

Beginner's Guide to ThousandEyes

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Solutions Engineer

cisco Live !

Session ID: BRKENT-1656

Cisco Webex App

Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until 14 November 2025.



<https://ciscolive.ciscoevents.com/ciscolivebot/BRKENT-1656>

Agenda

- 01 Introduction to
ThousandEyes**
- 02 Remote Workforce
Use Cases
Enterprise Networks
Application Providers**
- 03 What's new?**
- 04 Start Today**





John's Desk Pro

Jane – CFO

cisco



John's Desk Pro

Can you hear me?

Jane — CFO

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The meeting that mattered....

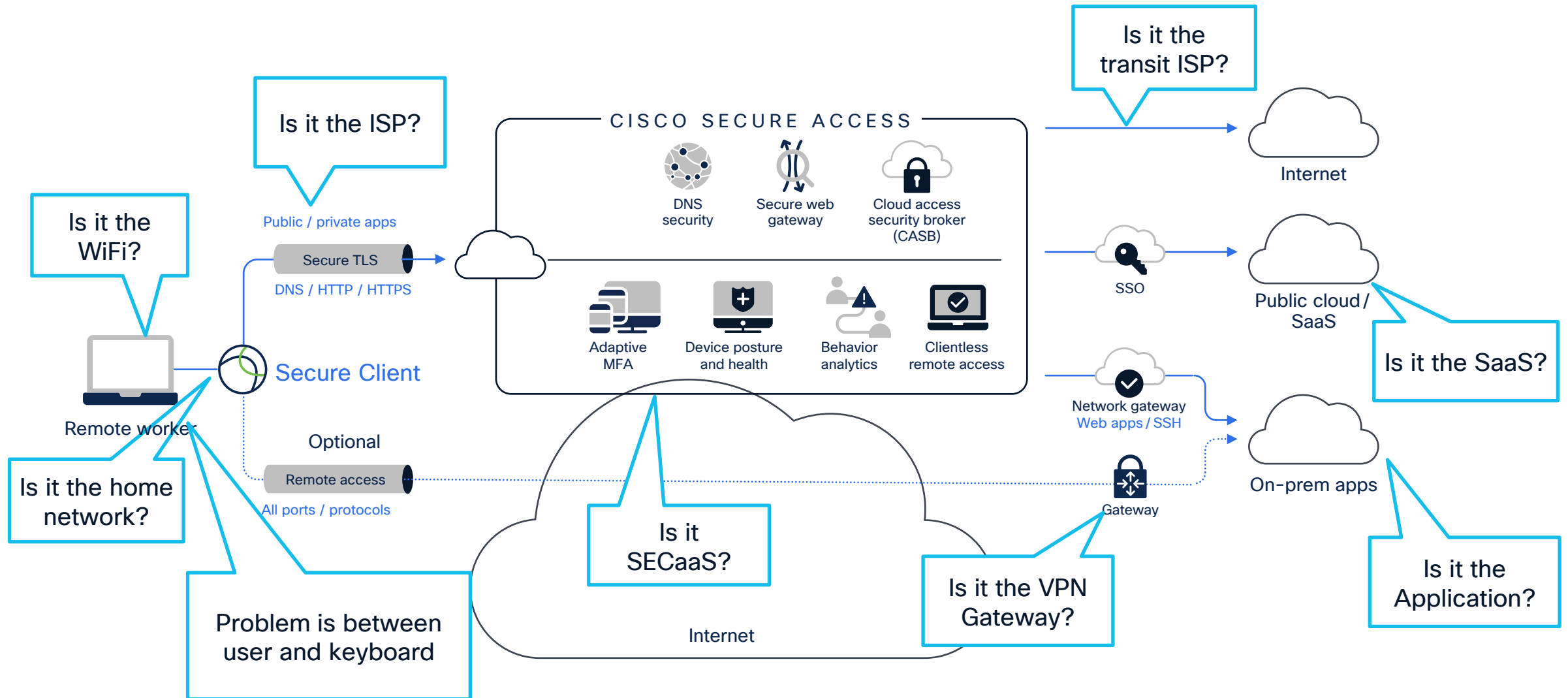
The meeting that mattered....
went dark



"We Have a Problem!"



Problem Landscape: Remote Worker



WAR ROOM

Full-bleed photo, title placeholder

Go ahead,
blame the network

The Notorious
BGP

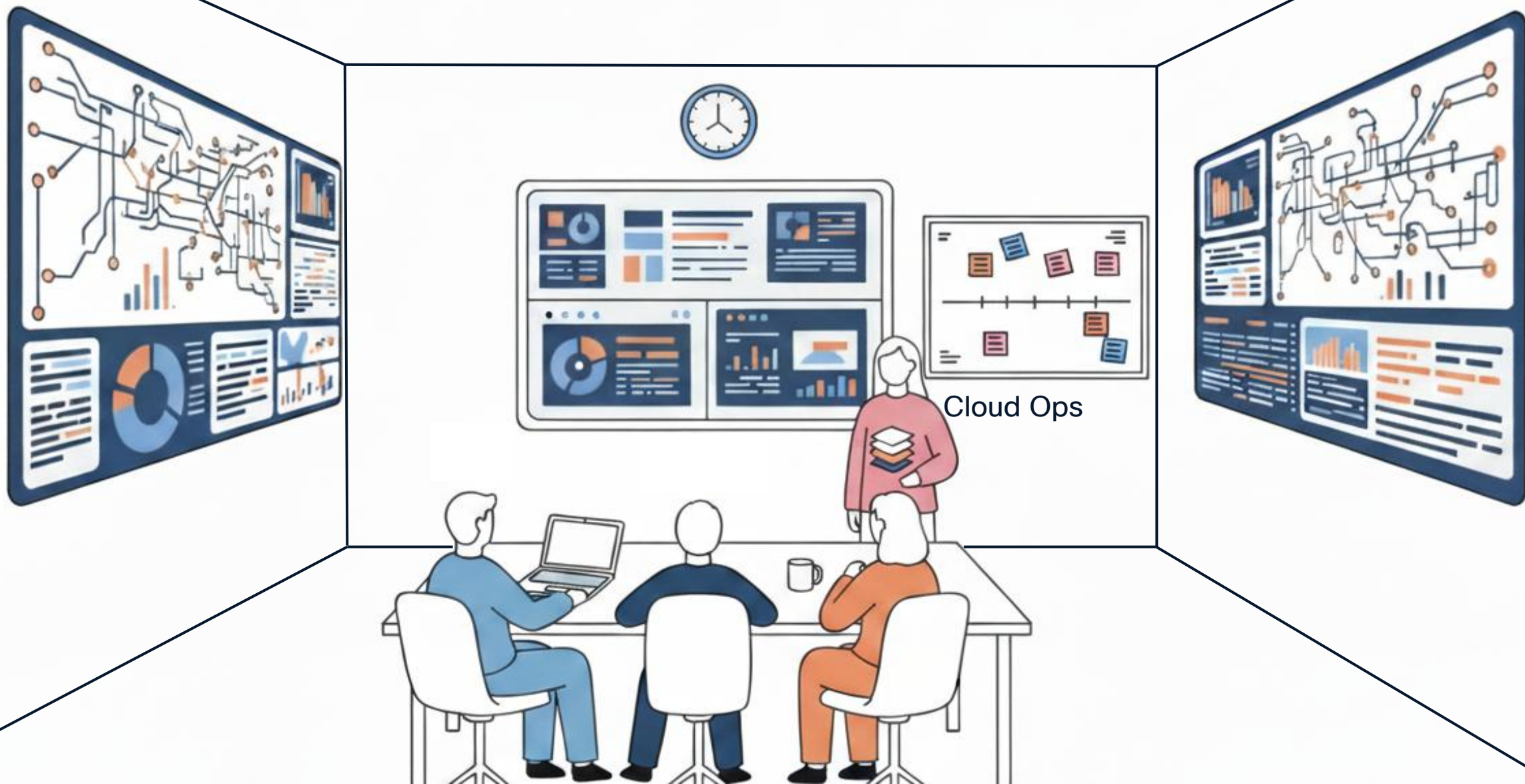
Real networking
is #NotSocial

f***
tracer*ute

It's not your fault, but it is your problem

Route
BGP

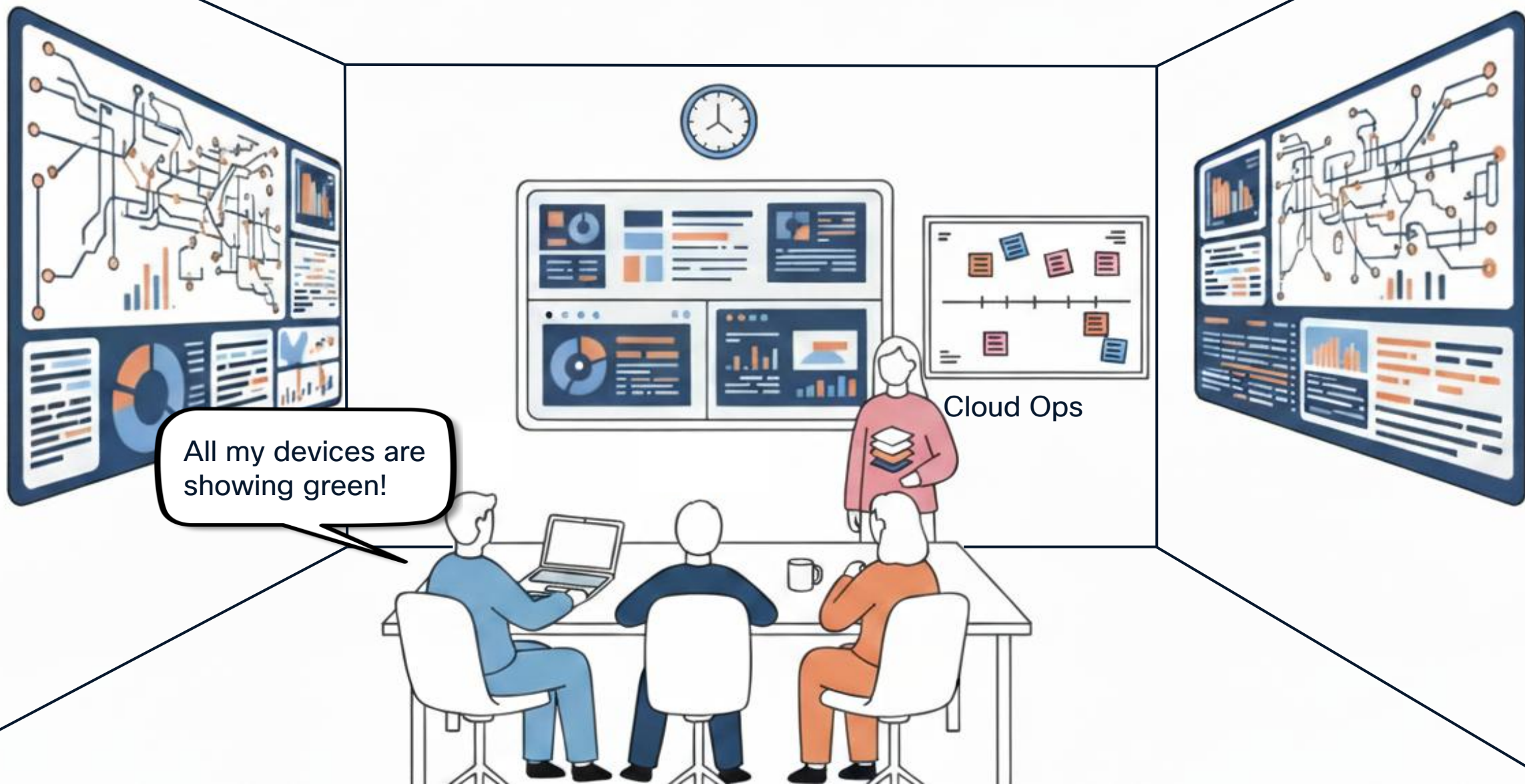
Cover your AS



Endpoint

Network

App



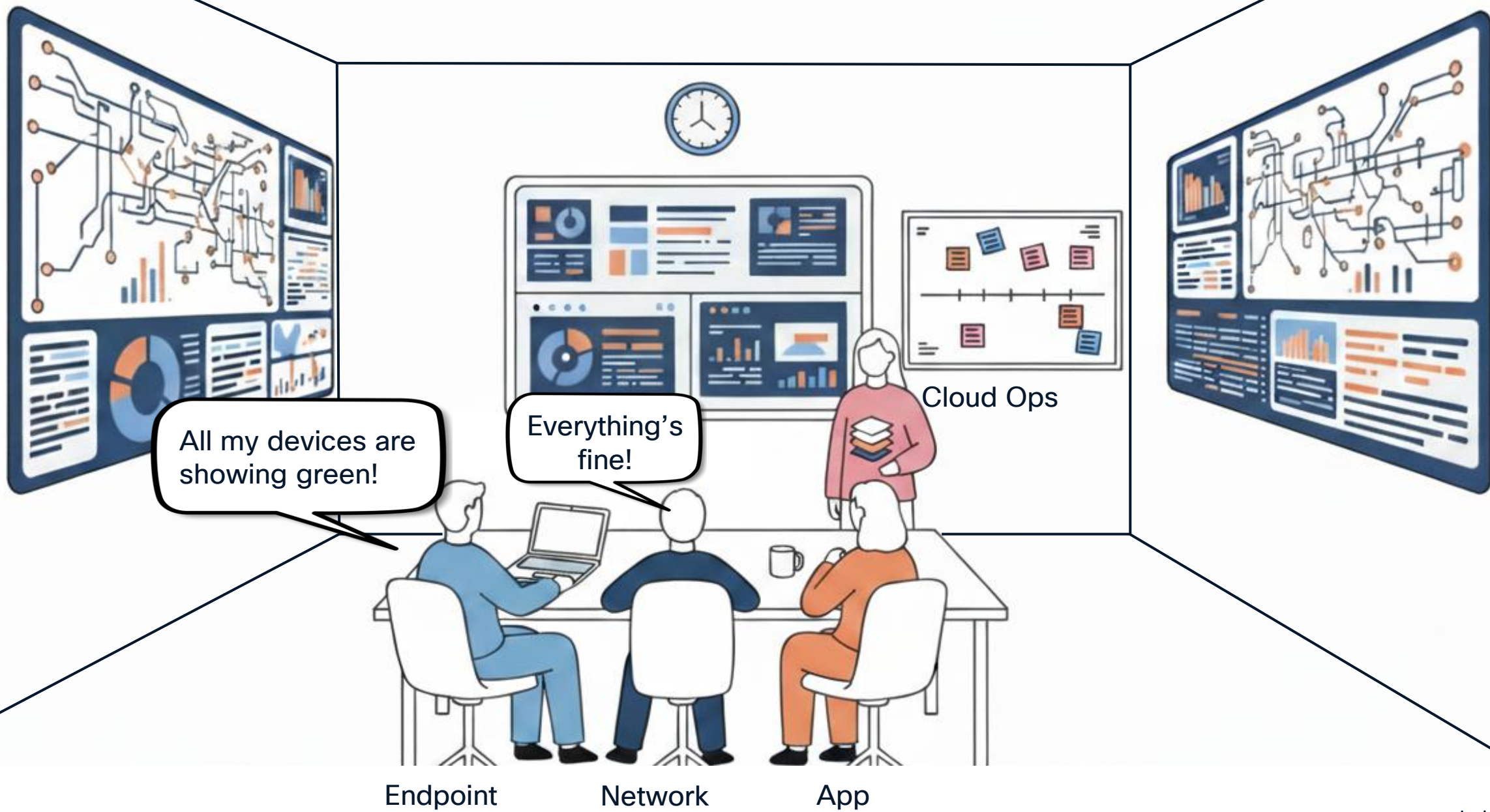
Cloud Ops

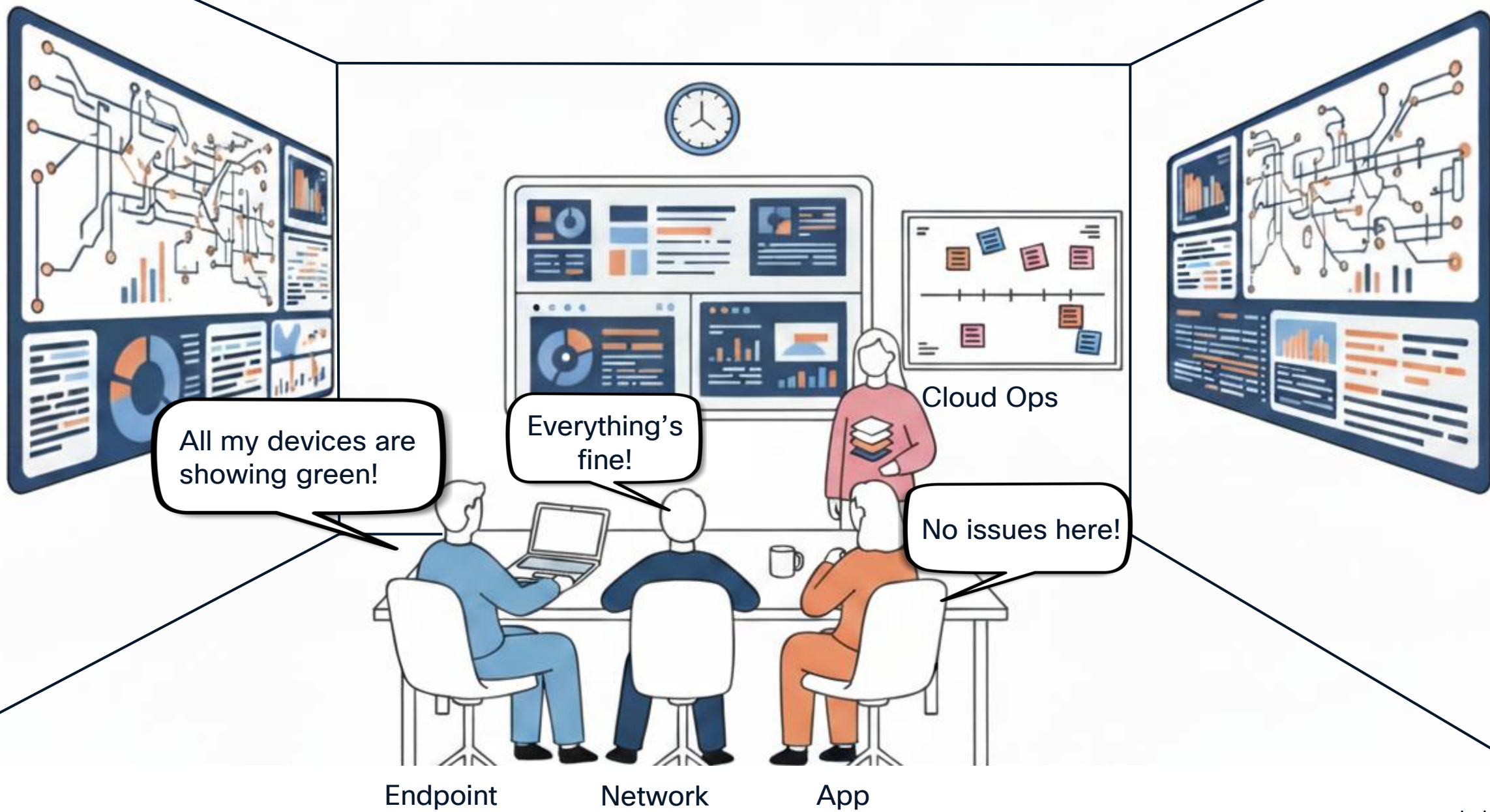
All my devices are showing green!

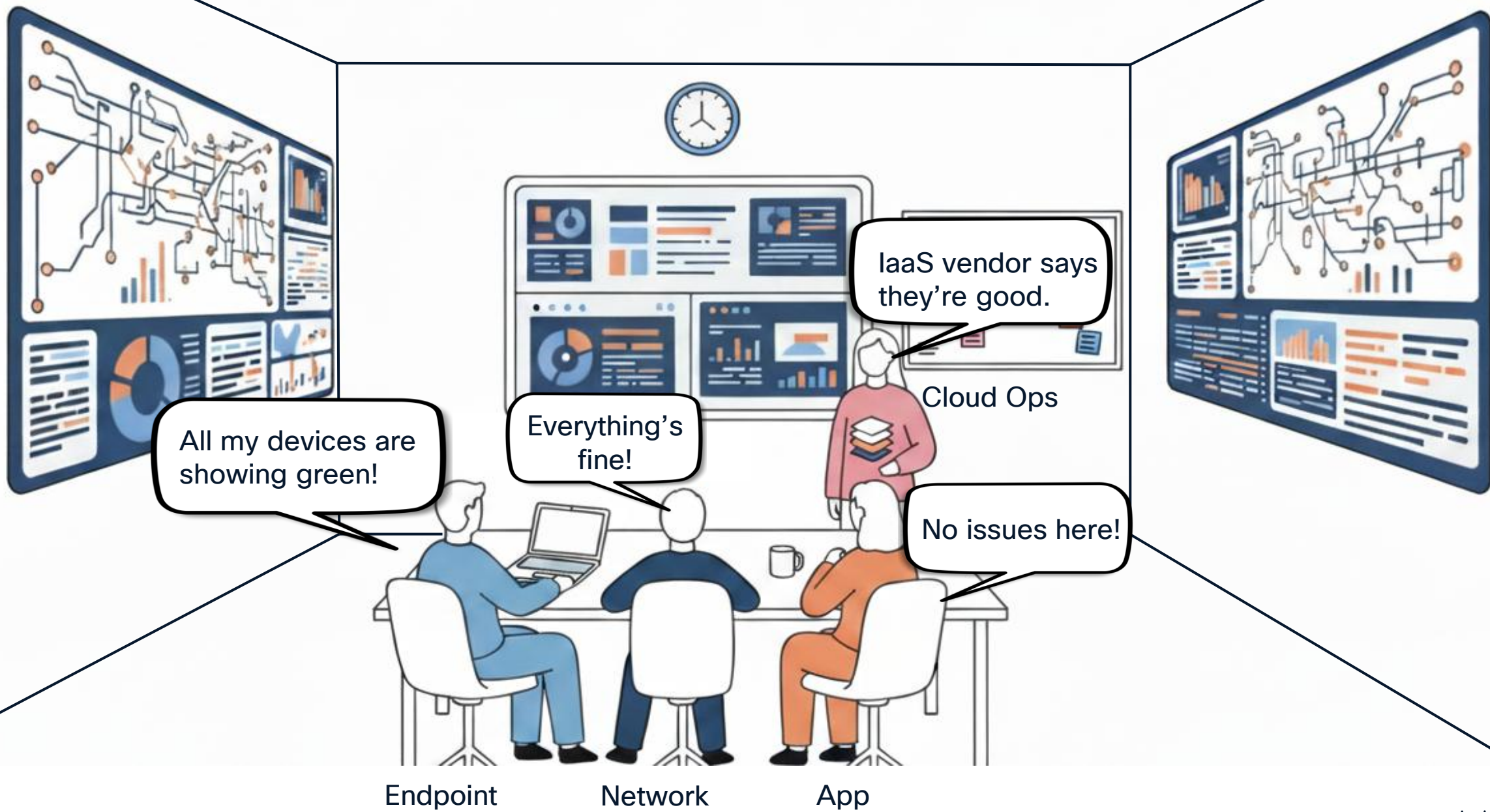
Endpoint

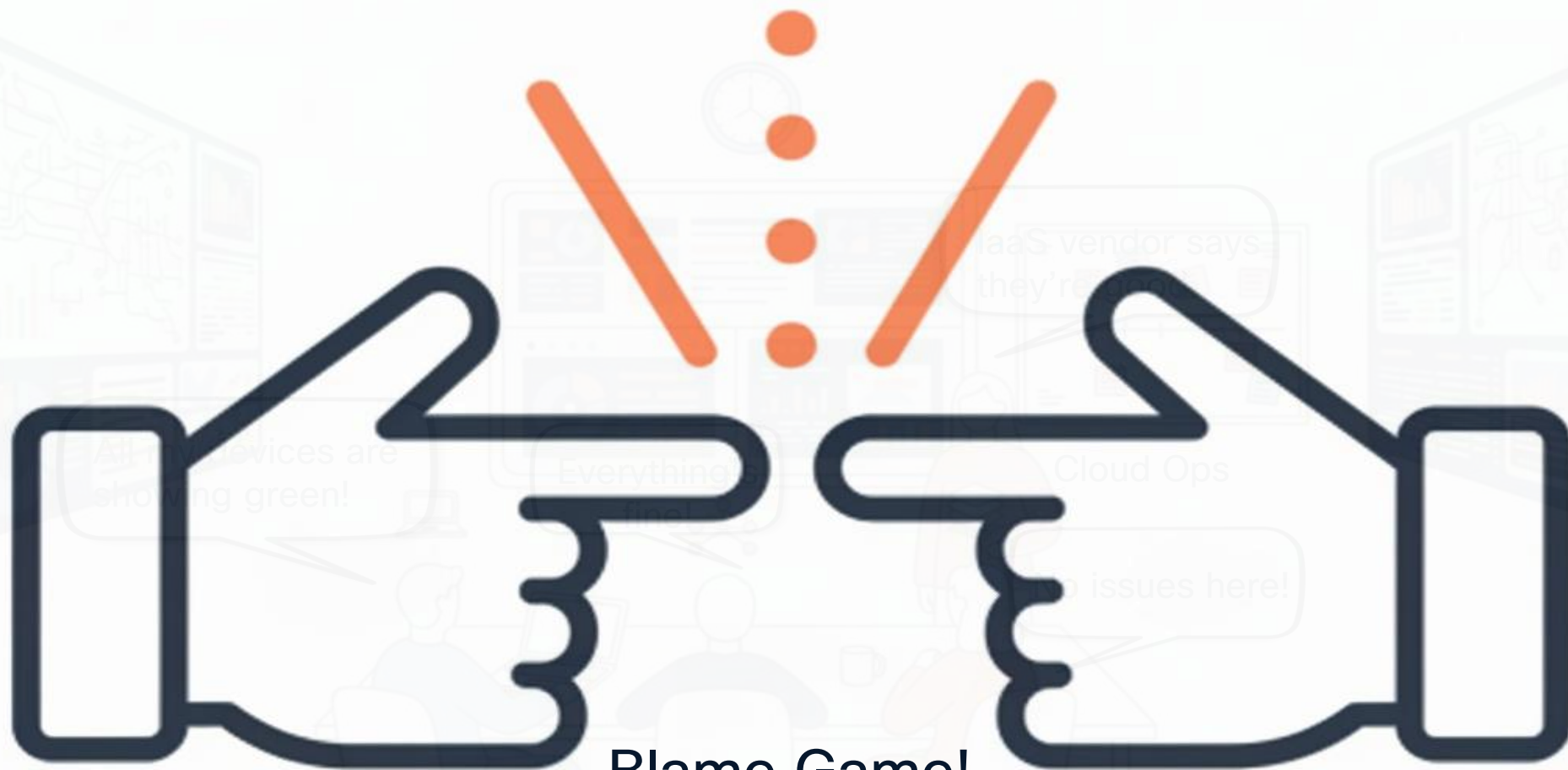
Network

App







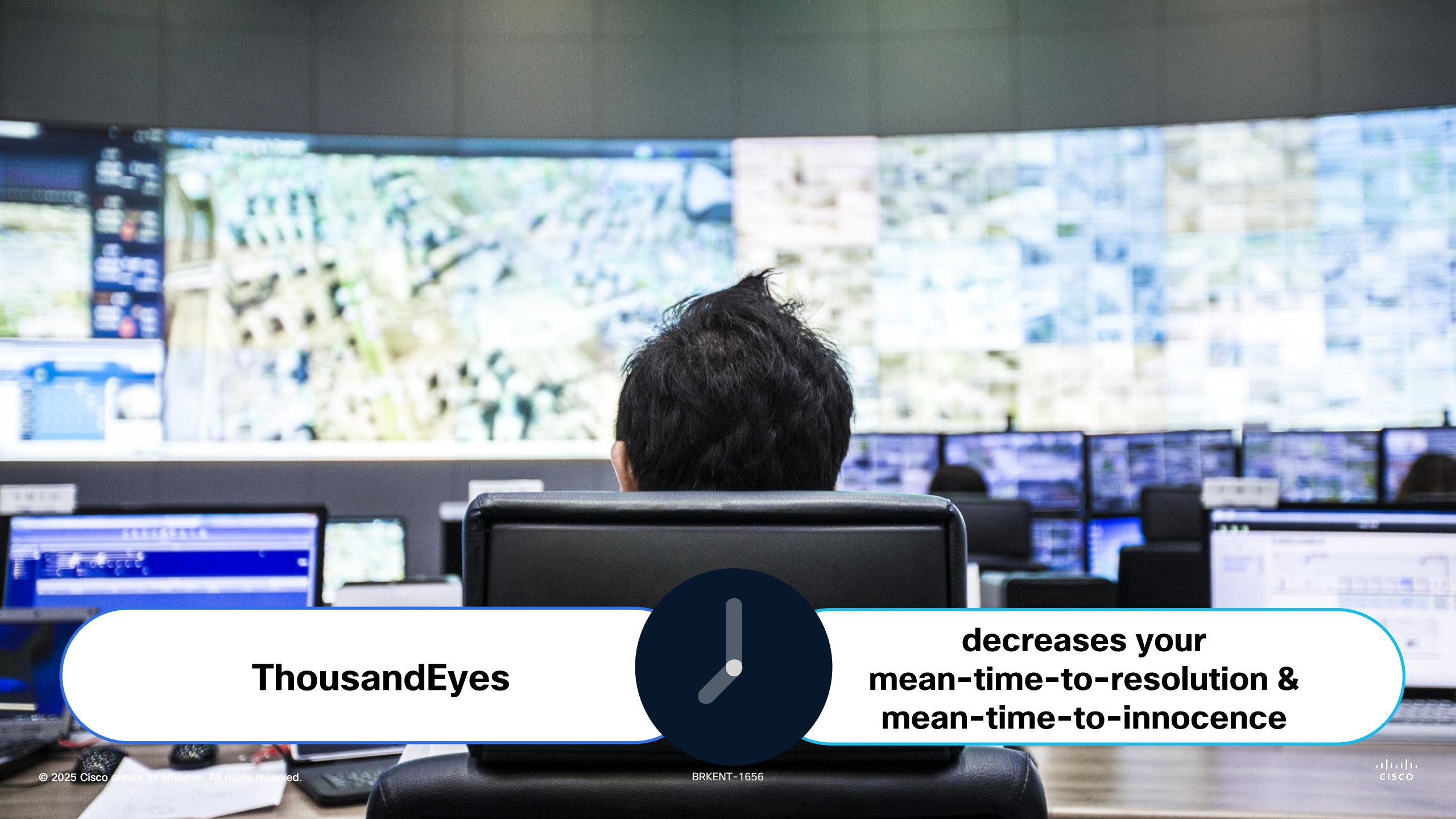


Blame Game!

Endpoint

Network

App



ThousandEyes



**decreases your
mean-time-to-resolution &
mean-time-to-innocence**

ThousandEyes Use-cases

Remote Workforce

Your workers rely on business-critical applications while working from anywhere.

You monitor the applications your employees use, on-prem or in the cloud.

Enterprise Network

You own your network infrastructure, but also rely on Cloud, SD-WAN and SSE.

You monitor the network between your campus, branch offices, DCs and multi-cloud.

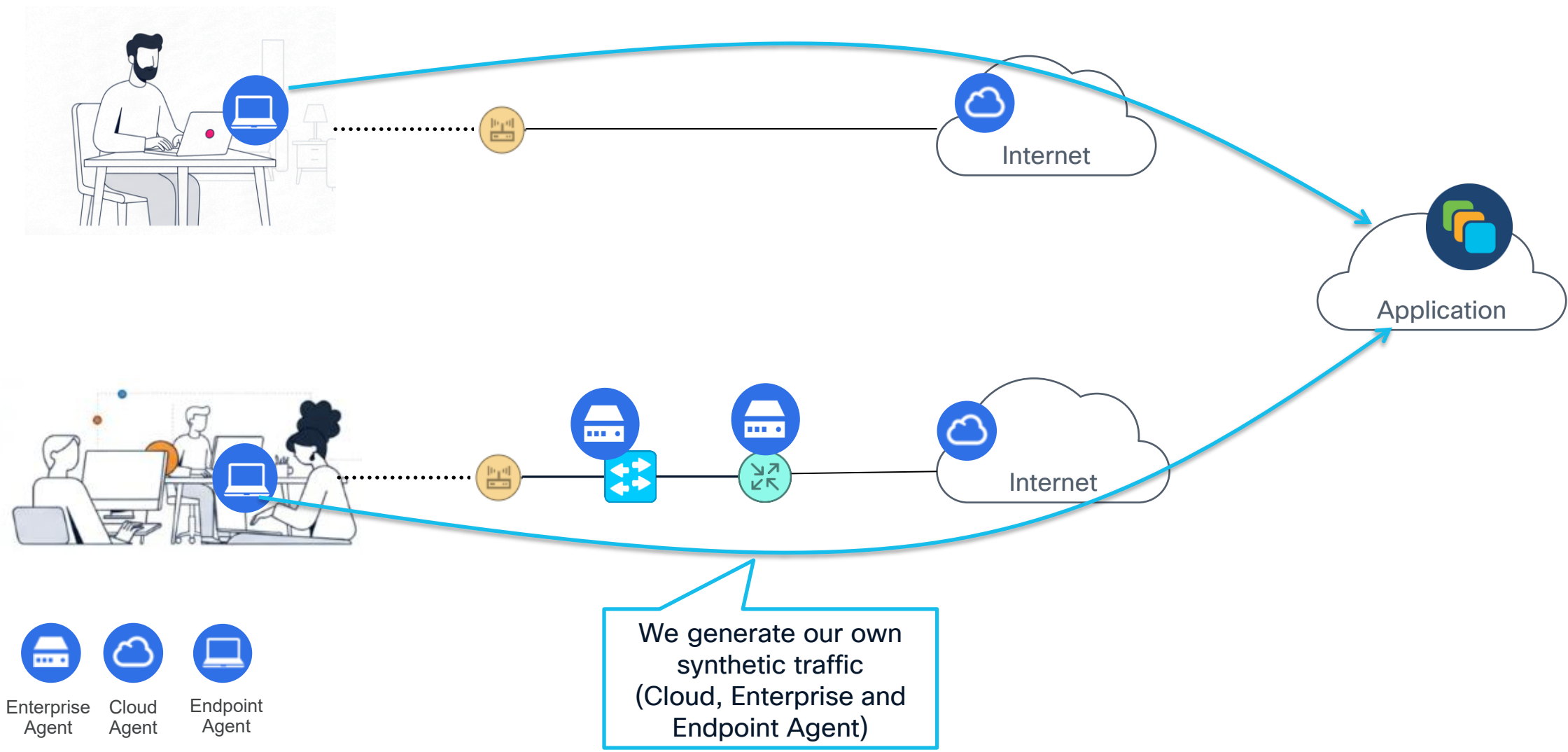
Application Provider

You are an online service provider (retail, bank, SaaS, ...)

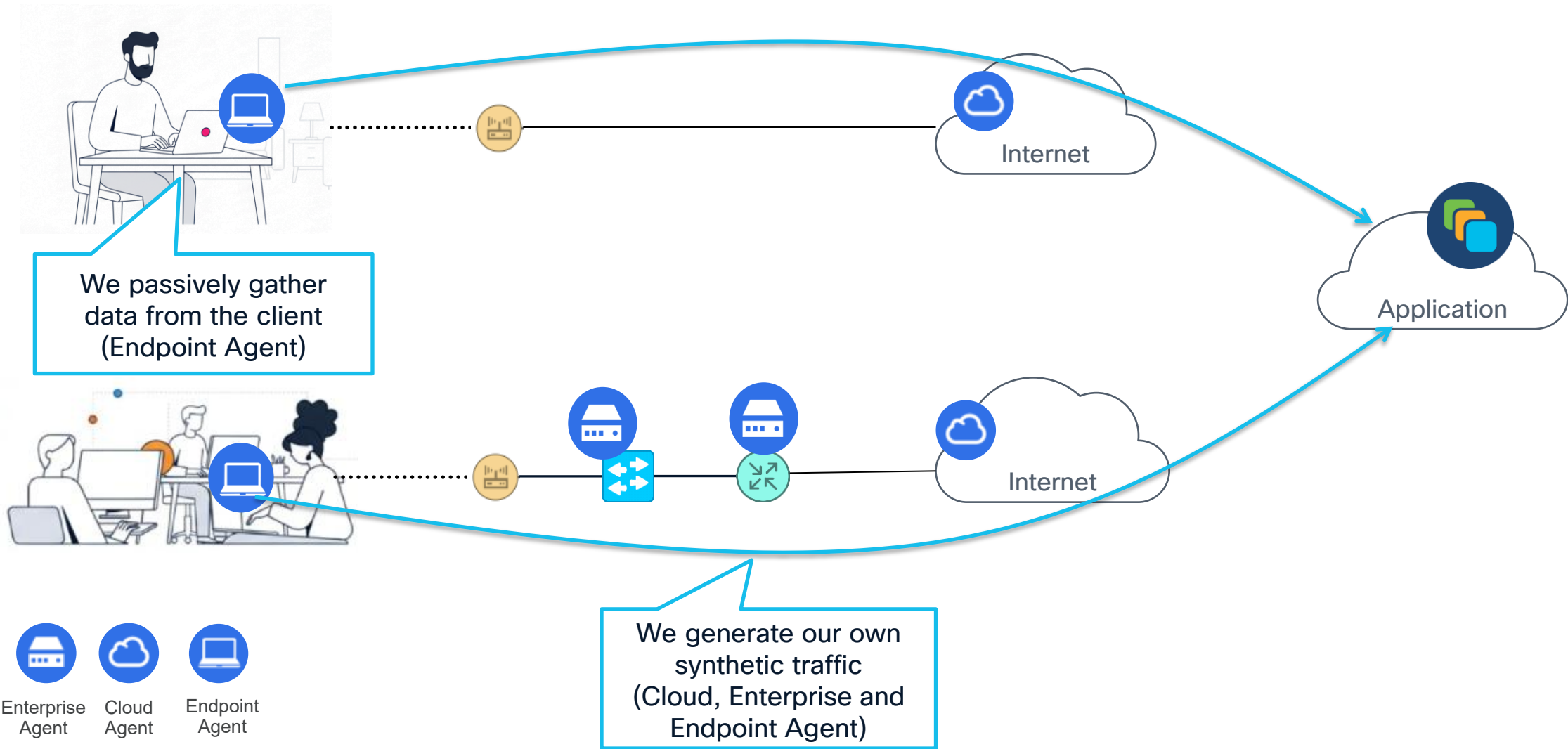
Your customers are everywhere.

You monitor your applications and APIs.

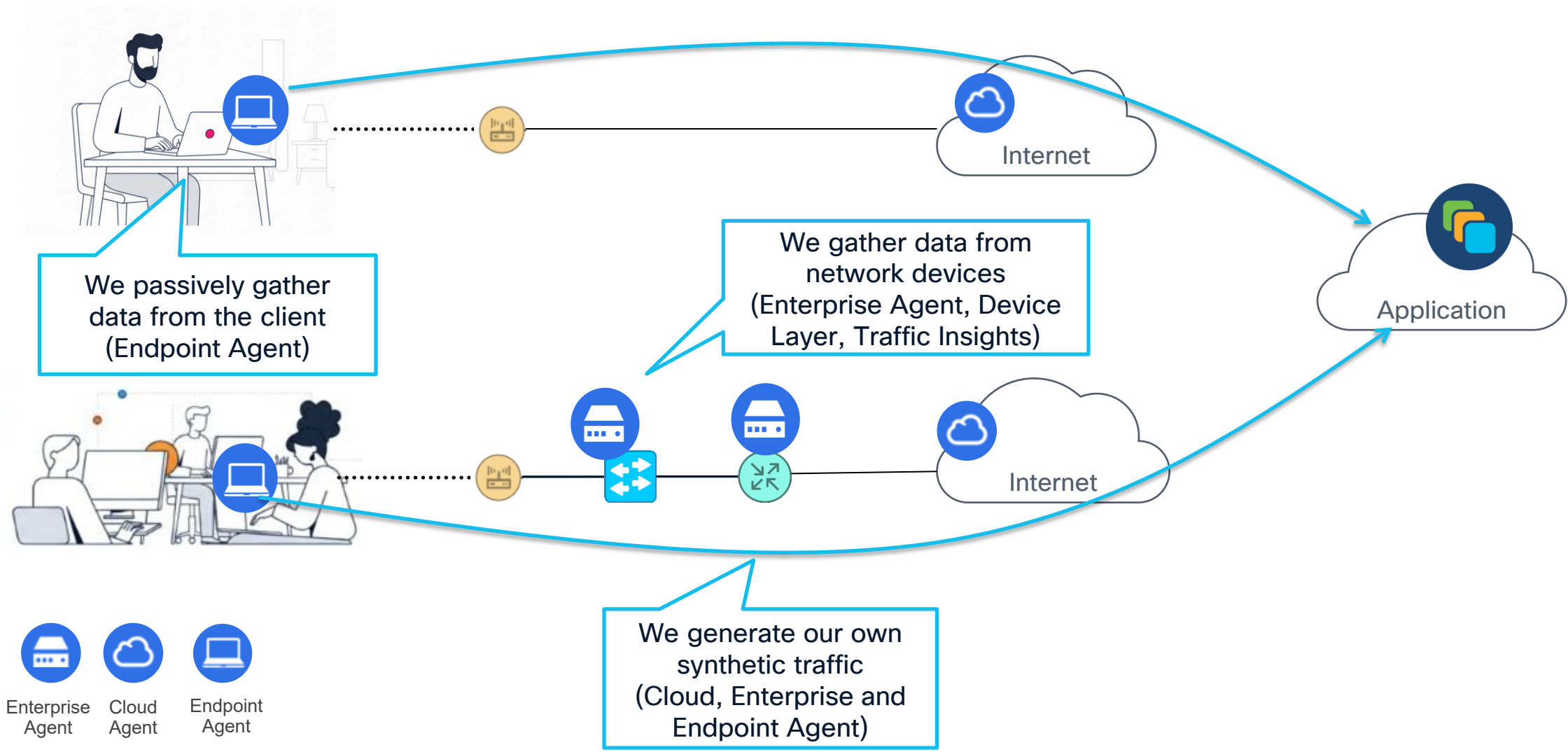
How Do We Do It?



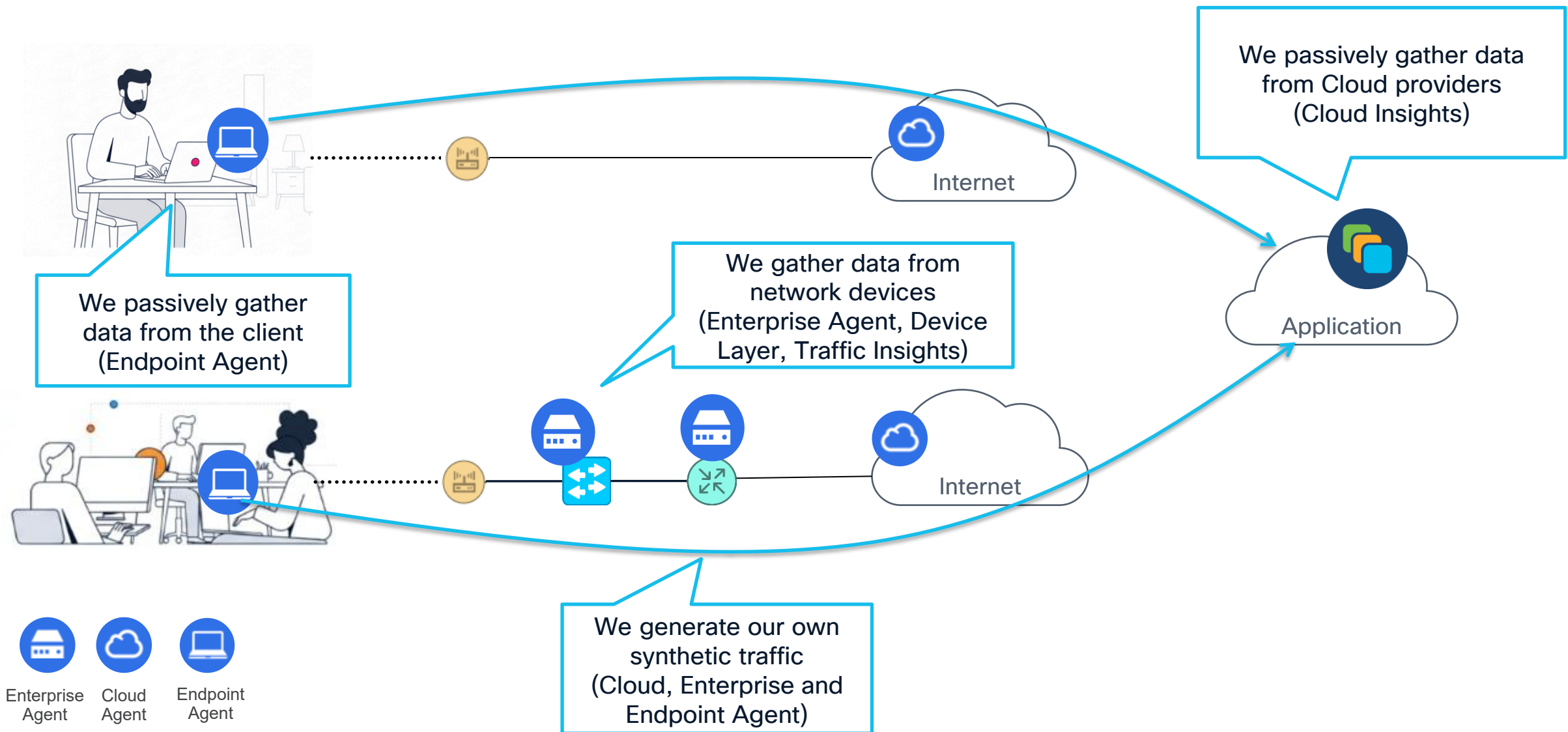
How Do We Do It?



How Do We Do It?

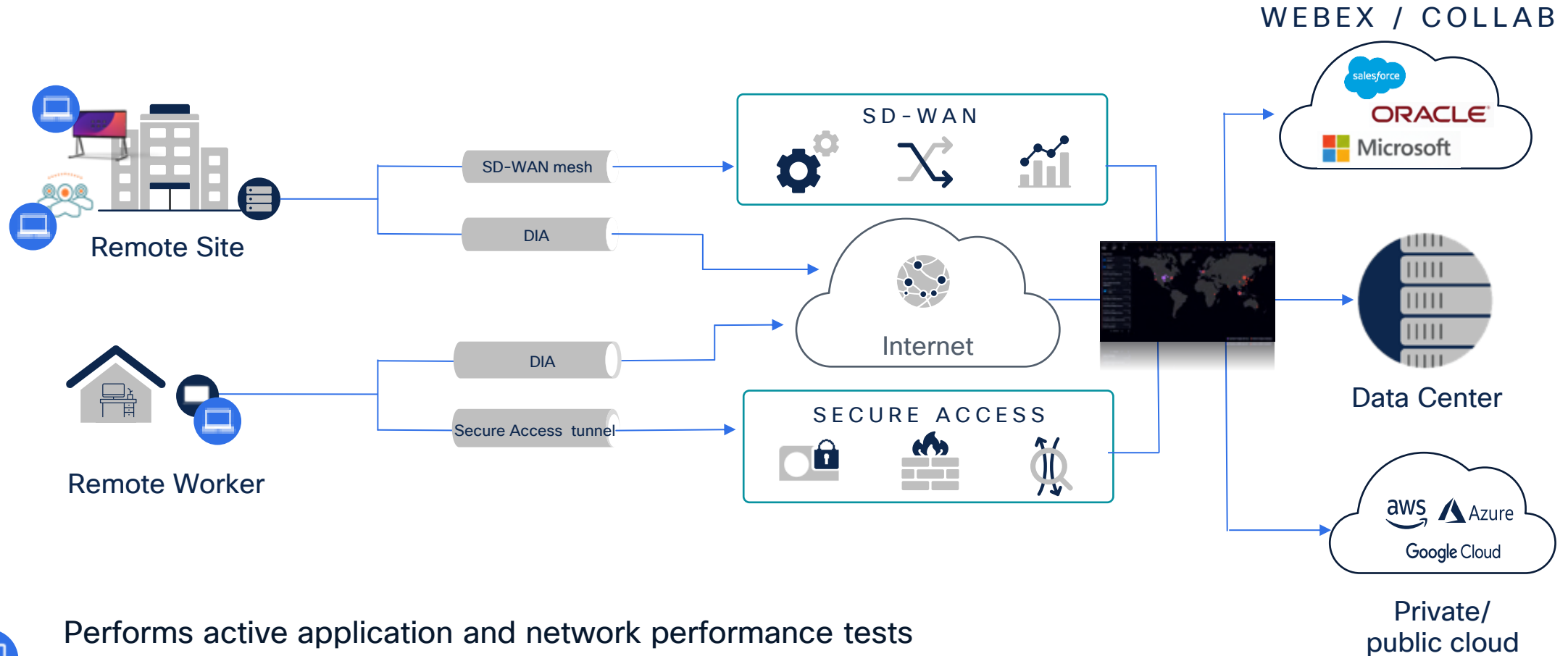


How Do We Do It?



Endpoint Agent

Windows | MacOS | RoomOS | PhoneOS



- Performs active application and network performance tests
- Passively collects performance data (WiFi metrics, CPU etc.)

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ThousandEyes

Endpoint Experience

Dashboards

Event Detection

Alerts

Network & App Synthetics

Endpoint Experience

Routing

Traffic Insights

Devices

Cloud Insights

Trial

Internet Insights

Trial

Manage

Endpoint Agent

(Recommended) Full featured endpoint agent.

Endpoint Agent Pulse

Endpoint agent not including support for browser-based data collection.

Windows

MacOS

Android

Windows

Windows 10 or higher. Real User Test Data requires Google Chrome 41+, Internet Explorer 11+ or Microsoft Edge 79+

Current Version: **2.23.0**

SHA256:293ce88a2582d284881...

SHA256:95563d89c471c59d232...

MSI (x86):
MSI (x64):

[Download](#)
[Download](#)

Connection String

S3FD77CY+VOrk+4fbbgjBcrN0JizK0WtjpO9LrCMEM0M/iPYHBuCrI/uyY2KiW3qigbFAj;

Copy

The connection string is used for some integrations and other client types.

Agent Reinstallation Key

.....

Regenerate New Key

The agent reinstallation key is unique for the entire account. As explained [here](#), using this key in the installation process will merge new agents with the corresponding existing agents, if they share the same hostname.

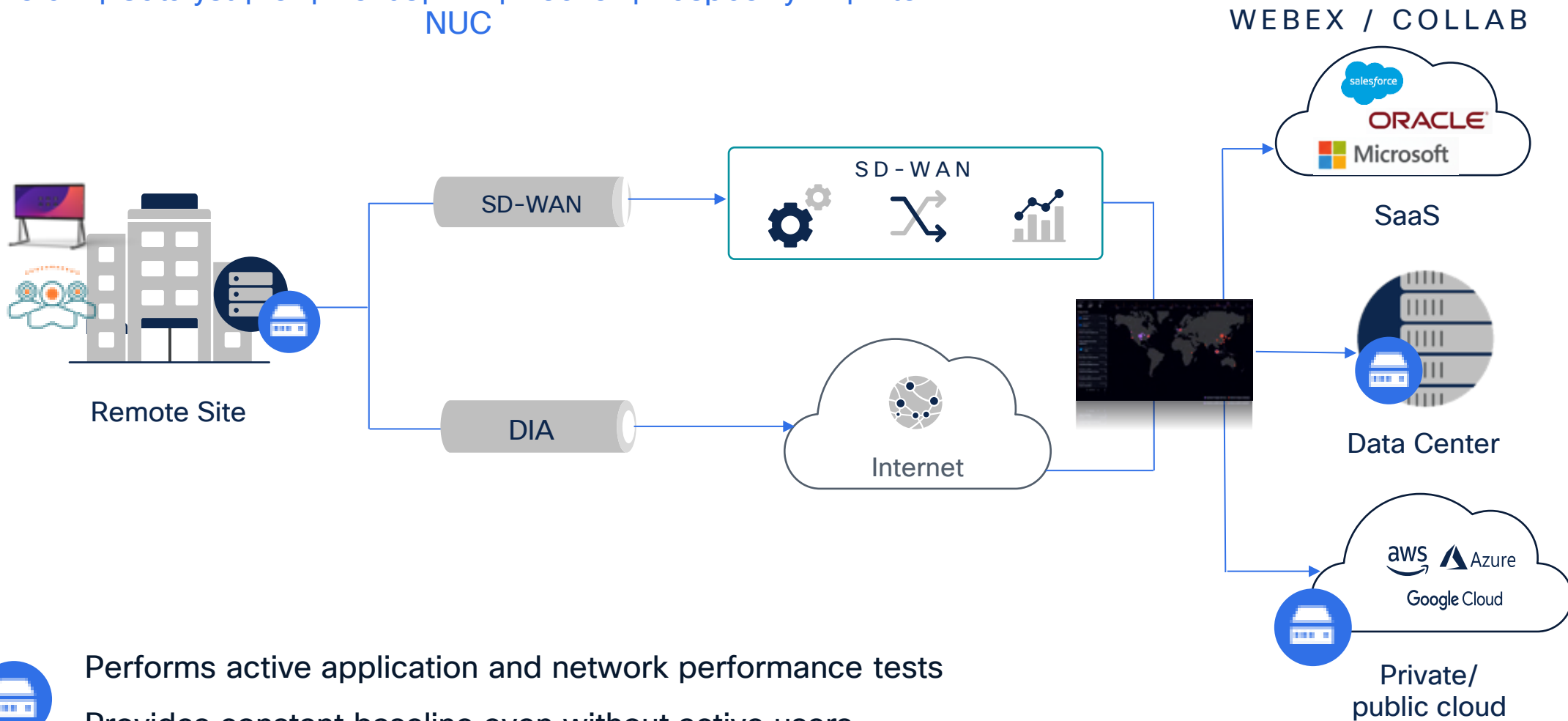
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Enterprise Agent

Meraki | Catalyst | IoT | Nexus | VM | Docker | Raspberry Pi | Intel NUC



Performs active application and network performance tests
Provides constant baseline even without active users

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Network & App Synthetics

Dashboards

Event Detection

Alerts

Network & App Synthetics

Endpoint Experience

Routing

Traffic Insights

Devices

Cloud Insights

Internet Insights

Manage

Enterprise Agents

Cloud Agents

Agents

Enterprise Agent

Enterprise Agents provide visibility into your network branches. Test targets for performance and availability.

Agents

Notifications

Kerberos Settings

Assigned to Account Group trail POC

Search...

0 Enterprise Agents

Agent Name

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Privacy

Cookies

Add New Enterprise Agent

Cisco Devices

Appliance

Custom Appliance

Linux Package

Docker

Meraki MX

Instantly gain visibility from agents built into Meraki MX devices.

Configure In Meraki

Supported Platforms

Catalyst Switching

Install as a container on Cisco Catalyst 9000 series switching platforms. Deploy using Cisco Catalyst Center or Application Hosting command line interface.

Supported Platforms

Catalyst Routing

Install as a container on Cisco Catalyst 8000 series routers in autonomous or controller mode. Deploy using SD-WAN Manager or Application Hosting command line interface.

Supported Platforms

Industrial Ethernet Switching

Install as a container on Cisco Industrial IoT Ethernet switching platforms. Deploy using Application Hosting command line interface.

Supported Platforms

Industrial Routing

Install as a container on Cisco Industrial IoT routers in autonomous or controller mode. Deploy using Application Hosting command line interface.

Supported Platforms

NFV Infrastructure Software

Install as containers on Cisco Catalyst routers and UCS-C rack servers using Cisco Enterprise Network Functions Virtualization Infrastructure Software (NFVIS).

Supported Platforms

Nexus Switching

Install as a container on Cisco Nexus 9000 series switching platforms running NX-OS. Deploy using Application Hosting command line interface.

Supported Platforms

Service Routing

Install as a container on Cisco ISR and ASR series routers in autonomous or controller mode. Deploy using SD-WAN Manager or Application Hosting command line interface.

Supported Platforms

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ThousandEyes

Network & App Synth

Dashboards

Event Detection

Alerts

Network & App Synthetics >

Routing >

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Cloud Insights >

Internet Insights

Manage >

Enterprise Ag

Agents

Assigned to

Search...

Agent N

Add New Enterprise Agent

Cisco Devices

Appliance

Custom Appliance

Linux Package

Docker

← All Cisco Devices

Account Group Token

.....

Download x86_64 - TAR

Installation Guide

Catalyst Switching

Supported Platforms

x86_64 Configuration Parameters

App ID

Enter application name

Agent Hostname (Optional)

Enter name

Network Configuration

Static

DHCP

VLAN ID

Number between 0 - 4095

IP Address

e.g. 192.168.55.161

Name Server IP

e.g. 192.168.55.161

Netmask

Enter Netmask number

e.g. 192.168.55.161 (Optional)

Gateway IP

e.g. 192.168.4.1

Copy, adapt, and run the following commands:

Device> enable
Device# app-hosting install appid DESIRED_APP_ID package https://downloads.thousandeyes.com/enterprise-agent/t
housandeyes-enterprise-agent-x86_64-5.1.2.cisco.tar
Device# configure terminal

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Network & App Synthetics

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Network & App Synthetics

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Enterprise Agents

Cloud Agents

Agents

Enterprise Agent

Enterprise Agents provide
branches. Test targets

Agents

Notifications

Kerberos Settings

Assigned to Account Group trail POC

Search...

0 Enterprise Agents

Agent Name

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Privacy

Cookies

Add New Enterprise Agent

Cisco Devices

Appliance

Custom Appliance

Linux Package

Docker

Account Group Token

.....

Virtual Appliance

Virtualization Software with OVA/OVF support, VMWare (ESXi, Workstation, or Player), Oracle VirtualBox

Download - OVA

Installation Guide

Hyper-V Appliance

Hyper-V Manager
Microsoft Windows Server 2012
Microsoft Windows Server 2016
Microsoft Windows Server 2019
Microsoft Windows Server 2022

Download - ZIP

Installation Guide

Physical Appliance Installer

Intel NUC

Raspberry Pi 4

* Browser tests are not supported

Download - ISO

Installation Guide

Download - IMG

Installation Guide

Version 0.258.0

At least 2GB of RAM required to run browser tests (BrowserBot)

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ThousandEyes

Network & App Synthetics

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Cloud Insights Trial >

Internet Insights Trial >

Manage >

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Cloud Agents

Agents

Enterprise Agent

Enterprise Agents provide...
branches. Test targets f...

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Kerberos Sett

Assigned to Account Group trail POC

✕

Add

Search...

0 Ent

Agent Name

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Add New Enterprise Agent

Cisco Devices

Appliance

Custom Appliance

Linux Package

Docker

Usage Instructions

Name

Host Vol. Agent Directory

Proxy Type

None

Static

PAC

Host Architecture

x86_64

aarch64

Install with BrowserBot support

curl is required

Copy and run the following commands to configure seccomp & apparmor profiles for docker:

curl -Os https://downloads.thousandeyes.com/bbot/configure_docker.sh
chmod +x configure_docker.sh
sudo ./configure_docker.sh

Copy and run the following commands:

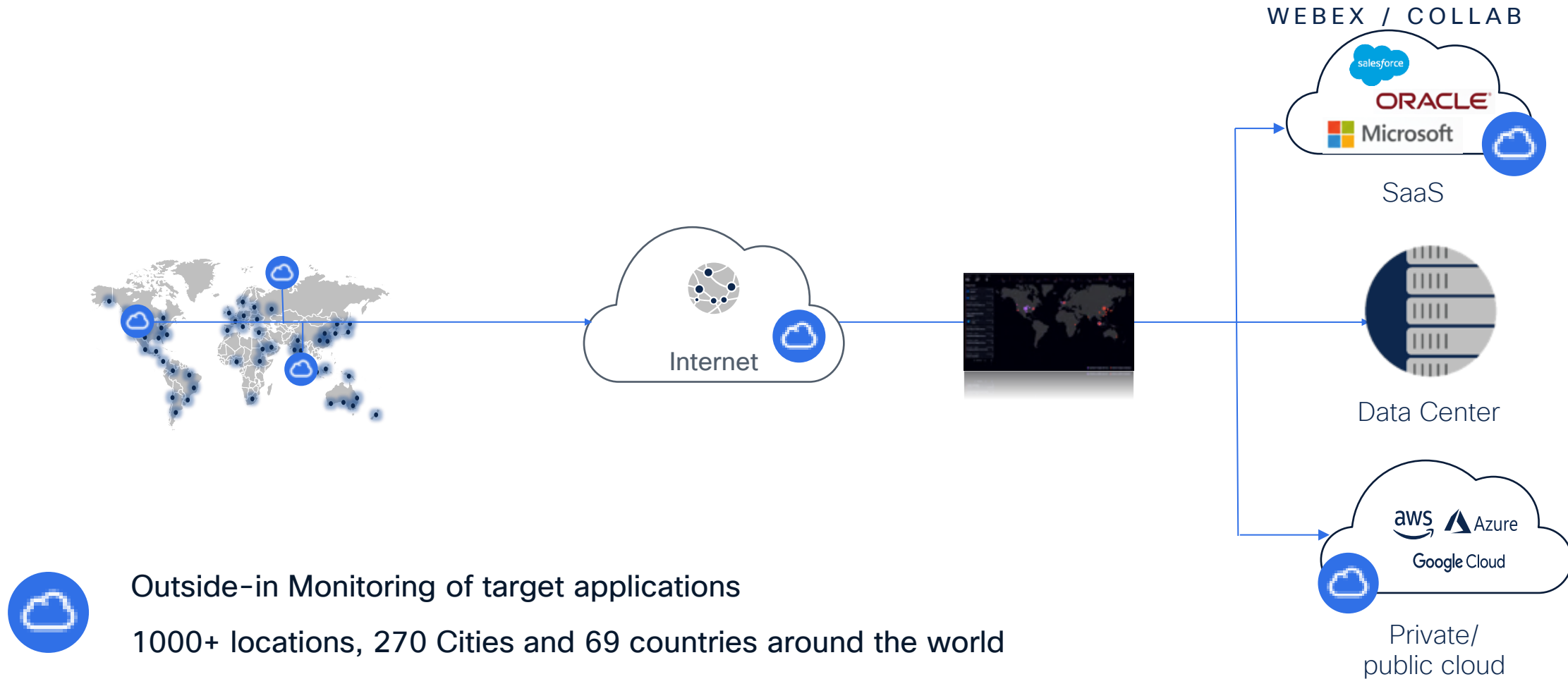
docker pull thousandeyes/enterprise-agent:latest > /dev/null 2>&1
docker stop '<NAME>' > /dev/null 2>&1
docker rm '<NAME>' > /dev/null 2>&1
docker run \
--hostname='<NAME>' \
--memory=2g \
--memory-swap=2g \
--detach=true \
--tty=true \
--shm-size=512M \
-e TEAGENT_ACCOUNT_TOKEN=00jvje73nf85v5ago574buo080anybxz \
-e TEAGENT_INET=4 \
-v '<HOST_VOL_AGENT_DIR>/thousandeyes/<NAME>/te-aagent':/var/lib/te-aagent \

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Cloud Agents

Broadband ISPs | AWS, Azure, GCP, Alibaba | Webex DC | Mobile Edge Compute (AWS Wavelength)



Dashboards

Event Detection

Alerts 2

Network & App Synthetics

Endpoint Experience

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Traffic Insights

Devices

Cloud Insights

Trial

Internet Insights

Manage

Enterprise Agents

Cloud Agents

Agent Labels

Proxy Settings

Search by Agent Name or Provider

1069 Cloud Agents

Agent Name		Primary Provider	Territory/Country and Region
▶ Abu Dhabi, United Arab Emirates (Azure uaecentral)		Microsoft	United Arab Emirates
▶ Abu Dhabi, United Arab Emirates (Etisalat)			United Arab Emirates
▶ Accra, Ghana			Ghana
▶ Accra, Ghana - IPV6			Ghana
▶ Adelaide, Australia			Australia
▶ Adelaide, Australia - IPV6			Australia
▶ Ahmedabad, India (Bharti Airtel)		Bharti Airtel	India
▶ Ahmedabad, India (JIO)			India
▶ Ahmedabad, India (Reliance)		Reliance	India
▶ Ahmedabad, India (Vodafone Idea)			India
▶ Ahmedabad, India - IPV6 (Bharti Airtel)			India
▶ Ahmedabad, India - IPV6 (JIO)			India
▶ Ahmedabad, India - IPV6 (Reliance)		Reliance	India
▶ Ahmedabad, India - IPV6 (Vodafone Idea)			India

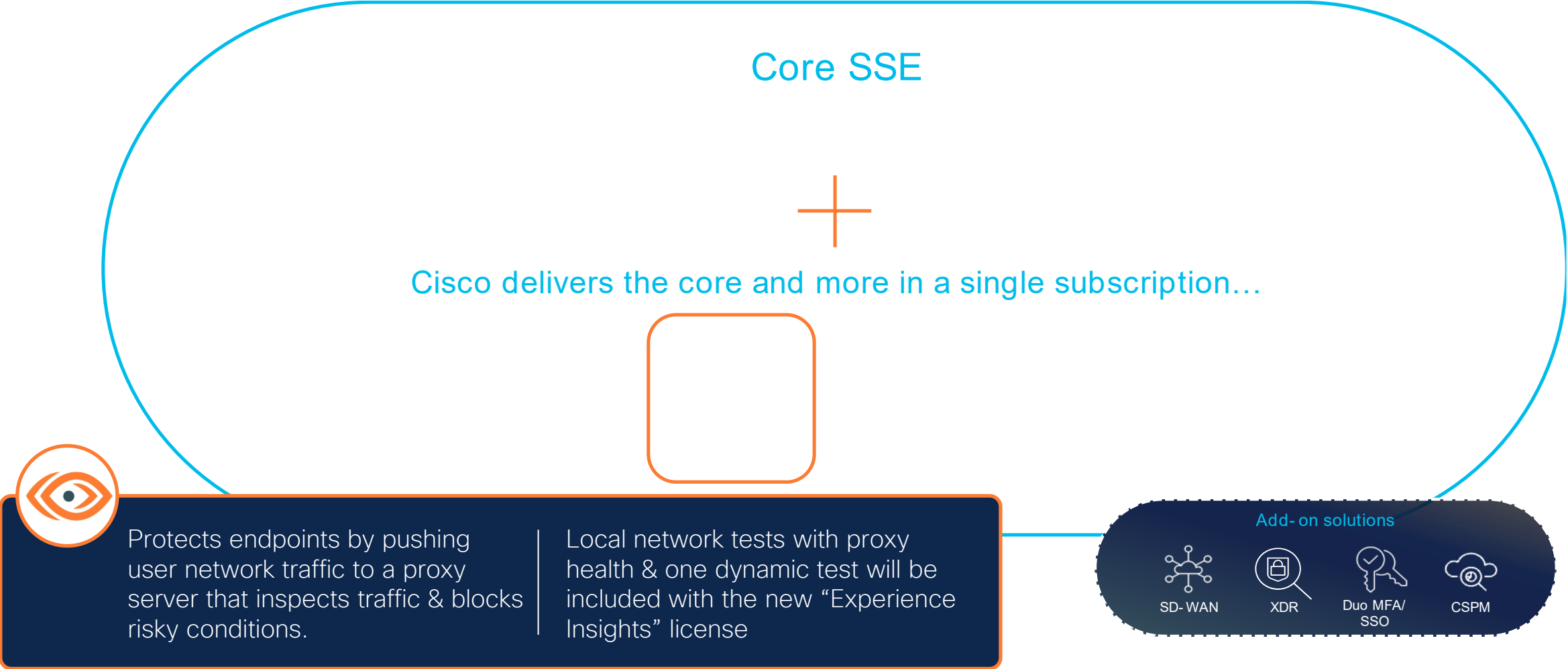
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Remote Workforce

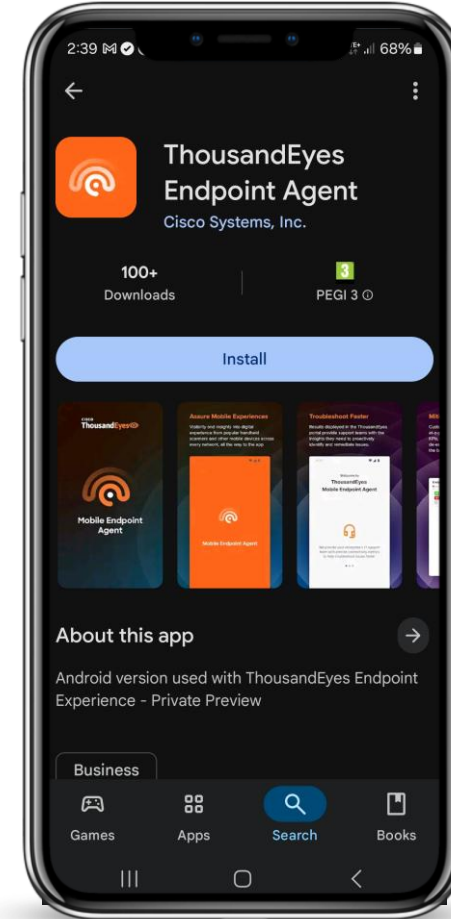
Demo

Endpoint Agent & Cisco Secure Access



Mobile Endpoint Agent

- Supported on Android 11+ devices, including Zebra Scanners
- Install through Play Store or MDM
- Subset of Endpoint Agent capabilities
 - Adds mobile telemetry (RSRP, RSRQ, SINR, RSSI), battery status/level, Memory
- Zebra scanners
 - Honeywell scanners, Chromebook, ... soon



Enterprise Networks

Demo

Traffic Insights

Key Capabilities

Correlated insights

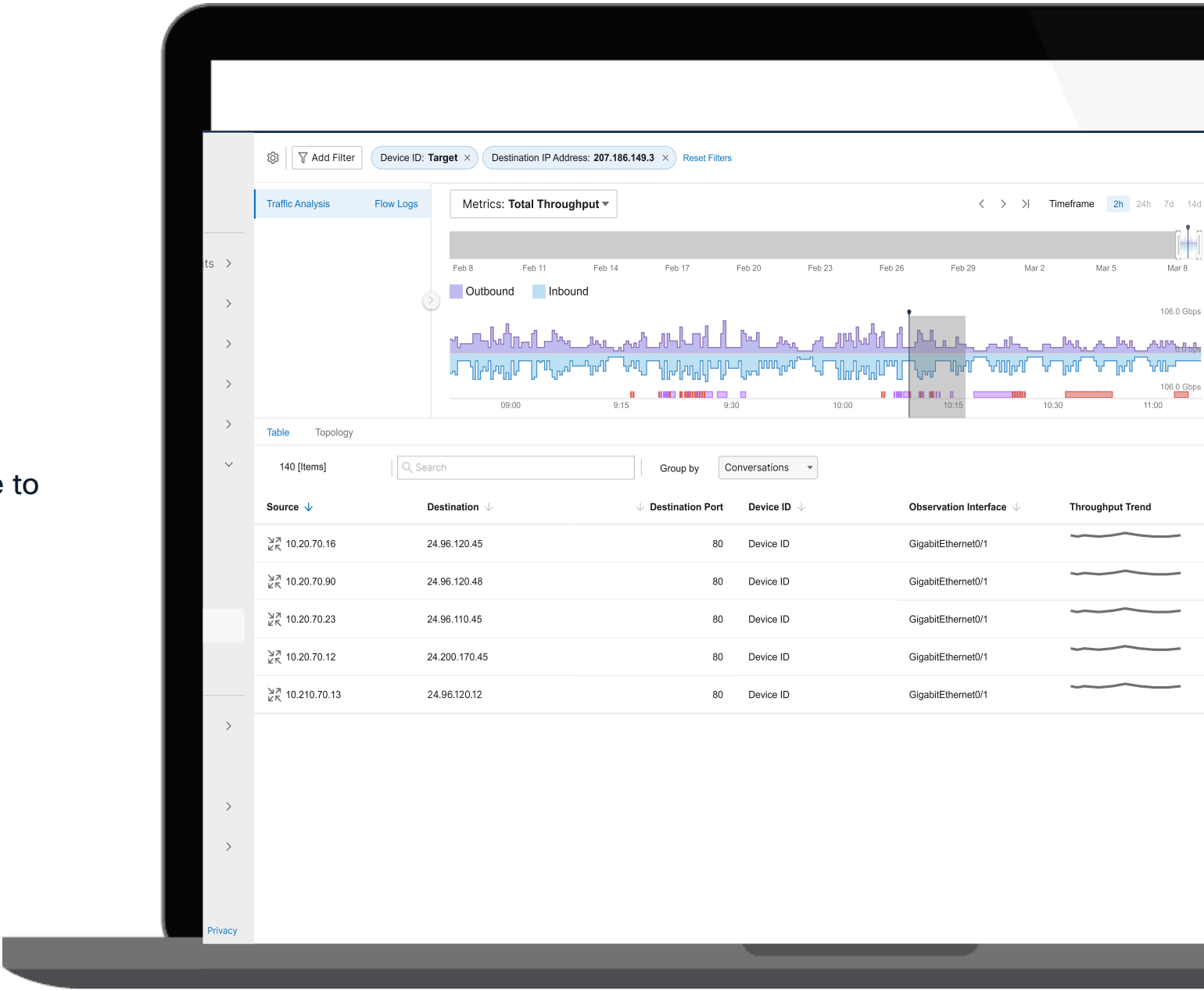
Combine Flow data with synthetic tests for added context that accelerates troubleshooting efforts

Vendor-agnostic

Analyze Flow data from all your network infrastructure to get a holistic view of usage across your environment

Value

Unified view of conditions across diverse networking environments to streamline workflows and the delivery of exceptional user experiences



Application Providers

Demo

Cloud Insights

Key Capabilities

Cloud Topology Visualization

Auto discover cloud provider resources to understand every service dependency

Cloud Traffic Views

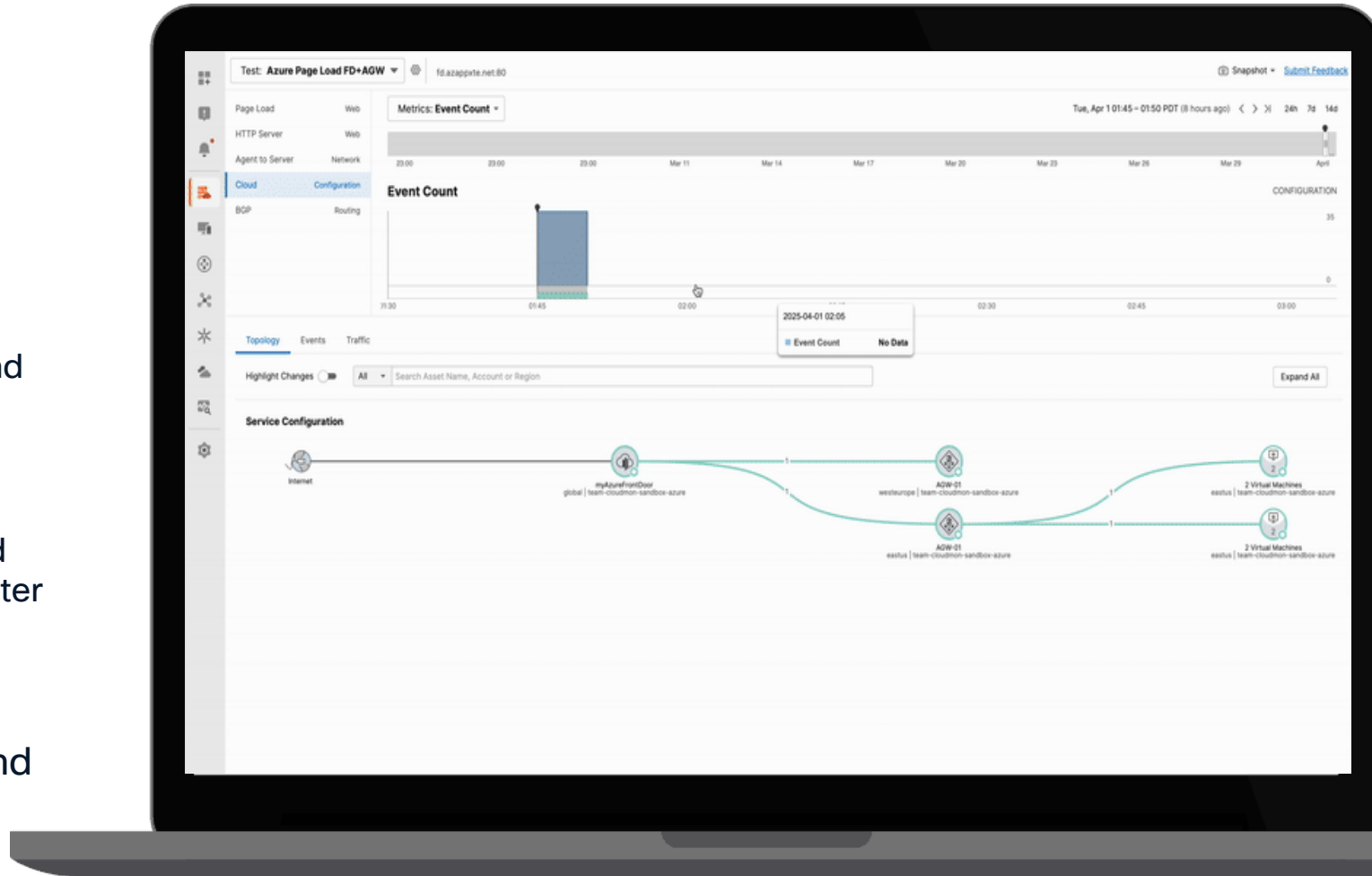
View traffic patterns so you can efficiently architect and troubleshoot your cloud network

Correlated Cloud Infrastructure Changes

Append config changes and events to time-correlated views of experience so you can isolate root-cause faster

Value

Deep visibility into public cloud infrastructure and service dependencies that impact digital experiences to dramatically reduce MTTR





We Want More!

Cisco AI Assistant

Troubleshooting skill

Accelerate root cause analysis and resolution with guided troubleshooting workflows that span Internet outages, organization-wide events, and alerts.

Views explanations

Pinpoint issues in seconds with AI-generated explanations of in-product views and visualizations

Documentation skill

Summarize product knowledge and expertise from the leader in Internet intelligence in real-time to demystify Assurance



How can I help today?

Choose a suggestion or use the text field to ask a question. I have limitations and won't always get it right, but your feedback will help me improve.

Help me with troubleshooting an application

Show me what is new with ThousandEyes

Help me learn about a feature

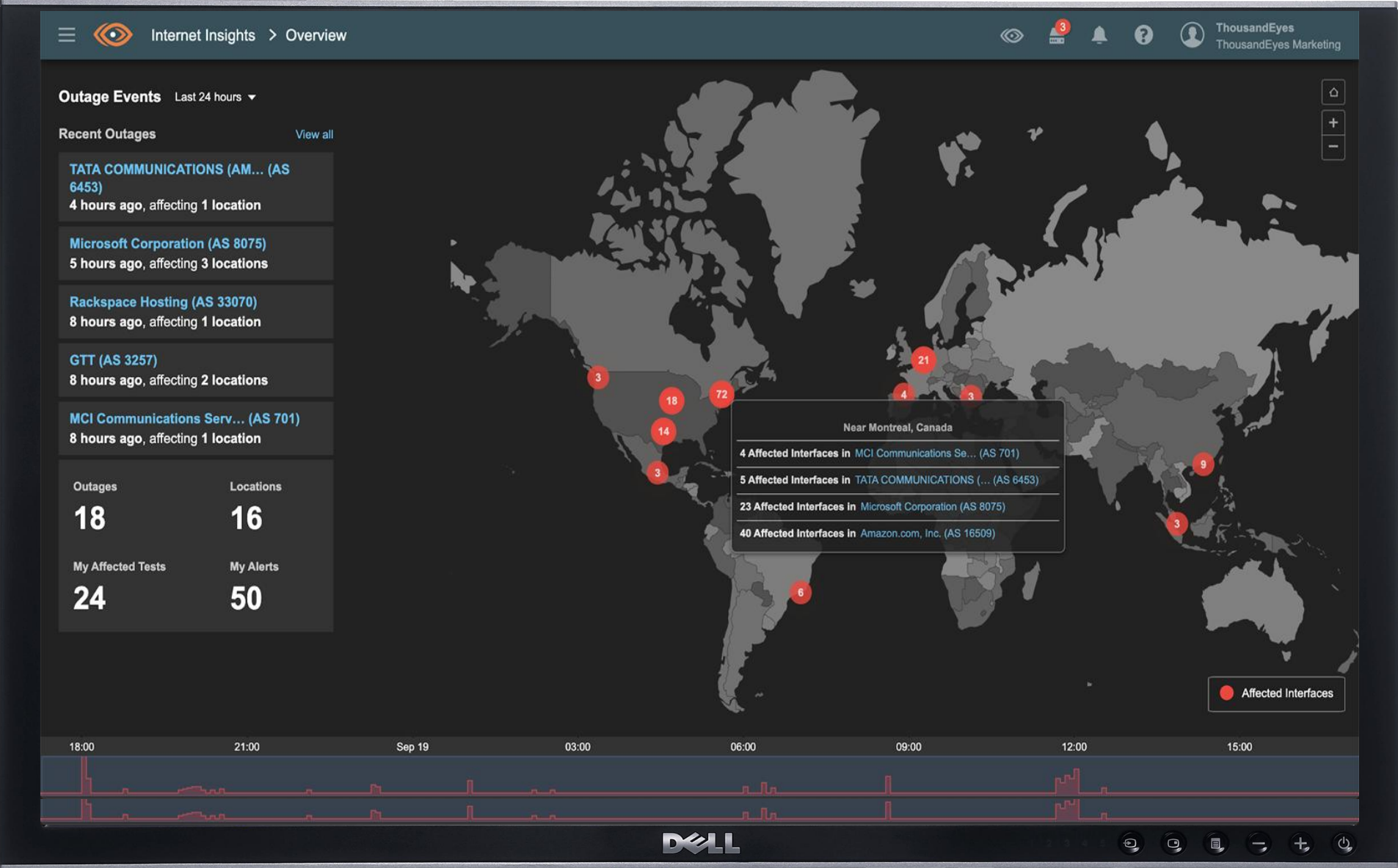
Show me the product documentation

Help me with troubleshooting an application



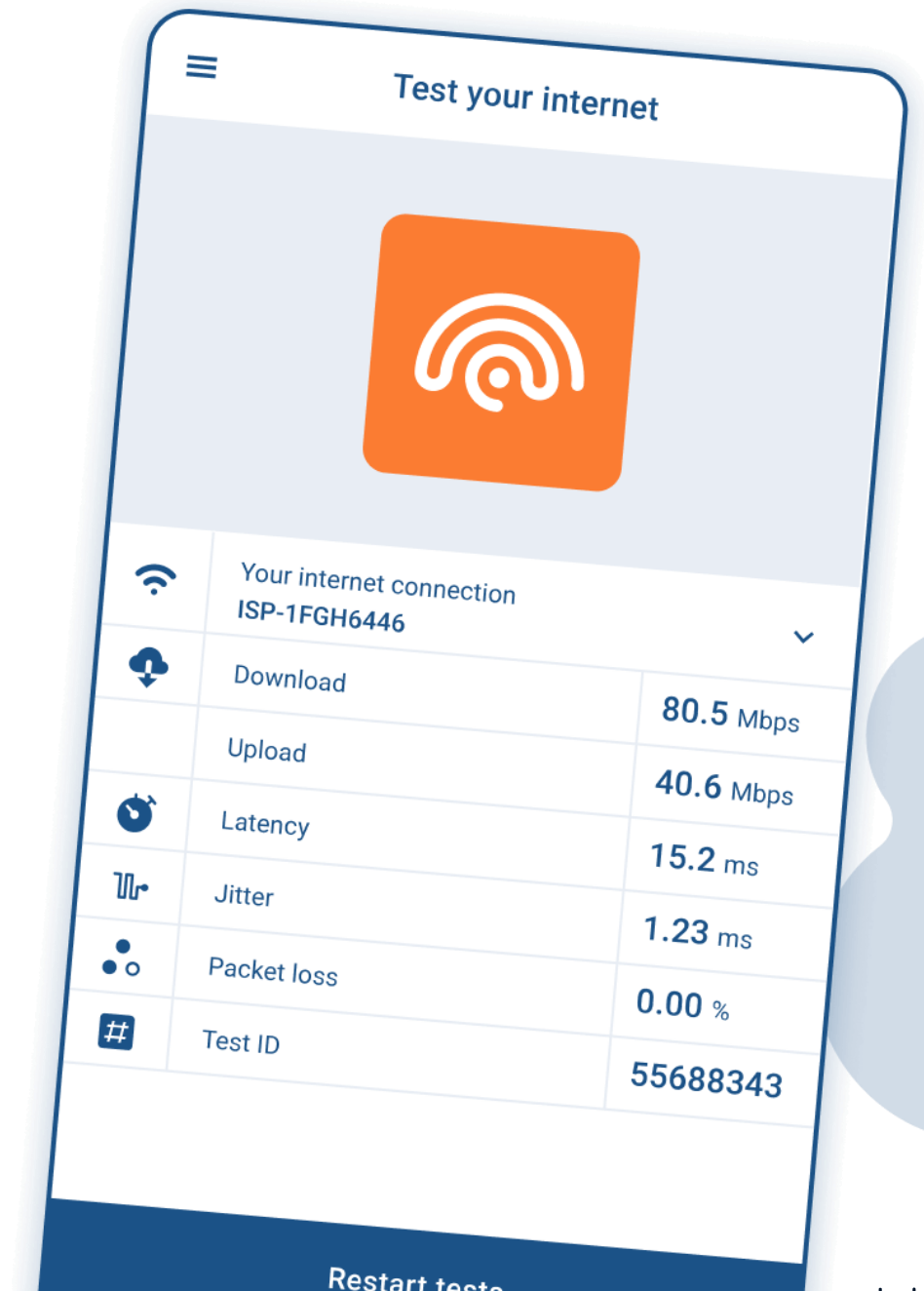
Assistant can make mistakes. Verify responses.

Internet Insights



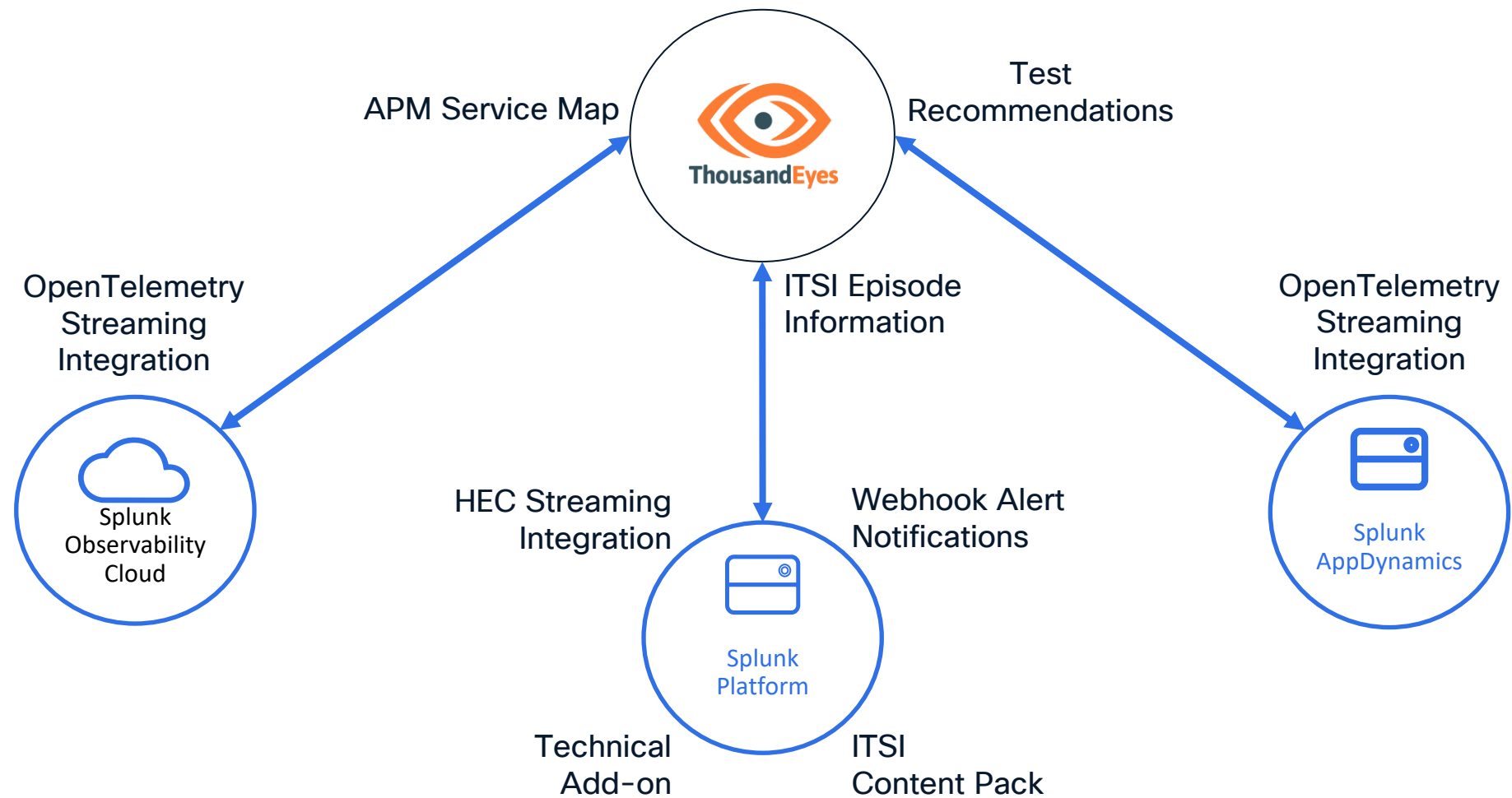
Connected Devices

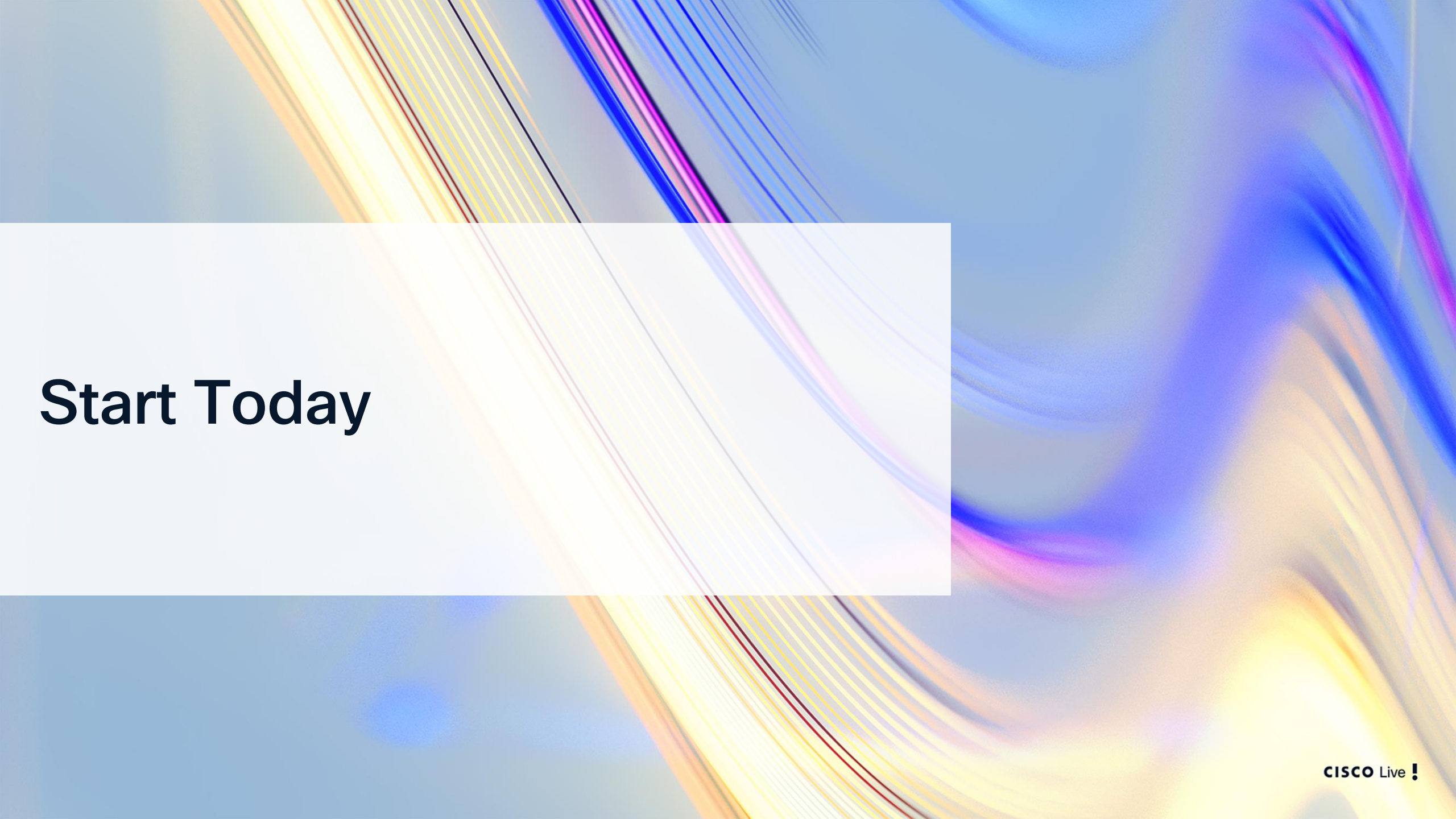
- A suite of products and tests that gives you a view into the 'last mile' of internet.
- Enhanced view of the home network, including Wi-Fi and device performance.
- Helping ISPs and regulators deliver improved performance.



ThousandEyes and Splunk

Integrate ThousandEyes with Splunk Platform and Splunk Observability

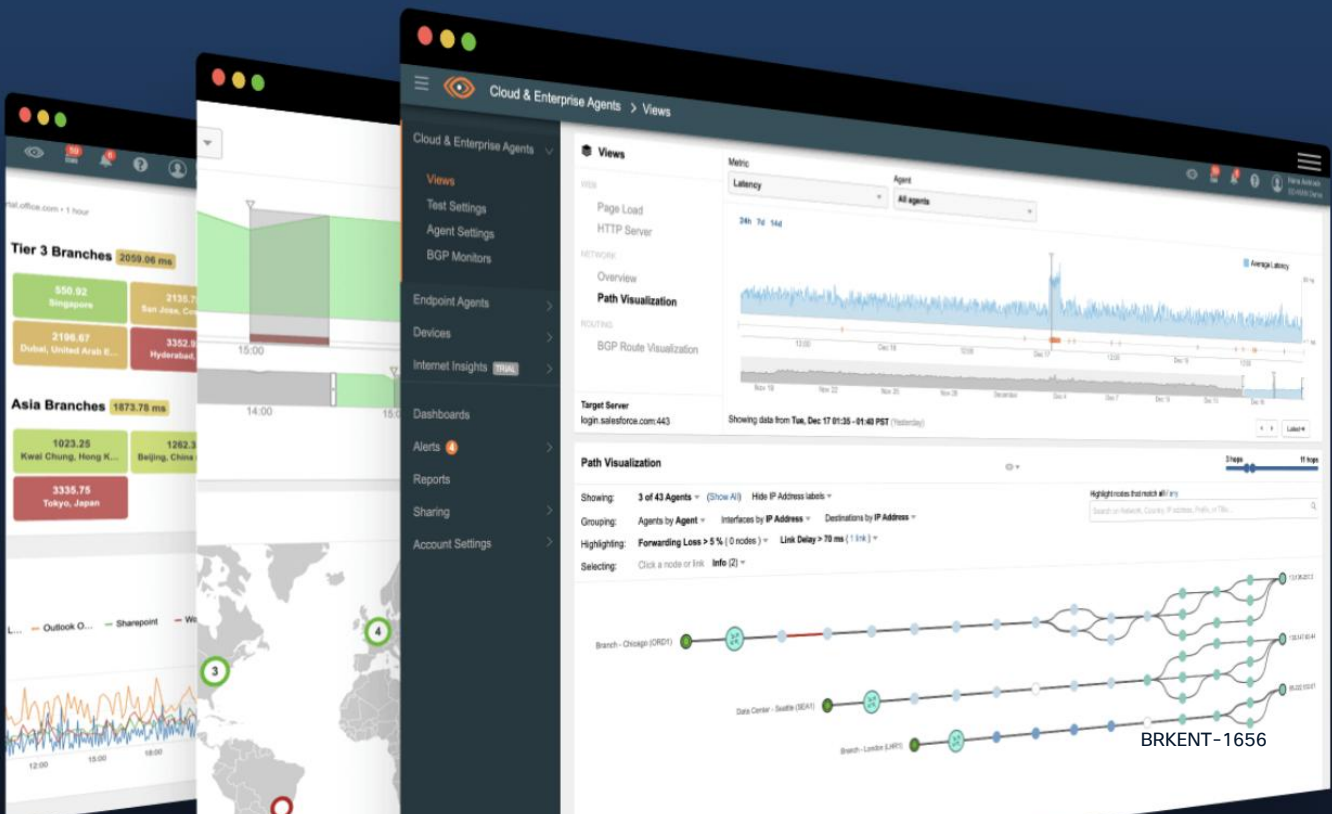


The background of the slide is an abstract composition of numerous thin, flowing lines in shades of blue, yellow, orange, and purple, creating a sense of motion and energy. A large, semi-transparent white rectangle is positioned on the left side of the slide, serving as a backdrop for the main text.

Start Today

Sign Up for a 15-Day Free Trial

Get actionable insights into your critical customer and employee-facing applications and services.



ALL FIELDS REQUIRED

I agree to the processing of my personal data by ThousandEyes as described in the [Privacy Policy](#).

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Thank you

CISCO Live !

