Troubleshoot Secure Access Missing Metrics in Experience Insights under the Section Endpoints Performance

Contents

Introduction

Problem

Solution

Related Information

Introduction

This document describes how to fix missing metrics in Experience Insights under the section Endpoints Performance.

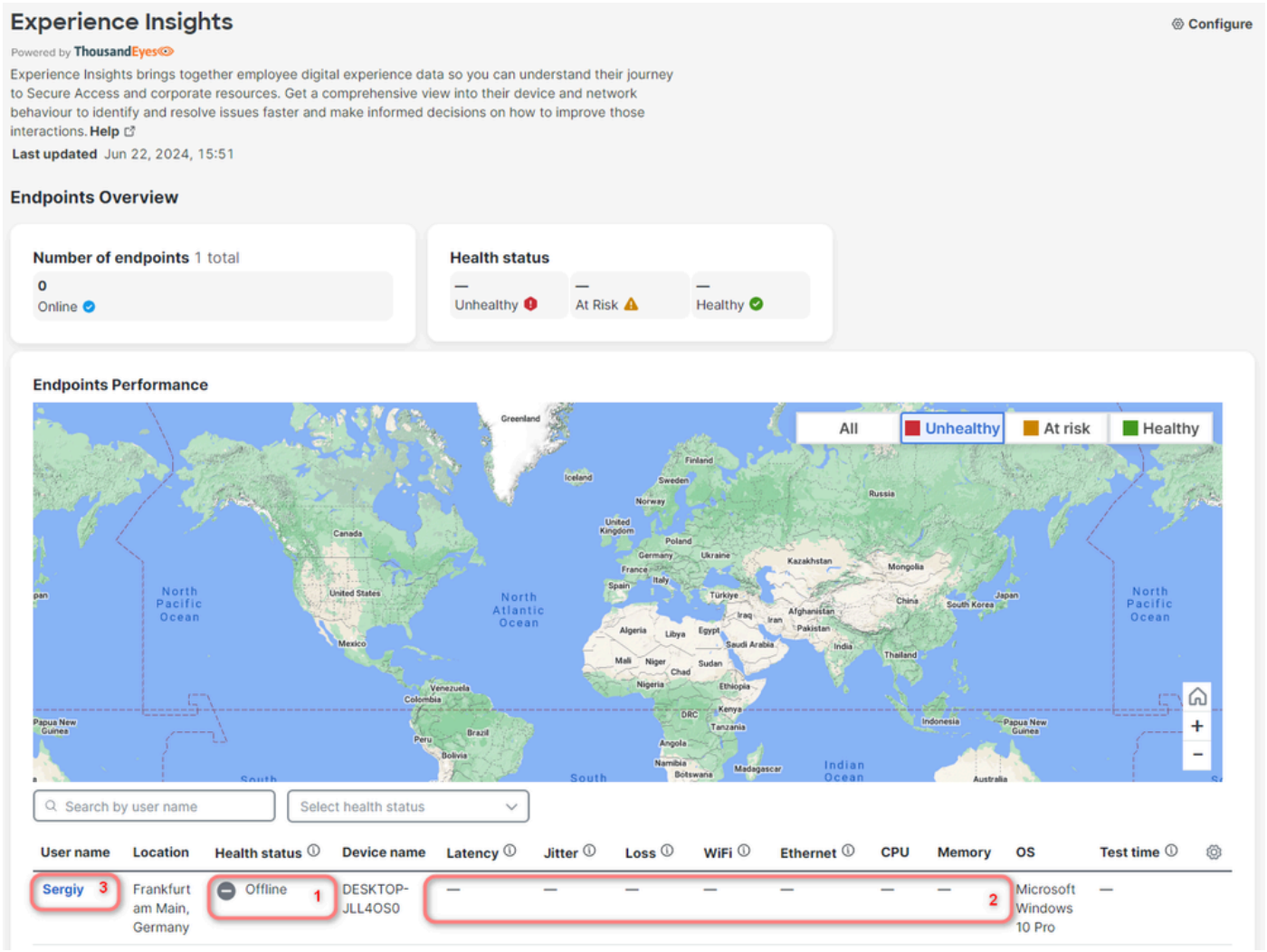
Problem

To verify if you face the issue, please verify the next steps:

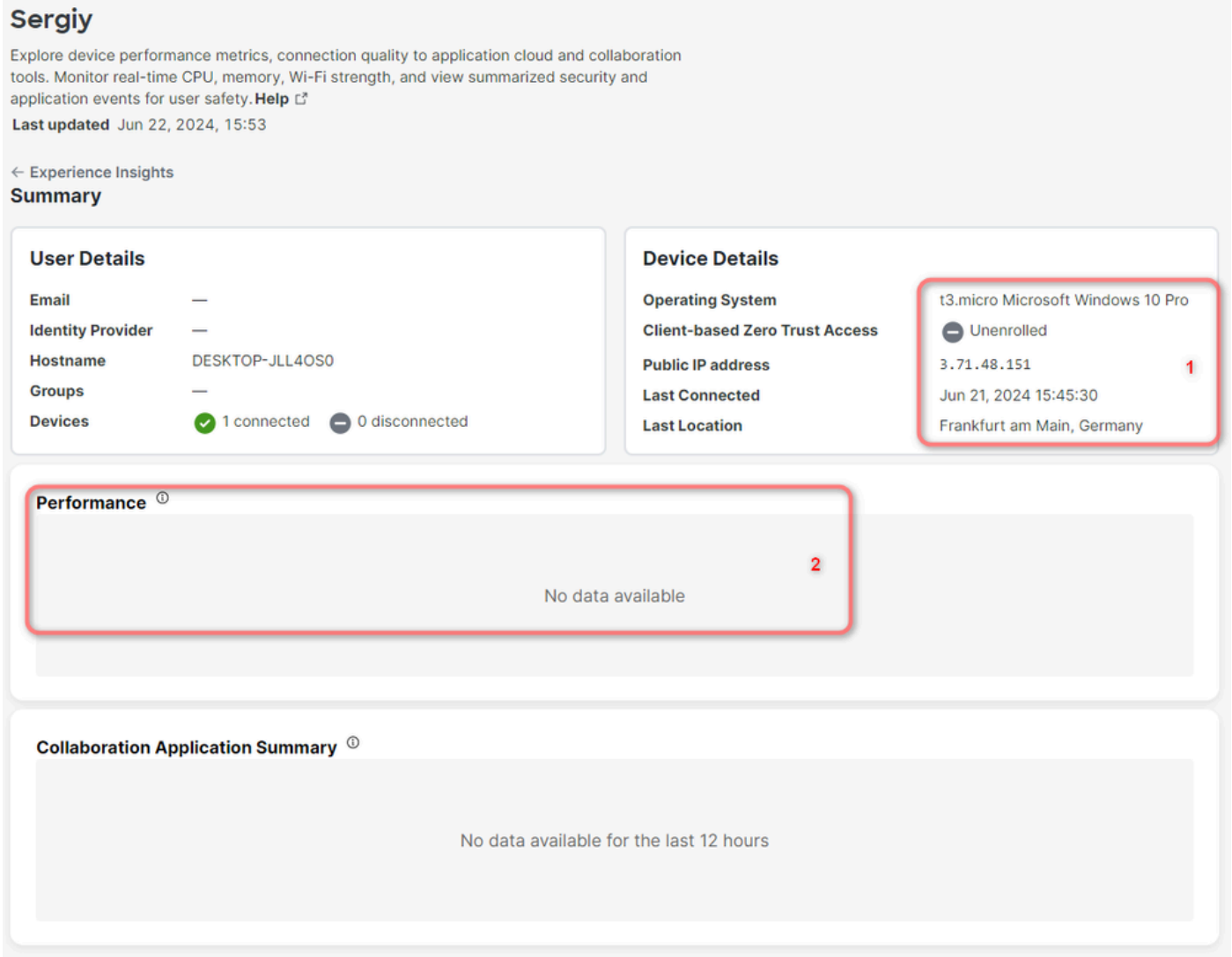
- Click **Experience Insights > Management**

There needs to be metrics in **Experience Insights** under the section **Endpoints Performance.**

1. If the device has the status Offline
2. Then, the metrics showing the dashes are expected
3. Click on the Username to see the details of the monitored PC in the Secure Acces dashboard

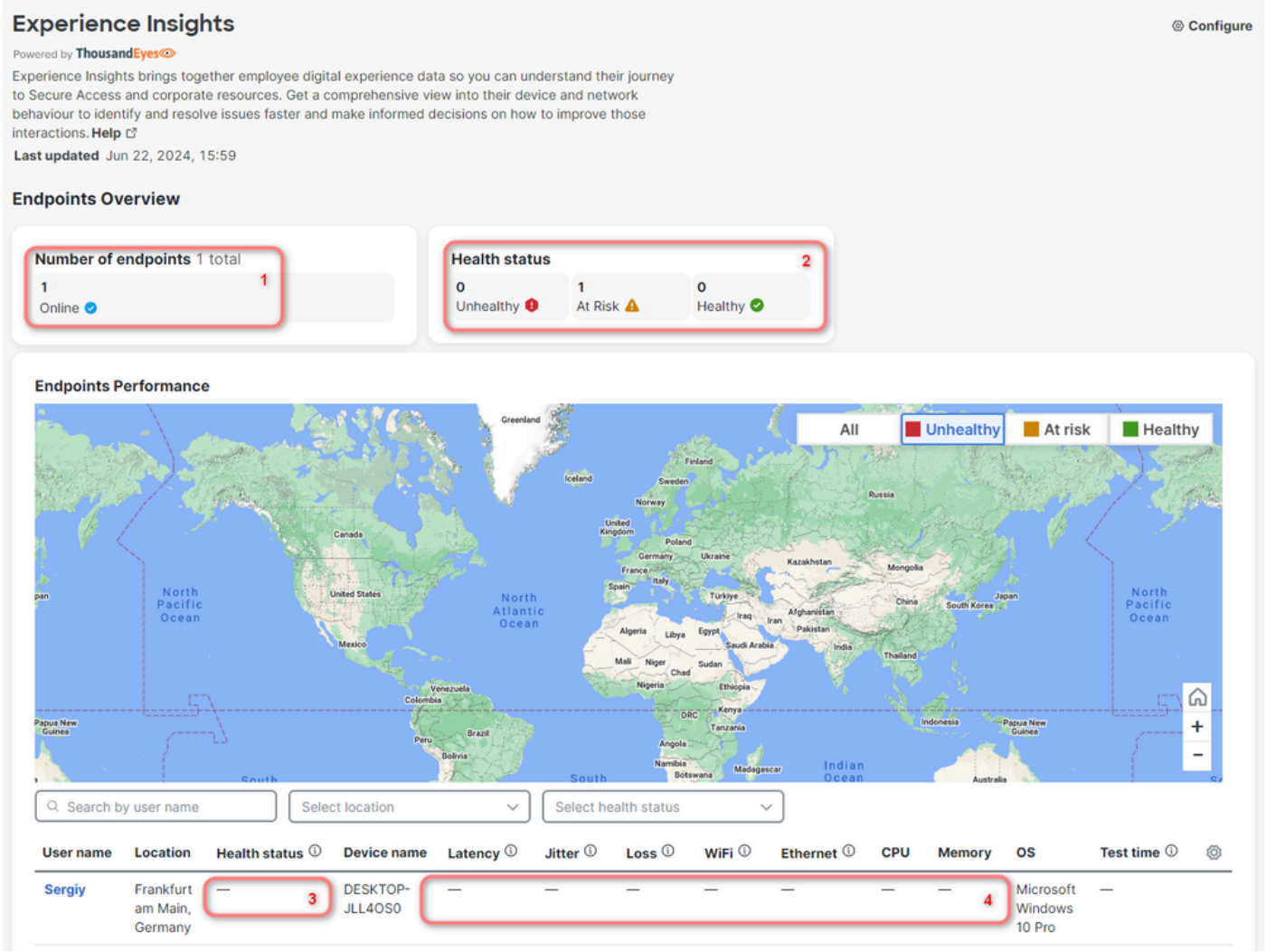


You can see when it was last connected, and no Performance data is available, which is expected because the device is **Offline.**



Turn on the monitored PC with the Thousand Eyes agent installed. Then, go back to Experience Insights > Management.

1. Then, you see the updated number of endpoints online
2. Health status shows one endpoint is **At Risk**
3. In the table you can see dashes
4. However, these dashes are expected if you did not configure the NPCAP version permitted



Solution

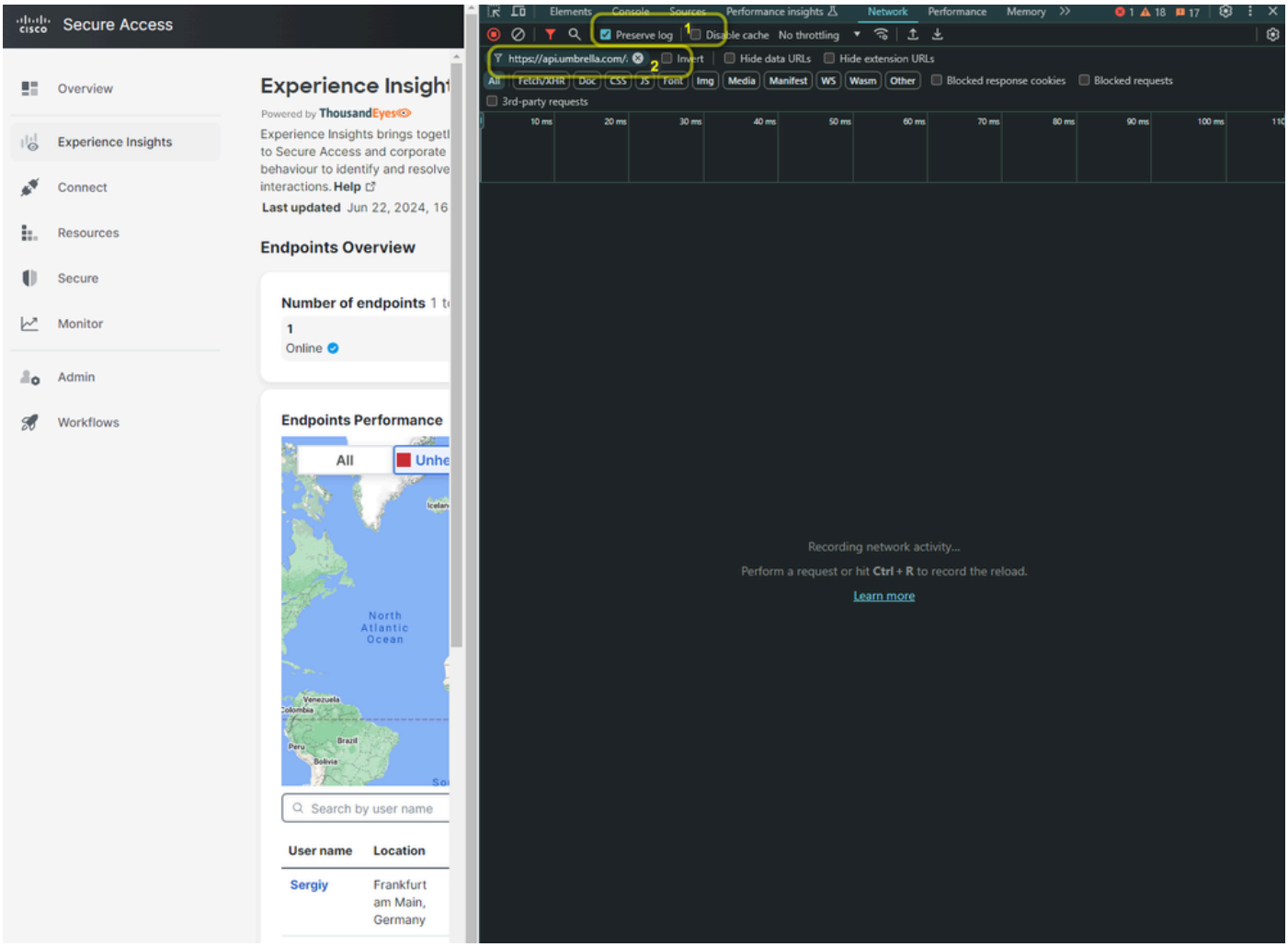
To solve the issue, verify the next steps:

In the browser (in this example, you need to use Chrome)

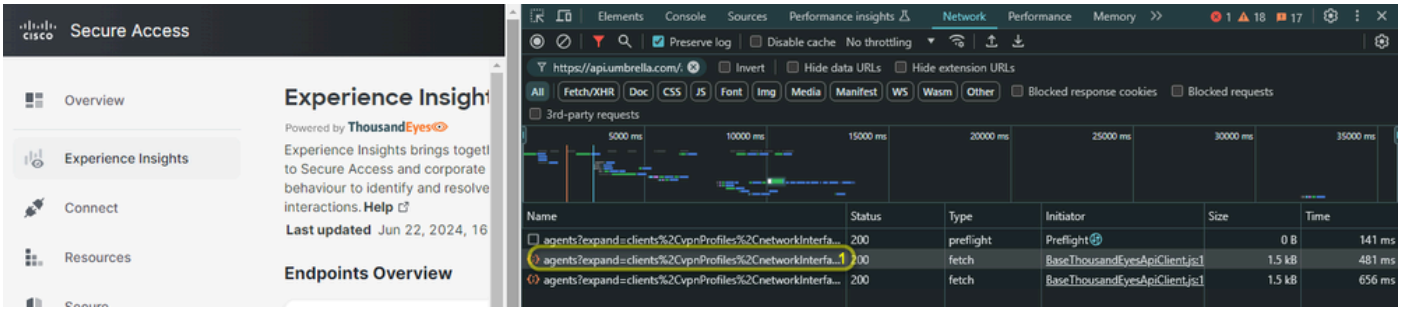
- Clic Settings > More Tools > Developer Tools
- Click the checkbox **Preserve log**

In the filter option, put the next string:

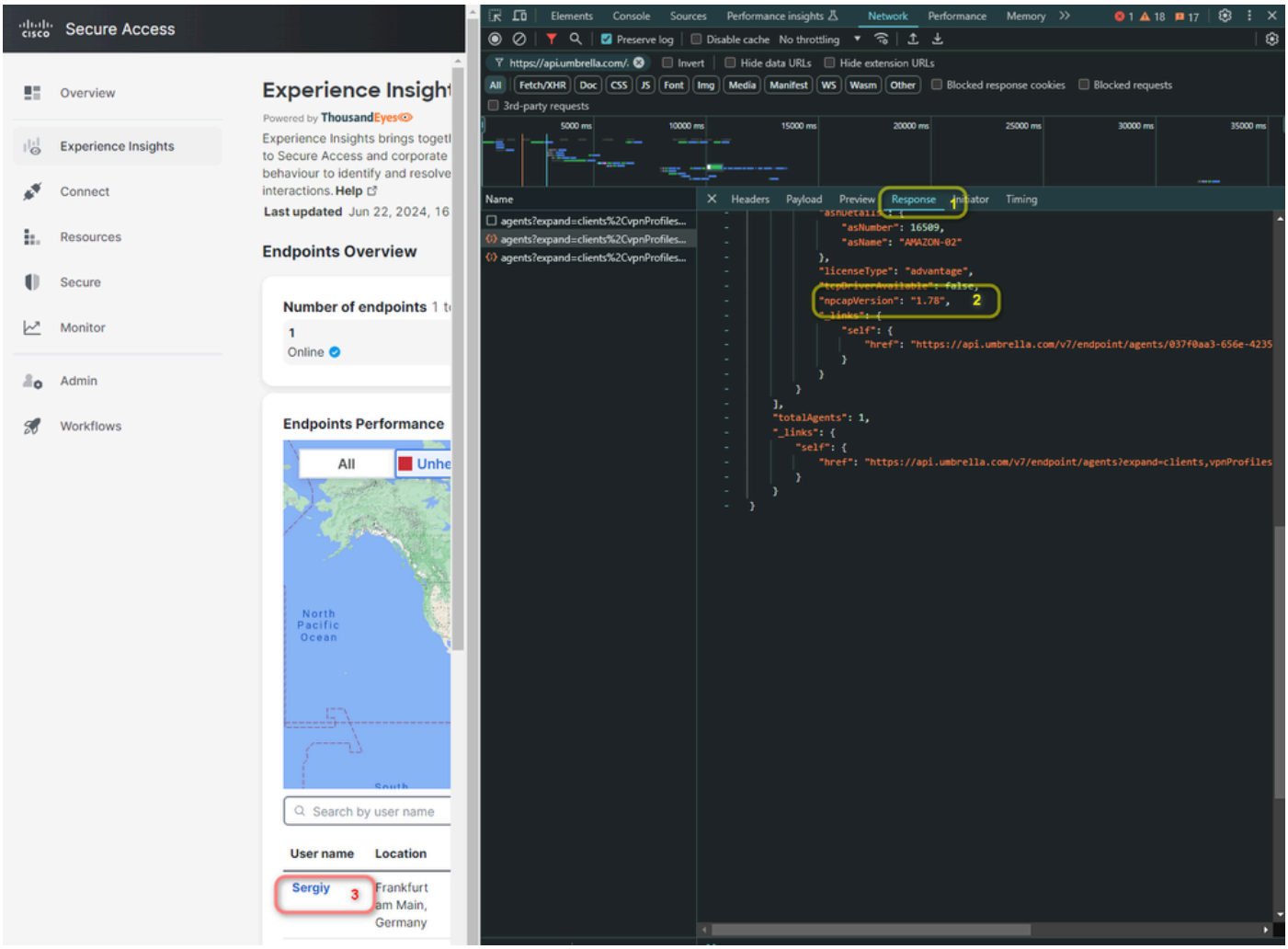
```
https://api.umbrella.com/auth/v2/internal/thousandeyes/v7/endpoint/agents?expand
```

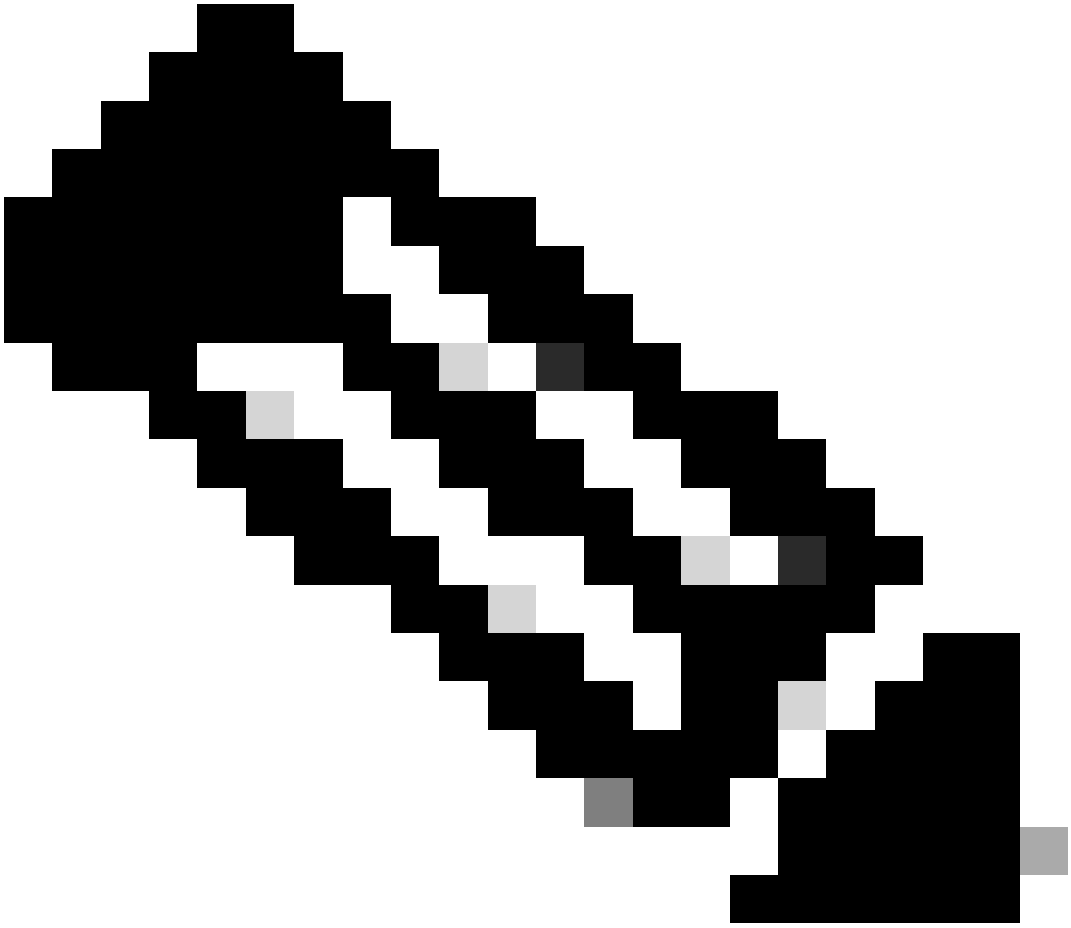


Then, refresh the page to see the requests in **Developer Tools.**



1. Click **Response**
2. The Response contains the structured JSON format with sections for each monitored PC. You can scroll down to the end of the section for specific PC and note down the npcapVersion, In this example, I have a test PC with npcap version 1.78
3. If you have more **User name** in the table, check the npcap version for each monitored PC


Secure Access
Overview
Experience Insights
Connect
Resources
Secure
Monitor
Admin
Workflows
Experience Insight
Powered by ThousandEyes
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
1
Online
Endpoints Performance
All
Unhe
North Pacific Ocean
Search by user name
User name
Location
Sergiy
3
Frankfurt am Main, Germany
Elements
Console
Sources
Performance insights
Network
Performance
Memory
Preserve log
Disable cache
No throttling
https://api.umbrella.com/
Invert
Hide data URLs
Hide extension URLs
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
Initiator
Timing
1
"asNumber": 16509,
"asName": "AMAZON-02"
"licenseType": "advantage",
"npcapVersion": "1.78",
2
"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

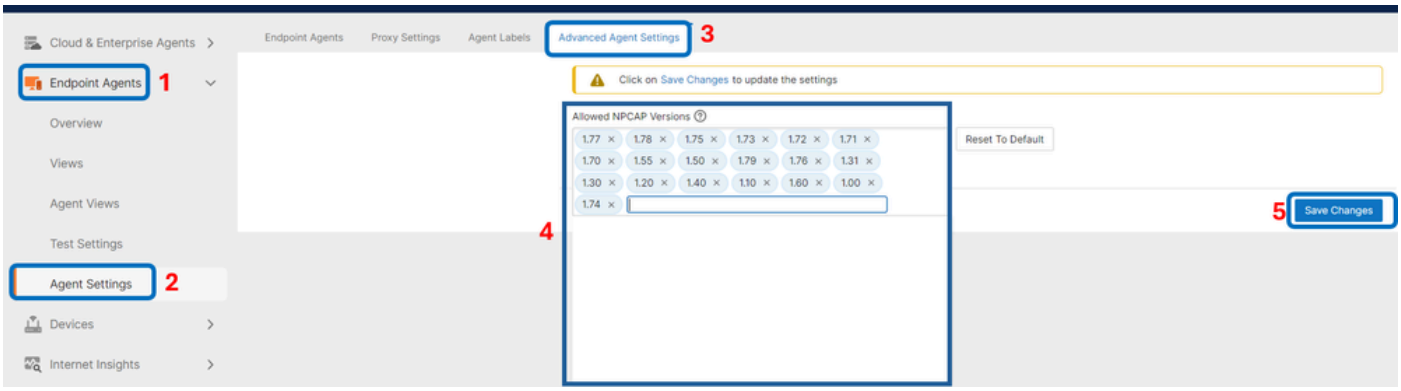


Note: The table shows a limit of 10 monitored devices. If you have more than 10 devices, you must do the same on each page.

After you have collected all the agent npcap versions, you need to access TE to add the supported versions.

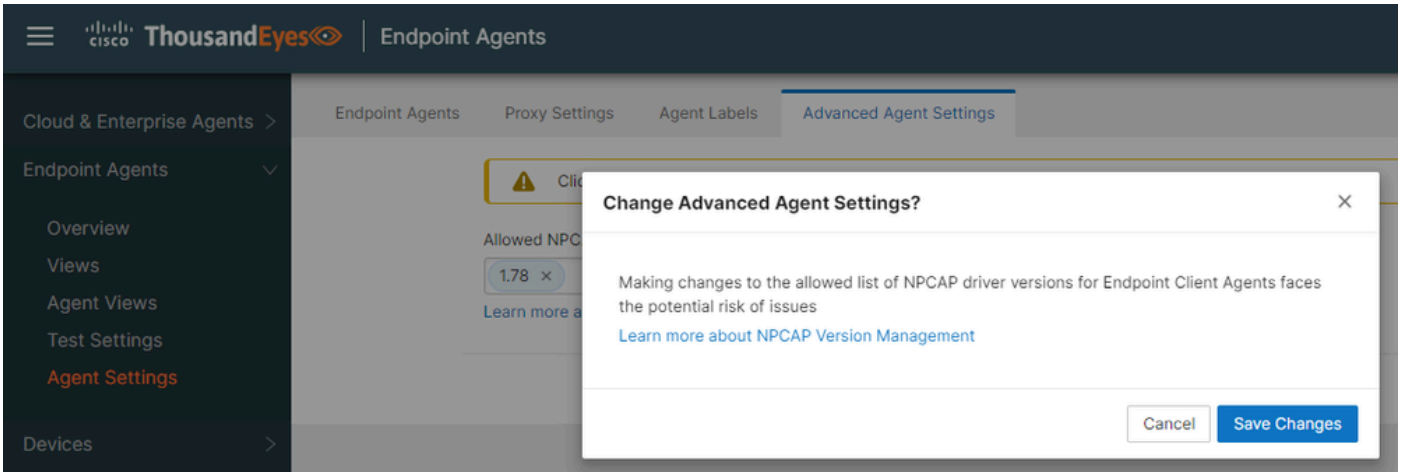
To proceed with the configuration, verify the next steps:

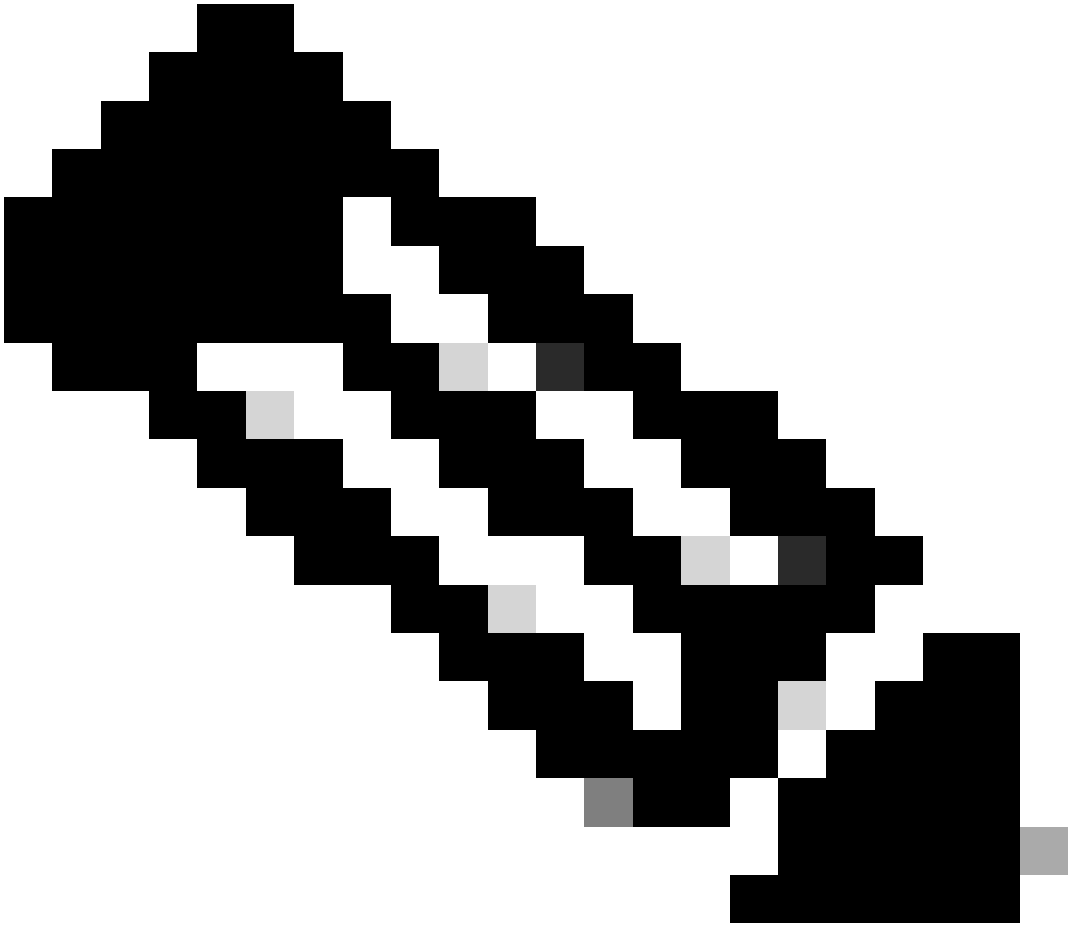
1. Click on **Endpoint Agents**
2. Agent Settings
3. Advanced Agent Settings
4. Choose the versions you found under the developers tools in the previous step
5. Click **Save**



Then you have a pop-up windows that ask you to apply the changes.

- Click **Save**





Note: The link redirects to the next documentation - [Thousand Eyes - Endpoint Agent - Advanced Settings]

After some time, the missing metrics show the correct value.

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

Related Information

About Experience Insights

View Summary of Endpoints

Advanced Agent Settings

NPCAP Driver Upgrade Management