percentage of successful and failure transactions for all the AAA servers in your overall enterprise.</p> <p>Click <b>View AAA Dashboard</b> to open the <b>Network Services AAA</b> dashboard. See <a href="#">Monitor the AAA Network Service</a>.</p>
DHCP	<p>Provides the total percentage of successful and failure transactions for all the DHCP servers in your overall enterprise.</p> <p>Click <b>View DHCP Dashboard</b> to open the <b>Network Services DHCP</b> dashboard. See <a href="#">Monitor the DHCP Network Service</a>.</p>

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

**Note** 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 more information, see [Configure Cisco AI Network Analytics](#).

If AI Network Analytics isn't enabled, Assurance displays an example dashlet with sample data.

#### Site Analytics Dashlet

Displays the aggregated coverage, onboarding, roaming, and connection speed KPI statistics for sites that fall below the performance thresholds.

Under each KPI category, click a site name to display more information about the site and its performance.

**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](#).