對Experience Insights中Endpoints Performance部分下缺少指標的安全訪問進行故障排除

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簡介

本文檔介紹如何修復Experience Insights中Endpoints Performance部分下缺少的指標。

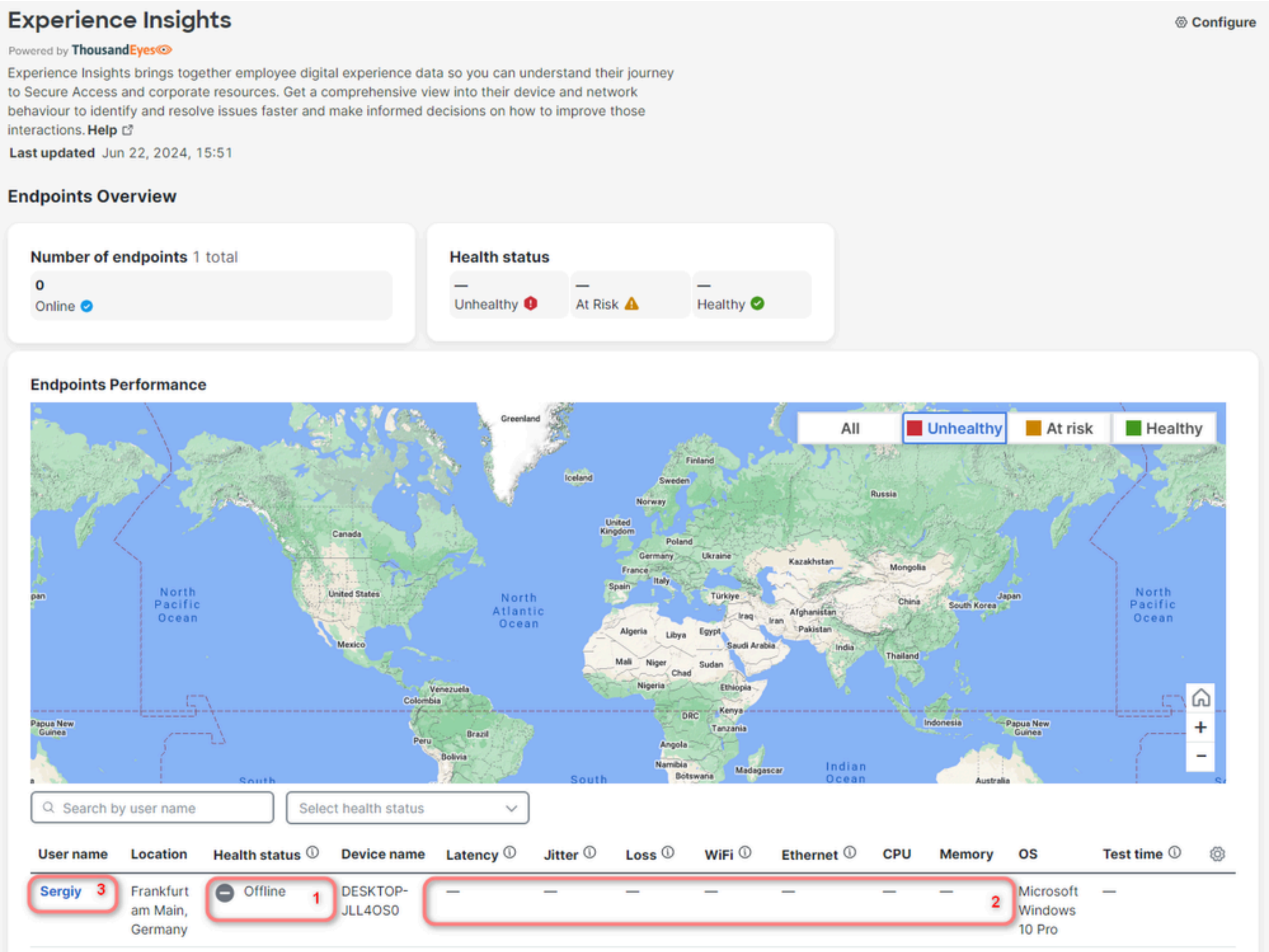
問題

要驗證您是否遇到問題，請驗證以下步驟：

- 按一下 **Experience Insights** > **Management**

在**Experience Insights** 部分下需要有 **Endpoints Performance**度量。

- 如果裝置的狀態為離線
- 然後，會預期顯示破折號的測量結果
- 點選使用者名稱(Username)，在Secure Access控制台中檢視受監控PC的詳細資訊



Experience Insights

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

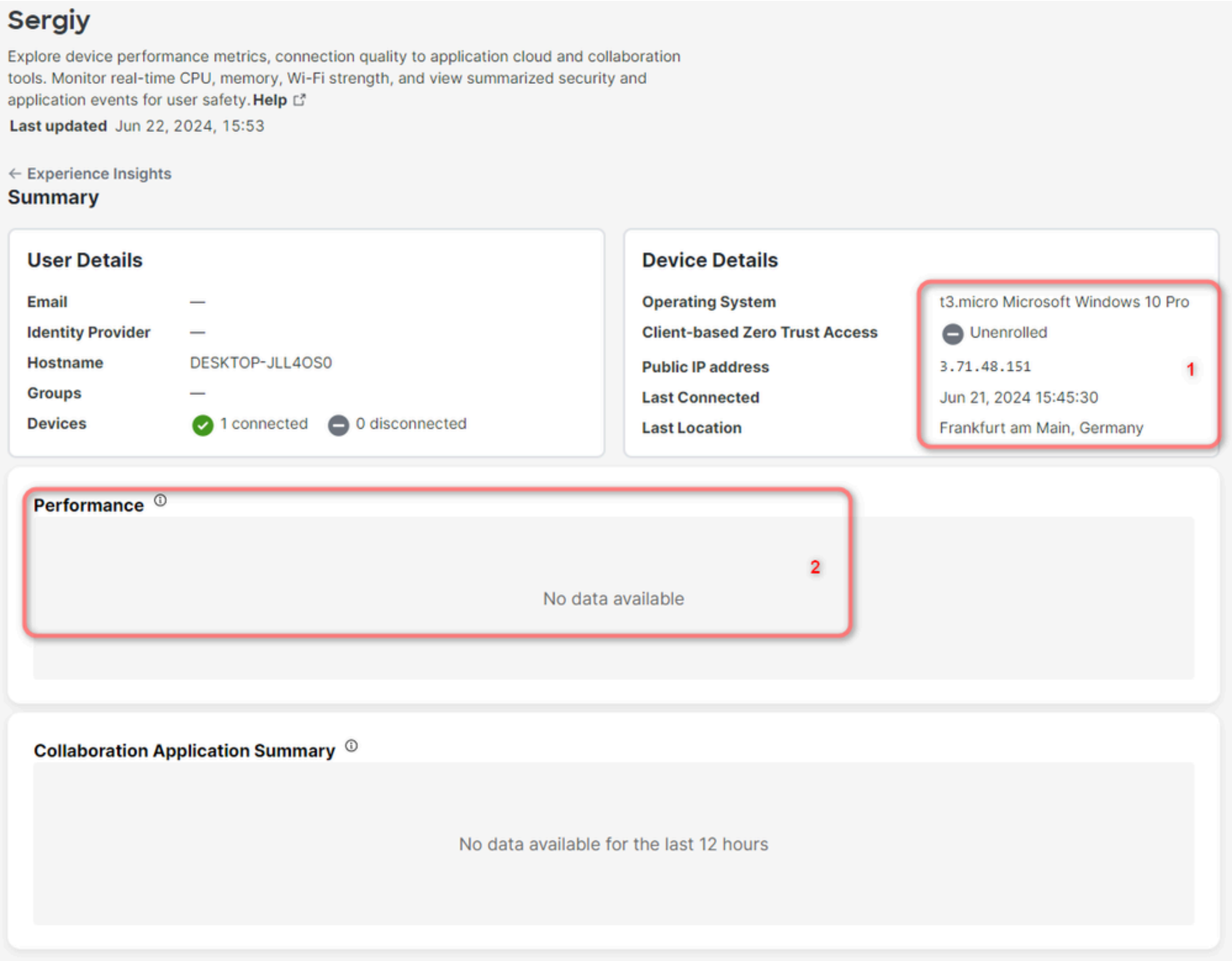
— Unhealthy
— At Risk
— Healthy

Endpoints Performance

All
🟥 Unhealthy
🟧 At risk
🟩 Healthy
Search by user name
Select health status
3
1
2

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

您可以看到它上次連線的時間，並且沒有可用的效能資料，這是預期的，因為裝置是 **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

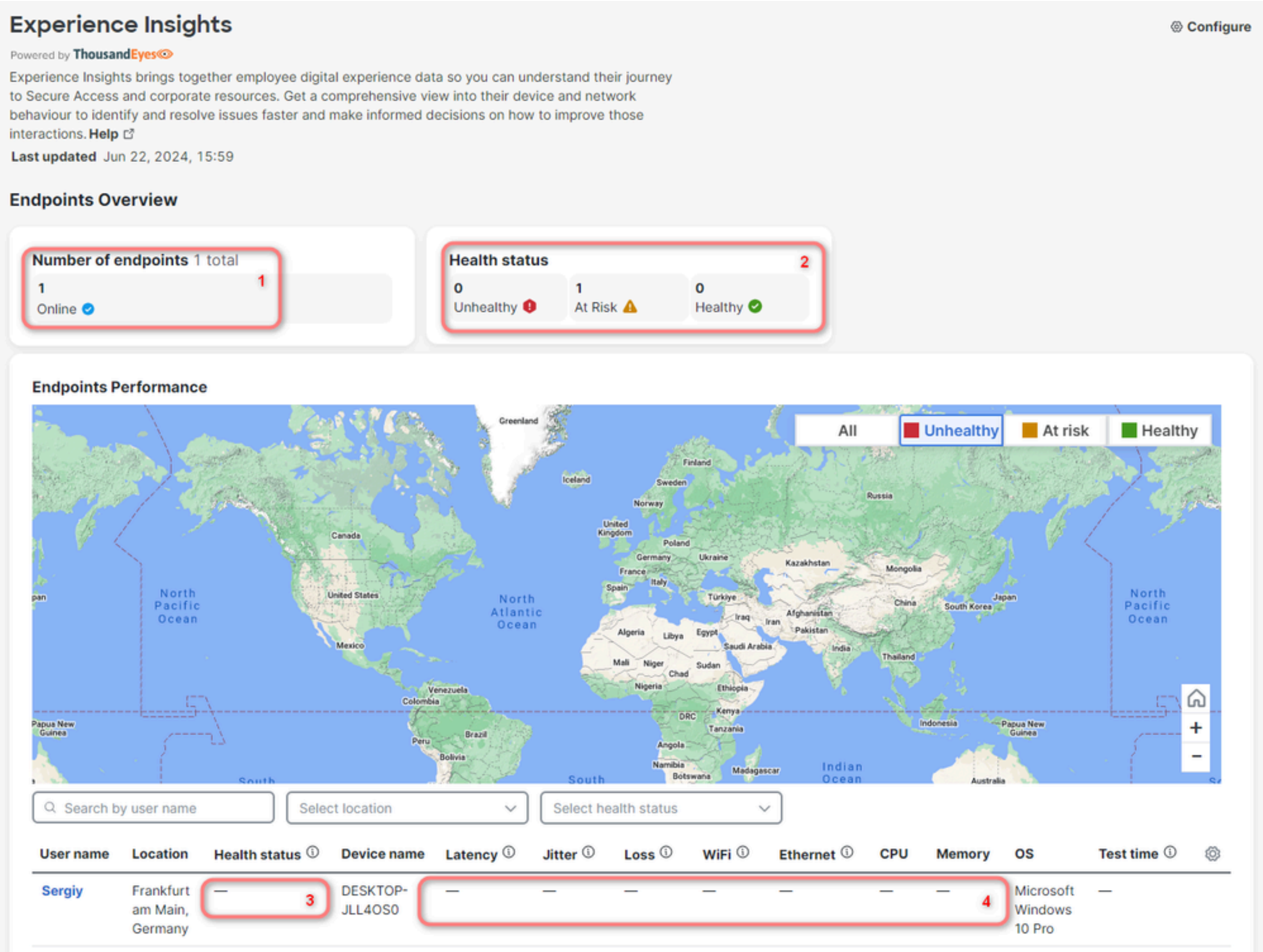
Device Details

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

1
Performance
2
No data available
Collaboration Application Summary
No data available for the last 12 hours

在安裝Thousand Eyes代理的情況下打開受監控的PC。然後，返回Experience Insights > Management。

- 然後，您會看到更新的線上終端數
- 運行狀況狀態顯示一個終端為 **At Risk**
- 在表格中，您可以看到破折號
- 但是，如果您未配置允許的NPCAP版本，則這些短劃線是預期的


Configure
Powered by ThousandEyes
1
2
All
🟥 Unhealthy
🟧 At risk
🟩 Healthy
Greenland
Iceland
Finland
Sweden
Norway
Russia
United Kingdom
Poland
Germany
Ukraine
Kazakhstan
Mongolia
France
Italy
Spain
Canada
United States
Mexico
North Pacific Ocean
North Atlantic Ocean
Türkiye
Iraq
Iran
Afghanistan
Pakistan
China
South Korea
Japan
Algeria
Libya
Egypt
Saudi Arabia
India
Thailand
Mali
Niger
Chad
Sudan
Nigeria
Ethiopia
Venezuela
Colombia
Kenya
DRC
Tanzania
Indonesia
Papua New Guinea
Peru
Brazil
Bolivia
Angola
Namibia
Botswana
Madagascar
Indian Ocean
Australia
South
+
−
Search by user name
Select location
Select health status
3
4

Experience Insights

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, 15:59

Endpoints Overview

Number of endpoints 1 total
1
Online

Health status
0 Unhealthy
1 At Risk
0 Healthy

Endpoints Performance

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

解決方案

若要解決此問題，請確認後續步驟：

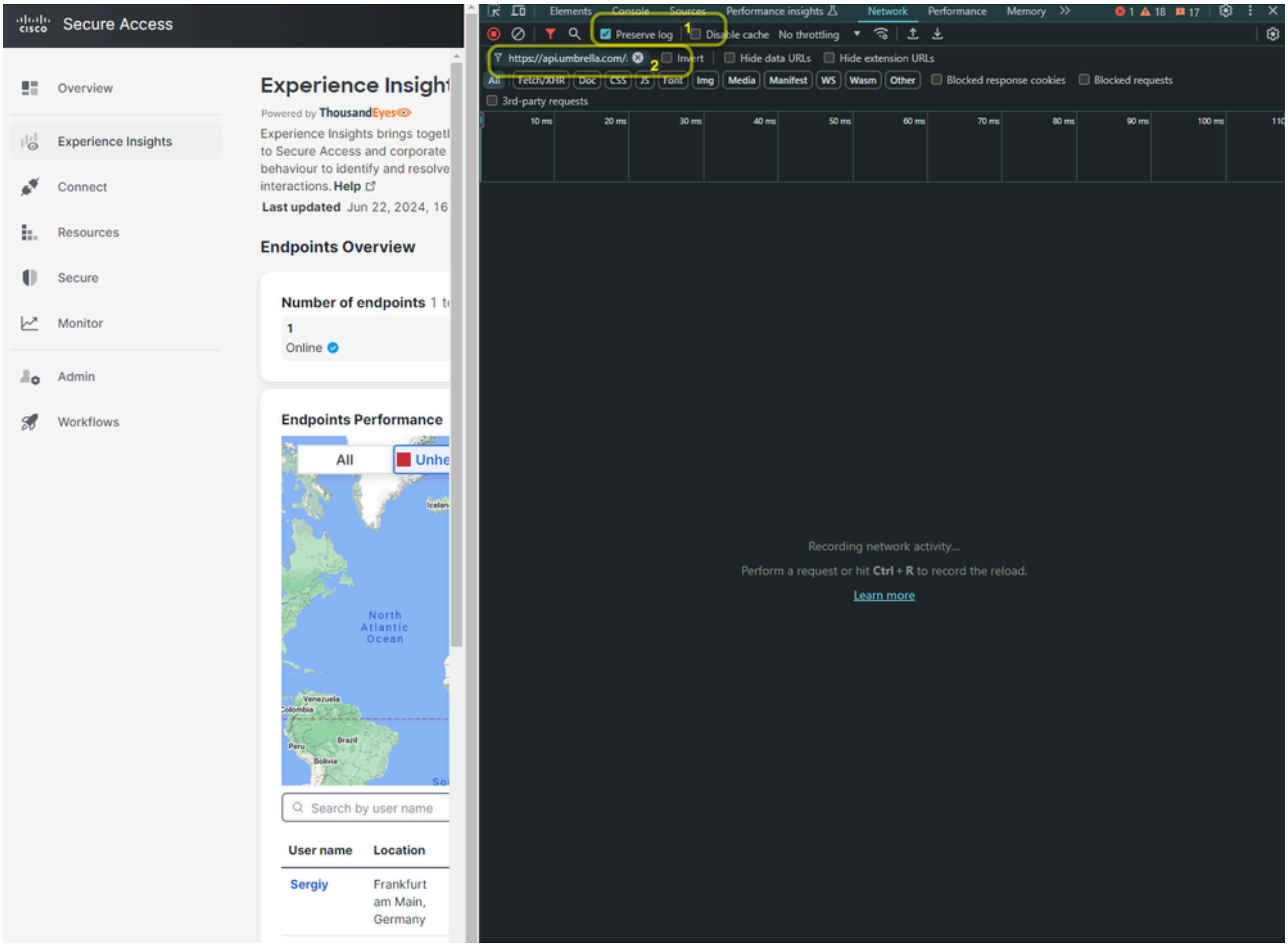
在瀏覽器中（在本例中，您需要使用Chrome）

- Clic Settings > More Tools > Developer Tools

- 點選覈取方塊 **Preserve log**

在filter選項中，放置下一個字串：

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


Secure Access
Overview
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Monitor
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Workflows
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Console
Sources
Performance insights
Network
Performance
Memory
1
2
All
Fetch/XHR
Doc
CSS
JS
Font
Img
Media
Manifest
WS
Wasm
Other
Unhe
North Atlantic Ocean
Search by user name

Experience Insigh

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Experience Insights brings togetl to Secure Access and corporate behaviour to identify and resolve interactions. Help

Last updated Jun 22, 2024, 16

Endpoints Overview

Number of endpoints 1 t

1

Online

Endpoints Performance

User name	Location
Sergiy	Frankfurt am Main, Germany

https://api.umbrella.com/

☑ Preserve log ☐ Disable cache No throttling

☐ Invert ☐ Hide data URLs ☐ Hide extension URLs

☐ Blocked response cookies ☐ Blocked requests

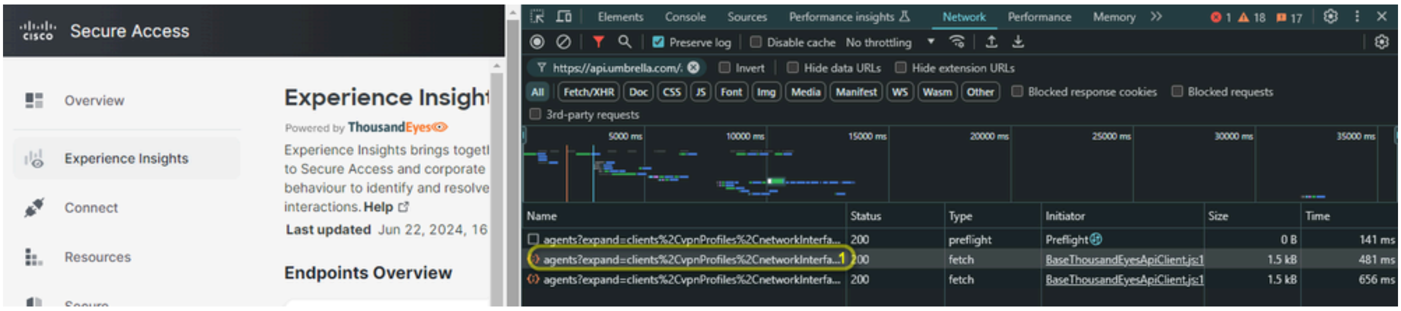
☐ 3rd-party requests

Recording network activity...

Perform a request or hit Ctrl + R to record the reload.

Learn more

然後，刷新頁面，檢視 **Developer Tools**中的請求。


Secure Access
Overview
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Performance insights
Network
Performance
Memory
All
Fetch/XHR
Doc
CSS
JS
Font
Img
Media
Manifest
WS
Wasm
Other
5000 ms
10000 ms
15000 ms
20000 ms
25000 ms
30000 ms
35000 ms
1

Experience Insigh

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Endpoints Overview

https://api.umbrella.com/

☑ Preserve log ☐ Disable cache No throttling

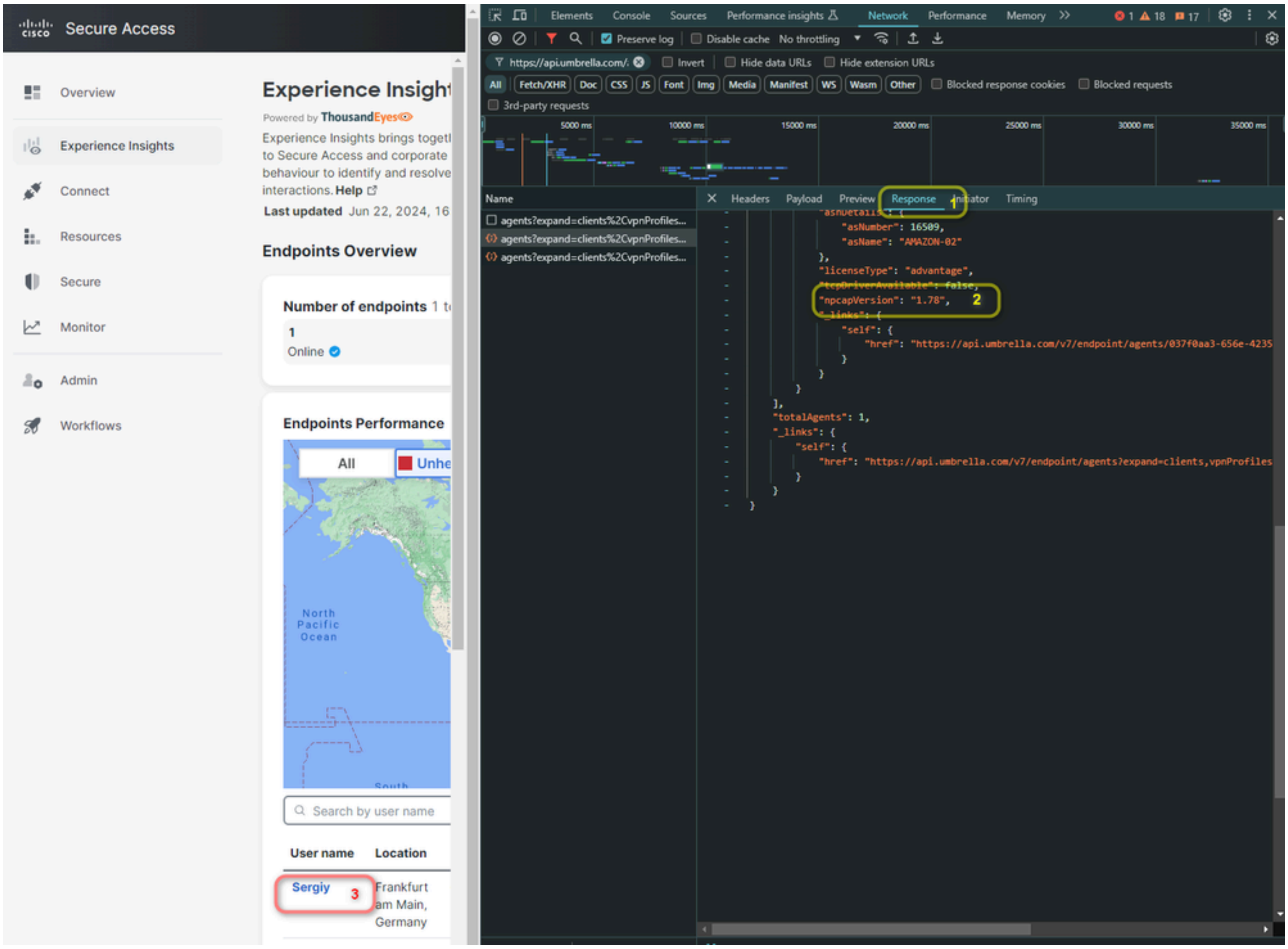
☐ Invert ☐ Hide data URLs ☐ Hide extension URLs

☐ Blocked response cookies ☐ Blocked requests

☐ 3rd-party requests

Name	Status	Type	Initiator	Size	Time
agents?expand=clients%2CvpnProfiles%2CnetworkInterfa...	200	preflight	Preflight	0 B	141 ms
agents?expand=clients%2CvpnProfiles%2CnetworkInterfa...	200	fetch	BaseThousandEyesApiClient.js:1	1.5 kB	481 ms
agents?expand=clients%2CvpnProfiles%2CnetworkInterfa...	200	fetch	BaseThousandEyesApiClient.js:1	1.5 kB	656 ms

- 按一下 **Response**
- 響應包含結構化JSON格式，以及每台受監控PC的相應部分。您可以向下滾動到特定PC部分的末尾，並記下npcapVersion。在本示例中，我有一台測試PC，其版本為1.78
- 如果表**User name** 中有更多內容，請檢查每台受監控PC的npcap版本


Secure Access
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Experience Insights brings togetl
to Secure Access and corporate
behaviour to identify and resolve
interactions. Help
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Endpoints Overview
Number of endpoints 1 t
1
Online
Endpoints Performance
All
Unhe
North Pacific Ocean
South
Search by user name
User name
Location
Sergiy
3
Frankfurt am Main, Germany
Elements
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Sources
Performance insights
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Memory
1
18
17
Preserve log
Disable cache
No throttling
https://api.umbrella.com/
Invert
Hide data URLs
Hide extension URLs
All
Fetch/XHR
Doc
CSS
JS
Font
Img
Media
Manifest
WS
Wasm
Other
Blocked response cookies
Blocked requests
3rd-party requests
5000 ms
10000 ms
15000 ms
20000 ms
25000 ms
30000 ms
35000 ms
Name
agents?expand=clients%2CvpnProfiles...
agents?expand=clients%2CvpnProfiles...
agents?expand=clients%2CvpnProfiles...
Headers
Payload
Preview
Response
1
Initiator
Timing
2

```
                "asnDetails": {
                    "asNumber": 16509,
                    "asName": "AMAZON-02"
                },
                "licenseType": "advantage",
                "tcpDriverAvailable": false,
                "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
            }
        }
    }
```

注意：該表顯示受監控裝置的數量限制為10台。如果您有10台以上的裝置，則必須在每頁上執行相同的操作。

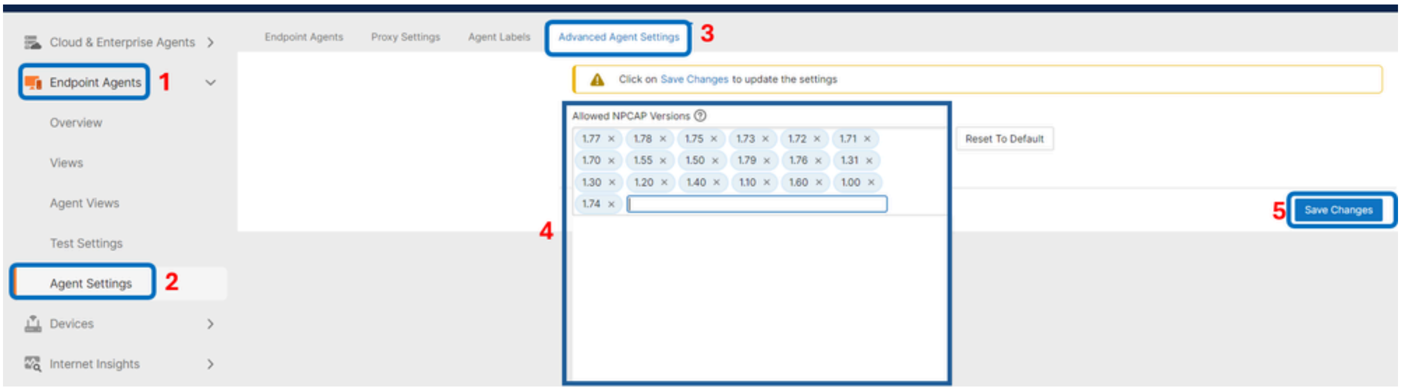
收集所有代理npcap版本後，您需要訪問TE以增加支援的版本。

要繼續進行配置，請驗證以下步驟：

- 按一下 **Endpoint Agents**
- Agent Settings
- Advanced Agent Settings

- 選擇您在上一步的developers tools下找到的版本

- 按一下 **Save**


Cloud & Enterprise Agents
Endpoint Agents
1
Overview
Views
Agent Views
Test Settings
Agent Settings
2
Devices
Internet Insights
Endpoint Agents
Proxy Settings
Agent Labels
Advanced Agent Settings
3
4
Reset To Default
Save Changes
5

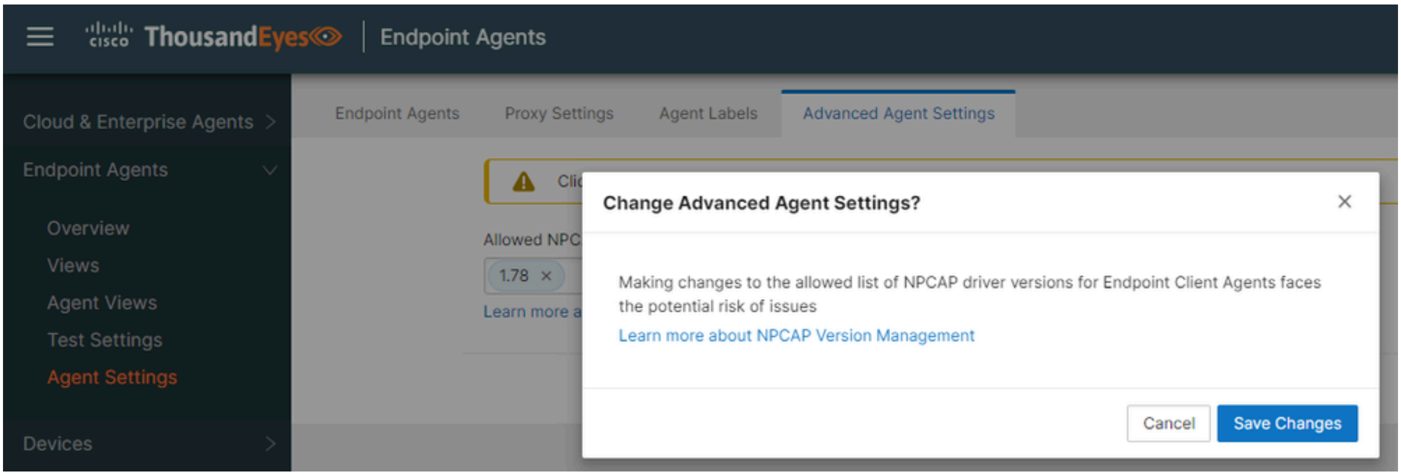
Click on Save Changes to update the settings

Allowed NPCAP Versions

1.77 × 1.78 × 1.75 × 1.73 × 1.72 × 1.71 ×
1.70 × 1.55 × 1.50 × 1.79 × 1.76 × 1.31 ×
1.30 × 1.20 × 1.40 × 1.10 × 1.60 × 1.00 ×
1.74 ×

然後會出現一個彈出窗口，要求您應用更改。

- 按一下 **Save**


ThousandEyes
Endpoint Agents
Cloud & Enterprise Agents
Endpoint Agents
Overview
Views
Agent Views
Test Settings
Agent Settings
Devices
Endpoint Agents
Proxy Settings
Agent Labels
Advanced Agent Settings
Clic
Allowed NPC
1.78 ×
Learn more a
Cancel
Save Changes

Change Advanced Agent Settings?

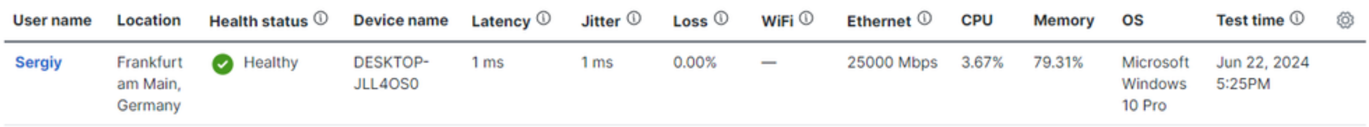
Making changes to the allowed list of NPCAP driver versions for Endpoint Client Agents faces the potential risk of issues

Learn more about NPCAP Version Management

相關資訊

注意：該連結重定向到下一個文檔- [Thousand Eyes - Endpoint Agent - Advanced Settings]()

一段時間後，遺失的測量結果會顯示正確的值。



User name	Location	Health status	Device name	Latency	Jitter	Loss	WiFi	Ethernet	CPU	Memory	OS	Test time
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

相關資訊

[關於體驗洞察]()

檢視端點摘要

高級代理設定

NPCAP驅動程式升級管理

關於此翻譯
思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。