CHAPTER **2**

Getting Started

This chapter contains getting started information for both users that want to use the NAM quickly without customizing the product or that want to customize the NAM. It includes some simple workflows that illustrate how to use Prime NAM to quickly to help troubleshoot performance and optimization issues.

There are many additional workflows for which Prime NAM can be used. These tasks are documented in the following chapters.

This chapter contains the following sections:

- Before You Begin, page 2-1
- Quick Start, page 2-2
- Where to Go to Learn How to Customize Your NAM, page 2-2

Before You Begin

This section contains tasks that must be performed prior to using NAM.

1. Ensure you perform all required tasks in your NAM installation guide. To review your platform's specific requirements, see http://www.cisco.com/go/nam/docs.

2. Ensure that the NAM system time is configured correctly. If the system time is incorrect, NAM data presentation may be inaccurate due to time ranges, hence providing incorrect interpretations of NAM data. Although some platforms are synchronized automatically, you must also synchronize the standard time source outside the NAM in addition to the NAM and the router or switch in order for the data to be accurate. For details, see Synchronizing Your System Time, page 5-5.

Quick Start

Use the following workflows to get started using your product. These tasks do not require additional configuration or setup. You can see other workflows and tasks within this user guide in the task-specific chapters.

- Troubleshooting Application Slowness, page 3-3
- Using Traffic Summary, page 3-4
- Using Response Time Summary, page 3-5
- Using Site Summary, page 3-6
- Using Alarm Summary, page 3-7
- Filtering Data Using Global Search, page B-5
- Filtering Traffic for Viewing on the Dashboards, page B-4
- Filtering Data Using Global Search, page B-5

Where to Go to Learn How to Customize Your NAM

There are many capabilities beyond the tasks you can perform out-of-the box. These tasks require some level of customization before you can access some of the additional functionality within NAM.

To review the customization you may need to perform, see Advanced Configuration Overview, page 7-2.