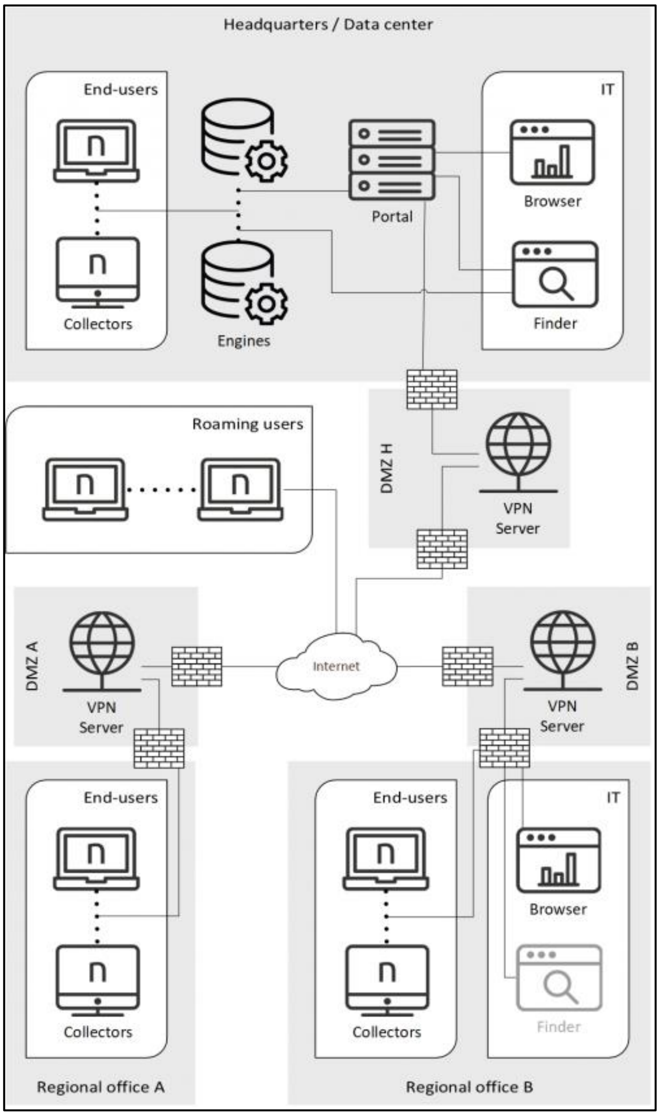
Nexthink

Nexthink is a **Digital Employee Experience (DEX) management platform** that helps organizations monitor, analyze, and improve how employees interact with their IT systems. Nexthink is a **tool** that allows IT teams to see how well computers, software, and networks are working for employees so they can fix issues faster and improve performance.

Nexthink Architecture

Nexthink architecture is designed for scalability and ease of deployment, focusing on the core components. The system is comprised of the **Collector, Engine, Portal, Finder** and **Library.**

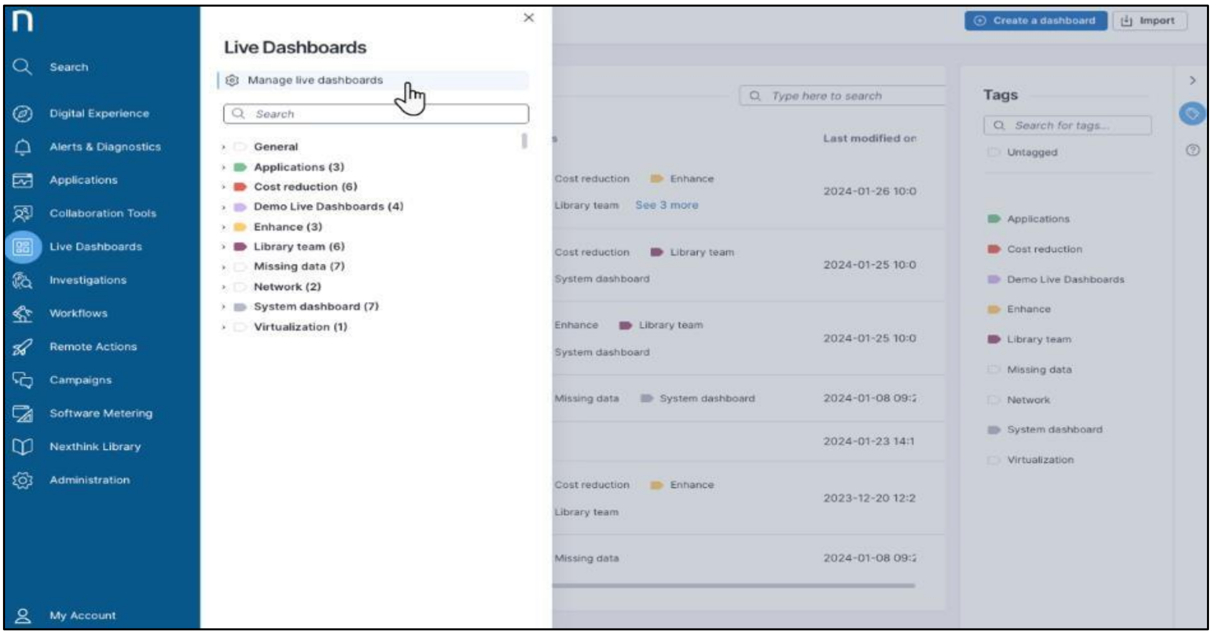
- The **Collector** gather data from endpoint
- The **Engine** aggregate and analyses it
- The **portal** provides reporting and analytics
- The **Finder** is a client application for searching and analyzing data
- The **Library** is cloud Knowledge database



Creating a Dashboards

To create a dashboard for the first time

1. Select **Live Dashboards** from the main menu
2. Click on **Create Dashboard** in the top-right corner of the empty **Dashboards** page
3. Enter a meaningful name for the dashboard and click **Save**.

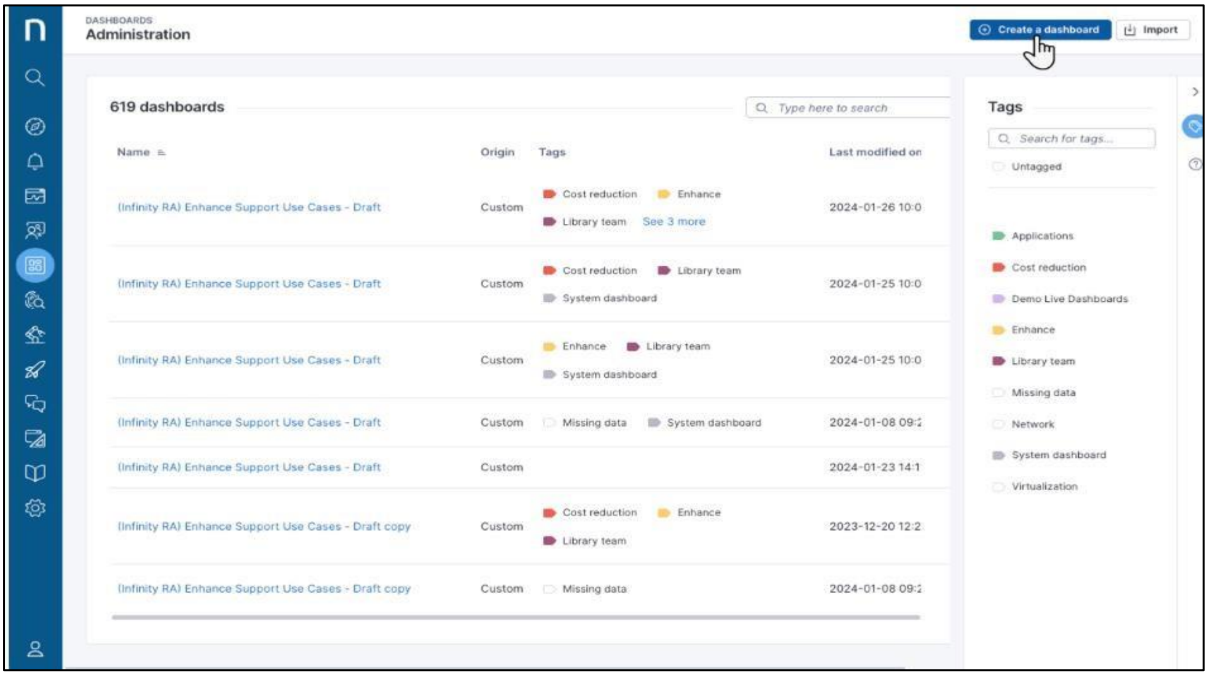


After you save your first dashboard, create new dashboards:

1. Select **Live Dashboards** > **Manage live dashboards** from the main menu.

2. Click on **Create a dashboard** in the top-right corner of the Dashboards page.

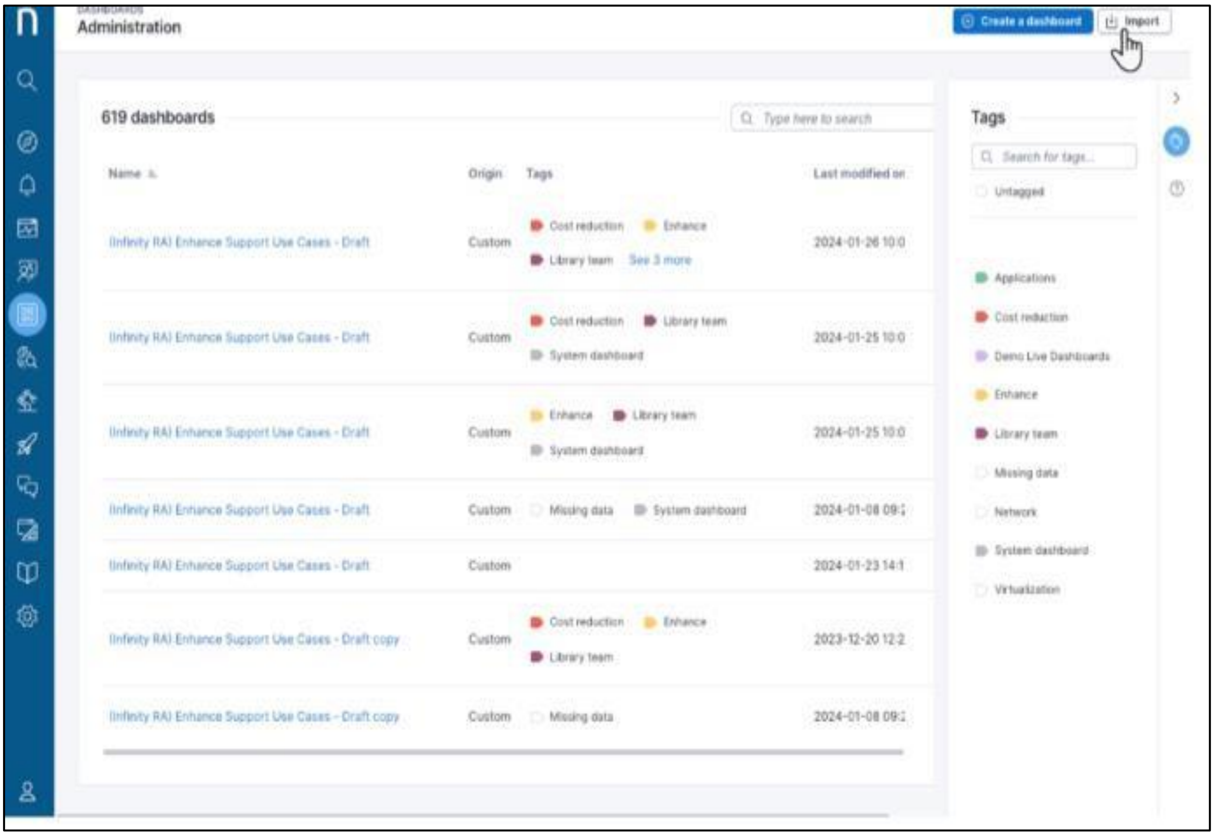
3. Enter a meaningful name for the dashboard and click **Save**.



Import Dashboard

1.Click the **Import** button in the top-right corner of the **Live dashboards** > **Manage live dashboards** page.

2.**Choose** or **drag** multiple JSON files from your hard drive to import them the system.



Tagging Dashborad

Tagging allows you to **quickly sort** dashboards. Open the Tags **right-side** panel to:

- Search for a specific tag at the top of the panel.
- Select one or more tags to filter the dashboard table.

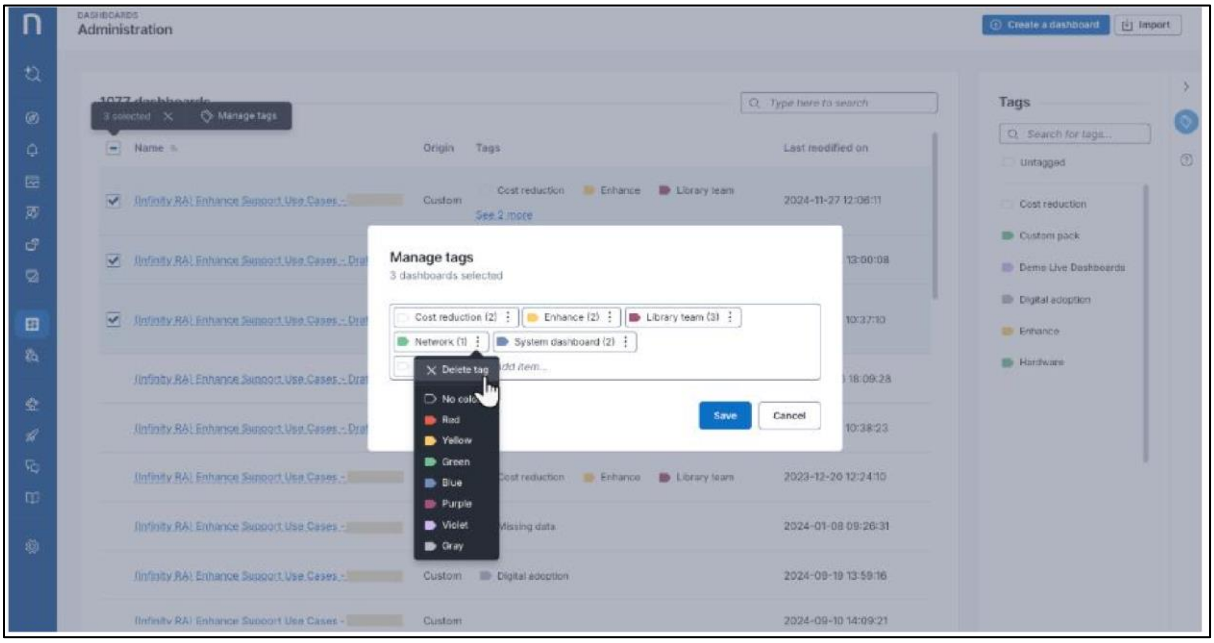
To add one or more tags to a dashboard, from the **Live dashboards** > **Manage live dashboards** page:
1. **Hover** over a dashboard to display the action menu and choose Manage tags.

2. From the **Manage tags** pop-up you can:

Type in a new tag or choose an existing one to add it to the dashboard.

- Open the action menu of a specific tag item to **Delete tag** or change the tag color.
- Deleting a tag only removes it from the dashboard it is associated with.

3. Alternatively, select multiple dashboards to **Manage tags** in bulks.

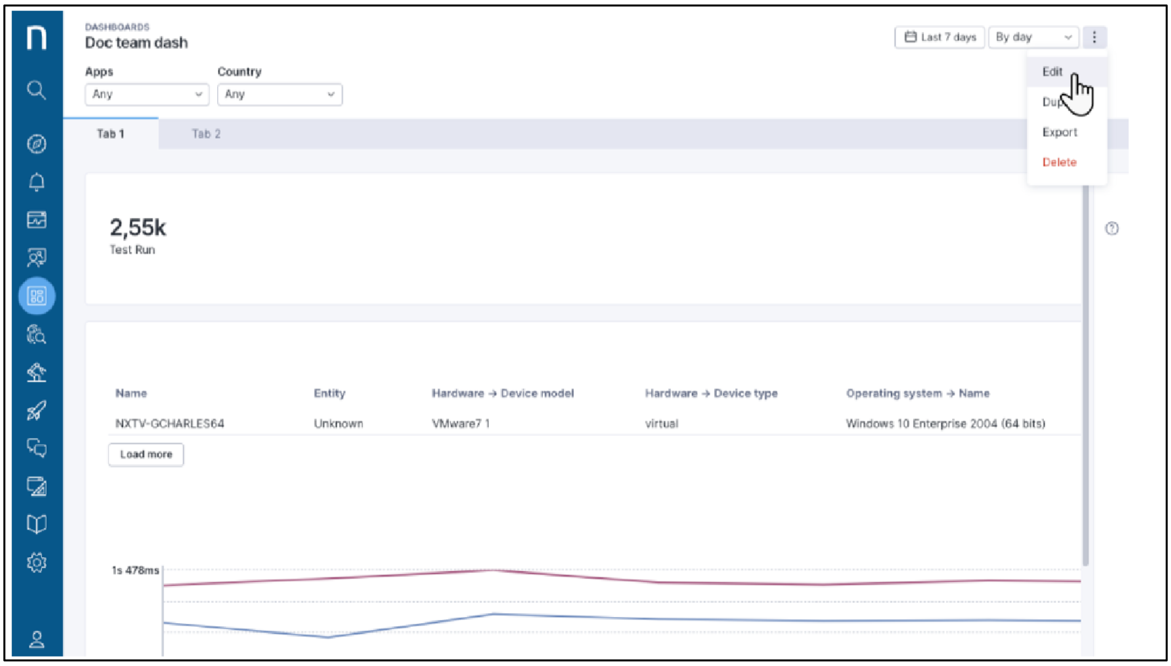


Managing Dashboard

To edit a dashboard, click on a **dashboard's** name from the **Live Dashboards** main menu or navigate to the Dashboard page by clicking the Manage live dashboards button.

Use the action menu in the top-right corner of the page to:

- Edit dashboard content (edit mode).
- Duplicate dashboards.
- Export a dashboard as a file.
- Delete a dashboard.



Managing Widget Filter

To manage widget filters in edit mode:

1. **Hover over** the top-right corner of the **filter** widget to open the action menu.
2. Select the **Edit or Delete** option.
3. Click Exit edit mode to save changes.

Adding Tab

Further organize widgets by adding tabs to the dashboard. Each tab can contain different sets of widgets and layouts.

To add tabs in edit mode:

1. Click on the **+ icon** below the filter bar to add a tab.
2. Use the **tab's action** menu to rename or delete a tab.
3. Click and drag on individual tabs to reorder them.
4. Click **Exit** edit mode to save changes.

Adding Matric to the Portal

To create a new Basic module and dashboard:

1. Click the menu icon (three bars) on the right-hand side of the dark blue ribbon.
2. Select **Create new module** at the bottom of the menu.
3. Choose **Basic** as the type of module to create.
4. A new Basic module with a default empty dashboard appears in your Portal.
5. Optional: Rename the module and the dashboard (by default **Untitled module** and **Untitled dashboard**) by clicking the menu icon again and selecting **Rename**.
    - Type in the new names for both the module and the dashboard under **Module name** and **Dashboard Name** and Click **Done**

Alternatively, choose an existing dashboard from the module navigation tool that you find on the left-hand side of the dark blue ribbon:

1. Click the module navigation tool (it displays the names of the current module and dashboard).
    - If you have the permissions to see published content, and there actually are some modules published, you may see the rubrics **My content** and **All published.**
        1. Click **My content** if this is the case.
2. Select a Basic module from the section **PERSONAL**. Only those modules that belong to you are available for editing.
    - If you do not see the section **PERSONAL**, you do not have permissions to create dashboards. Ask your administrator.
    - If the PERSONAL section is empty of modules, it displays the message **No personal module**.
    - Click here to create one:
        - Click the word **here** in the message to create your first personal module as an alternative to the method seen above.
        - Select a dashboard from any of the other sections (dashboards included in your roles or under the **All published** rubric, if available) and copy it to your personal section to be able to modify it:
            1. Click the **menu** icon on the right-hand side of the blue ribbon once the dashboard is open.
            2. Select **Copy module to my content** from the menu.
3. Select one of the available dashboards in the module.

Once you have either the new or the existing dashboard in your screen, add the metric to it:

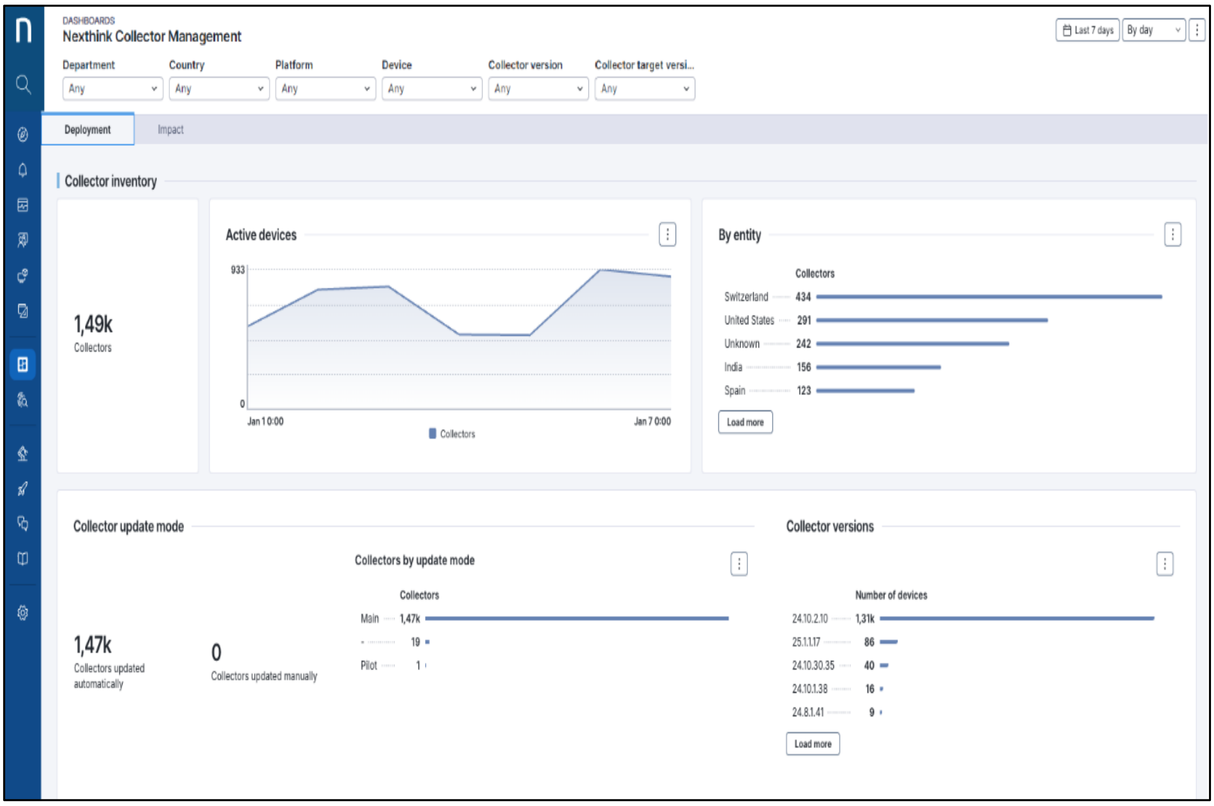
1. Click the **menu** icon on the right-hand side of the dark blue ribbon.

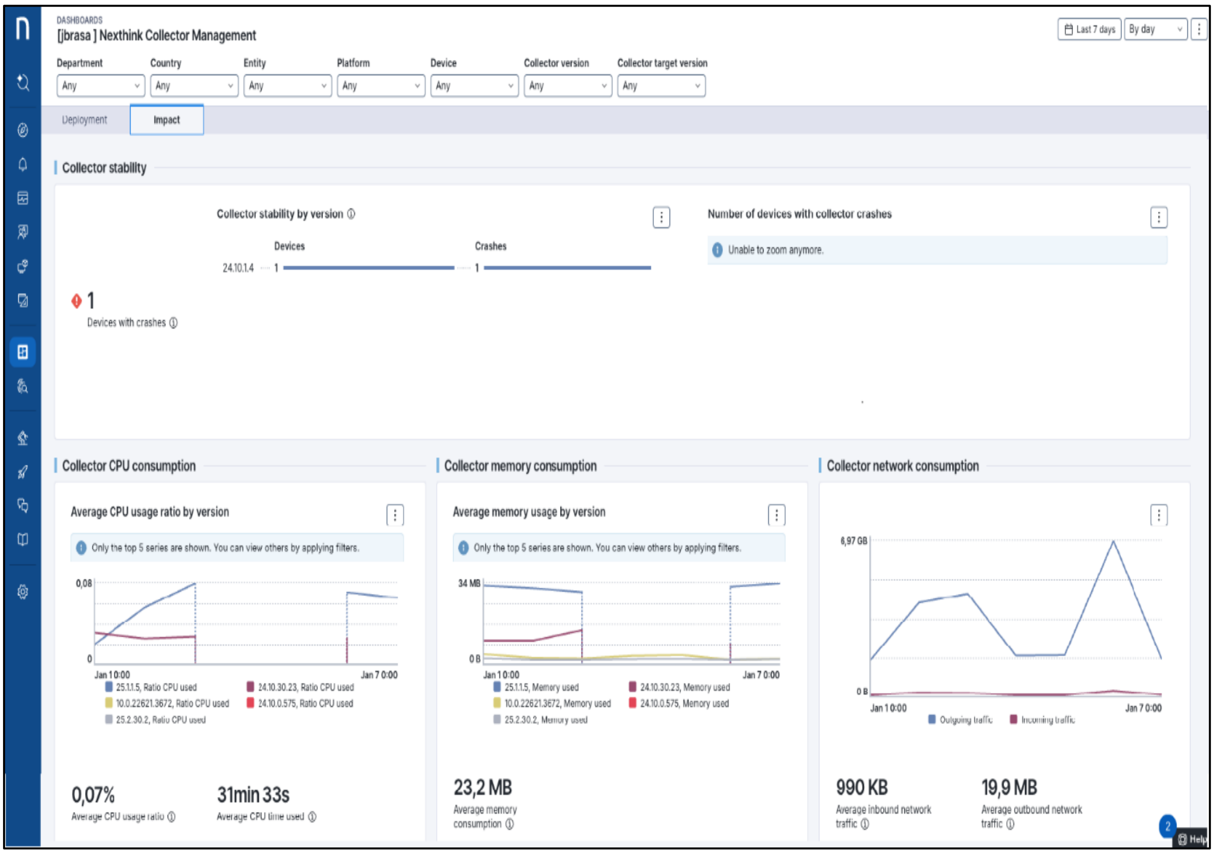
2. Select **Edit content** in the **DASHBOARD** section. The dashboard is now in edit mode.
    - If the dashboard was empty, a plus sign appears on it.
    - If the dashboard has content, plus signs appear while you hover the mouse over the limits of existing widgets.
3. Click one of the plus signs to add a new widget for your metric at that location of the dashboard.
    - Note that widgets can hold more than one metric. If you prefer to add your metric to an existing widget, click the sprocket icon that appears when you hover the mouse over the top-right corner of a widget and select **Edit**.
4. Choose the type of widget that you want to create:
    - KPI.
    - Table.
    - Line chart.
    - Bar chart.
5. Fill-in the dialog to add the widget:
    a. Optional: Type in a title for the widget.
    b. Click the button **Add metrics.**
    c. Select a metric from the list of available metrics.
    d. Click the button **Add**. The list of metrics turns into a preview of the widget.
    e. Depending on the type of widget that you chose, set the **DISPLAY** options.
    f. Optional: Click **Add metrics** again to add as many metrics as you want to the widget.
    g. Click Done to finish editing the widget and come back to dashboard editing.
6. To finish editing the dashboard, click the check mark that replaces the menu icon on the right-hand side of the dark blue ribbon while in edit mode

Nexthink Collector Management

Nexthink Collector is a lightweight agent installed on employee devices that silently collects data on network connections, application usage, web activity, and system behavior. Built as a kernel driver with supporting services, it operates with minimal impact on performance and network usage.

To help IT teams monitor and manage these collectors, the **Library Pack** includes a live dashboard that provides visibility into collector presence, versions, and stability across the organization—enabling quick updates and efficient troubleshooting.


DASHBOARDS
Nexthink Collector Management
Last 7 days
By day
Department
Country
Platform
Device
Collector version
Collector target versi...
Any
Deployment
Impact
Collector inventory
1,49k
Collectors
Active devices
933
0
Jan 1 0:00
Jan 7 0:00
Collectors
By entity
Collectors
Switzerland 434
United States 291
Unknown 242
India 156
Spain 123
Load more
Collector update mode
1,47k
Collectors updated automatically
0
Collectors updated manually
Collectors by update mode
Collectors
Main 1,47k
- 19
Pilot 1
Collector versions
Number of devices
24.10.2.10 1,31k
25.1.1.17 86
24.10.30.35 40
24.10.1.38 16
24.8.1.41 9
Load more


DASHBOARDS
[jbrasa] Nexthink Collector Management
Last 7 days
By day
Department
Country
Entity
Platform
Device
Collector version
Collector target version
Any
Deployment
Impact
Collector stability
Collector stability by version
Devices
Crashes
24.10.1.4 1
1
1
Devices with crashes
Number of devices with collector crashes
Unable to zoom anymore.
Collector CPU consumption
Average CPU usage ratio by version
Only the top 5 series are shown. You can view others by applying filters.
0,08
0
Jan 1 0:00
Jan 7 0:00
25.1.1.5, Ratio CPU used
24.10.30.23, Ratio CPU used
10.0.22621.3672, Ratio CPU used
24.10.0.575, Ratio CPU used
25.2.30.2, Ratio CPU used
0,07%
Average CPU usage ratio
31min 33s
Average CPU time used
Collector memory consumption
Average memory usage by version
Only the top 5 series are shown. You can view others by applying filters.
34 MB
0 B
Jan 1 0:00
Jan 7 0:00
25.1.1.5, Memory used
24.10.30.23, Memory used
10.0.22621.3672, Memory used
24.10.0.575, Memory used
25.2.30.2, Memory used
23,2 MB
Average memory consumption
Collector network consumption
6,97 GB
0 B
Jan 1 0:00
Jan 7 0:00
Outgoing traffic
Incoming traffic
990 KB
Average inbound network traffic
19,9 MB
Average outbound network traffic
Help