PRISMA
BY PALO ALTO NETWORKS

Prisma Access Insights

TMD

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What is Prisma Access Insights?

The Prisma Access Insights gives you a way to continuously monitor your Prisma Access environment. When an event or status requires your attention, Insights sends you alert notifications which helps you take proactive action or gain visibility into the remediation measure by Prisma Access Team.

For every Prisma Access instance your organization owns, a corresponding Prima Access App instance is created be it Cloud Managed or Panorama Managed.

Multiple dashboards give you focused views of your different deployments, alerts, and the Prisma Access infrastructure. You can adjust and toggle your view to evaluate trends over time or examine data from a different angle. Drilldown for details on specific users, sites, connections, or Prisma Access infrastructure components.

How to view Prisma Access Insights 2.0

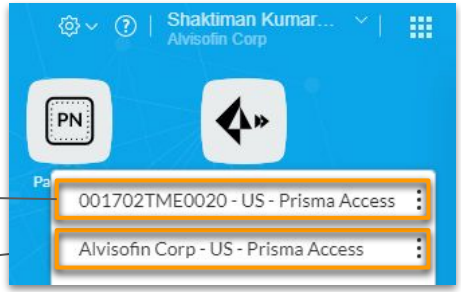
Prisma Access Insights App is now integrated with Prisma Access App and will no longer be available as a standalone app on the Hub.
Prisma Access features like Logs and Reports will be available to all customers by default

Panorama Managed Prisma Access:

All the Supernatant/subtenant will be merged into a new Prisma Access App

Cloud Managed Prisma Access:

All the tenants will merge into their existing Prisma Access Apps.



Prisma Access App

From Hub:

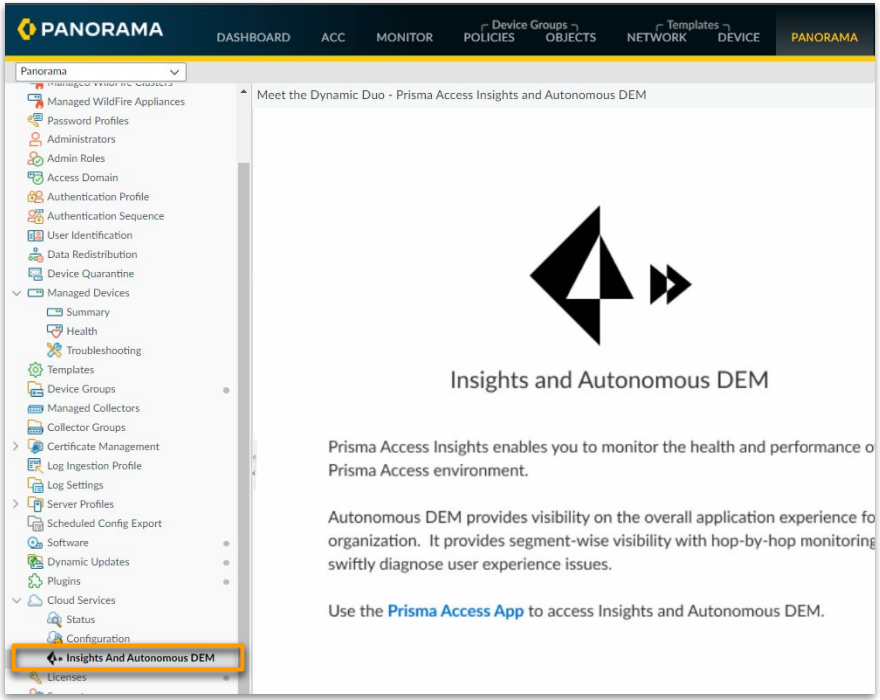
The Hub is a single place where you can access all of the Palo Alto Networks Cloud Services and Apps for your Organization.

Use the credentials associated with your Palo Alto Networks Customer Support Account to log in to the Hub. Click on the Prisma Access App.

If you are not able to see the app, it might be because you are not assigned the correct Hub App role

From Panorama:

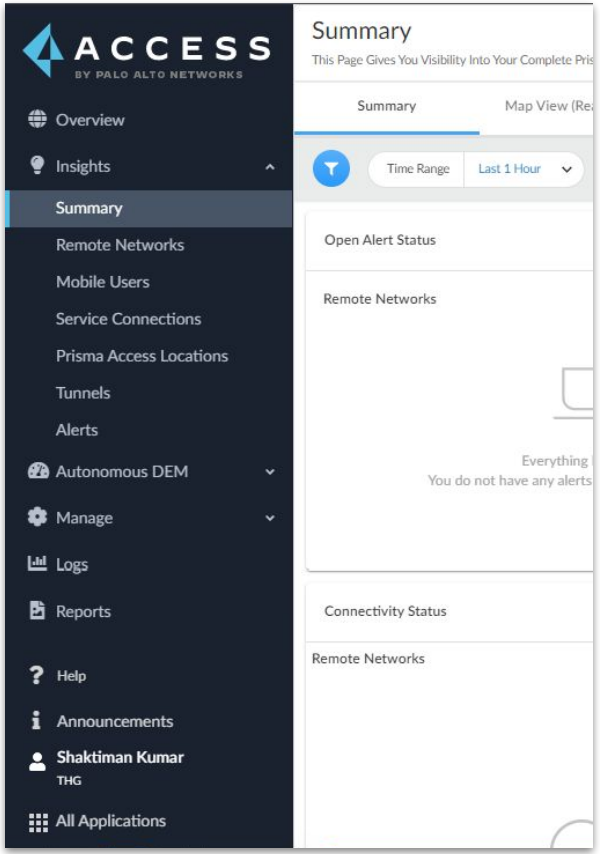
Panorama > Cloud Services > Insights and Autonomous DEM



Cloud Managed PAI

Each Prisma Access App manages an individual tenant and now PAI App is integrated within the corresponding Prisma Access Apps.

App Permission:
The permissions from the existing Prisma Access App will be maintained.



Panorama Managed PAI

Prisma Access app will not allow to provision and make config changes if the Prisma Access environment is managed by Panorama

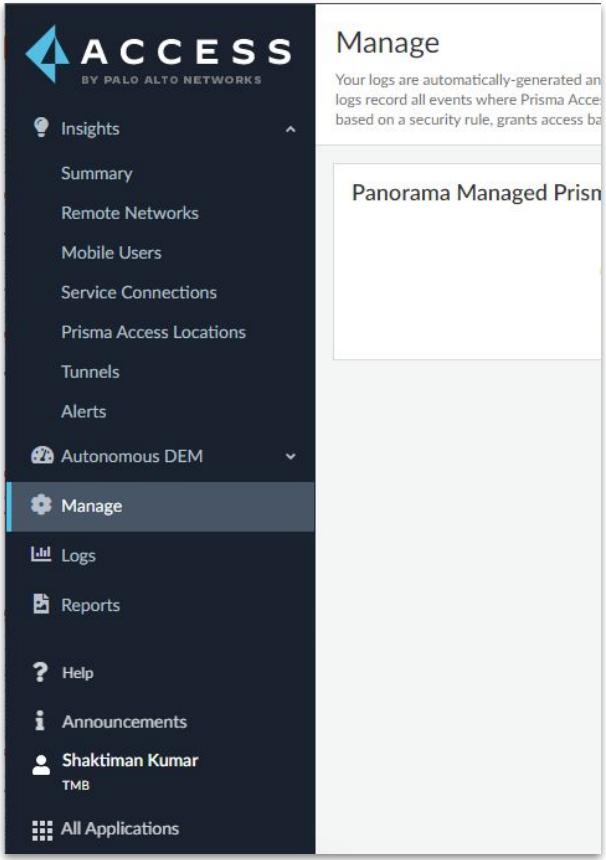
Panorama Managed customers with the existing plugin (PA-2.0 preferred plugin) and customers who have bookmarked the Insights 1.0 URL will be automatically redirected to the hub

Panorama customers with PA-2.0 Innovation plugin will automatically get redirected to Insights 2.0 within the Prisma Access App.

Default instance name for the new Prisma Access App will be constructed with <PanoramaSerialNumber - Region - Prisma Access>

App Permission:

The permissions for the new Prisma Access will remain on the existing Panorama App like before.



Navigate Prisma Access Insights

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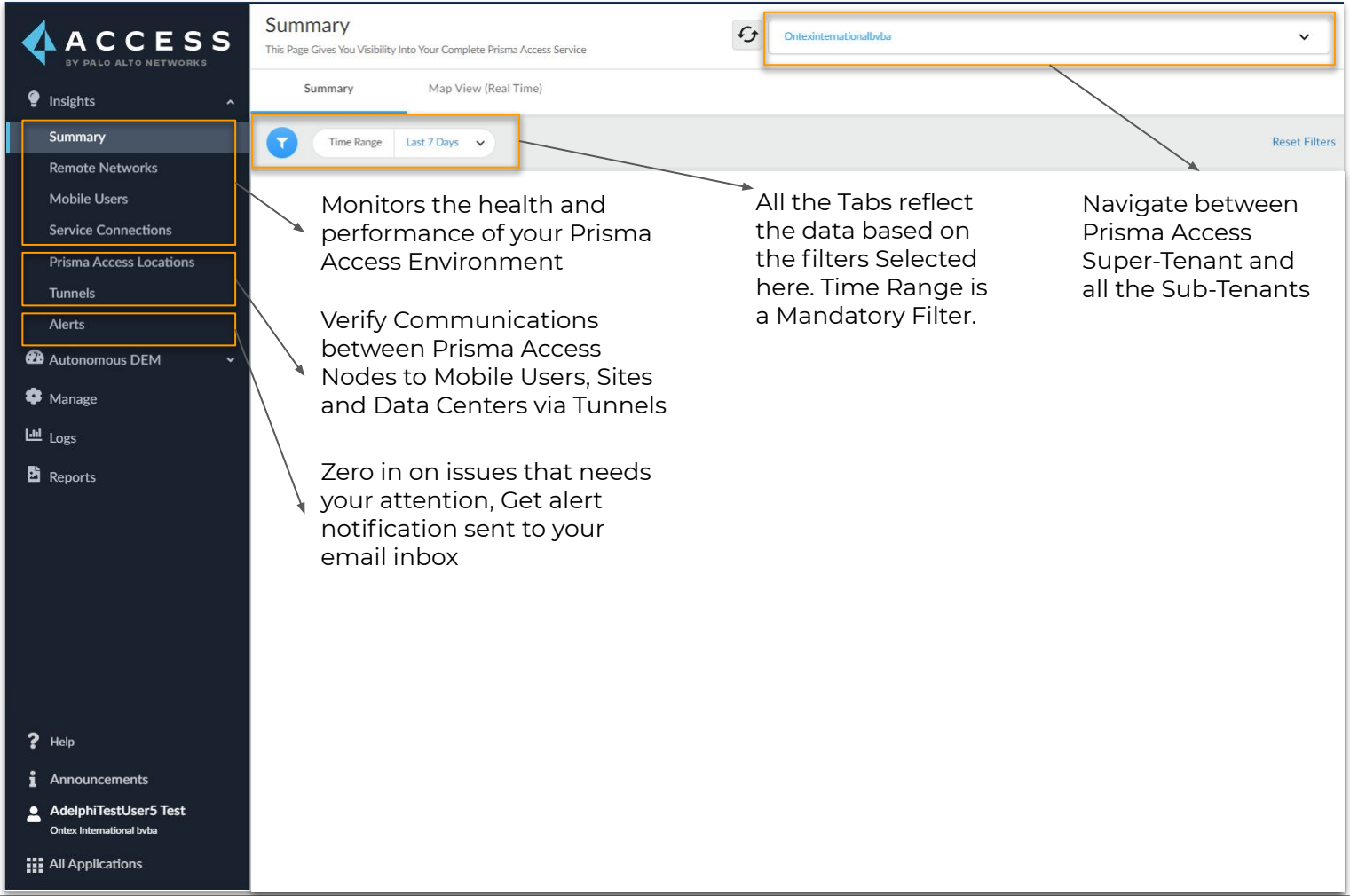

Monitors the health and performance of your Prisma Access Environment

Verify Communications between Prisma Access Nodes to Mobile Users, Sites and Data Centers via Tunnels

Zero in on issues that needs your attention, Get alert notification sent to your email inbox

All the Tabs reflect the data based on the filters Selected here. Time Range is a Mandatory Filter.

Navigate between Prisma Access Super-Tenant and all the Sub-Tenants

MU: Mobile Users
RN: Remote Networks
SC: Service Connections

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Custom Time Range

Data displayed in all the Graphs and Charts depend on the Time Range selected. Time has been localized so you will be able to filter down based on the local time for your region.

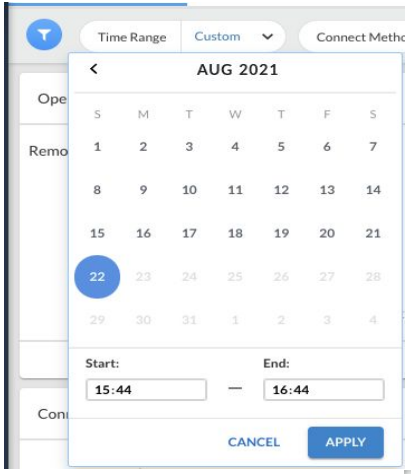
Custom Time Range:

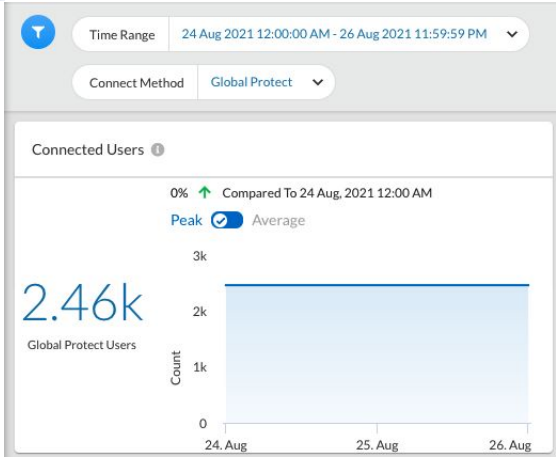
Problem: The relatives filters (last 15mins - last 30 days) make it cumbersome for the users to drill into a specific time range , especially in the context of event occurrence

Solution:

Users can now choose a specific time range outside of the predefined values.

Users can get to 1min , 1 hour or 1 day of data depending on the choosing of their time intervals





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SPN node utilization

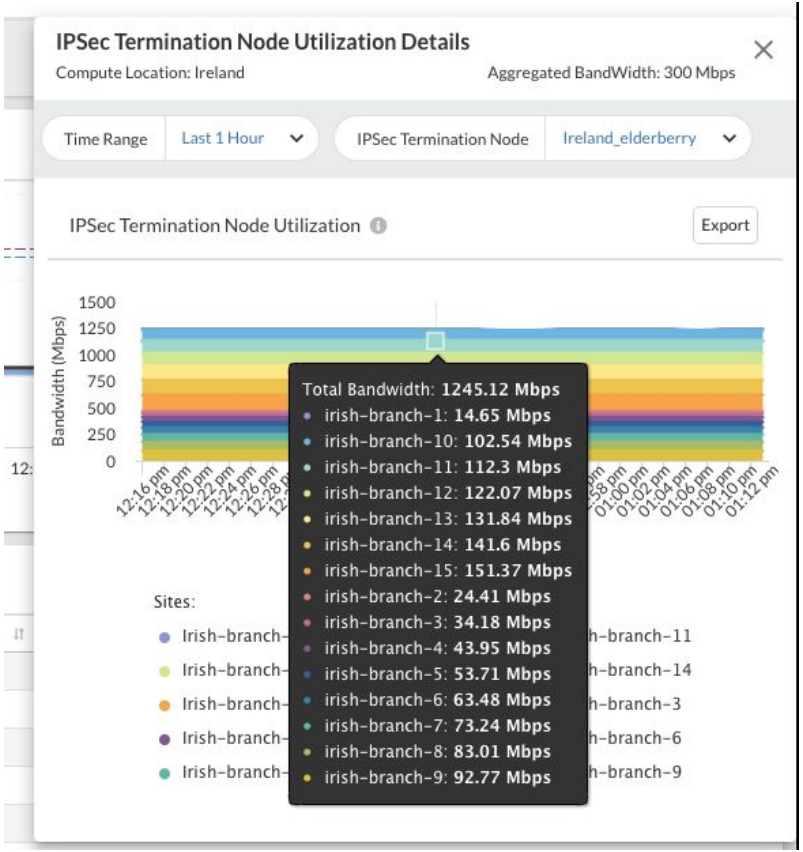
Problem:

Today there is no way to understand the bandwidth utilization on a SPN node and estimate the need for more bandwidth or reallocate the added bandwidth. The current state only shows aggregated avg and peak bandwidth across all the sites.

Solution:

With this feature Users can now monitor the bandwidth consumption for a time range on a SPN node

User will be able to determine if a SPN node is being over utilized or not and will help make decisions to redirect the traffic or allocate required bandwidth



Prisma Access Locations for Service connections

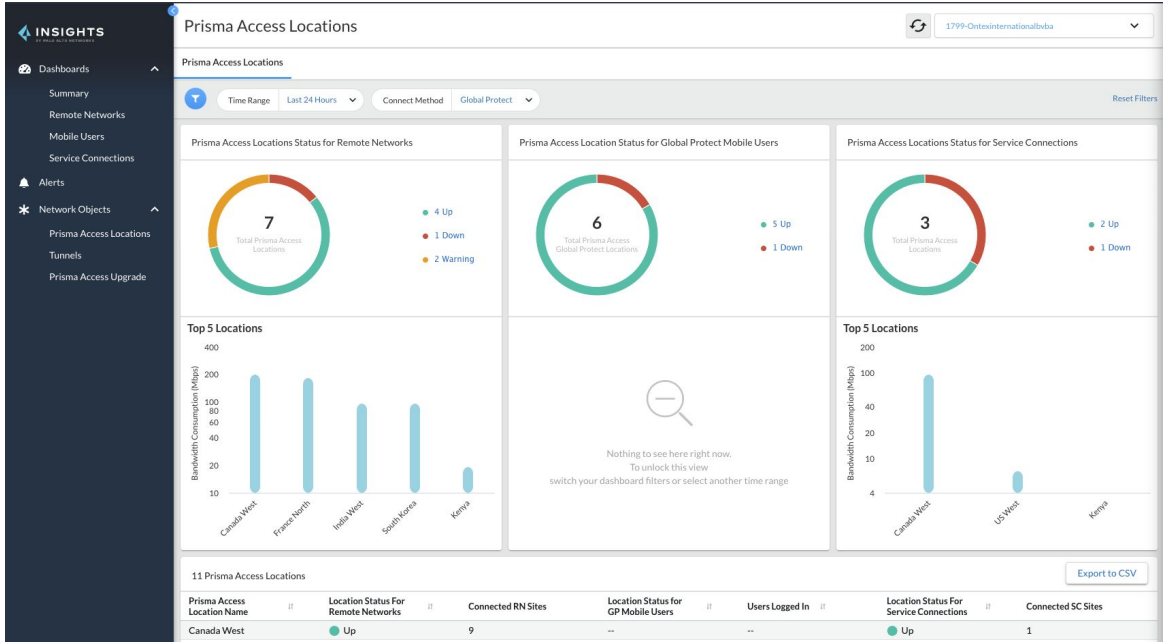
Shows all the Prisma Access Locations for Service Connections, Remote Networks and Mobile Users.

The Top 5 Locations for Remote Networks is based on the total bandwidth consumed for the selected time range

The Top 5 Locations for Mobile Users is based on the total Unique Login count during the selected time range

The Top 5 Locations for Service Connection based on the total bandwidth consumed for the selected time range

The Locations list below shows all the onboarded Prisma Access Locations with SC or RN or MU or Both.



Prisma Access Location Status:

- UP — when all the nodes at the locations are up
- Down — when all the nodes at the locations are down
- Warning — If any one or more nodes are down

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Explicit Proxy Summary - Prisma Access insights

Users can monitor the health and connectivity of Explicit Proxy usage , high level features include -

- Real time health of Prisma Access Locations for Explicit Proxy
- Top locations for Explicit Proxy users
- Active users i.e number of connected Explicit Proxy user in real time as well as historical snapshot of users connected over time
- Trend of active logins /connection over time - assess the locations , browser details and other information of users connected via Explicit Proxy

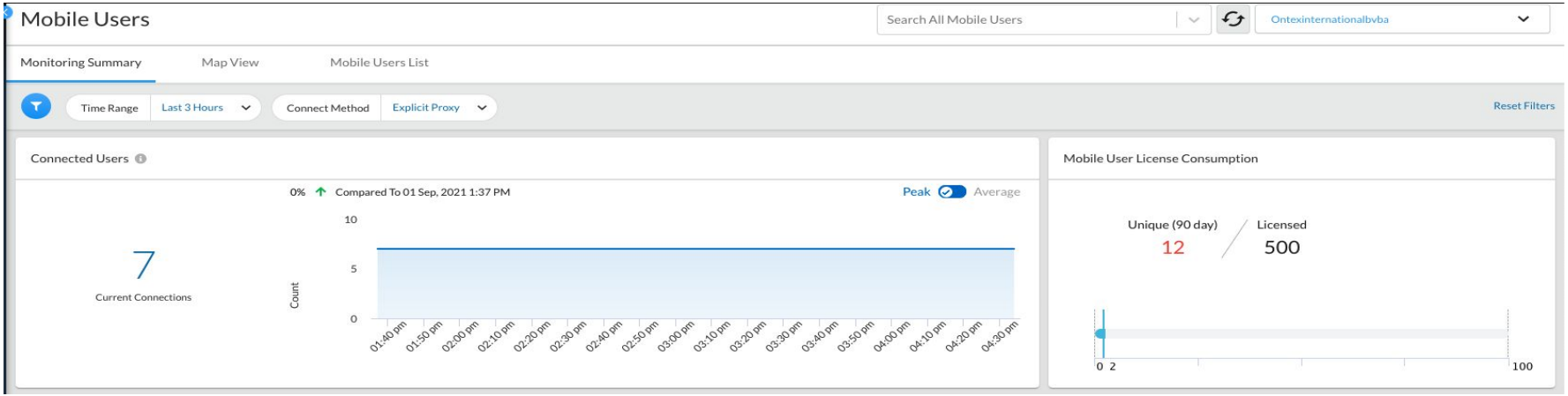
Insights for Explicit Proxy

Problem:

Today large enterprises have their networks around an explicit proxy for a number of reasons. Such customers do not have the ability to proactively monitor service infrastructure for Users that connect to Prisma Access environment via Explicit Proxy.

Solution:

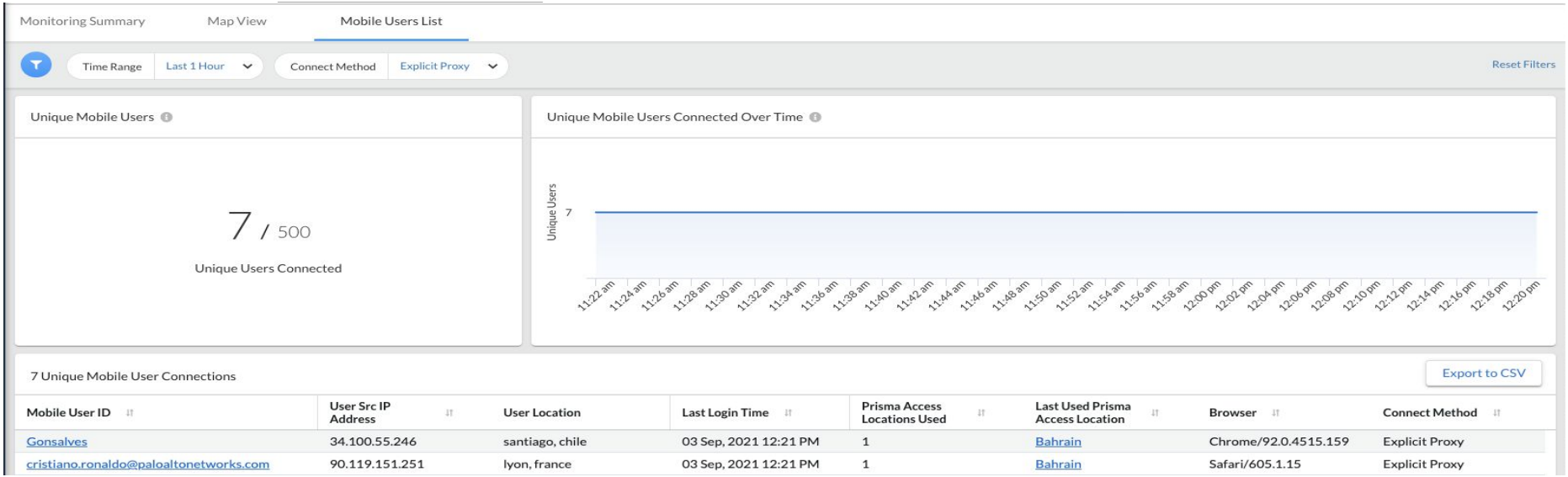
With the latest update to Insights, customer will now be able to view the trend of connectivity for explicit proxy users and logins. You will also be able to monitor the infrastructure for Users connecting via Explicit Proxy.



Features Supported with Explicit Proxy

Connected Users

- View all the users that are currently connected to Prisma access via explicit proxy
- Trend - view the number of connected users trending over time to assess the peaks in the last 30 days . Evaluate the consumption pattern for Explicit proxy mobile users . Toggle between peak and average for a better understanding the trend of connected users



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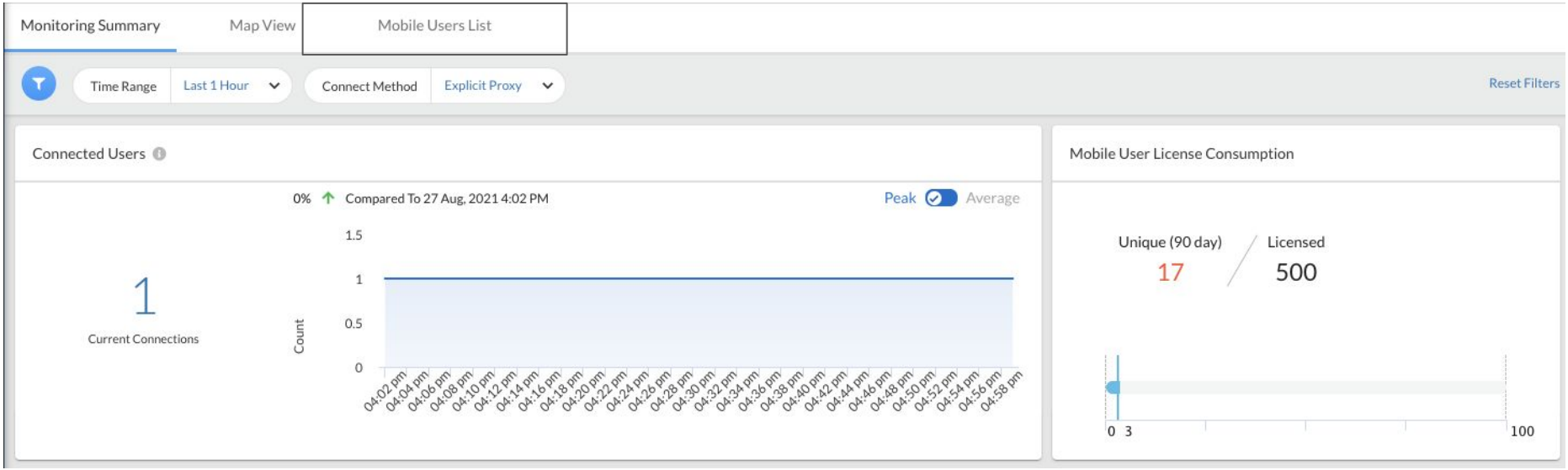
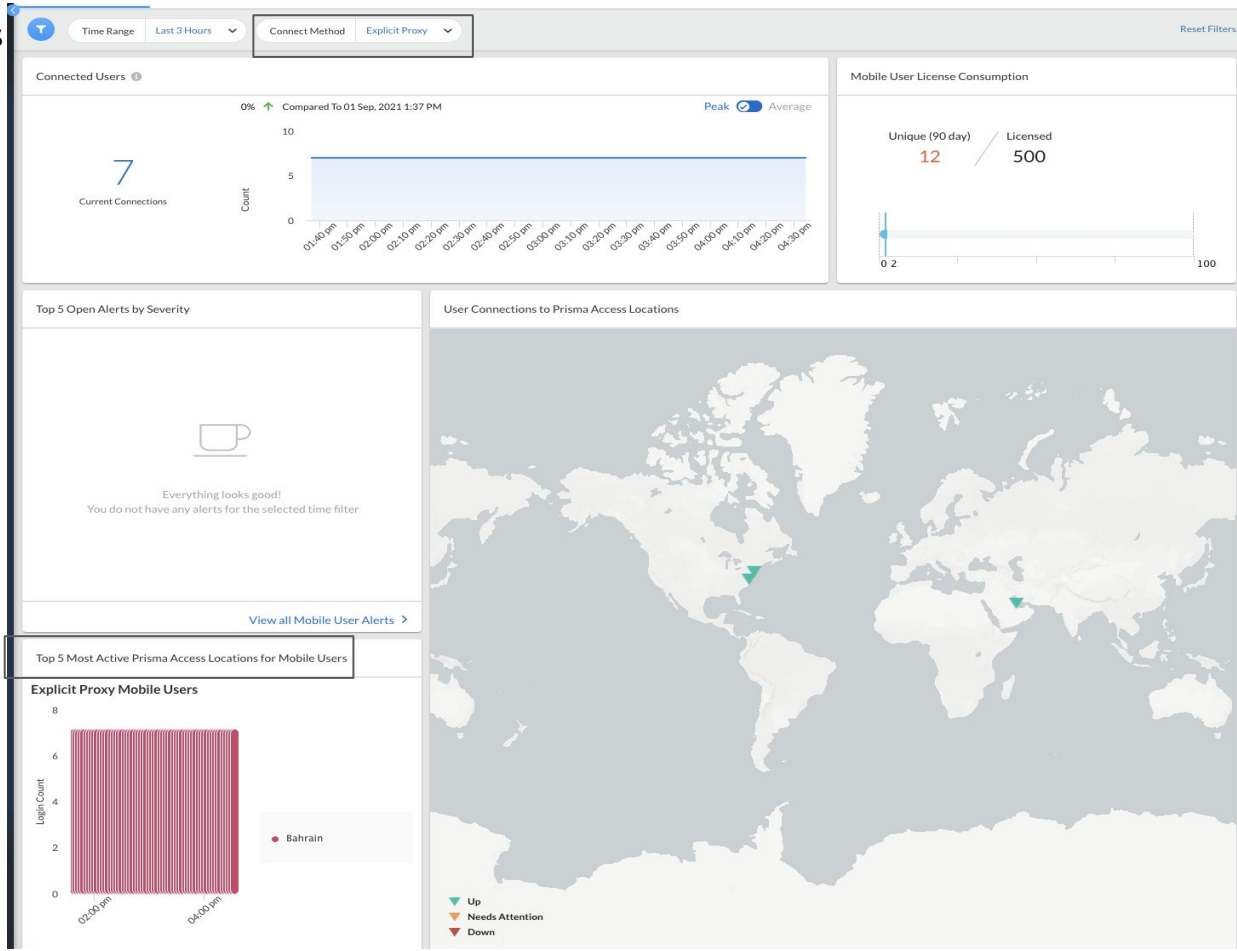


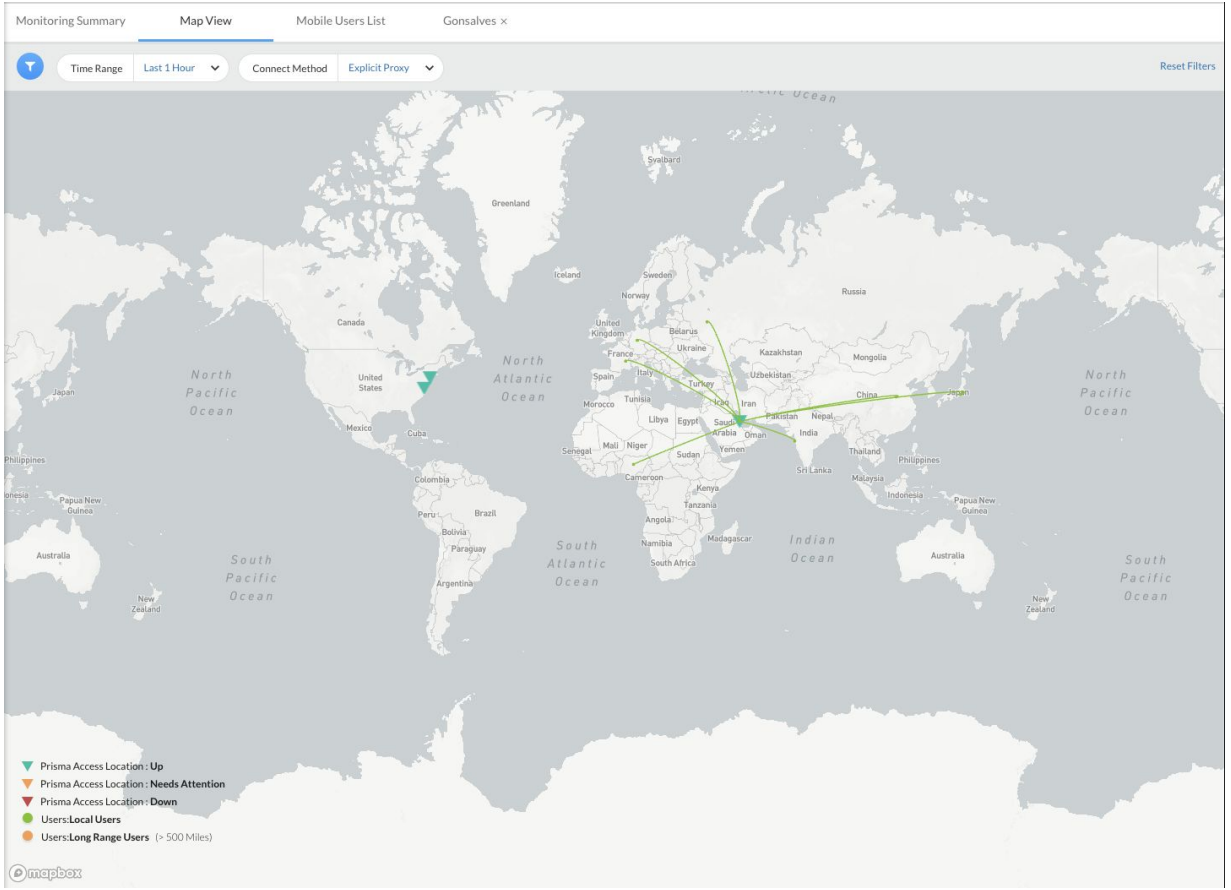
Most Active Prisma Access locations

View the Top 5 Most Active Prisma Access Locations for Mobile Users connected via Explicit Proxy to assess the locations with significant usage



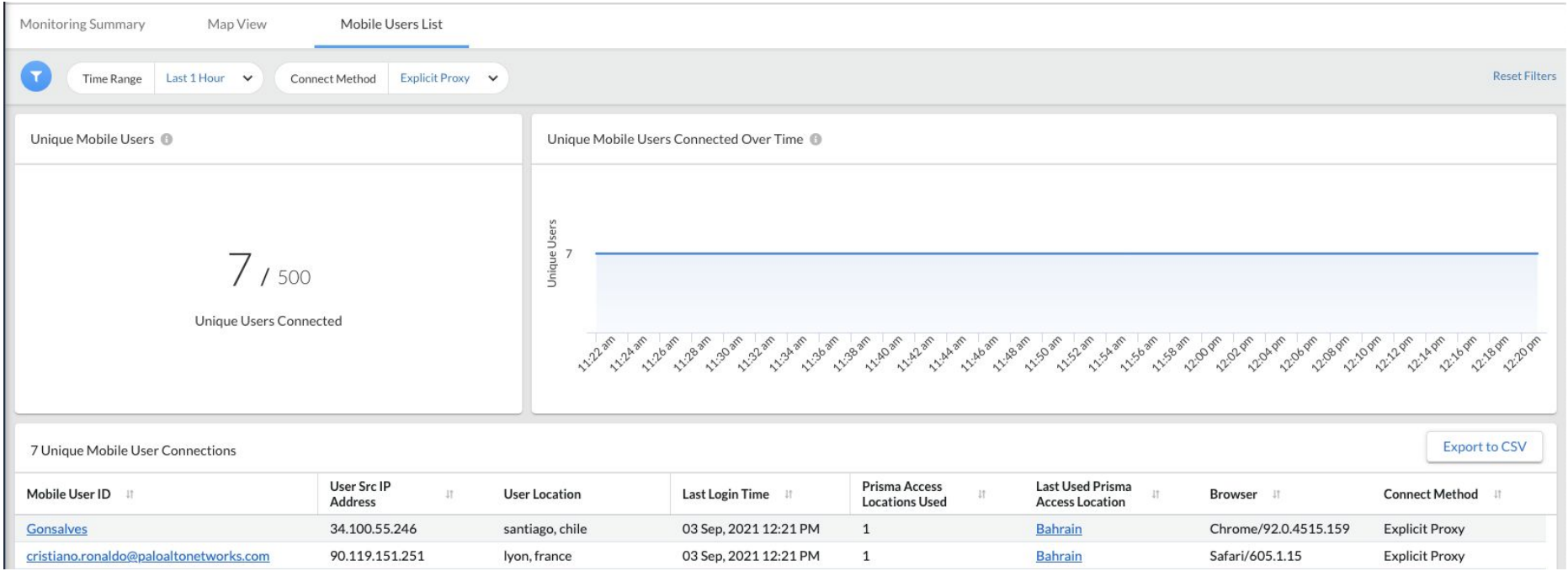
Map view to show connections

With the help of Map View you can see the Flight Path for the Users connecting via Explicit Proxy to a Prisma Access Location



Unique Mobile Users and Explicit Proxy Details:

View the unique explicit proxy mobile users



Localization

Problem:

Users today cannot interact with Prisma Access Insights in their own language which can lead to challenges like errors in configuration, misunderstanding of a feature or poor user experience.

Solution:

With the latest update for Insights users will now have the ability to interact with product in their preferred language.

Translated UI for French, German, and Japanese

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Thank you

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