

Telemetry Connect for CX Cloud

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Integrating Cisco Catalyst SD-WAN Manager with CX Cloud

This document refers to the Cisco Catalyst SD-WAN Manager, previously vManage.

Prerequisites for Data Collection for SD-WAN Telemetry in CX Cloud

The following conditions must be met to ensure a successful integration between SD-WAN Manager and CX Cloud:

- Confirm that SD-WAN Manager software is v20.6 or later
- SD-WAN Manager is associated with Cisco Smart Accounts and a unique Organization Name has been allocated
- The user adding the data source must be both an Administrator on the Smart Account and/or Virtual Account associated with the SD-WAN Manager organization and a CX Cloud Super Administrator or Administrator
- Data Collection is enabled on the Cisco Catalyst SD-WAN Manager

Enabling Cloud Services and Data Collection

Cisco-Provided Cloud-Hosted Service

Cloud services are enabled by default. No further action is required.

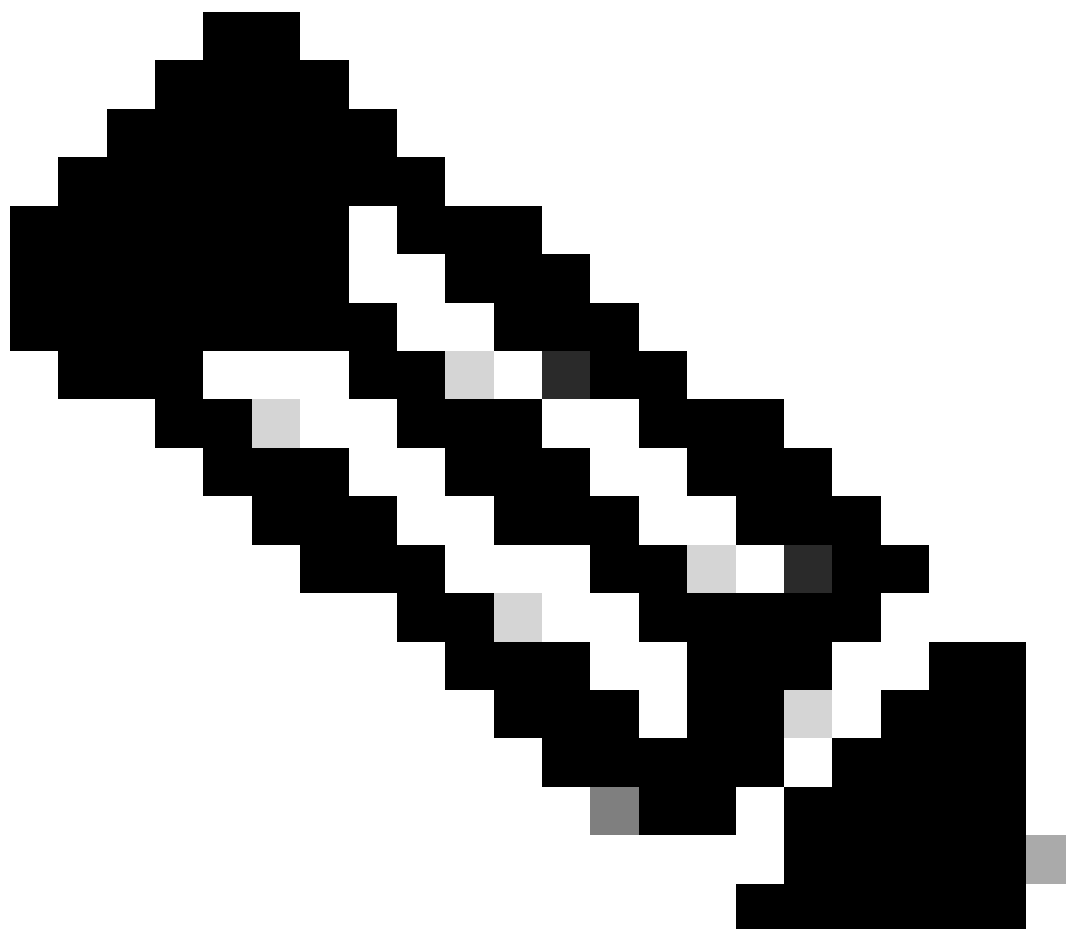
On-Premises Service

Cloud services are disabled by default and must be enabled prior to enabling data collection for Cisco Catalyst SD-WAN telemetry.

To enable Cloud Services:

1. Select **Administration > Settings** from the **Cisco SD-WAN Manager** menu.
2. Click **Edit**.
3. Click **Enabled**.

4. Enter the One Time Password (**OTP**). Generate an OTP token using the [self-service portal](#) or request one from the Cisco CloudOps Team by opening a Cisco Technical Assistance Center (TAC) support case.
 5. Leave the **Cloud Gateway URL** blank.
 6. Approve permission to begin data collection and upload data to the cloud.
 7. Click **Save**.
-



Note: In some cases, newer versions of the Cisco Catalyst SD-WAN Manager require only Smart Account login credentials and do not require an OTP token.

Enabling or Disabling Data Collection for SD-WAN Telemetry

To enable or disable Data Collection for SD-WAN telemetry:

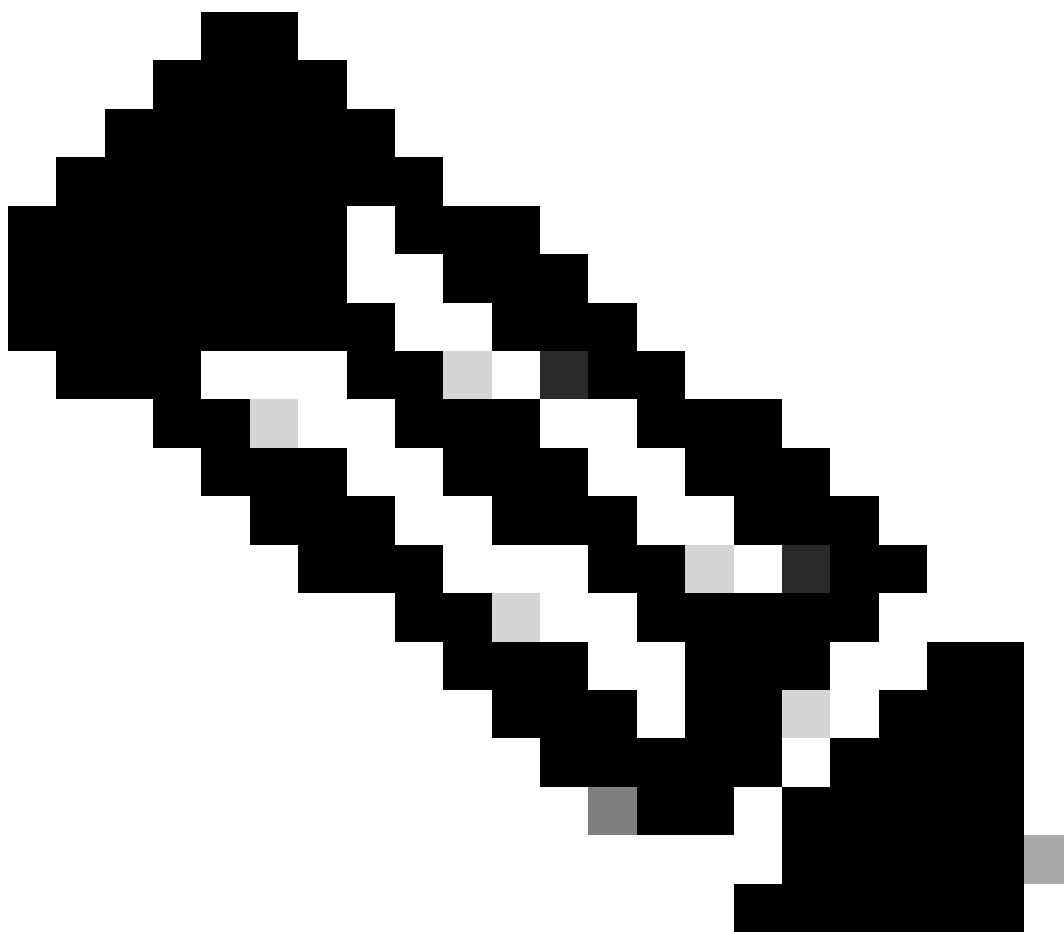
1. Select **Administration > Settings** from the **Cisco SD-WAN Manager** menu.
2. Click **Edit** for the **Data Collection** option.
3. **Enabled** is selected by default for the **SD-WAN Telemetry Data Collection**. To disable data collection for the Cisco Catalyst SD-WAN telemetry, click **Disabled**. Disabling **stops** the telemetry from flowing to CX Cloud.

4. Click **Save**.

Integrating SD-WAN Manager with CX Cloud

To integrate SD-WAN Manager with CX Cloud:

1. Log in to the CX Cloud portal with Administrator or Super Administrator permissions.
 2. Click the **Settings** icon.
 3. Click **Add a Data Source**.
 4. Click **Connect** on the appropriate line to select **Cisco Catalyst SD-WAN Manager**.
 5. Select the SD-WAN Manager Organization for integration and click **Connect** to add the selected account.
-



Note: Allow up to 24 hours to process the telemetry associated with the Organization(s) in the system. While the system allows multiple organizations to be selected, currently only one organization can be selected. The option to select multiple organizations will be supported in a future release.

WARNING: SD-WAN Manager does not currently include asset configuration details which may result in

a higher count of **Potentially Affected** devices under **Security Advisories**. Without the running configuration, CX Cloud cannot determine that the configuration is set to prevent a vulnerability. Consequently, the device is listed in the **Potentially Affected** tab as “Missing Running Configuration”.

Affected Reasons

- ✓ Matched on Software Type
- ✓ Matched on Software Release
- ✗ Missing Running Configuration

Affected Reasons

Support is available for SD-WAN devices using CX Cloud Agent to pull telemetry directly from devices which includes the running configuration. Cisco recommends not configuring Cisco Catalyst SD-WAN Manager in CX Cloud Data Sources when devices are connected using CX Cloud Agent.

Troubleshooting

Q. Why are no Organizations returned when Add Data Source is selected?

A. Ensure that the user is the Administrator of the Smart Account associated with the SD-WAN Manager organization in the Smart Accounts Portal (software.cisco.com) and that the SD-WAN Manager has been set up in Smart Accounts with an Organization Name.

Q. The Organization was configured but it has been more than 24 hours and there is still no SD-WAN Manager telemetry.

A. Ensure that the Organization shown in SD-WAN Manager matches the selected Organization. Ensure that Cloud Services, Data Collection, and SD-WAN Telemetry Collection have been enabled in the Cisco Catalyst SD-WAN Manager.

Administration Settings

Organization Name	My_Organization_ID = 123456	View
Validator		View Edit
Alarm Notifications	Disabled	View Edit
Cisco DNA Portal	Enrolled	View Edit
Hardware WAN Edge Certificate Authorization	On Box	View Edit
Controller Certificate Authorization	Enterprise	View Edit
WAN Edge Cloud Certificate Authorization	Automated	View Edit
Certificate Revocation List	Disabled	View Edit
Web Server Certificate	28 Nov 2026 12:22:27 PM	CSR Certificate
Enterprise Feature Certificate Authorization		View Edit
Umbrella DNS Certificate		View Edit
Enforce Software Version (ZTP)		View Edit
Cloud onRamp for SaaS	Disabled	View Edit
Manage Encrypted Password	Disabled	View Edit
Cloud Services	Enabled	View
SD-WAN		View Edit
Client Session Timeout	Disabled	View Edit

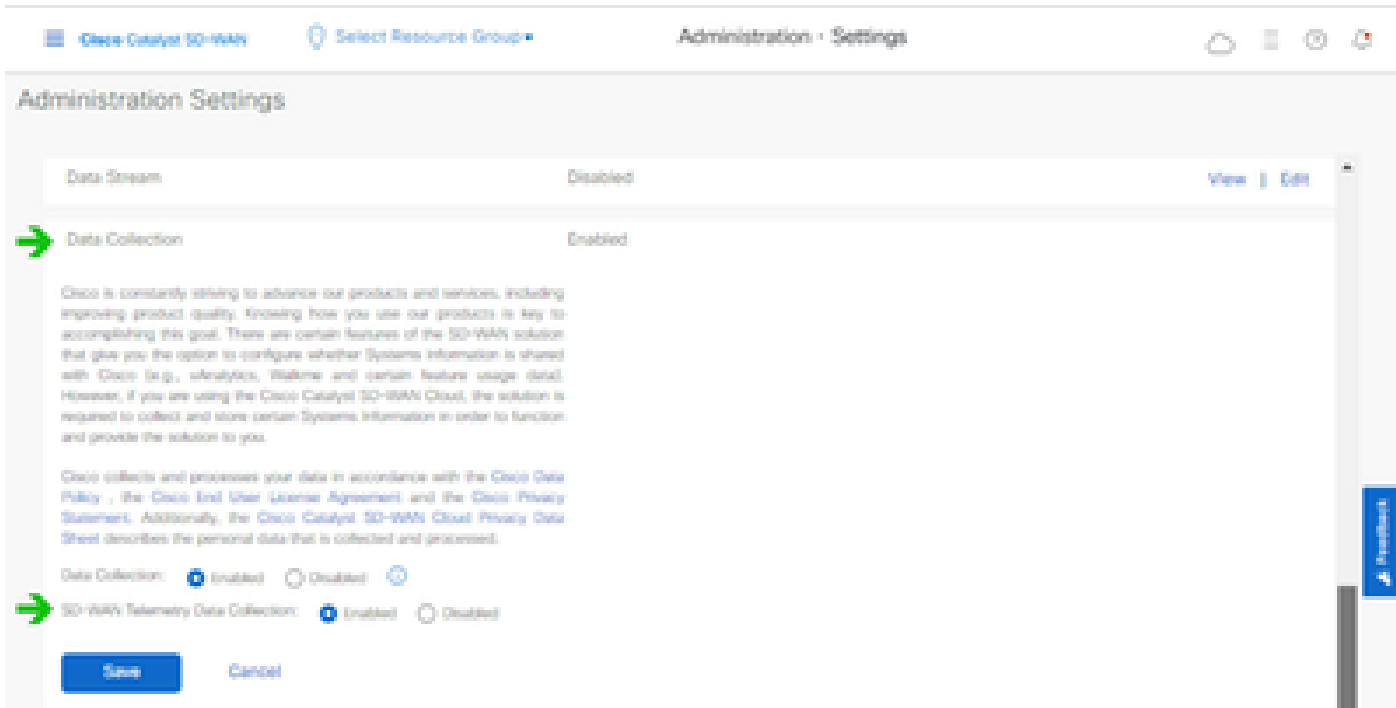
Organization Names

Administration Settings

Cloud Services Enabled

Cloud Services	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled
OTF	<input type="text"/>
Cloud Gateway URL	<input type="text"/>
vAnalytics	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled
vMonitoring	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled

Cloud Services Enabled



Data Collection and SD-WAN Telemetry Data Connection Enabled

Click [here](#) for more information about configuring SD-WAN Manager with Smart Accounts.

Click [here](#) for information about configuring Cloud Services and Data Collection.

Adding Cisco Webex Control Hub to CX Cloud

This section provides guidance on connecting Telemetry for the **Collaboration** Success Track to the CX Cloud account. For the **Collaboration** Success Track, Telemetry comes from the WebEx Control Hub, allowing CX Cloud customers to import and manage Collaboration assets in CX Cloud.

Prerequisites

- Access to Webex Control Hub with a cisco.com account; Click [here](#) for more information about adding users to WebEx Control Hub
- Access to CX Cloud with a cisco.com account
- Customers must have a cisco.com account in both WebEx Control Hub and CX Cloud to pull the associated Orgs in CX Cloud

To add Cisco Webex Control Hub to CX Cloud:

1. Click **Admin Settings > Data Sources**.
2. Click **Add Data Source**.

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Data Sources Data Storage Region: United States

Search data sources

2 data sources

Name	Type	Data Last Updated	Status
Contract	Covered Assets	15 hours ago	• Last collection succeeded
Meraki	Meraki	13 hours ago	• Collection completed

Asset Groups

Identity & Access

Data Sources


Add Data Source


3. Select **WebEx** as the data source to add to CX Cloud and import the WebEx Control Hub account to CX Cloud.


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Add Data Source


Search data sources

 **Cisco DNA Center**
Uses CX Cloud Agent to support Campus Network

 **Contracts**
Supports all Success Tracks and offers

 **Intersight**
Supports the Data-Center Compute and Cloud Network Success Tracks

 **Other Assets**
Uses CX Cloud Agent to support Success Tracks

 **Webex**
Supports the Success Track for Collaboration

Webex Data Source

A list of organizations associated with the logged in user displays. Refer to the [Prerequisites](#) above.

4. Select the applicable **Organization** and click **Connect**.

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Connect Organizations

Atlas_Test_BulkOrg001

Connect

Organization Selected

5. Upon successful connection, the Collaboration prompt is added, and the data source **Status** displays as “First Collection Pending”.

The screenshot shows the Oracle Cloud console interface. At the top, there is a navigation bar with the Oracle Cloud logo, a search bar, and a notification banner that says "Webex added (may take up to 24 hours to appear)". Below the navigation bar, there is a sidebar with navigation options: "Asset Groups", "Identity & Access", and "Data Sources". The main content area is titled "Data Sources" and shows a table with three data sources. The table has columns for "Name", "Type", "Data Last Updated", and "Status". The "Collaboration" data source is highlighted and shows a status of "First collection pending" with a warning icon.

Name	Type	Data Last Updated	Status
Contract	Covered Assets	15 hours ago	Last collection succeeded
Meraki	Meraki	13 hours ago	Collection completed
Collaboration	Webex	-	First collection pending

Data Collection Message

After 24 hours, the data source displays as connected with the time of the last successful update.

Data Sources

Data Storage Region: United States

Search data sources



Add Data Source

6 data sources

Name	Type	Data Last Updated	Status
Contract	Covered Assets	12 hours ago	■ Last collection succeeded
Cloud Network	Intersight	57 minutes ago	■ Last collection succeeded
Data Center Compute	Intersight	1 days ago	■ Last collection succeeded
Meraki	Meraki	13 hours ago	■ Collection completed
Collaboration	Webex	1 days ago	■ Last collection succeeded
WAN	Cisco Catalyst SD-WAN Manager	6 hours ago	■ Last collection succeeded

Data Collection Completed