

Cisco Intersight OnPremises: Deployment, Verification and Troubleshooting

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Introduction

Cisco Intersight provides infrastructure management for Cisco Unified Compute System (Cisco UCS) and Cisco HyperFlex platforms. This platform offers an intelligent level of management that enables IT organizations to analyze, simplify, and automate their environments in more advanced ways than previous generations of tools.

Cisco Intersight Virtual Appliance delivers the management features of Intersight for Cisco UCS and HyperFlex in an easy to deploy VMware OVA that allows you to control what system details leave your premises. The Virtual Appliance form factor enables additional data locality, security, or compliance needs that are not completely met by intersight.com. Cisco Intersight Virtual Appliance requires a connection back to Cisco and Intersight services for updates and access required services for full functionality of intersight.com. Cisco Intersight Virtual Appliance is not intended for an environment where you operate data centers with no external connectivity.

This guide provides an overview of how to install and set up Cisco Intersight Virtual Appliance in your environment.

Contributed by Brian Morrissey and Mohammed Majid Hussain, Cisco CX Engineers.

Prerequisites

Understanding of UCS, DNS records

Requirements

The Cisco Intersight Virtual Appliance OVA can be deployed on VMware ESXi 6.0 and higher. The following sections describe the various system requirements to install and deploy Cisco Intersight Virtual Appliance:

Item	System Requirements
------	---------------------

Supported Hypervisors	VMware ESXi 6.0 and higher VMware vSphere Web Client 6.5 and higher
Storage	500 GB. Cisco recommends that you use thin provisioning to optimize disk storage usage.
RAM	32 GB
vCPU Cores	16

N
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t Cisco Intersight Virtual Appliances supports managing up to 2000 servers per deployment and deploying 50 service profiles.
e

IP Address and Hostname Requirements

Setting up Intersight Appliance requires an IP address and 2 hostnames for that IP address. The hostnames must be in the following formats:

- myhost.mydomain.com—A hostname in this format is used to access the GUI. This must be defined as an A record and PTR record in DNS. The PTR record is required for reverse lookup of the IP address. If an IP address resolves to multiple hostnames, the first resolved hostname is used.
- dc-myhost.mydomain.com—The dc- must be prepended to your hostname. This hostname must be defined as the CNAME of myhost.mydomain.com. Hostnames in this format are used internally by the appliance to manage device connections.

A
t
t
e
n Ensure that the appropriate entries of type A, CNAME, and PTR records exist in the DNS, as described above.
t
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n

Port Requirements

The following table lists the ports required to be open for Intersight Appliance communication.

Port Protocol Description

		This port is required for communication between:
		<ul style="list-style-type: none"> • Intersight Virtual Appliance and the users' web browser.
443	TCP/UDP	<ul style="list-style-type: none"> • Intersight Virtual Appliance to and from the endpoint devices. • Intersight Virtual Appliance and the required hosted services (svc.ucs-connect.com OR svc.intersight.com). For more information about connectivity, see Connectivity Requirements. <p>This port is required for communication between:</p> <ul style="list-style-type: none"> • Intersight Virtual Appliance and the users' web browser for initial monitoring of the appliance setup.
80	TCP	<ul style="list-style-type: none"> • Upgrade of the device connector from Intersight cloud. For more information, see Device Connector Upgrade. • Port 80 is used as an HTTP proxy port. All other traffic on port 80 is redirected to port 443.

Connectivity Requirements

- Intersight Virtual Appliance must properly resolve svc.ucs-connect.com (intersight.com). If a proxy is required for an HTTPS connection to svc.ucs-connect.com, it can be configured in the device connector user interface.
- Ensure that there is no firewall between the appliance and the endpoint.
- Ensure that Cisco Intersight Virtual Appliance has access to the following sites directly or through a proxy. For more information about setting up a proxy, see [Cloud Connection](#). All the following URLs are accessed through HTTPS: svc.intersight.com—for the device connector to access Intersight services cisco.com—for access to all Cisco URLs api.cisco.com:443—for access to Cisco Software download site tools.cisco.com:443—for access to Cisco Smart Licensing Manager

Supported Browsers

Cisco Intersight runs on the following minimum supported browser versions:

- Google Chrome 62.0.3202.94
- Firefox 57.0.1

- Safari 10.1.1

Software Compatibility

This section contains details about the minimum versions of the following software supported by the appliance:

Component	Minimum Supported Version
Cisco UCS Manager	3.2(1)
Cisco HyperFlex Connect and Data Platform	2.6
Cisco IMC	3.1(3) for M5 Servers 3.0(4) for M4 Servers For more information about the Cisco IMC Software requirements for the M4 and M5 Servers, see the Supported Systems section in the Cisco IMC Software Release Notes. See Table 1 for a complete list of the supported software and the required device connector versions.

Important

- Cisco Intersight Virtual Appliance does not support claiming or managing Cisco UCS Director.

Components Used

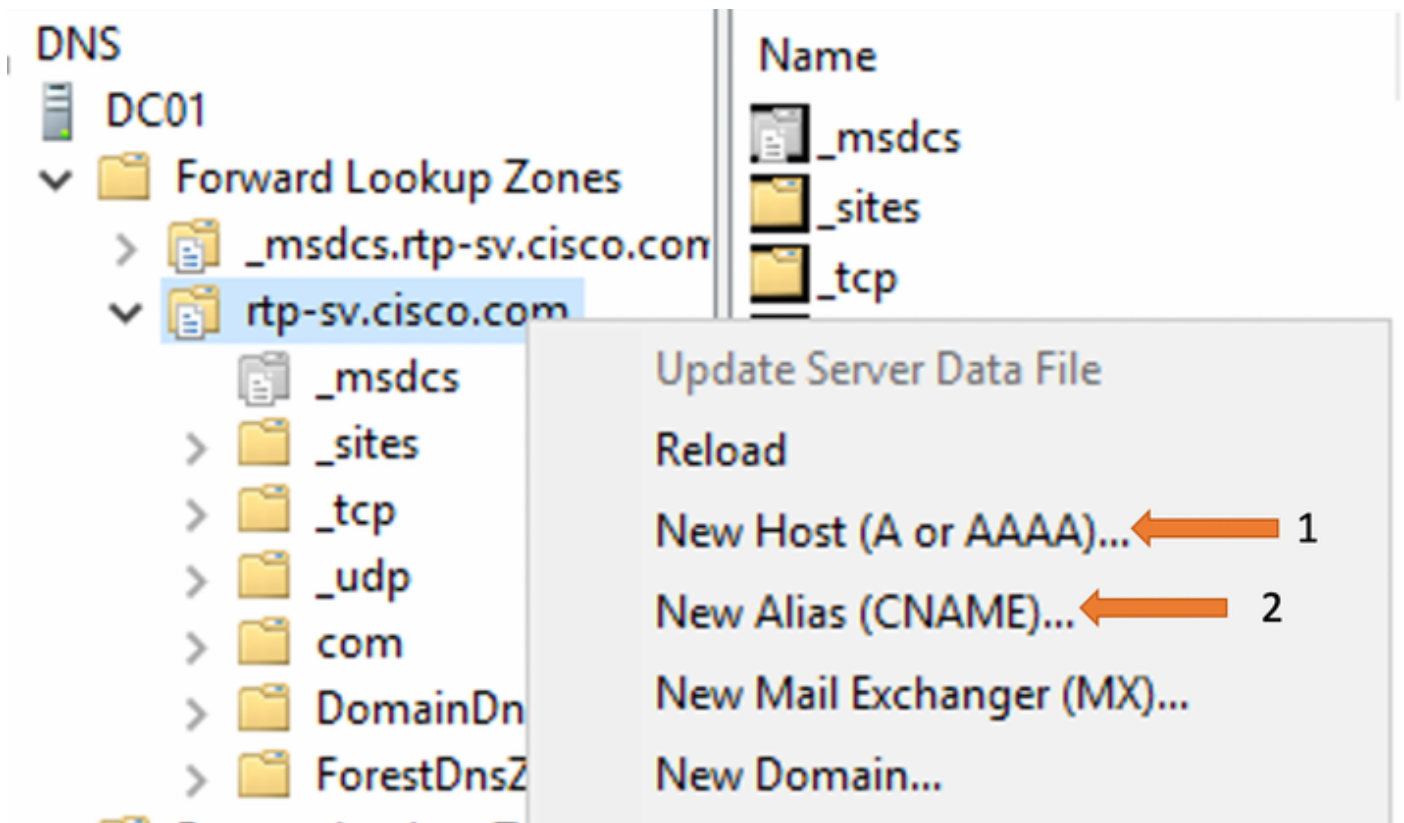
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

UCSM 4.0(1c)

Cisco Intersight Appliance 1.0.9-7

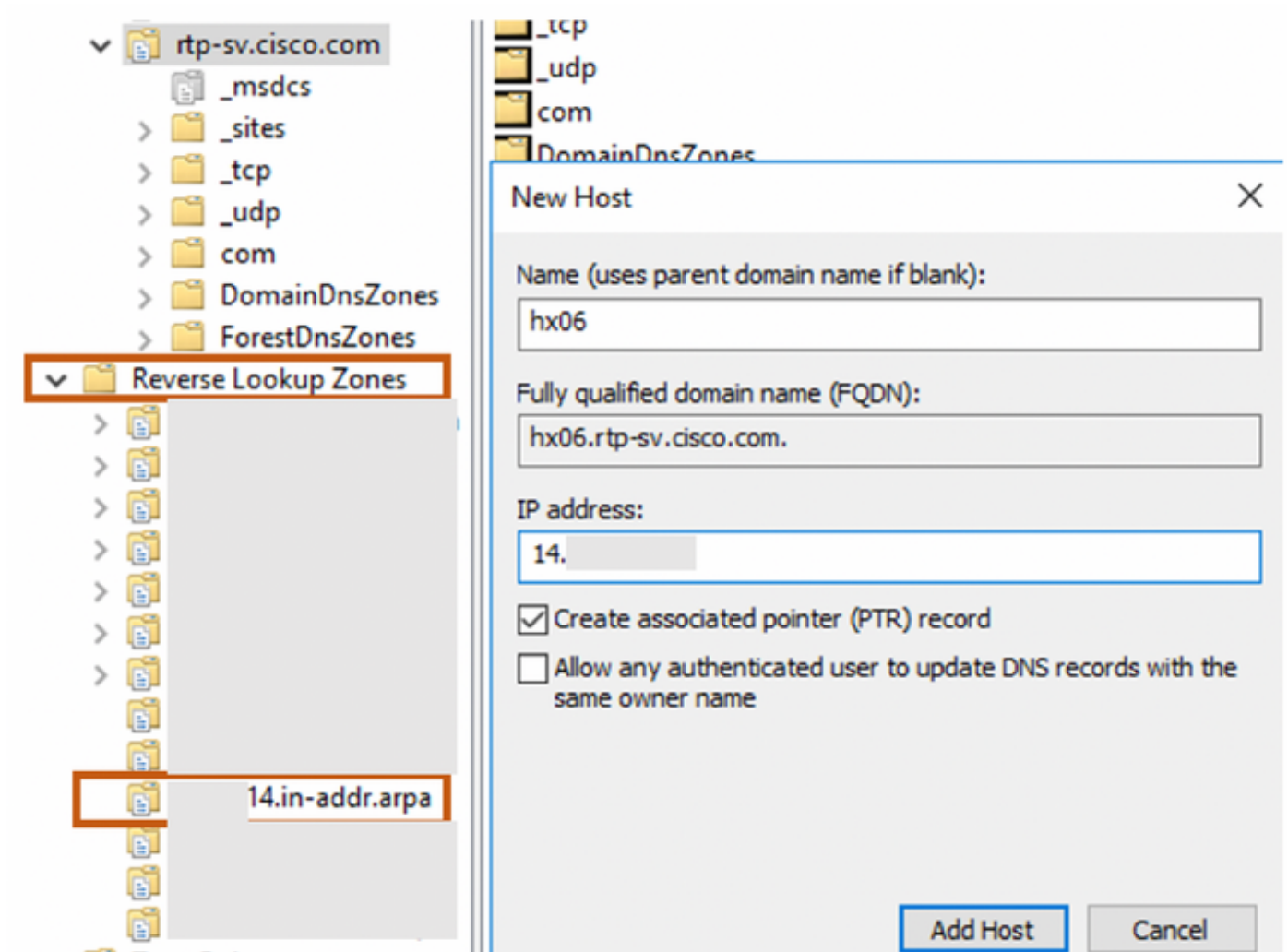
Configure

Configure DNS A record and CNAME



Make sure you have defined reverse lookup zone for the subnet in question.

Define DNS A record as shown then click Add Host



Define CNAME as shown

New Resource Record ×

Alias (CNAME)

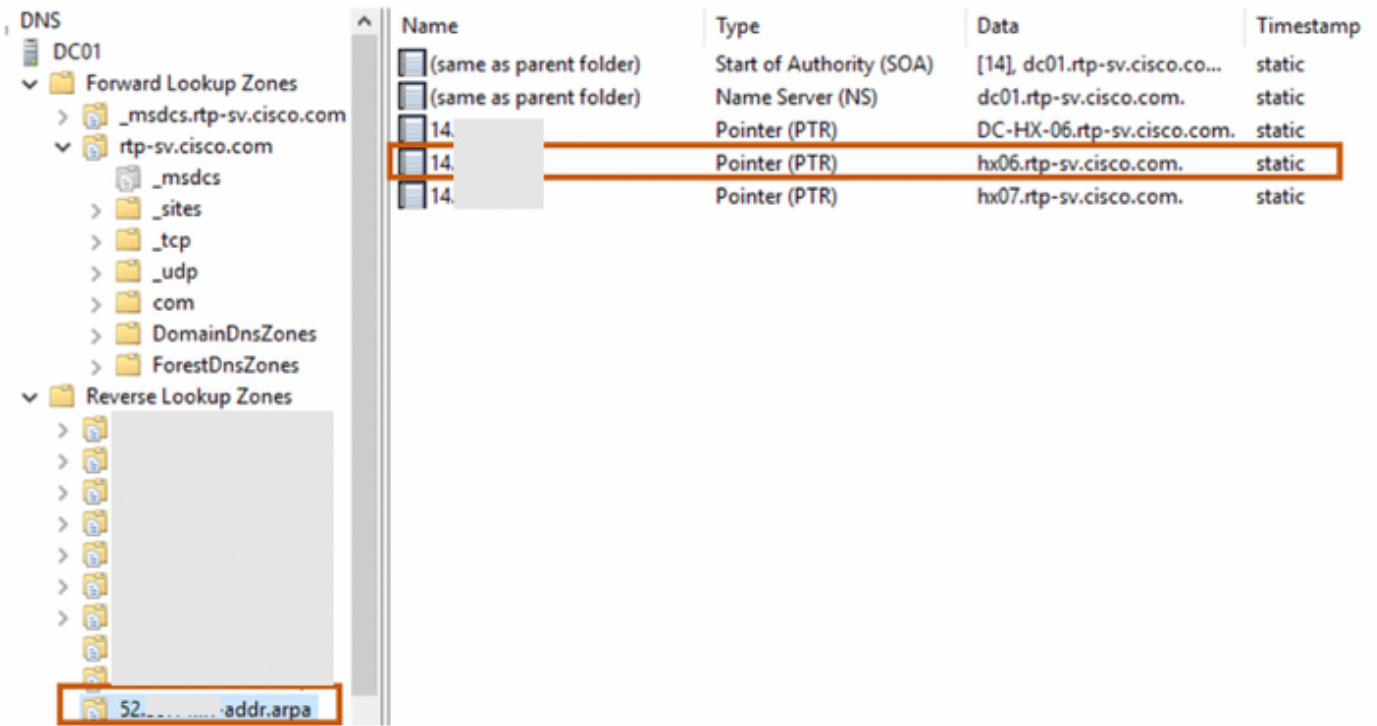
Alias name (uses parent domain if left blank):

Fully qualified domain name (FQDN):

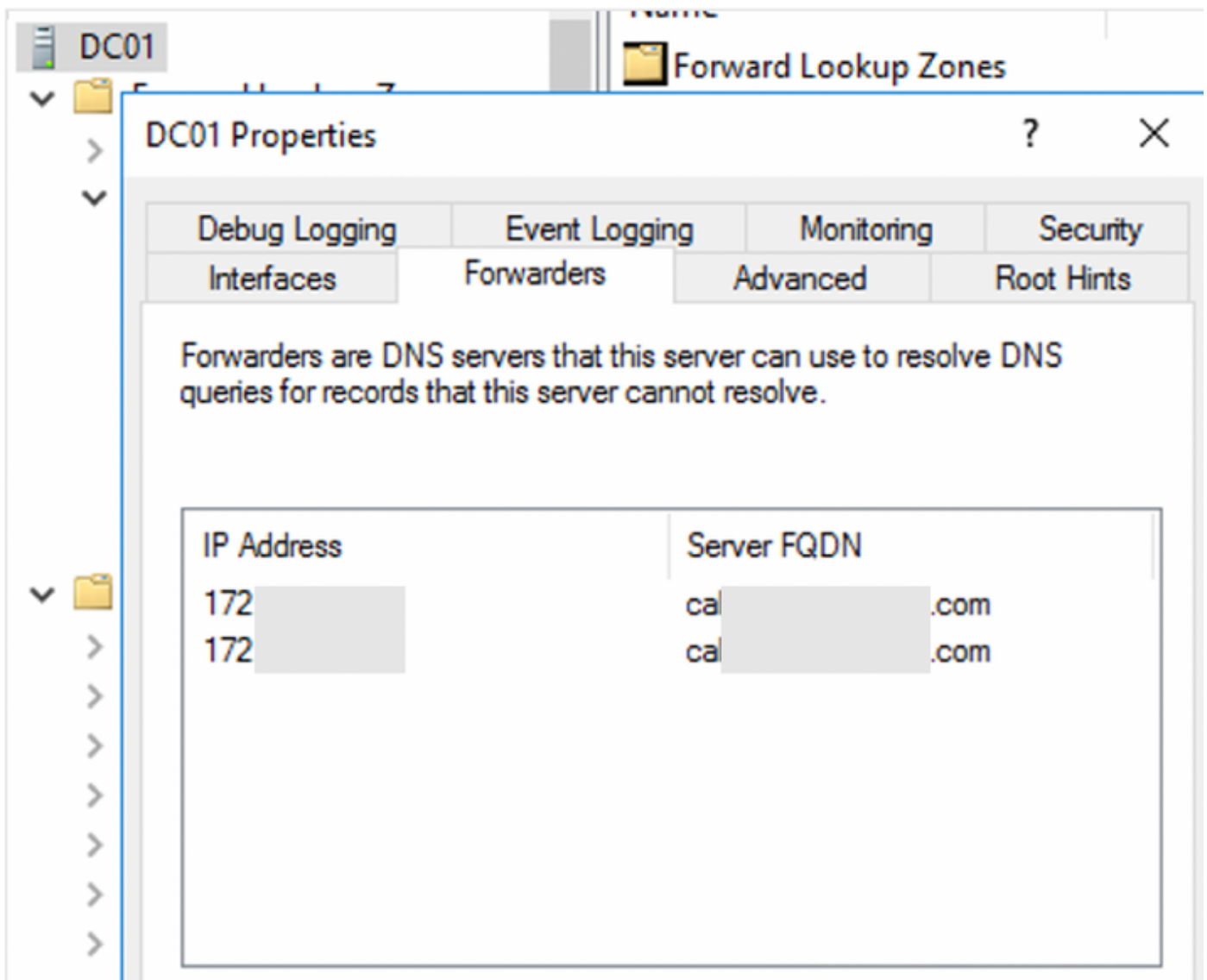
Fully qualified domain name (FQDN) for target host:

Allow any authenticated user to update all DNS records with the same name. This setting applies only to DNS records for a new name.

Verify that the PTR record is configured.



Configure forwarders as necessary

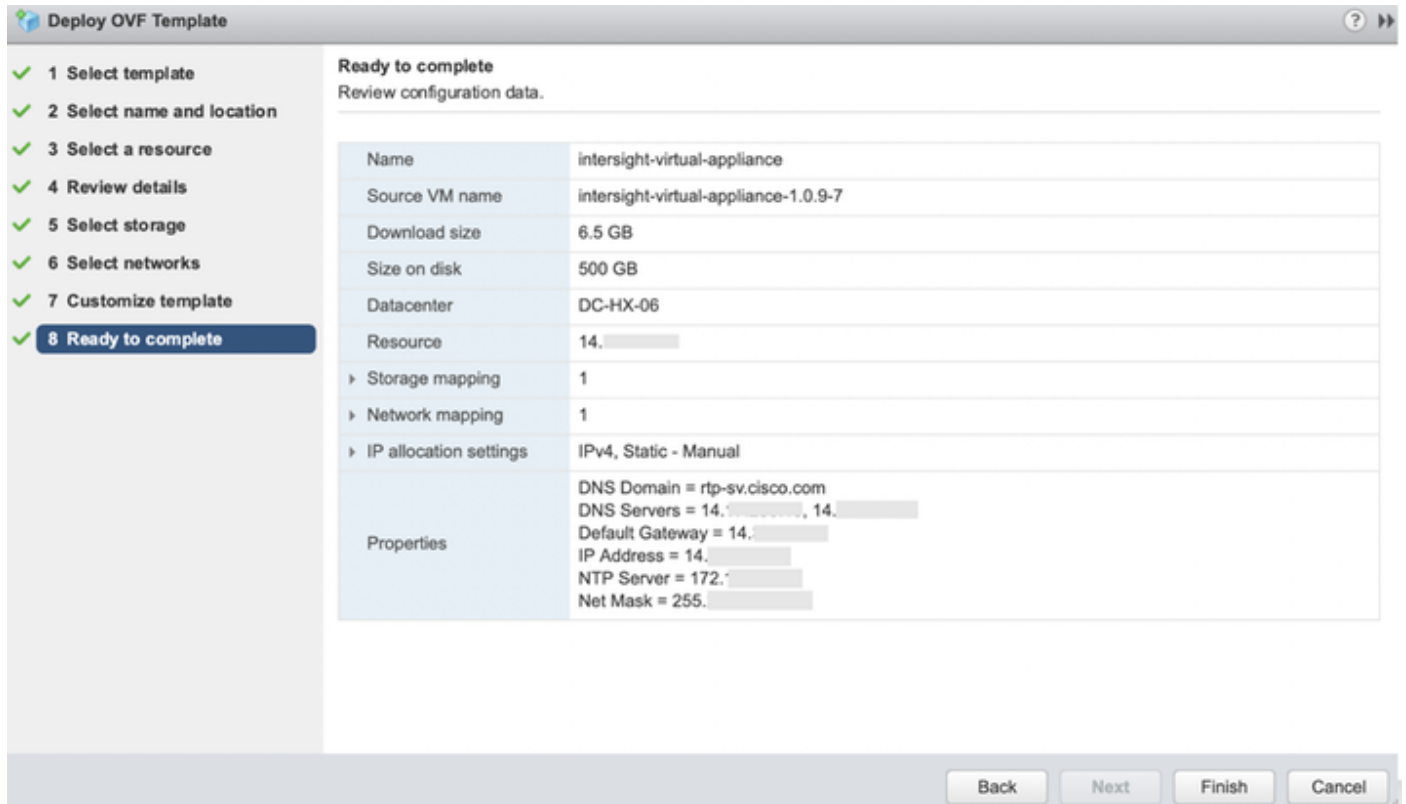


Once the DNS setting have been configured, proceed towards deploying the Intersight Appliance.

Log in to VMware vSphere Web Client with administrator credentials.

Right-click on the host and select Deploy OVF Template.

Go through the wizard and review the details in the Ready to complete section

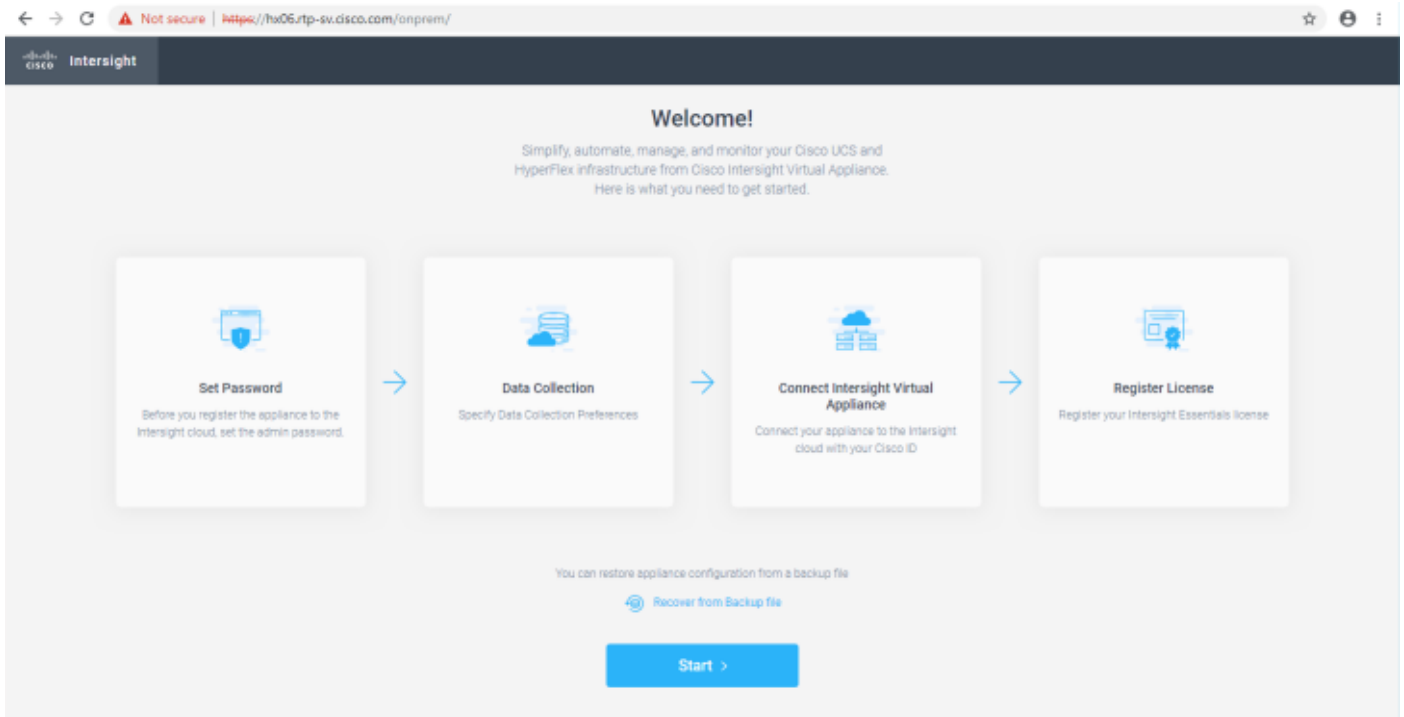


Specify the DNS name you configured earlier in the web browser and you should be able to monitor the progress of the deployment

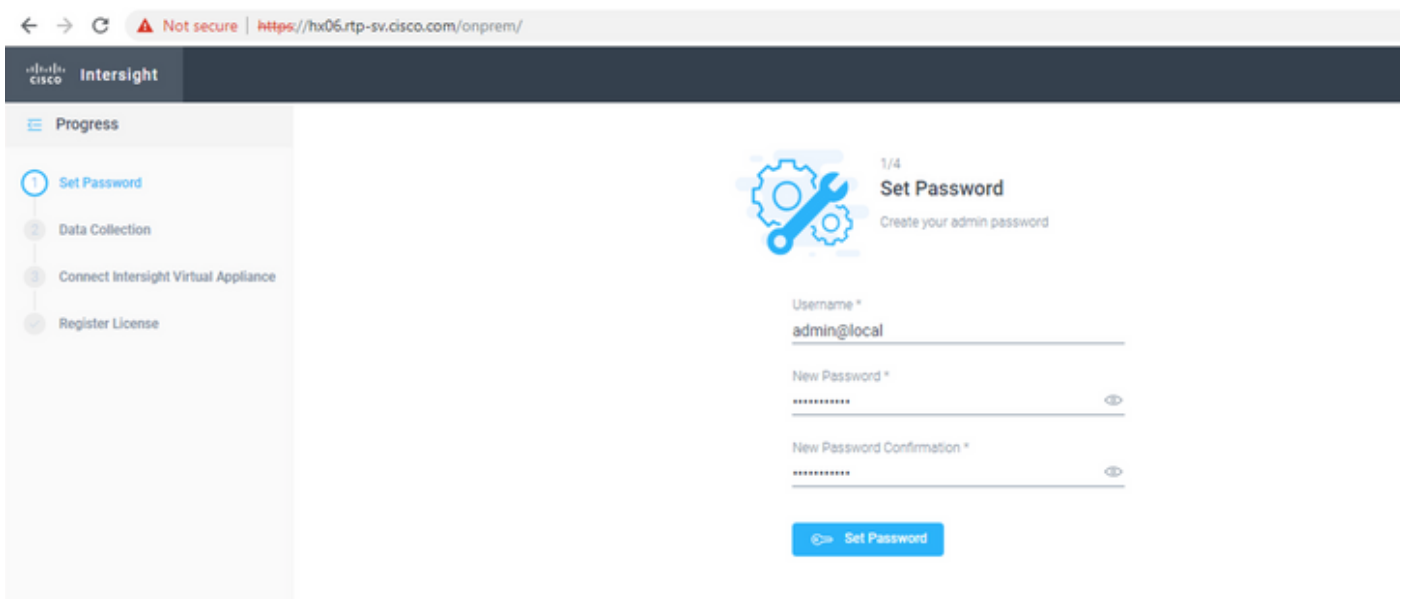
You can click on the progress bar to view more details in the form of rolling log messages



After you install the Cisco Intersight Virtual Appliance OVA, go <<<http://yourfqdn.com>>> to access the Initial Setup Wizard. The wizard enables you to complete the setup of the Intersight appliance. Use the following instructions to complete the setup



Set Password—Before you register the appliance with Intersight, you must create an admin password. The password can contain 0-9, A-Z, a-z, and all special characters except a colon (:) and space. You must use the same password to log in to Intersight.



Data Collection—Specify your preference to allow Intersight to send additional system information to Cisco. This option is enabled by default.

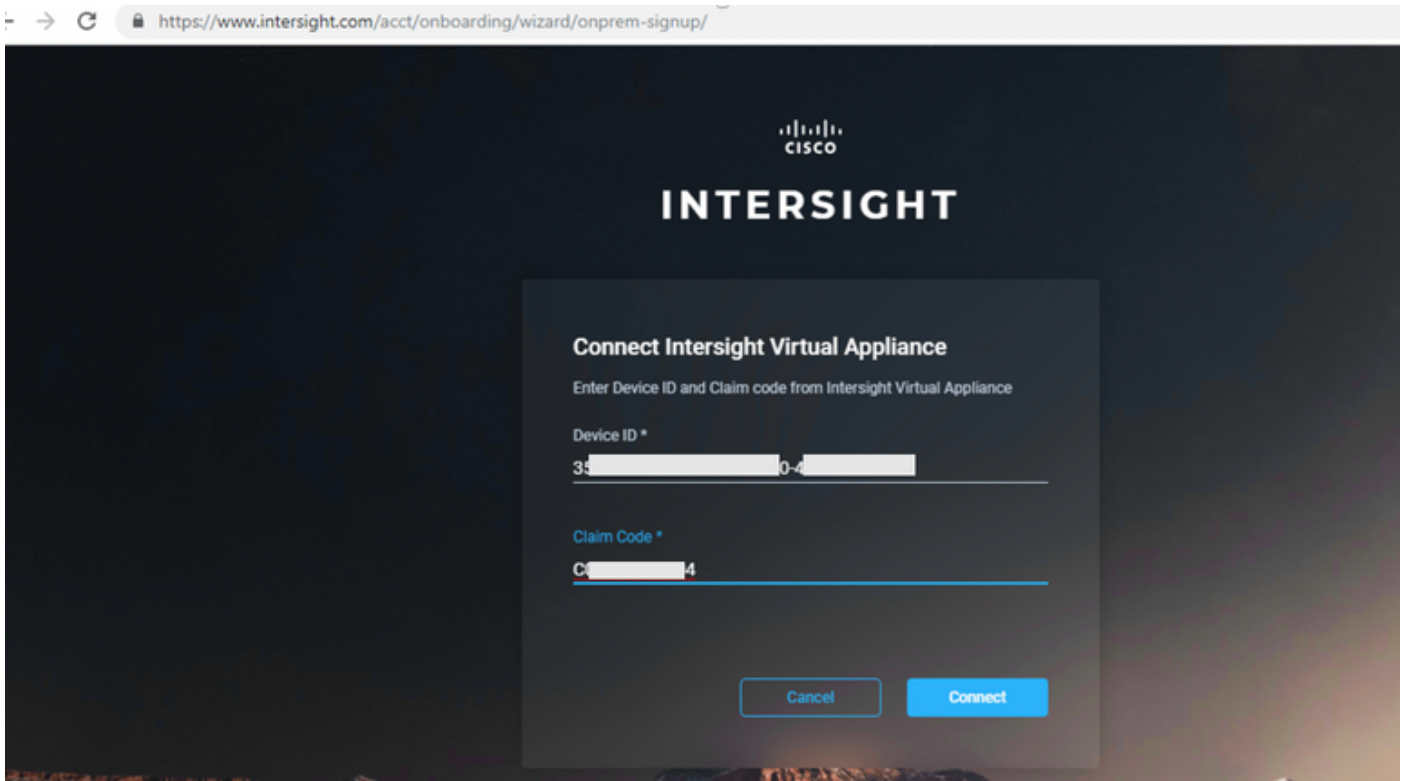
For more information about what data is collected by Intersight, see [Data Collected from Intersight Virtual Appliance](#)

The screenshot shows the Cisco Intersight web interface. The top navigation bar includes the Cisco logo and the word 'Intersight'. A left-hand 'Progress' sidebar lists four steps: 1. Set Password, 2. Data Collection (highlighted in blue), 3. Connect Intersight Virtual Appliance, and 4. Register License. The main content area is titled '2/4 Data Collection' with a sub-header 'Specify Data Collection Preferences'. It features a blue gear and wrench icon. A blue callout box contains the text: 'To learn more about what data is collected by Intersight, see [Help Center](#)'. Below this is a green toggle switch labeled 'Allow Intersight to send additional system information to Cisco', which is currently turned on.

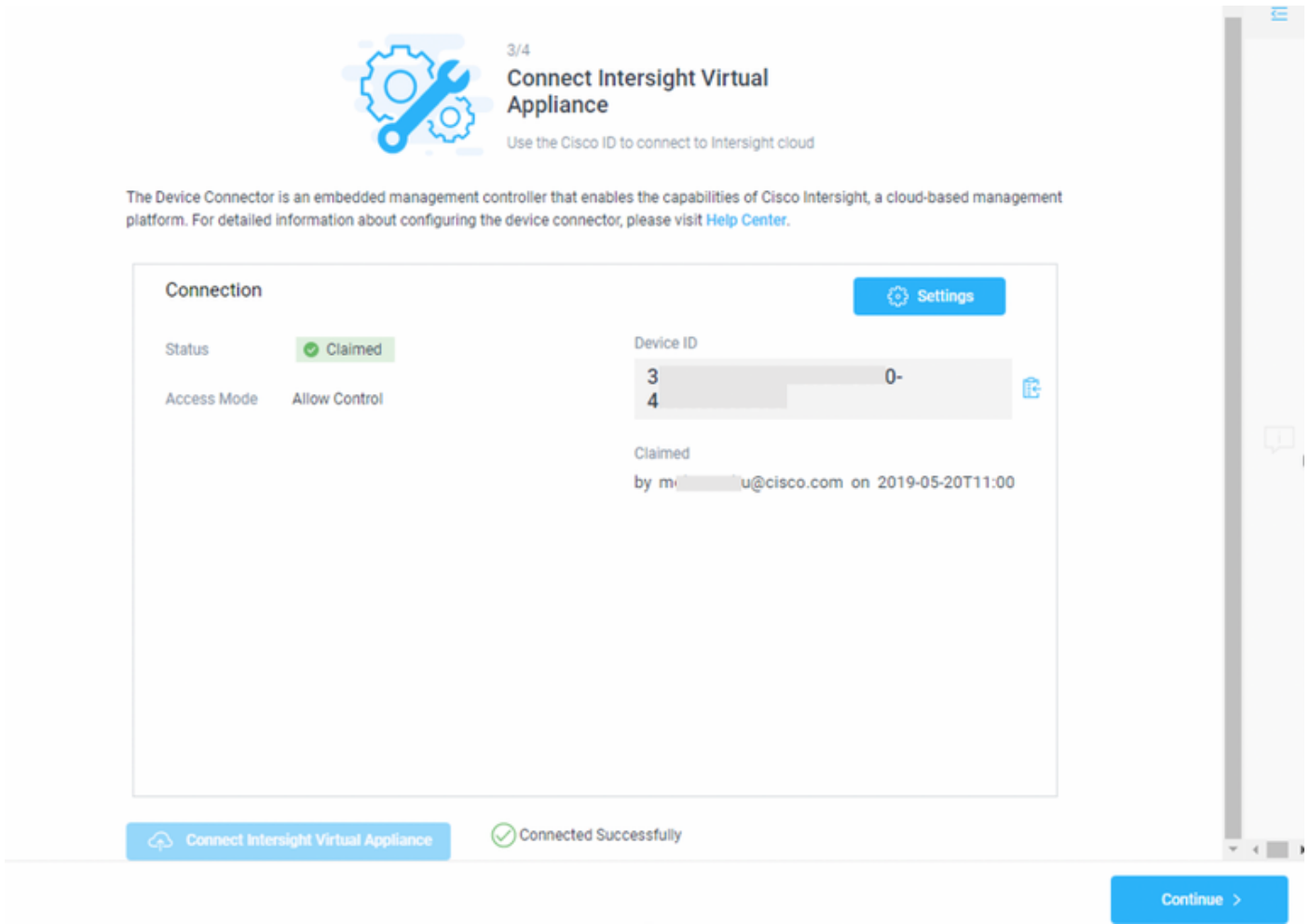
Connect Intersight Virtual Appliance—Click to connect Cisco Intersight Virtual Appliance to Intersight services using your Cisco ID. If you do not have a Cisco ID, you can create one [here](#)

The screenshot shows the 'Connect Intersight Virtual Appliance' page in the Cisco Intersight interface. The 'Progress' sidebar now highlights step 3, 'Connect Intersight Virtual Appliance'. The main heading is 'Connect Intersight Virtual Appliance' with the instruction 'Use the Cisco ID to connect to Intersight cloud'. A blue callout box states: 'To register the appliance, click Connect Intersight Virtual Appliance and log in to Intersight using the Cisco ID. The Device ID and Claim Code are required to claim the device.' Below this is a paragraph explaining the Device Connector. A 'Connection' panel is displayed, showing a status of 'Not Claimed' with a yellow warning triangle. The 'Access Mode' is set to 'Allow Control'. The 'Device ID' field contains '3f' and '4f' followed by a masked area and '0-'. The 'Claim Code' field contains 'Cf' and '4' followed by a masked area. A 'Settings' button is located in the top right of the panel. At the bottom of the page is a large blue button labeled 'Connect Intersight Virtual Appliance'.

Specify the Device ID and the Claim Code from the Intersight Virtual Appliance

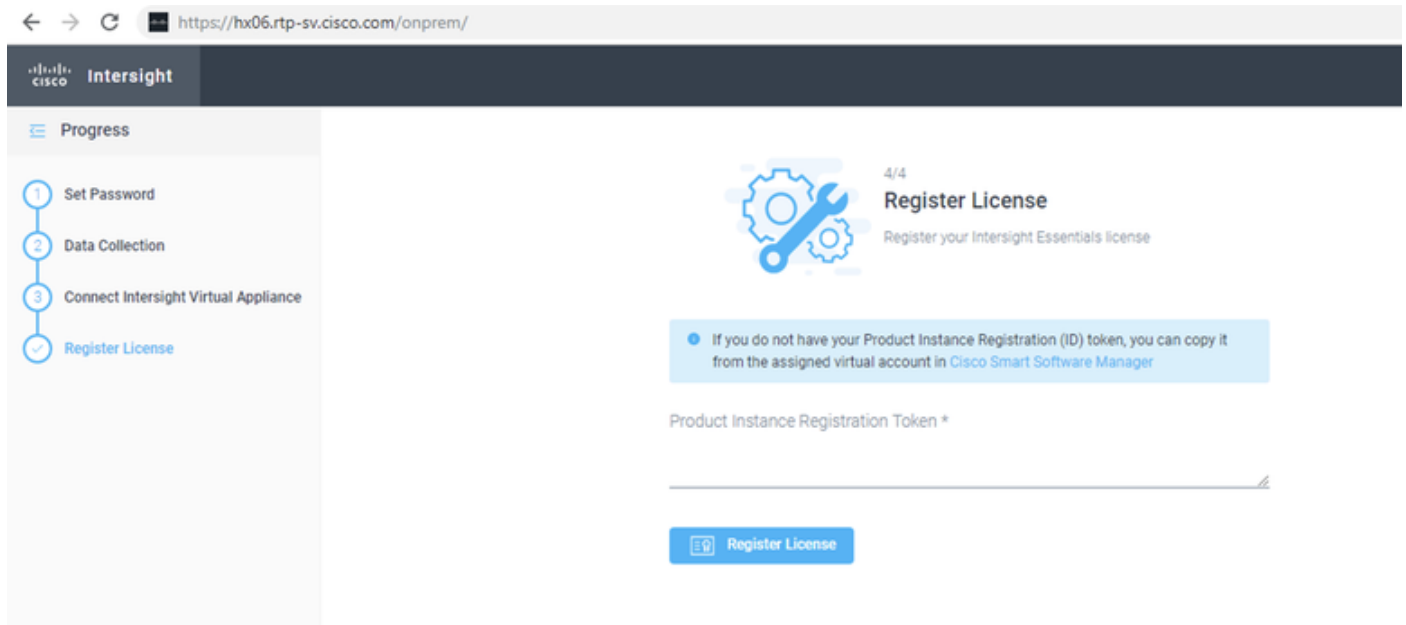


A successful claim should look like so

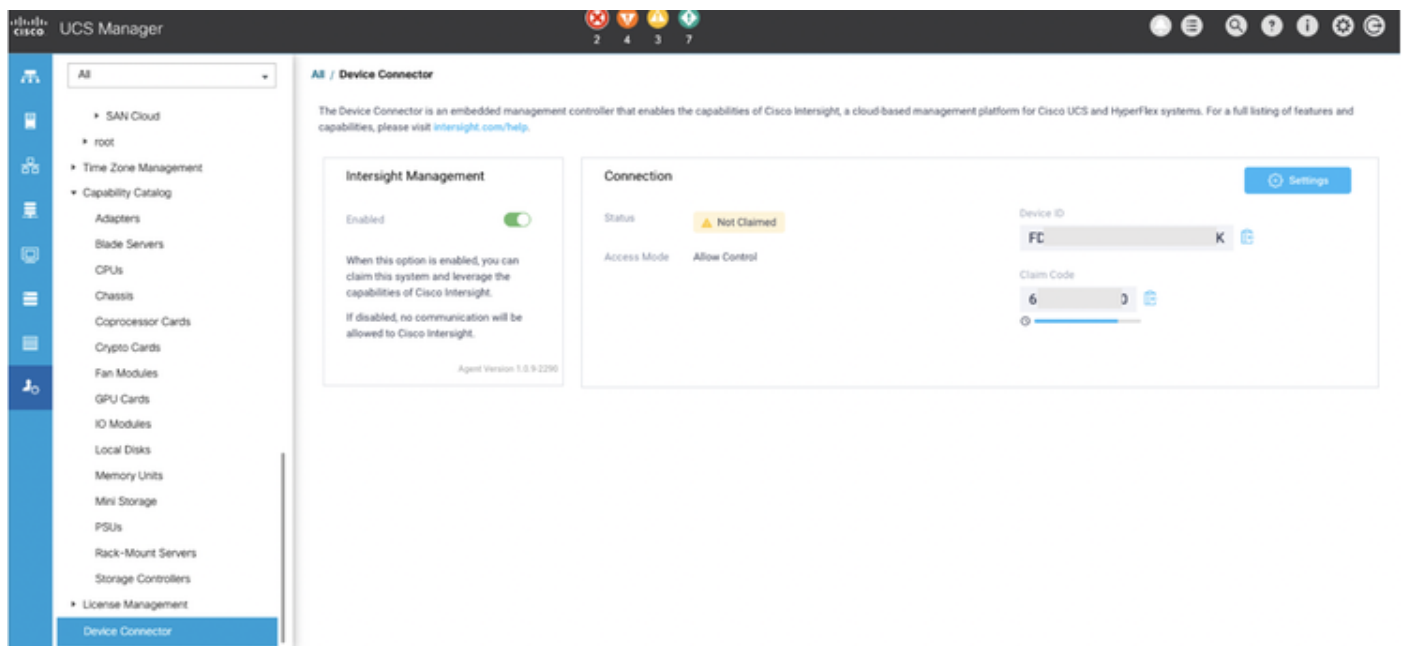


Register License—Click Register License. Obtain a license registration token from Cisco Smart License Manager, and apply add the token to activate your license. The license registration process could take a few minutes to complete. For more information about registering your

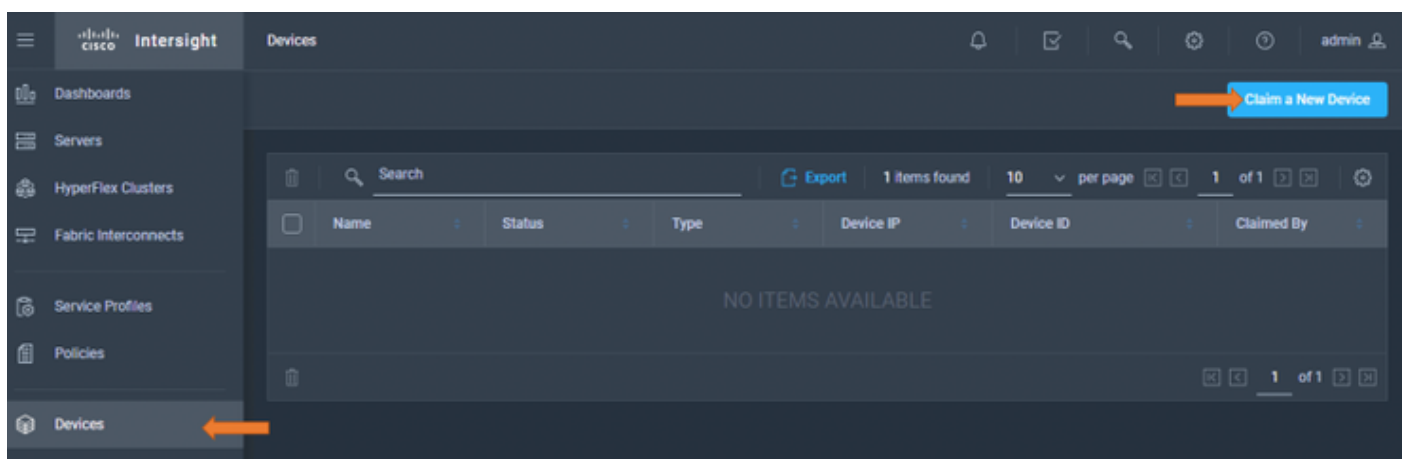
Intersight license, watch [Activating Intersight License](#)



Claiming a Device



From Intersight Dashboard>Devices, click Claim a New Device



Select the Device Type from the drop-down list.

You can select a Cisco UCS Fabric Interconnect, Integrated Management Controller or a HyperFlex Server.

Enter the IP/Hostname of the device you want to claim.

Enter the Username for the device. This user must have administrative privileges.

Enter the Password for the user and click Claim to initiate device claim.

The screenshot shows the 'Claim a New Device' form in the Cisco Intersight interface. The form is titled 'Claim a New Device' and is located in the 'Device Claim' section. The form fields are: 'Device Type *' (Cisco UCS Fabric Interconnect (UCSFI)), 'IP/Hostname *' (14...), 'Username *' (admin), and 'Password *' (masked with dots). There are 'Cancel' and 'Claim' buttons at the bottom right of the form.

You can monitor the progress of the claim by clicking on the revolving circular icon

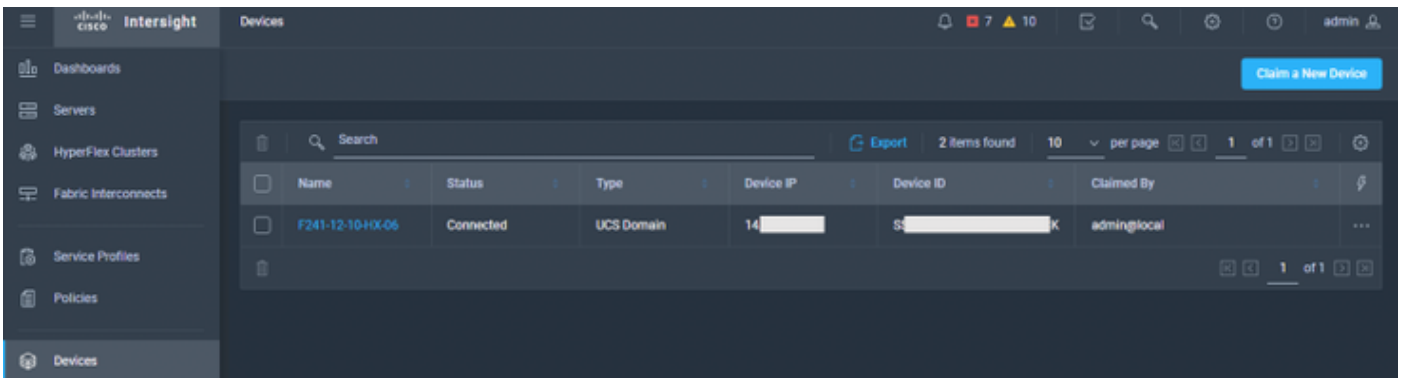
The screenshot shows the 'Devices' section in the Cisco Intersight interface. The top right corner has a notification icon with a revolving circular icon next to it, which is highlighted by an orange arrow. The 'Devices' table is empty, showing 'NO ITEMS AVAILABLE'. The 'Claim a New Device' button is visible in the top right corner.

The device claim process could take a few minutes. If required, the Device Connector will be automatically upgraded as part of the process.

The screenshot shows the 'Device registration request' task in the Cisco Intersight interface. The task is in 'Success' status. The 'Execution Flow' section shows a progress bar at 100% and a list of steps:

Step	Time
Logout from the endpoint	May 15, 2019 11:42:19 AM
Claim the endpoint	May 15, 2019 11:42:18 AM
Resolve the device token	May 15, 2019 11:42:10 AM
Resolve the device identifier	May 15, 2019 11:32:19 AM
Send the certificate down to the endpoint	May 15, 2019 11:32:16 AM
Upgrade the device connector of the endpoint	May 15, 2019 11:32:13 AM
Login to the endpoint	May 15, 2019 11:32:10 AM

Once a device is successfully claimed, it would show up in the Devices section



We could also login to the UCSM (in this case) and verify the claim status

All / Device Connector

The Device Connector is an embedded management controller that enables the capabilities of Cisco Intersight, a cloud-based management platform. For detailed information about configuring the device connector, please visit [Help Center](#).

Intersight Management

Enabled

When this option is enabled, you can claim this system and leverage the capabilities of Cisco Intersight.

If disabled, no communication will be allowed to Cisco Intersight.

Agent Version 1.0.9.2564

Connection

Status: ✔ Claimed

Access Mode: Allow Control

Device ID: **FD** **K**

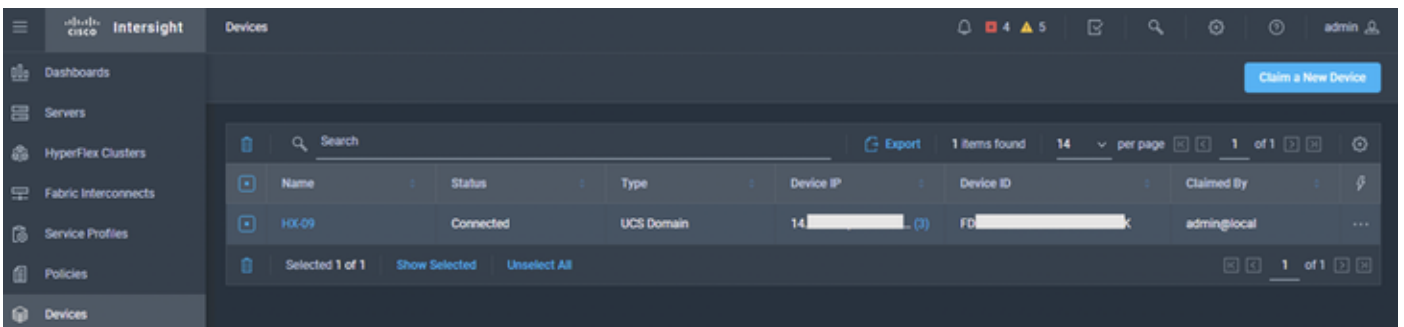
Claimed by admin@local on 2019-05-15T11:42

Claimed to Account: hx06.rtp-sv.cisco.com

[Unclaim from Account](#)

Unclaim a device

You can unclaim a device by selecting a device from Devices>Device Table view, and clicking Delete



Click Delete to unclaim

Remove Device From Intersight

Device "HX-09" will be removed from Intersight

Cancel

Delete

Network Diagram

N/A

Configurations

N/A

Verify

Confirm if your FQDN resolves to the IP address you specified


```
PS C:\Users\Administrator> nslookup hx06.rtp-sv.cisco.com
Server: dc01.rtp-sv.cisco.com
Address: 14. [REDACTED]


Name: hx06.rtp-sv.cisco.com
Address: 14. [REDACTED]
```

Click on the Intersight Appliance. Under the Summary tab you should be able to see the DNS name being resolved

intersight-virtual-appliance

Getting Started **Summary** Monitor Configure Permissions Snapshots Data



Powered On 

intersight-virtual-appliance

Guest OS: CentOS 4/5 or later (64-bit)

Compatibility: ESXi 5.5 and later (VM version 10)

VMware Tools: Running, version:10309 (Guest Managed)
[More info...](#)

DNS Name: **hx06.rtp-sv.cisco.com** ←

IP Addresses: 192. [redacted]
[View all 3 IP addresses](#)

Host: 14. [redacted]

If DNS resolution wasn't successful, it would look something like this:

General

Product:	Intersight Appliance
Version:	1.0.9-5 (Cisco Intersight)
Vendor:	Cisco Systems
Guest OS:	Linux 3.10.0-957.1.3.el7.x86_64 CentOS...
VM Version:	10
CPU:	16 vCPU
Memory:	32768 MB
Memory Overhead:	
VMware Tools:	⓪ Not running (Guest managed)
IP Addresses:	
DNS Name:	172.100.139.200 ←
EVC Mode:	N/A
State:	Powered Off

Troubleshoot

Scenario 1

If the progress bar (under device registration) on the appliance looks hung or fails, give UCSM a look and see what it reports

The screenshot shows the UCSM interface for a 'Device registration request'. The status is 'In Progress' with a progress bar at 57%. The execution flow includes steps: 'Resolve the device token', 'Resolve the device identifier', 'Send the certificate down to the endpoint', 'Upgrade the device connector of the endpoint', and 'Login to the endpoint'. The details section shows the source and target names as '14. [redacted]' and the start time as 'May 15, 2019 7:21 AM'.

The UCSM reports that the Connection hasn't completed yet as there is a DNS Misconfiguration

The screenshot shows the 'Device Connector' settings in UCSM. The 'Intersight Management' section is enabled. The 'Connection' section shows a status of 'DNS Misconfigured' with a red error icon. The 'Access Mode' is set to 'Allow Control'. The 'Device ID' is 'FD' with a 'K' icon. A 'Settings' button is visible in the top right.

Let us look at the `device_connector.log`

```
/var/sysmgr/sam_logs/device_connector.log
```

```
2019-05-15T15:34:40.643Z error base/connector.go:1477 Error in round trip {"traceld": "DC791e24a496bf9aec1c79f4c1b41cfb39", "error": "dial tcp: lookup dc-hx06.rtp-sv.cisco.com on 14.xx.xx.xx:53: no such host"}
2019-05-15T15:34:40.643Z error base/connector.go:413 Connection error {"traceld": "DC791e24a496bf9aec1c79f4c1b41cfb39", "error": "DNS Misconfigured: Error during dns lookup: lookup dc-hx06.rtp-sv.cisco.com on 14.xx.xx.xx:53: no such host"}
2019-05-15T15:36:10.171Z error base/rest_interface.go:268 security token is nil {"traceld": "DC7c3714b0a2d1f910e838086cd339c7f8"}
```

The logs indicate that there is some misconfiguration with the DNS settings.

So we could verify a few more things to figure out where the misconfiguration could be

Ping the hostname you defined, as the A record on your DNS.

In this case, it does respond, so that was set correctly

```
PS C:\Users\Administrator.RTP-SV> ping hx06.rtp-sv.cisco.com
Pinging hx06.rtp-sv.cisco.com [14. [redacted]] with 32 bytes of data:
Reply from 14. [redacted]: bytes=32 time<1ms TTL=59
Reply from 14. [redacted]: bytes=32 time<1ms TTL=59
Reply from 14. [redacted]: bytes=32 time<1ms TTL=59
```


Use Ping -a <IP_Address> to verify if the resolution occurs, this is to confirm that a PTR record exists

```
C:\Users\Administrator>ping -a 14.██████████  
Pinging hx06.rtp-sv.cisco.com [14.██████████] with 32 bytes of data:  
Reply from 14.██████████: bytes=32 time<1ms TTL=59  
Reply from 14.██████████: bytes=32 time<1ms TTL=59  
Reply from 14.██████████: bytes=32 time<1ms TTL=59  
Reply from 14.██████████: bytes=32 time<1ms TTL=59
```

Let us get the nslookup output for both the A record and the CNAME for clues on where we would need to look in the DNS settings

The A record does resolve, so that was set correctly

```
C:\Users\Administrator>nslookup hx06.rtp-sv.cisco.com  
Server: dc██████████.cisco.com  
Address: 14.██████████  
  
Name: hx06.rtp-sv.cisco.com  
Address: 14.██████████
```

The CNAME doesn't resolve, which would indicate that the CNAME was either not set or was misconfigured

```
C:\Users\Administrator>nslookup dc-hx06.rtp-sv.cisco.com  
Server: dc██████████.cisco.com  
Address: 14.██████████  
  
*** dc██████████.cisco.com can't find dc-hx06.rtp-sv.cisco.com: Non-existent domain
```

Solution

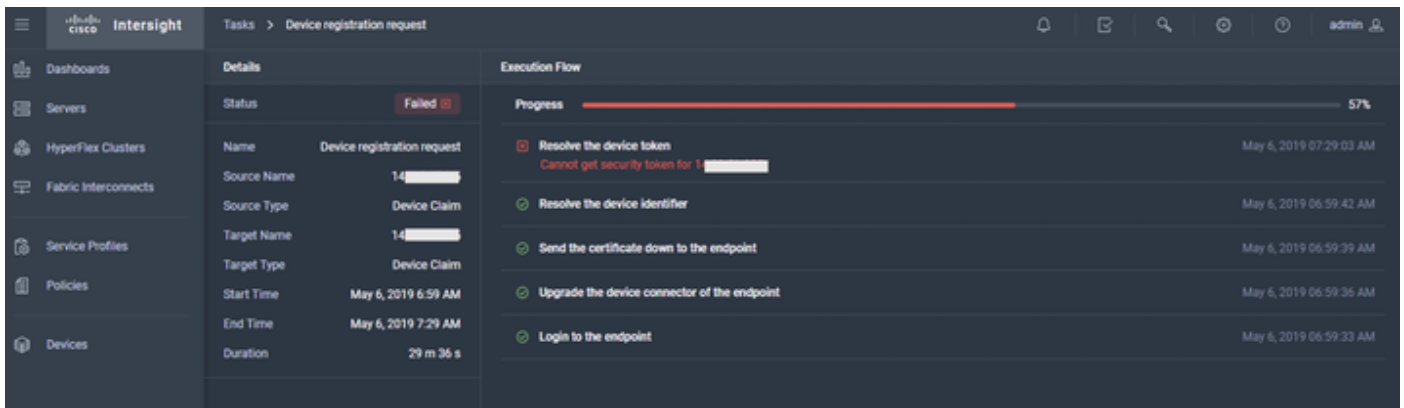
In this scenario, CNAME wasn't configured on the DNS server. Once done, the error went away and registration was successful

The nslookup for the CNAME now resolves.

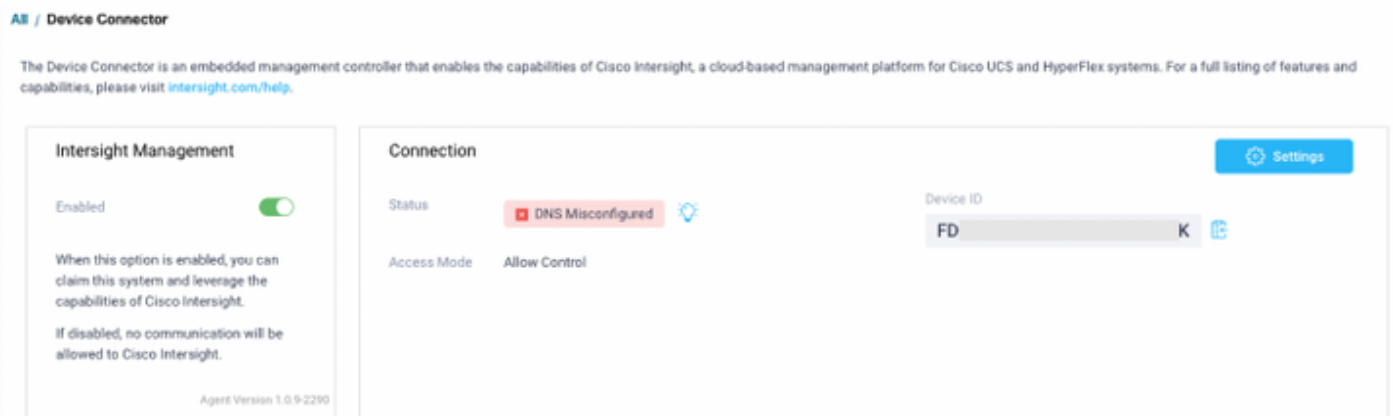
```
C:\Users\Administrator>nslookup dc-hx06.rtp-sv.cisco.com  
Server: dc██████████.cisco.com  
Address: 14.██████████  
  
Name: hx06.rtp-sv.cisco.com  
Address: 14.██████████  
Aliases: dc-hx06.rtp-sv.cisco.com
```

Scenario 2

The device claim has failed



The UCSM reports that the Connection hasn't completed yet as there is a DNS Misconfiguration



Lets us look at the `device_connector.log`

`var/sysmgr/sam_logs/device_connector.log`

```
2019-05-06T09:13:28.312Z info base/types.go:282 Failed to resolve proxy hostname
2019-05-06T09:13:28.312Z error base/connector.go:1477 Error in round trip {"error": "dial tcp:
lookup dc-hx06.rtp-sv.cisco.com on 172.xx.xx.xx:53: no such host"}
2019-05-06T09:13:28.312Z error base/connector.go:413 Connection error {"error": "DNS
Misconfigured: Error during dns lookup: lookup dc-hx06.rtp-sv.cisco.com on 172.xx.xx.xx:53: no
such host"}
```

Solution

Incorrect DNS IP Address was specified on UCSM. Once that was corrected, the device was claimed successfully.

APPENDIX A - BIND DNS Sample

`/etc/named.conf`

```
options {
    directory          "/var/named" ;
    dump-file          "/var/named/data/cache_dump.db" ;
    statistics-file    "/var/named/data/named_stats.txt" ;
    memstatistics-file "/var/named/data/named_mem_stats.txt" ;

    /*
     - If you are building an AUTHORITATIVE DNS server, do NOT enable recursion.
```

- If you are building a RECURSIVE (caching) DNS server, you need to enable recursion.
- If your recursive DNS server has a public IP address, you MUST enable access control to limit queries to your legitimate users. Failing to do so will cause your server to become part of large scale DNS amplification attacks. Implementing BCP38 within your network would greatly reduce such attack surface

```

*/
recursion yes;

dnssec-enable yes;
dnssec-validation yes;

/* Path to ISC DLV key */
bindkeys-file "/etc/named.iscdlv.key";

managed-keys-directory "/var/named/dynamic";

pid-file "/run/named/named.pid";
session-keyfile "/run/named/session.key";
};

logging {
    channel default_debug {
        file "data/named.run";
        severity dynamic;
    };
};

zone "." IN {
    type hint;
    file "named.ca";
};

zone "rtp-sv.local" {
    type master;
    file "/etc/named/zone/rtp-sv.local";
};

zone "177.6.206.in-addr.arpa" {
    type master;
    file "/etc/named/zone/206.6.177";
};

include "/etc/named.rfc1912.zones";
include "/etc/named.root.key";

```

/etc/named/zone/rtp-sv.local

```

$TTL 3D
@      IN      SOA    rtp-sv.local. root.rtp-sv.local. (
                        199609206      ; serial, todays date + todays serial #
                        8H              ; refresh, seconds
                        2H              ; retry, seconds
                        4W              ; expire, seconds
                        1D )            ; minimum, seconds
      IN      NS     rtp-sv.local.
      IN      NS     ns2.rtp-sv.local.
      IN      MX     10 rtp-sv.local. ; Primary Mail Exchanger
      IN      TXT    "RTP-sv local"

```

```
localhost      A      127.0.0.1
intersight     A      206.xx.xx.xx
ns             A      206.xx.xx.xx
www           A      207.xx.xx.xx
dc-intersight CNAME  intersight.rtp-sv.local.
mail          CNAME  land-5.com.
```

/etc/named/zone/206.xx.xx.

```
$TTL 3D
@           IN      SOA    rtp-sv.local. root.rtp-sv.local. (
                199609206      ; Serial
                28800      ; Refresh
                7200      ; Retry
                604800      ; Expire
                86400) ; Minimum TTL
                NS      rtp-sv.local.
                NS      ns2.rtp-sv.local.
;
; Servers
;
1 PTR      intersight.rtp-sv.local.
2 PTR      www.rtp-sv.local.
2 PTR      ns.rtp-sv.local.
```