

# How to Enable LiveAssist GenAI in LiveNX

## QUICK GUIDE

ver. 24.2.0a

### Overview

LiveAssist is an exciting new generative AI “Preview” feature designed to understand issues within the user's network as quickly as possible. Our near-term vision for LiveAssist is to fully automate day-to-day NetOps workflows, enabling your team to be more productive as networks grow larger and more complex. In version 24.2.0, LiveAssist provides a natural language interface to quickly locate potential trouble areas on your network.

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**Note** LiveAssist is a preview feature for version 24.2.0.

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### Prerequisites

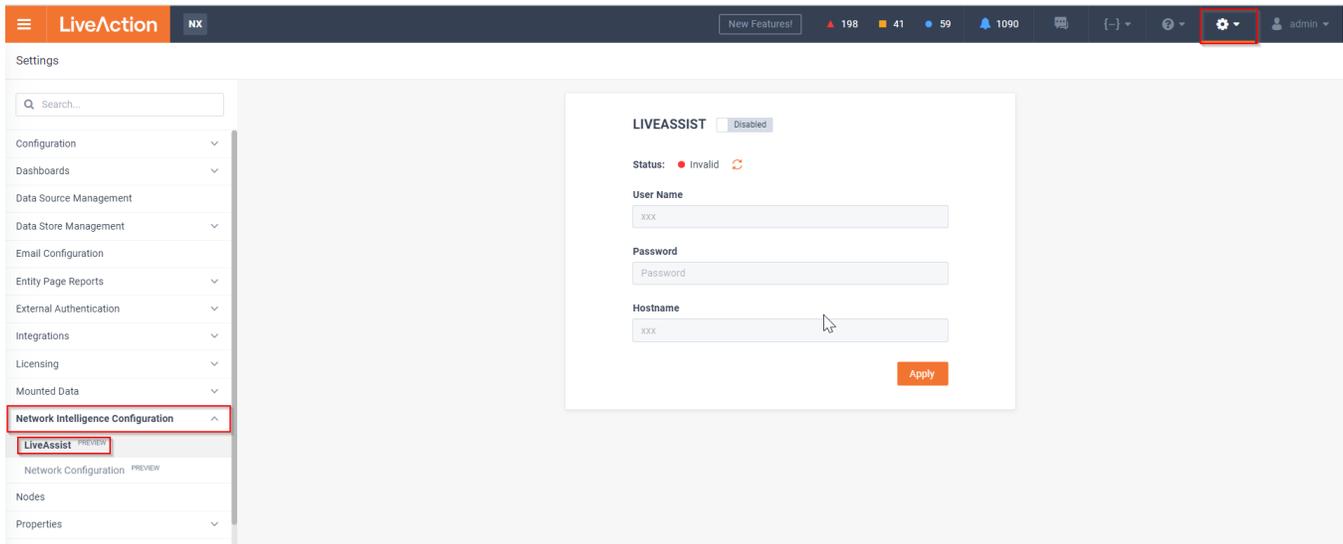
Before enabling the LiveAssist GenAI feature in LiveNX, the user needs to request access via a customer [support ticket](#).

The LiveAction Support team will provide the information below to enable LiveAssist:

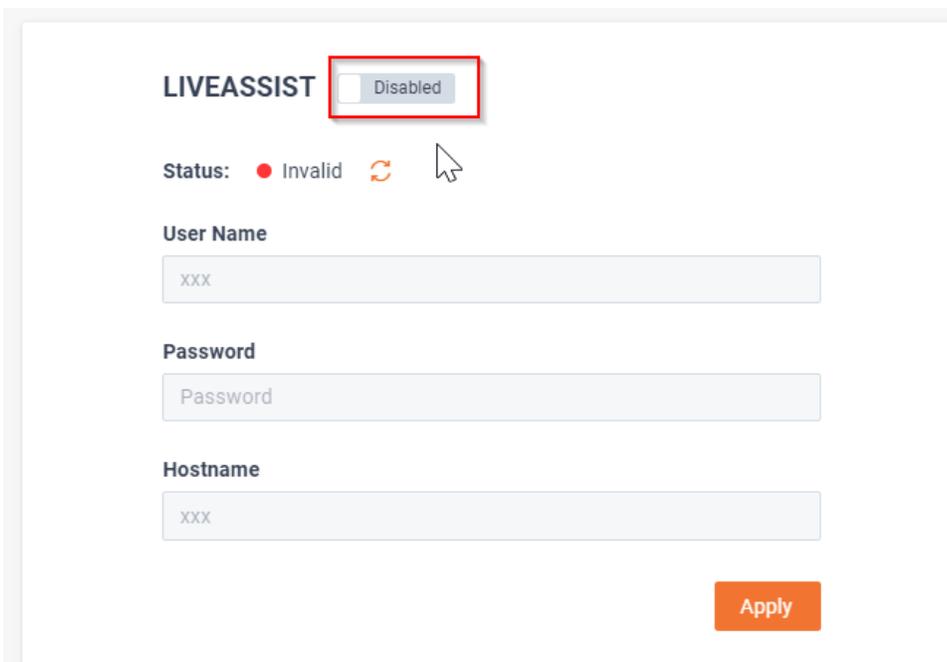
- **Platform Token:** (e.g., 320A7635ABC) - The OTEL Bearer Token used by the LiveAction Platform OTEL endpoint to authenticate the OTEL Client running on the LiveNX server.
- **Platform Endpoint:** (e.g., <https://liveaction.platform.xyzabc.io:443>) - The LiveAction Platform OTEL endpoint that receives OTEL messages from the LiveNX OTEL Client.
- **Customer ID:** (e.g., ab-cd-0001) - Provides a unique identifier key used to properly route customer data.
- **LiveAssist Username and Password:** (e.g., [customer1@liveaction.com](mailto:customer1@liveaction.com) and abc1234) - Used to generate a per-customer access token that is sent on all requests from the LiveAssist UI in LiveNX to the LiveAction Platform API endpoint.
- **LiveAssist Hostname:** (e.g., api-demo-us-west-1.platform.xyzabc.io) - This is the LiveAction Platform API endpoint.
- A LiveNX user with Admin Role.

# LiveAssist Configuration

1. Login to LiveNX web as an Admin user.
2. Navigate to *Settings>Network Intelligence Configuration>LiveAssist*.



3. Click on **Disabled** toggle button to enable LiveAssist.



4. Enter the *Username*, *Password*, and *Hostname* received from LiveAction Support and click on **Apply**.

LIVEASSIST Enabled

Status: Connected

User Name \*  
[Redacted]@liveaction.com

Password \*  
Password

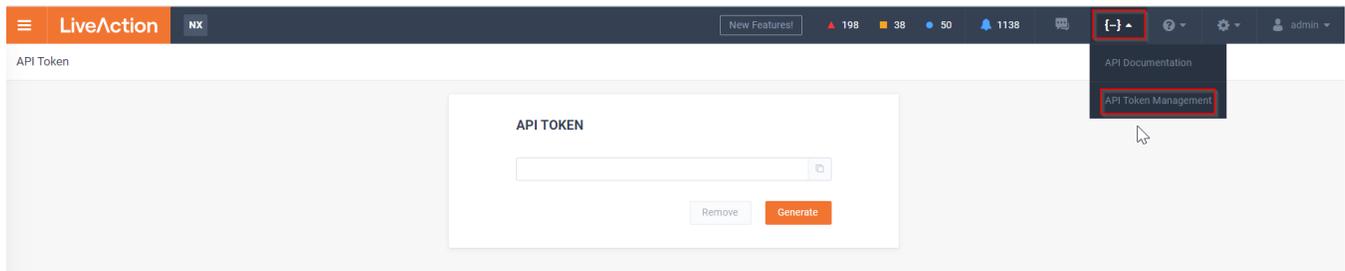
Hostname \*  
api-test-[Redacted]

Apply

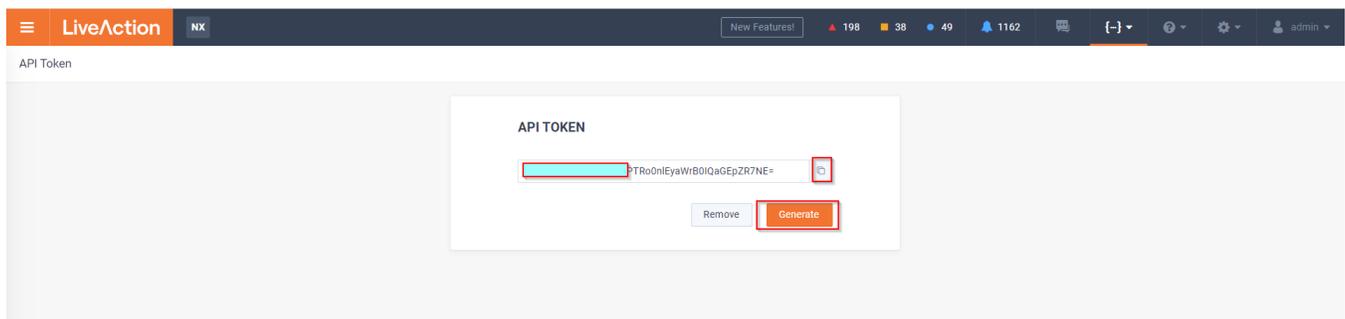
#### LiveAssist Network Configuration. (Communication, Service Enablement, and Historical Alert Synchronization)

**Note** The following steps will enable the OTEL Collector on the LiveNX server and send all historical alerts to the LiveAction Platform. Prior to this step, it is recommended that historical alerts be cleared. If you have more than 10,000 alerts, please contact LiveAction customer support.

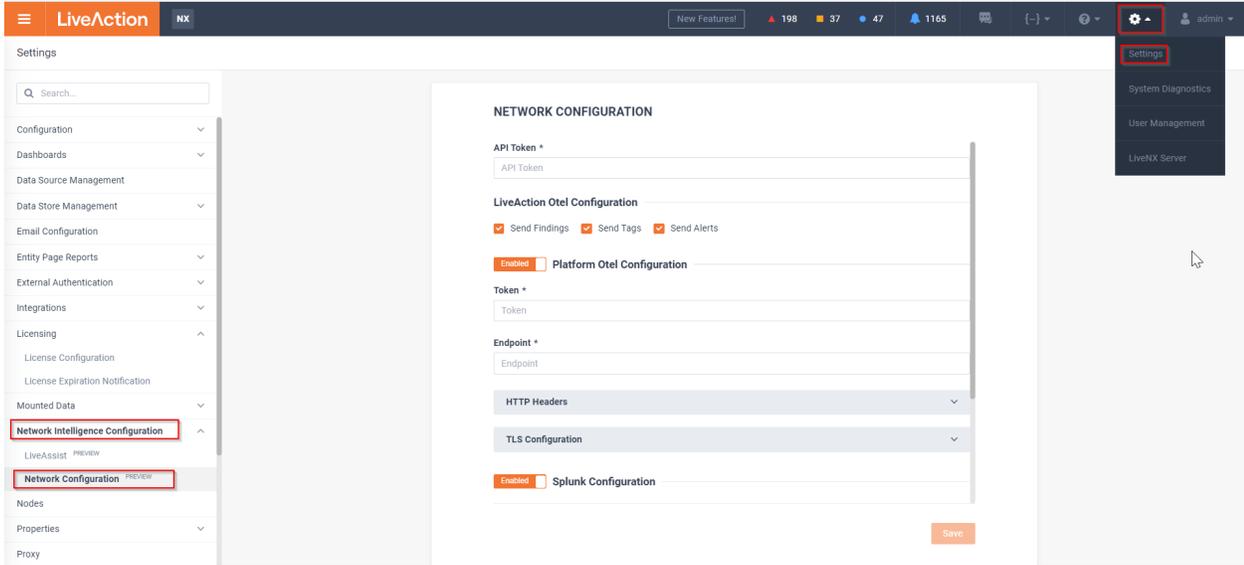
1. From the LiveNX web interface, click on the curly brace menu in the top navigation bar and select *API Token Management* from the dropdown menu.



2. Click on the **Generate** button to generate an API token.
3. Copy the API Token to the clipboard and keep it as it will be required in the next step.



4. On the LiveNX web interface, navigate to *Settings>Network Intelligence>Network Configuration*.



5. On the configuration page, enter the details and click the Save button.
- **API Token:** The LiveNX API token created in the previous step.
  - Check the boxes for *Send Findings*, *Send Tags*, and *Send Alerts*.
  - Click the toggle button to **Enable** the settings.
  - **Token:** Provided by LiveAction Support.
  - **Endpoint:** Provided by LiveAction Support upon request.
  - **HTTP Headers Configuration:** Provided by LiveAction Support upon request

**NETWORK CONFIGURATION**

API Token \*  
ISibnFul

LiveAction Otel Configuration  
 Send Findings  Send Tags  Send Alerts

**Enabled** Platform Otel Configuration

Token \*  
132

Endpoint \*  
https://https-alb

**HTTP Headers**

Key *	Value *
x-customer-id	ab-cd-0001

Add HTTP Header

**TLS Configuration**

**Disabled** Splunk Configuration

Token  
Token

Endpoint  
Endpoint

Splunk Index  
Splunk Index

**TLS Configuration**

Save

## Manual Enablement to Synchronize New Alerts

In version 24.2.0 as a protection mechanism, you will need to manually update the application properties file so new alerts created after service enablement are sent to the LiveAction Platform.

1. SSH in LiveNX server and login as Admin user.
2. Run `'sudo su'` enter admin password to login as root user.
3. Edit `'application.properties'` file. Run command below.  
`'sudo nano /data/livenx-server/data/application.properties'`

```
Last login: Wed Aug 7 21:49:15 2024
admin@livenx-vap-24:~$ sudo su
[sudo] password for admin:
root@livenx-vap-24:/home/admin#
root@livenx-vap-24:/home/admin# sudo nano /data/livenx-server/data/application.p
roperties
```

4. Add the following line to the bottom of file.

```
notifications.alerting.enabled=true
```

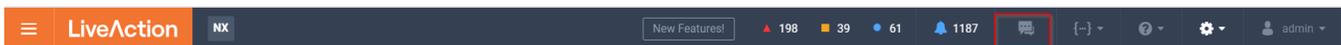
```
root@livenx-vap-24: /home/admin
```

```
GNU nano 6.2 /data/livenx-server/data/application.properties *
#
#Wed Aug 07 22:22:00 UTC 2024
influx.reportstore.application.migrate.days=0
influx.reportstore.applicationdscp.migrate.days=0
telemetry.enabled=true
node.https-server.port=443
influx.reportstore.dscp.migrate.days=0
file.version=1
influx.reportstore.bandwidthutilizations.migrate.days=0
notifications.alerting.enabled=true
```

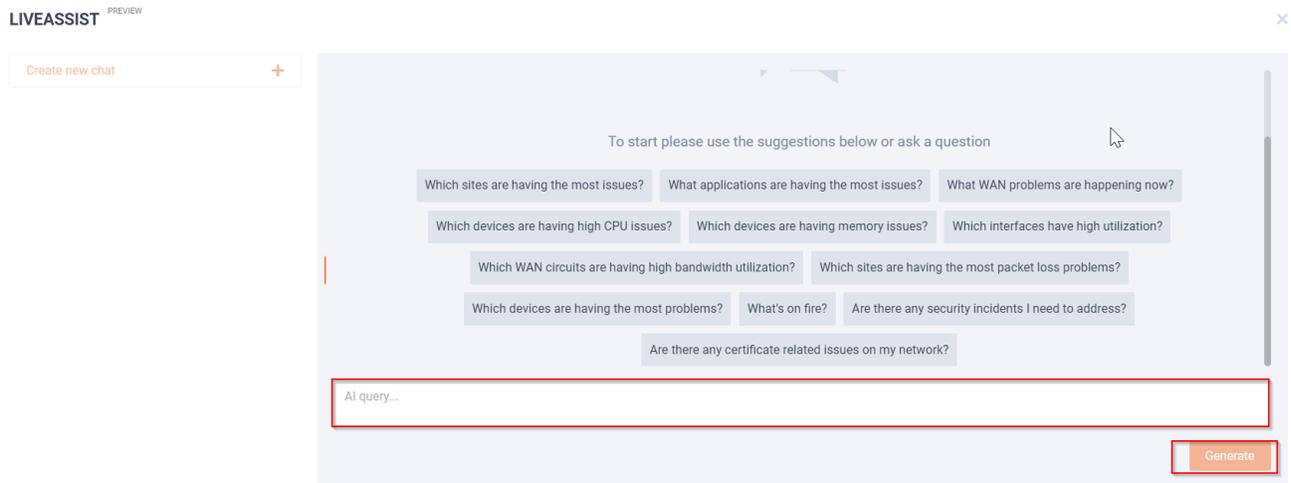
5. Press **Ctrl+X**, then **Y**, and press **Enter** to save and exit.
6. Restart the LiveNX server service by running the following command:  
`'sudo systemctl restart livenx-server'`

## Using LiveAssist

1. Once enabled, access by clicking on the LiveAssist icon in the Top Navigation Bar.



2. Click on LiveAssist Icon and it will prompt you a chat option.



3. Enter your query in AI query box and click on **Generate** to get the answer.

## Create a Chat

A pre-populated list of questions or prompts are displayed within the UI. You can either use a pre-populated prompt or type your own question. The first prompt/question input by the user will be the name of the "chat" and will be displayed within the prompt navigation window on the left-hand side of the screen. A chat can be renamed by clicking the pencil icon associated with the chat.

## View Historical Chat

To view a historical chat, click on a specific chat within the prompt navigation window on the left-hand side of the screen and the chat history will display. Chats are grouped into the following categories:

- Previous 30 days
- Month (e.g., "January", "February", etc.)
- Year (e.g., "2024", "2023", etc.)

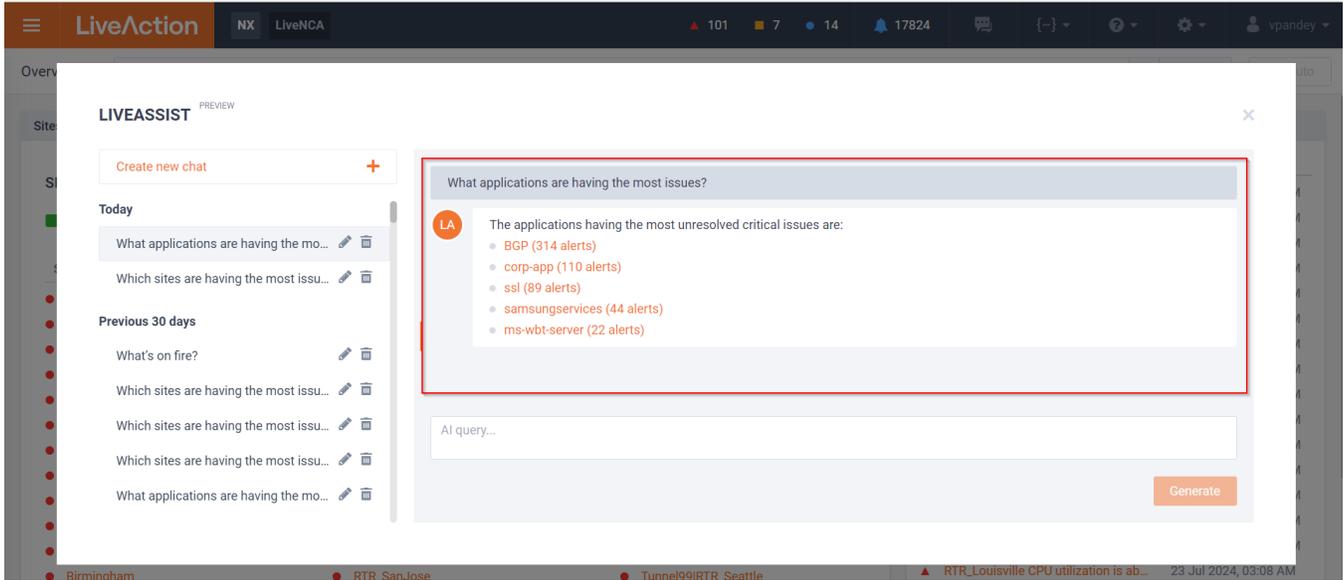
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**Tip** If LiveAssist is unable to answer three user prompts in a row, you will be presented with the list of pre-populated questions.

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## Dive Deeper

LiveAssist provides the ability to navigate deeper into a response for additional diagnostic detail by clicking on hyperlinks in a response.



## Possible Drill Downs

Drill Down Type	LiveNX Target Page	LiveNX Parameters
Alert	Alerts page	alertId siteName deviceSerial
Site	Site entity page	siteName
Device	Device entity page	deviceSerial
Application	Application entity page	applicationName