



Troubleshooting Network Health Using Dashboards

Prime Infrastructure provides a quick way to view the health of your network and sites by choosing **Dashboard > Network Summary > Network Health**. You must create location groups and then add devices to the locations. Prime Infrastructure then displays a map indicating the overall health of all the sites. By default, all locations and a maximum of 500 APs per location group are displayed. You can use filters to modify the view.

Related Topics

- [Defining Health Rules](#)
- [Network Health Map Features](#)
- [Network Health Summary](#)
- [Creating Location Groups](#)

Defining Health Rules

You can specify rules and threshold values for your sites. The rules you specify determine the notifications that appear in **Dashboard > Network Summary > Network Health**.

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- Step 1** Choose **Services > Application Visibility & Control > Health Rule**. There are 3 tabs where you can specify health rules:
- **Service Health**—Define health rules for services such as jitter, MOS score, network time, packet loss, traffic rate, etc.
 - **Infrastructure Health**—Define health rules for wired devices.
 - **Wireless Health**—Define health rules for wireless devices.
- Step 2** To add a new health rule, click the plus icon, then specify the location, metric, and threshold. You can add new Infrastructure Health and Wireless Health rules only.
- Step 3** To edit an existing health rule, select the health rule you want to modify, then click **Edit**.
- Step 4** Enter the details for the health rule, then click **Save**.

The values you enter apply to all devices and interfaces in the location group for which the health rule applies.

Text Part Number:

Related Topics

- [Network Health Map Features](#)
- [Network Health Summary](#)
- [Creating Location Groups](#)

Network Health Map Features

When you choose **Dashboard > Network Summary > Network Health**, the map displays all the location groups with geographic attributes that you previously added. By default, a maximum of 500 APs per location group are displayed.

The location groups are colored according to the overall health of the location:

- Red—indicates there are critical issues in the specified location.
- Yellow—indicates there are warnings in the specified location.
- Green—indicates there are no errors or warnings.
- Gray—indicates there are no devices or data in the specified location.

In addition to the color indicating the health, the icon can be

- Solid—indicates a parent site, meaning there are children locations associated with the site.
- Outlined—indicates there are no children associated with this location.

Hover your mouse over any location on the map to view a popup window that lists the sites in that location and the corresponding errors or warnings, by device type, in each location.

Click on a site name to view in a zoomed-in map of the site.

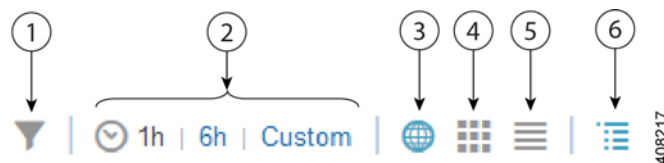
Related Topics

- [Defining Health Rules](#)
- [Network Health Display Options](#)
- [Network Health Summary](#)
- [Creating Location Groups](#)

Network Health Display Options

When you choose **Dashboard > Network Summary > Network Health**, display options appear on the right side of the page as show in [Figure 11-1](#) and described in

Figure 11-1 Site Visibility Display Options



| | |
|---|---|
| 1 | Filter options. The options you select affect what is displayed in the map and the Health Summary pane. Click Clear Selection to remove all filters. |
| 2 | Time frame. By default, information from the last 6 hours is displayed in the Site Visibility map and Health Summary pane. |
| 3 | Displays the map in the left pane. |
| 4 | Displays the Network Health summary details in the Health Index view. |
| 5 | Displays the Network Health summary details in a table format. |
| 6 | Shows or hides the Health Summary pane on the right. |

Related Topics

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- [Network Health Map Features](#)
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Network Health Summary

The Health Summary pane displays errors and threshold violations for all devices across all locations. Prime Infrastructure aggregates health data from the devices and services to the site summary every 15 minutes. Click on any of the sites or devices listed in the Health Summary pane to view more information. For example, click on the site(s) listed under Service Health Issues. A new pane opens listing the sites with service health issues where you can easily see in which area(s) the errors or warnings are occurring.

Click on a site name to have the map zoom in on that particular site and display additional information specific to that site.

Related Topics

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