

“终端性能”一节中的“经验见解”对安全访问缺失的指标进行故障排除

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简介

本文档介绍如何修复Experience Insights中Endpoints Performance部分下缺失的指标。

问题

要验证您是否遇到问题，请验证后续步骤：

- [点击 Experience Insights > Management](#)

需要在 Endpoints Performance部分的Experience Insights 下有度量。

- 如果设备处于脱机状态
- 然后，显示破折号的指标是预期值
- 点击Username可在Secure Access控制面板中查看受监控PC的详细信息

Experience Insights

Configure

Powered by **ThousandEyes**

Experience Insights brings together employee digital experience data so you can understand their journey to Secure Access and corporate resources. Get a comprehensive view into their device and network behaviour to identify and resolve issues faster and make informed decisions on how to improve those interactions. [Help](#)

Last updated Jun 22, 2024, 15:51

Endpoints Overview

Number of endpoints 1 total

0

Online

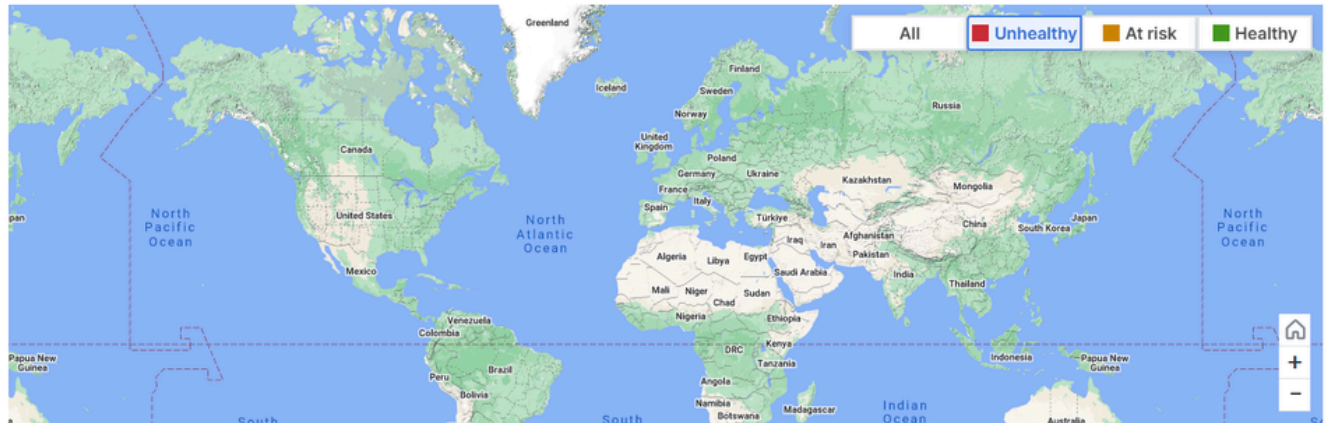
Health status

Unhealthy

At Risk

Healthy

Endpoints Performance



Search by user name Select health status

User name	Location	Health status	Device name	Latency	Jitter	Loss	WiFi	Ethernet	CPU	Memory	OS	Test time
Sergiy 3	Frankfurt am Main, Germany	Offline 1	DESKTOP-JLL4OS0	—	—	—	—	—	—	2	Microsoft Windows 10 Pro	—

您可以看到设备上上次连接时间，但没有可用的性能数据，这是预期结果，因为设备是 **Offline**。

Sergiy

Explore device performance metrics, connection quality to application cloud and collaboration tools. Monitor real-time CPU, memory, Wi-Fi strength, and view summarized security and application events for user safety. [Help](#)

Last updated Jun 22, 2024, 15:53

← Experience Insights

Summary

User Details

Email —
Identity Provider —
Hostname DESKTOP-JLL4OS0
Groups —
Devices ✔ 1 connected ✖ 0 disconnected

Device Details

Operating System t3.micro Microsoft Windows 10 Pro
Client-based Zero Trust Access ✖ Unenrolled
Public IP address 3.71.48.151 1
Last Connected Jun 21, 2024 15:45:30
Last Location Frankfurt am Main, Germany

Performance ^①

No data available 2

Collaboration Application Summary ^①

No data available for the last 12 hours

在已安装千眼代理的情况下打开受监控的PC。然后，返回Experience Insights > Management。

- 然后，您将在线查看更新的终端数量
- 运行状况显示一个终端是 **At Risk**
- 在表格中，您可以看到破折号
- 但是，如果您未配置允许的NPCAP版本，则这些短划线是预期的

Experience Insights

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Last updated Jun 22, 2024, 15:59

Endpoints Overview

Number of endpoints 1 total

1

Online

Health status

2

0

Unhealthy

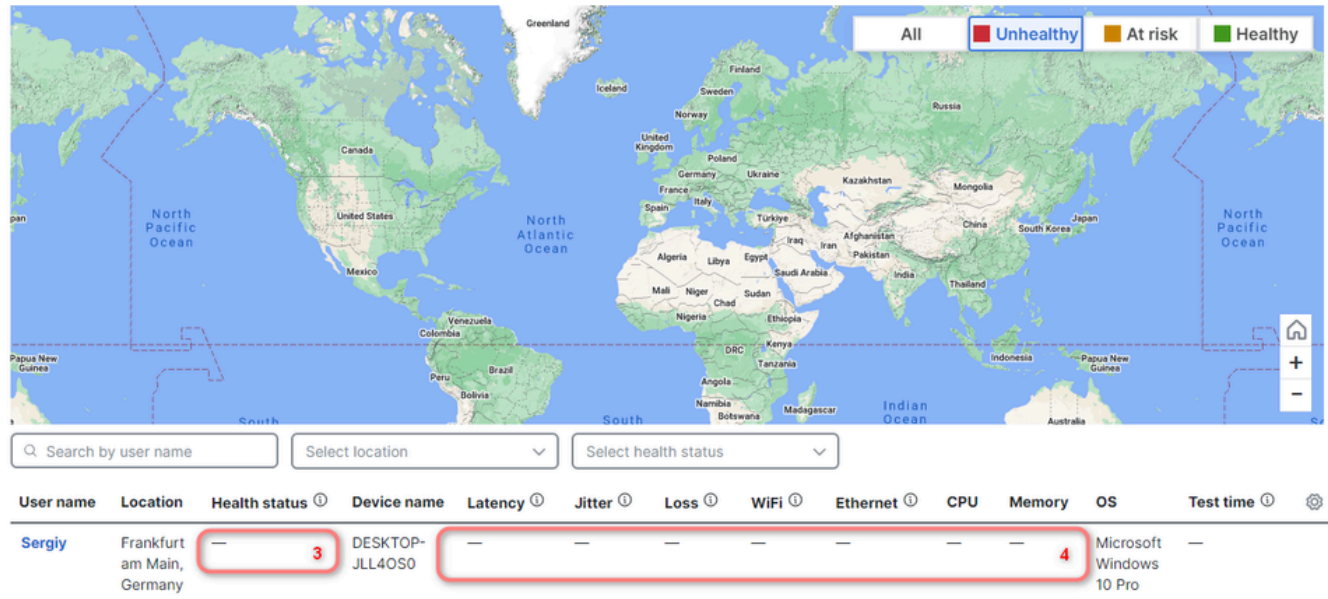
1

At Risk

0

Healthy

Endpoints Performance



解决方案

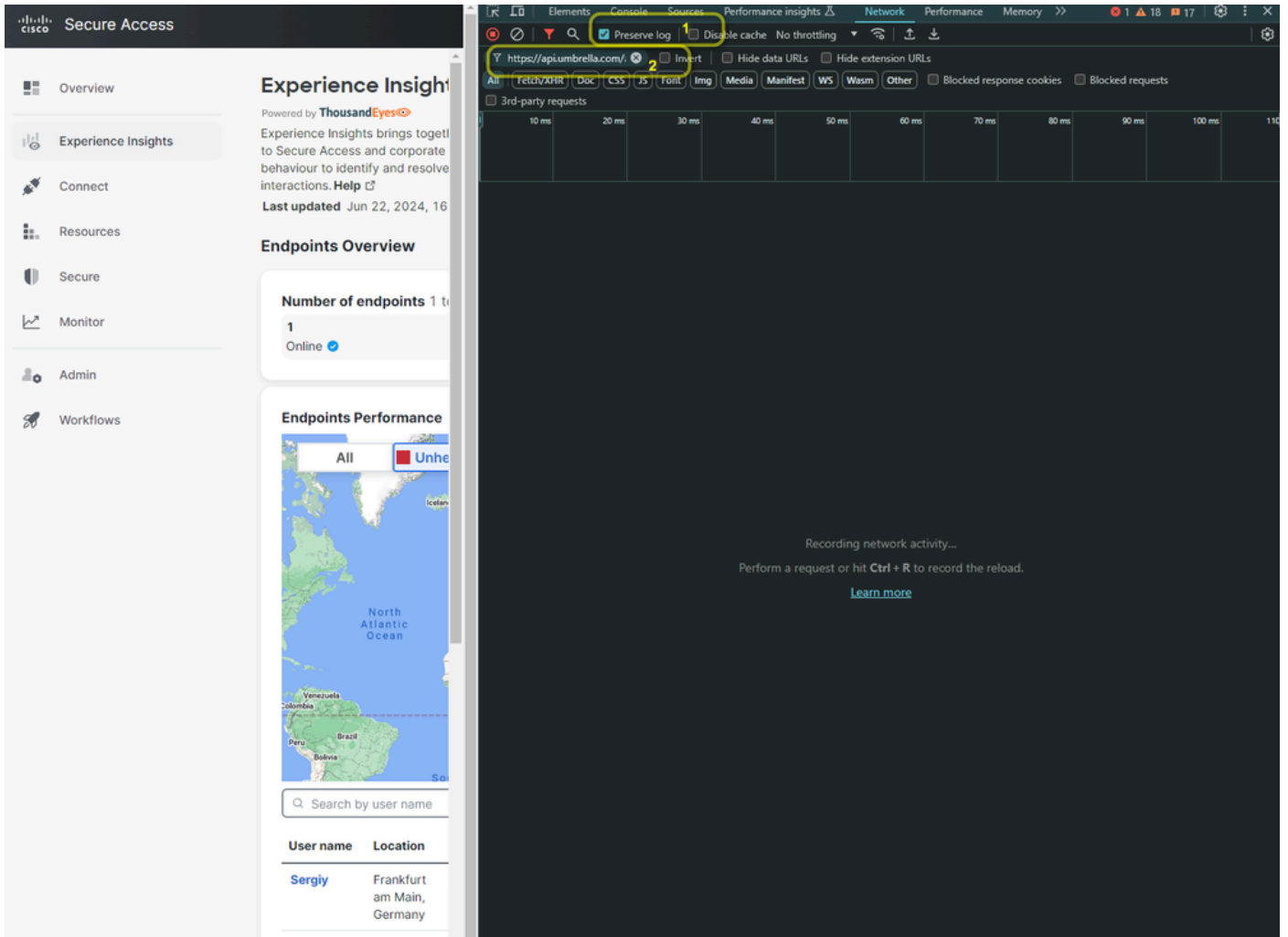
要解决此问题，请验证后续步骤：

在浏览器中（在本例中，您需要使用Chrome）

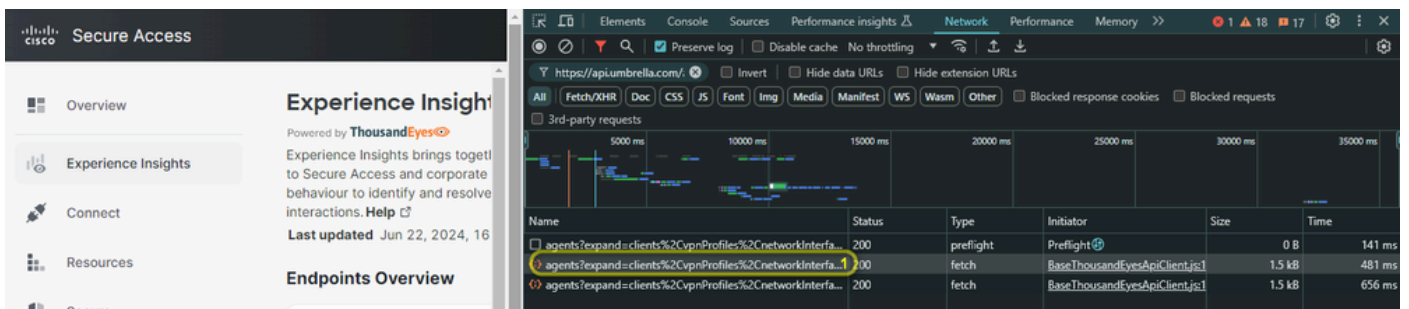
- Click Settings > More Tools > Developer Tools
- 点击复选框 **Preserve log**

在filter选项中，放置下一个字符串：

<https://api.umbrella.com/auth/v2/internal/thousandeyes/v7/endpoint/agents?expand>



然后，刷新页面以查看 **Developer Tools** 中的请求。



- 点击 **Response**
- 响应包含结构化JSON格式，并包含每台受监控PC的部分。您可以向下滚动到特定PC部分的末尾，向下记录npcapVersion。在本例中，我有一台测试PC，其版本为1.78
- 如果表User name 中有更多信息，请检查每台受监控PC的npcap版本

Secure Access

- Overview
- Experience Insights
 - Powered by **ThousandEyes**
 - Experience Insights brings together Secure Access and corporate behaviour to identify and resolve interactions. [Help](#)
 - Last updated Jun 22, 2024, 16
- Connect
- Resources
- Secure
- Monitor
- Admin
- Workflows

Endpoints Overview

Number of endpoints 1 to

1
Online

Endpoints Performance

All Unhe

Search by user name

User name	Location
Sergiy 3	Frankfurt am Main, Germany

Network Performance Monitor (NPM) interface showing a network trace for `https://api.umbrella.com/`.

Timeline: 5000 ms, 10000 ms, 15000 ms, 20000 ms, 25000 ms, 30000 ms, 35000 ms

Request Name: `agents?expand=clients%2CvpnProfiles...`

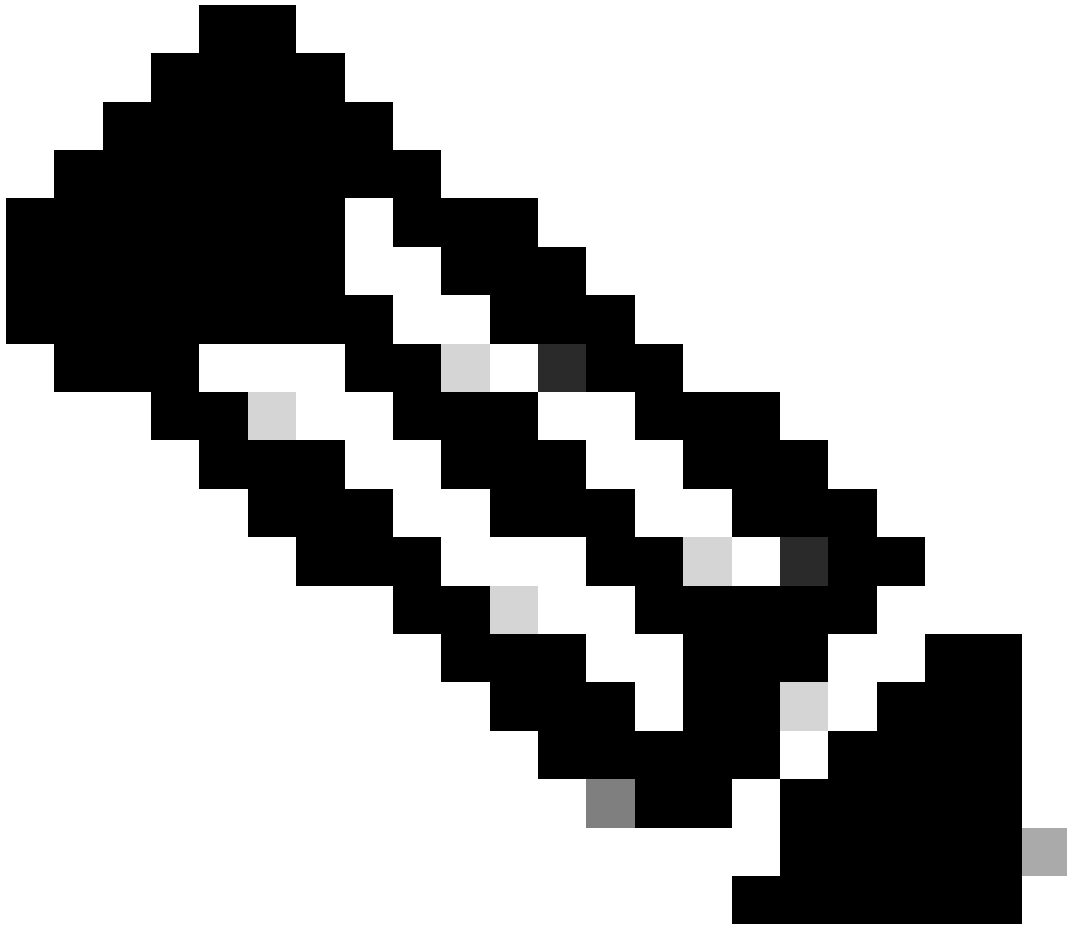
Response Payload:

```

{
  "asNumber": 16509,
  "asName": "AMAZON-02",
  "licenseType": "advantage",
  "npcapVersion": "1.78",
  "links": {
    "self": {
      "href": "https://api.umbrella.com/v7/endpoint/agents/037f0aa3-656e-4235"
    }
  }
},
{
  "totalAgents": 1,
  "_links": {
    "self": {
      "href": "https://api.umbrella.com/v7/endpoint/agents?expand=clients,vpnProfiles"
    }
  }
}

```

Annotations: A red box highlights the number '2' next to the `"npcapVersion": "1.78"` field. A blue box highlights the `"self"` object in the `links` section.



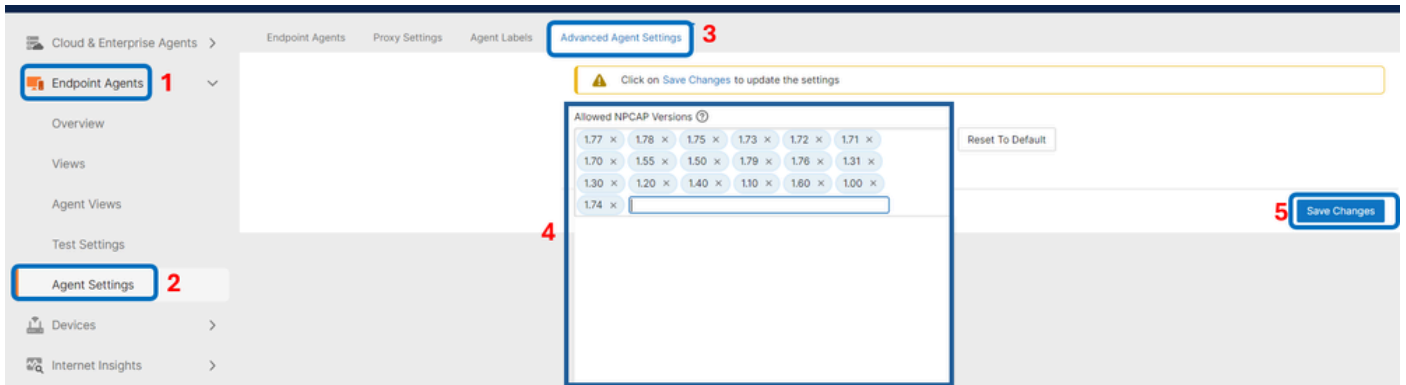
注意：该表显示受监控设备的数量限制为10台。如果您有超过10台设备，则必须在每个页面上执行相同的操作。

收集所有代理npcap版本后，需要访问TE以添加支持的版本。

要继续配置，请验证后续步骤：

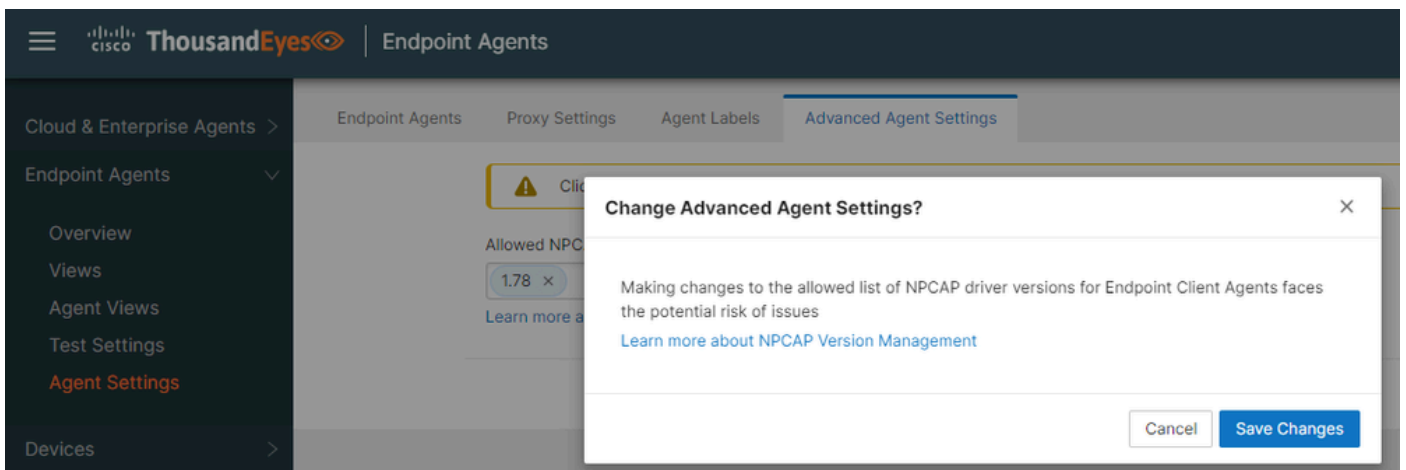
- 点击 **Endpoint Agents**
- Agent Settings
- Advanced Agent Settings

- 选择上一步开发者工具下找到的版本
- 点击 Save





然后，您会看到一个弹出窗口，要求您应用更改。

- 点击 Save



注意：该链接重定向到下一个文档- [Thousand Eye - Endpoint Agent - Advanced Settings](#)

一段时间后，缺失的指标将显示正确的值。

User name	Location	Health status ^①	Device name	Latency ^①	Jitter ^①	Loss ^①	WiFi ^①	Ethernet ^①	CPU	Memory	OS	Test time ^①	
Sergiy	Frankfurt am Main, Germany	 Healthy	DESKTOP- JLL4OS0	1 ms	1 ms	0.00%	—	25000 Mbps	3.67%	79.31%	Microsoft Windows 10 Pro	Jun 22, 2024 5:25PM	

相关信息

[关于体验见解](#)

[查看终端摘要](#)

[高级代理设置](#)

[NPCAP驱动程序升级管理](#)

关于此翻译

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