Configure Crosswork Data Gateway Instance

A Cisco Crosswork Data Gateway instance is created as a standalone instance and can be geographically separate from the controller application (the controller application could be Cisco Crosswork Infrastructure or Crosswork Cloud). This instance is capable of connecting to the controller application which will enable data collection from the network.

This chapter contains the following topics:

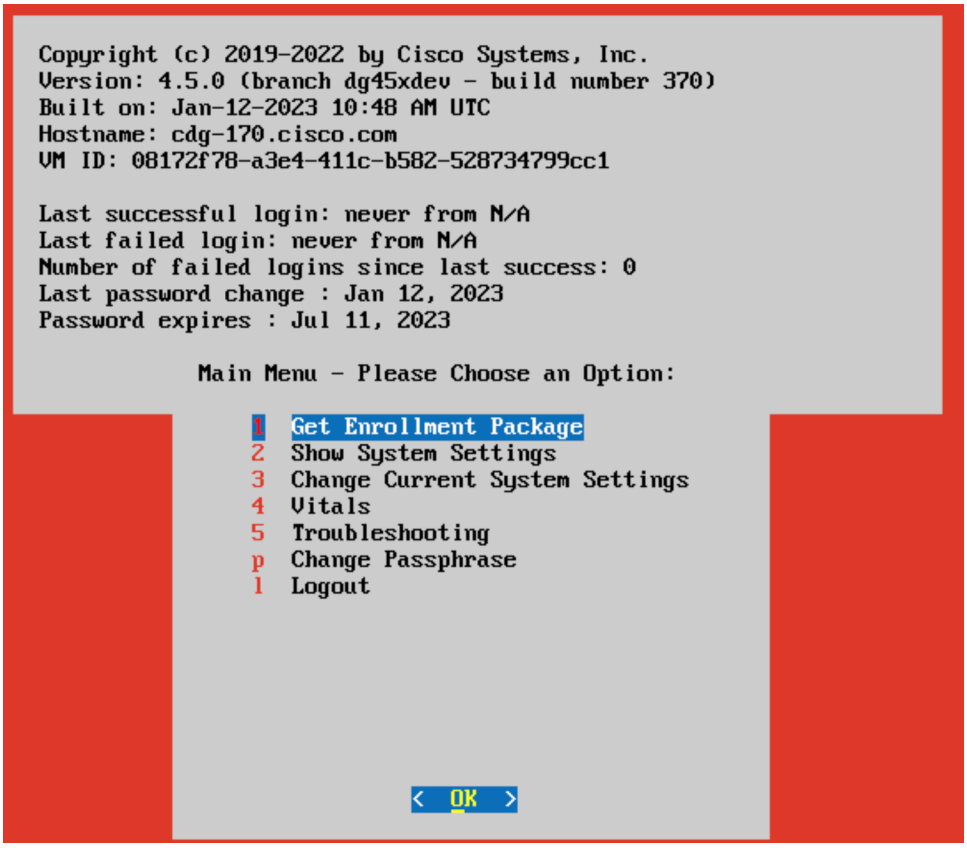
- Use the Interactive Console, on page 1
- Manage Crosswork Data Gateway Users, on page 2
- View Current System Settings, on page 5
- Change Current System Settings, on page 7
- View Crosswork Data Gateway Vitals, on page 19
- Troubleshooting Crosswork Data Gateway VM, on page 21

Use the Interactive Console

Cisco Crosswork Data Gateway launches an interactive console upon successful login. The interactive console displays the **Main Menu** as shown in the following figure:

Note The Main Menu shown here corresponds to **dg-admin** user. It is different for **dg-oper** user as the operator does not have same privileges as the administrator. See Table Table 1: Permissions Per Role, on page 3.

Figure 1: Interactive Console - Main Menu



The Main Menu presents the following options:

1. Get Enrollment Package

2. Show System Settings

3. Change Current System Settings

4. Vitals

5. Troubleshooting

p. Change Passphrase

l. Log out

Important When using an IPv6 address, it must be surrounded by square brackets ([1::1]).

Manage Crosswork Data Gateway Users

This section contains the following topics:

• Supported User Roles, on page 3

• Change Password, on page 5

Supported User Roles

Cisco Crosswork Data Gateway supports only two users with the following user roles:

- **Administrator**: One default **dg-admin** user with administrator role is created when Cisco Crosswork Data Gateway is brought up for the first time. This user cannot be deleted and has both read and write privileges such as starting and shutting down the Cisco Crosswork Data Gateway VM, registering an application, applying authentication certificates, configuring server settings, and performing a kernel upgrade.
- **Operator**: The **dg-oper** user is also created by default during the initial VM bring up. This user can review the health of the Cisco Crosswork Data Gateway, retrieve error logs, receive error notifications and run connectivity tests between Cisco Crosswork Data Gateway instance and the output destination.

Note

- User credentials are configured for both the user accounts during Cisco Crosswork Data Gateway installation.
- Users are locally authenticated.

The following table shows the permissions available to each role:

Table 1: Permissions Per Role

Permissions	Administrator	Operator
Get Enrollment Package	✓	✓
Show system settings		
vNIC Addresses NTP DNS Proxy UUID Syslog Certificates First Boot Provisioning Log Timezone	✓	✓
Change Current System Settings		

Configure Crosswork Data Gateway Instance

Permissions	Administrator	Operator
Configure NTP Configure DNS Configure Control Proxy Configure Static Routes Configure Syslog Create new SSH keys Import Certificate Configure vNIC MTU Configure Timezone Configure Password Requirements Configure Simultaneous Login Limits Configure Idle Timeout Configure Interface Address	✓	×
Vitals		
Docker Containers Docker Images Controller Reachability NTP Reachability Route Table ARP Table Network Connections Disk Space Usage Linux services NTP Status System Uptime	✓	✓
Troubleshooting		

Permissions	Administrator	Operator
Run Diagnostic Commands	✓	✓
Run show-tech	✓	✓
Remove All Non-Infra Containers and Reboot VM	✓	×
Reboot VM	✓	×
Export auditd logs	✓	✓
Re-enroll Data Gateway	✓	✓
Enable TAC Shell Access	✓	×
Change Passphrase	✓	✓

Change Password

Both adminstrator and operator users can change their own passphrases but not each others'.

Follow these steps to change your passphrase:

Procedure

Step 1 From the Main Menu, select **p Change Passphrase** and click **OK**.

Step 2 Input your current password and press Enter.

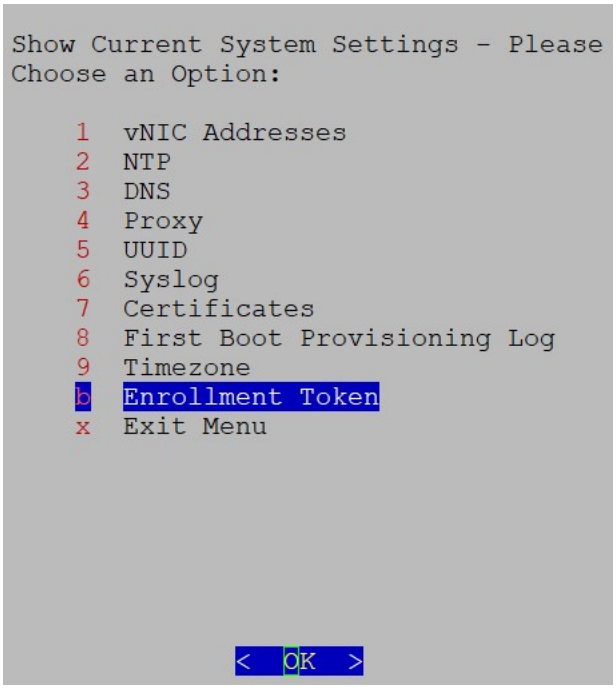
Step 3 Enter new password and press Enter. Re-type the new password and press Enter.

View Current System Settings

Crosswork Data Gateway allows you to view the following settings:

Configure Crosswork Data Gateway Instance

Figure 2: Show Current System Settings Menu



Follow these steps to view the current system settings:

Procedure

Step 1 From the Main Menu, select **2 Show System Settings**.

Step 2 In the prompt, click **OK** to open the **Show Current System Settings** menu.

Step 3 Select the setting you want to view.

Setting Option	Description
1 vNIC Addresses	Displays the vNIC configuration, including address information.
2 NTP	Displays currently configured NTP server details.
3 DNS	Displays DNS server details.
4 Proxy	Displays proxy server details (if any configured).
5 UUID	Displays the system UUID.
6 Syslog	Displays the Syslog forwarding configuration. If no Syslog forwarding is configured, this will display only "# Forwarding configuration follows" on screen.

Setting Option	Description
7 Certificates	Provides options to view the following certificate files: • Crosswork Data Gateway signing certificate file • Controller signing certificate file • Controller SSL/TLS certificate file • Syslog certificate file • Collector certificate file
8 First Boot Provisioning Log	Displays the content of the first boot log file.
9 Timezone	Displays the current timezone setting.
b Enrollment Token	Displays the token that Crosswork Data Gateway used to enroll with Crosswork Cloud.

Change Current System Settings

Crosswork Data Gateway allows you to configure the following settings:

- NTP
- DNS
- Control proxy
- Static routes
- Syslog
- SSH keys
- Certificate
- vNIC MTU
- Timezone
- Password requirements
- Simultaneous login limits
- Idle timeout
- Auditd
- Interface address
- Enrollment token

Note

- Crosswork Data Gateway system settings can only be configured by the administrator.
- When using an IPv6 address, it must be surrounded by square brackets ([1::1]).
- In the Settings options where you require to use SCP, if you are not using the default SCP port 22, you can specify the port as a part of the SCP command. For example,

  ```
  -P55 user@host:path/to/file
  ```

  Where 55 is a custom port.

Configure NTP

It is important that NTP time be synchronized with the controller application and its Crosswork Data Gateway instances. If not, then session handshake doesn't happen and functional images are not downloaded. In such cases, error message clock time not matched and sync failed is logged in controller-gateway.log. To access log files, see Run show-tech, on page 26. You can use Controller Reachability and NTP Reachability options from **Main Menu** > **Vitals** to check NTP reachability for the controller application as well as the Crosswork Data Gateway. See View Crosswork Data Gateway Vitals, on page 19. If NTP has been set incorrectly,you will see error Session not established.

When configuring Crosswork Data Gateway to use authentication via a keys file, the chrony.keys file must be formatted in a specific way as documented at https://chrony.tuxfamily.org/doc/3.5/chrony.conf.html#keyfile. For sites that use ntpd and are configured to use a ntp.keys file, it is possible to convert from ntp.keys to chrony.keys using the tool https://github.com/mlichvar/ntp2chrony/blob/master/ntp2chrony/ntp2chrony.py. The tool converts ntpd configuration into a chrony compatible format, but only the keys file is required to be imported into Crosswork Data Gateway.

Follow the steps to configure NTP settings:

Procedure

Step 1 From the **Change Current System Settings** Menu, select **1 Configure NTP**.

Step 2 Enter the following details for the new NTP server:

- Server list, space delimited
- Use NTP authentication?
- Key list, space delimited and must match in number with server list
- Key file URI to SCP to the VM
- Key file passphrase to SCP to the VM

Step 3 Click **OK** to save the settings.

Configure DNS

Procedure

Step 1 From the **Change Current System Settings** menu, select **2 Configure DNS** and click **OK**.

Step 2 Enter the new DNS server address(es) and domain.

Step 3 Click **OK** to save the settings.

Configure Control Proxy

If you have not configured a proxy server during installation, avail this option to set up a proxy sever:

Procedure

Step 1 From the **Change Current System Settings** menu, select **3 Configure Control Proxy** and click **OK**.

Step 2 Click **Yes** for the following dialog if you wish to proceed. Click **cancel** otherwise.

Step 3 Enter the new Proxy server details:

- Server URL
- Bypass addresses
- Proxy username
- Proxy passphrase

Step 4 Click **OK** to save the settings.

Configure Static Routes

The static routes are configured when Crosswork Data Gateway receives add/delete requests from the collectors. The **Configure Static Routes** option from the main menu can be used for troubleshooting purpose.

Caution Static routes configured using this option are lost when the Crosswork Data Gateway reboots.

Add Static Routes

Follow the steps to add static routes:

Procedure

Step 1 From the **Change Current System Settings** menu, select **4 Configure Static Routes**.
Step 2 To add a static route, select **a Add**.
Step 3 Select the interface for which you want to add a static route.
Step 4 Select the IP version.
Step 5 Enter IPv4 or IPv6 subnet in CIDR format when prompted.
Step 6 Click **OK** to save the settings.

Delete Static Routes

Follow the steps to delete a static route:

Procedure

Step 1 From the **Change Current System Settings** Menu, select **4 Configure Static Routes**.
Step 2 To delete a static route, select **d Delete**.
Step 3 Select the interface for which you want to delete a static route.
Step 4 Select the IP version.
Step 5 Enter IPv4 or IPv6 subnet in CIDR format.
Step 6 Click **OK** to save the settings.

Configure Syslog

You can configure the remote servers during the Day0 installation through the configuration file. If you want to modify the Syslog server list, port number, protocol, and certificate file in Day1 installation or later use the Interactive Console.

Note For any Syslog server configuration with IPv4 or IPv6 support for different Linux distributions, please refer to your system administrator and configuration guides.

Follow the steps to configure Syslog:

Before you begin

Crosswork Data Gateway lets you configure multiple servers through the following modes:

- Simultaneous: Crosswork Data Gateway sends messages to all the configured Syslog server addresses. When one of the servers is unresponsive, the message is queued to the disk until the servers are response.

- Failover: Crosswork Data Gateway sends message to the first Syslog server address. If the server is not available, the message is sent to the subsequent configured address. When all the servers in the list are unresponsive, the message is queued to the disk until the servers are response.

Procedure

Step 1 From the **Change Current System Settings** menu, select **5 Configure Syslog**.

Step 2 In the **Use Syslog** window, select **True** to continue configuring the Syslog server.

Step 3 In the **Select Syslog Multiserver Mode** window, select **Simultaneous** or **Failover**.

Step 4 Enter the values for the following Syslog attributes:

- Server address or hostname: Space-delmited list of IPv4 or IPv6 address of Syslog server accessible from the management interface.
- Port: Port number of the Syslog server
- Protocol: Use UDP, TCP, or RELP when sending system logs.
- Use Syslog over TLS?: Use TLS to encrypt Syslog traffic.
- TLS Peer Name: Syslog server's hostname exactly as entered in the server certificate SubjectAltName or subject common name.
- Syslog Root Certificate File URI: PEM formatted root cert of Syslog server retrieved using SCP.
- Syslog Certificate File Passphrase: Password of SCP user to retrieve Syslog certificate chain.

Step 5 Click **OK** to save the settings.

Create New SSH Keys

Creating new SSH keys will remove the current keys.

Follow the steps to create new SSH keys:

Procedure

Step 1 From the **Change Current System Settings** Menu, select **6 Create new SSH keys**.

Step 2 Click **OK**. Crosswork Data Gateway launches an auto-configuration process that generates new SSH keys.

Import Certificate

Updating any certificate other than Controller Signing Certificate causes a collector restart.

Crosswork Data Gateway allows you to import the following certificates:

- Controller signing certificate file
- Controller SSL/TLS certificate file
- Syslog certficate file
- Proxy certificate file

Procedure

Step 1 From the **Change Current System Settings** Menu, select **7 Import Certificate**.
Step 2 Select the certificate you want to import.
Step 3 Enter SCP URI for the selected certificate file.
Step 4 Enter passphrase for the SCP URI and click **OK**.

Configure vNIC2 MTU

You can change vNIC2 MTU only if you are using 3 NICs.

If your interface supports jumbo frames, the MTU value lies in the range of 60-9000, inclusive. For interfaces that do not support jumbo frames, the valid range is 60-1500, inclusive. Setting an invalid MTU causes Crosswork Data Gateway to revert the change back to the currently configured value. Please verify with your hardware documentation to confirm what the valid range is. An error will be logged into kern.log for MTU change errors which can be viewed after running showtech.

Procedure

Step 1 From the **Change Current System Settings** menu, select **8 Configure vNIC1 MTU**.
Step 2 Enter vNIC2 MTU value.
Step 3 Click **OK** to save the settings.

Configure Timezone of the Crosswork Data Gateway VM

The Crosswork Data Gateway VM first launches with default timezone as UTC. Update the timezone with your geographical area so that all Crosswork Data Gateway processes (including the showtech logs) reflect the timestamp corresponding to the location you have chosen.

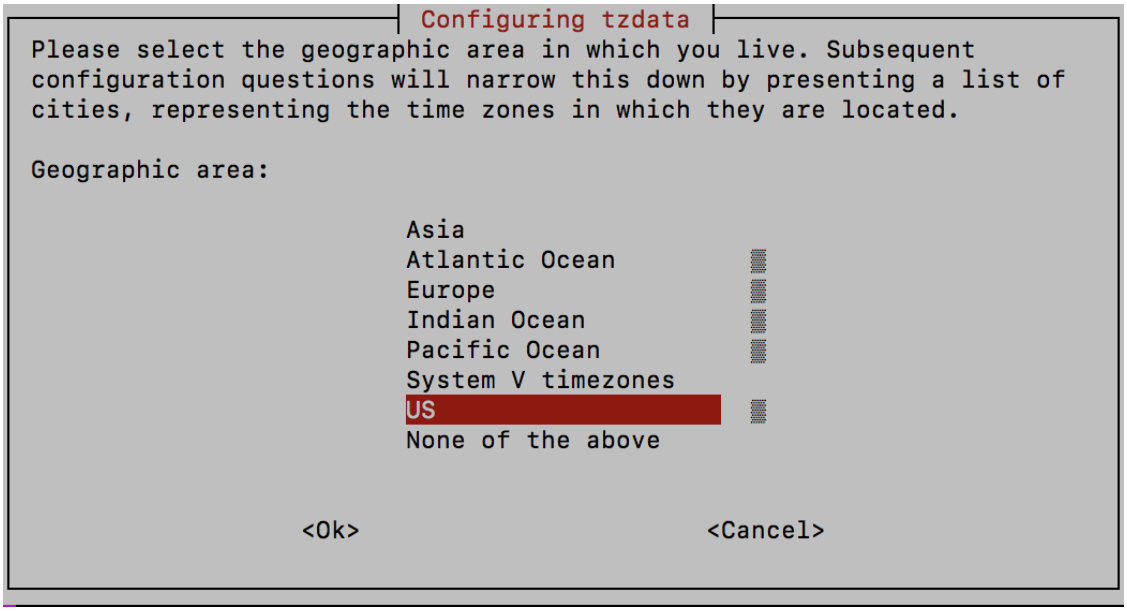
Procedure

Step 1 Log in to the Crosswork Data Gateway VM.
Step 2 In the Crosswork Data Gateway VM interactive menu, select **3 Change Current System Settings**.

Step 3 From the menu, select **9 Timezone**.

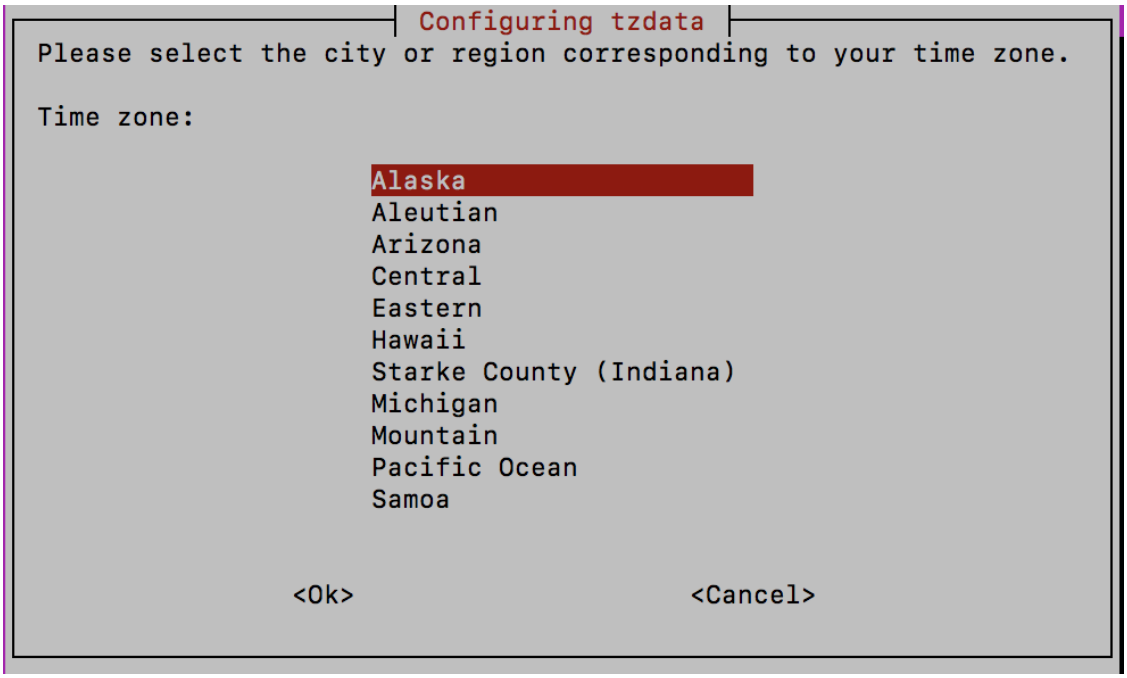
Step 4 Select the geographic area in which you live.

Figure 3: Timezone Settings - Geographic Area Selection



Step 5 Select the city or region corresponding to your timezone.

Figure 4: Timezone Settings - Region Selection



Step 6 Select **OK** to save the settings.

Step 7 Reboot the Crosswork Data Gateway VM so that all processes pick up the new timezone. See *Reboot Crosswork Data Gateway VM* section in *Cisco Crosswork Network Controller 5.0 Administration Guide*.

Step 8 Log out of the Crosswork Data Gateway VM.

Configure Password Requirements

You can configure the following password requirements:

- Password Strength
- Password History
- Password expiration
- Login Failures

Procedure

Step 1 From **Change Current System Settings** menu, select **0 Configure Password Requirements**.

Step 2 Select the password requirement you want to change.

Set the options you want to change:

- **Password Strength**
  - Min Number of Classes
  - Min Length
  - Min Changed Characters
  - Max Digit Credit
  - Max Upper Case Letter Credit
  - Max Lower Case Letter Credit
  - Max Other Character Credit
  - Max Monotonic Sequence
  - Max Same Consecutive Characters
  - Max Same Class Consecutive Characters
- **Password History**
  - Change Retries
  - History Depth
- **Password expiration**
  - Min Days

- Max Days
- Warn Days

- **Login Failures**
  - Login Failures
  - Initial Block Time (sec)
  - Address Cache Time (sec)

Step 3 Click **OK** to save the settings.

Configure Simultaneous Login Limits

By default, Crosswork Data Gateway supports 10 simultaneous sessions for the **dg-admin** and **dg-oper** user on each VM. To change this:

Procedure

Step 1 From the **Change Current System Settings** menu, select **a Configure Simultaneous Login Limits**.
Step 2 In the window that appears, enter the number of simultaneous sessions for the **dg-admin** and **dg-oper** user.
Step 3 Select **Ok** to save your changes.

Configure Idle Timeout

Procedure

Step 1 From the **Change Current System Settings** menu, select **b Configure Idle Timeout**.
Step 2 Enter the new value of idle timeout in the window that appears.
Step 3 Enter **Ok** to save your changes.

Configure Remote Auditd Server

Use this procedure to configure the auditd daemon export to a remote server.

Procedure

Step 1 From the **Change Current System Settings** menu, select **c Configure auditd**.

Step 2 Enter the following details:

- Remote auditd server address.
- Remote auditd server port.

Step 3 Select **OK** to save your changes.

Configure Interface Address

After you have deployed a Crosswork Data Gateway instance, you can reconfigure the interfaces that are already associated with an instance. When you reconfigure an interface, you can change its name, associate IP address, or access the security group that is associated with an interface.

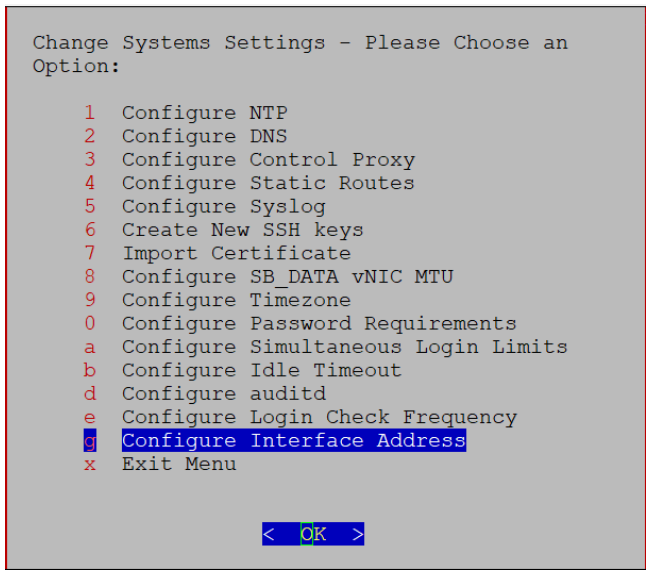
Before you begin

- All the devices must be detached from the Crosswork Data Gateway instance for which you want to reconfigure the interface address.
- The Crosswork Data Gateway instance must be in the maintenance mode.

Procedure

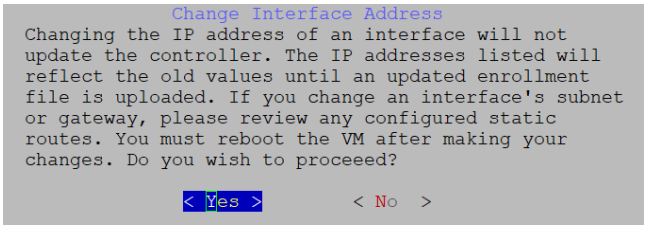
Step 1 From the **Change System Settings** menu, select **g Configure Interface Address**.

Figure 5: Change System Settings Menu



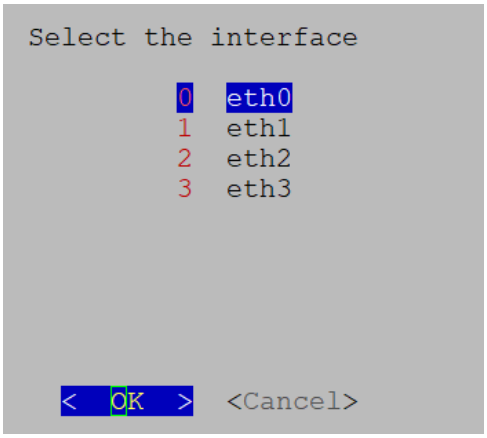
Step 2 In the **Change Interface Address** confirmation box, click **Yes**.

Figure 6: Change Interface Address Confirmation Message



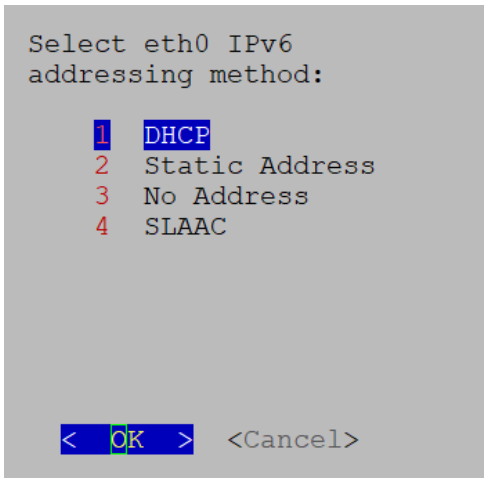
Step 3 Select the interface that you want to reconfigure and click **OK**. The options are `eth0`, `eth1`, `eth2`, or `eth3`.

Figure 7: Interface Selection Menu



Step 4 Select the <interface> IPv4 addressing method. The options are `DHCP`, `Static Address`, or `No address`. Cisco recommends that you select the option that you had specified during the Day0 installation.

Figure 8: IPv6 Address Selection



Step 5 Enter the IPv4 address and click **OK**.

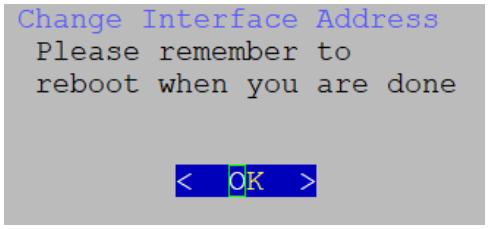
Step 6 Enter the IPv4 Netmask address and click **OK**.

Step 7 In the **Skip <interface> IPv4 gateway configuration confirmation** box, select `True` or `False` and click **OK**.

Step 8 If you have selected `True` in the previous step, specify the IPv4 gateway address.

Step 9 In the **Change Interface Address** confirmation box, click **OK**.

Figure 9: Confirmation Message



After the interface is configured, make sure to reboot the VM.

Configure Enrollment Token

Procedure

Step 1 From the **Change Current System Settings** menu, select **b Enrollment Token** and click **OK**.

Step 2 Enter the new enrollment token.

Step 3 Click **OK** to save the token.

View Crosswork Data Gateway Vitals

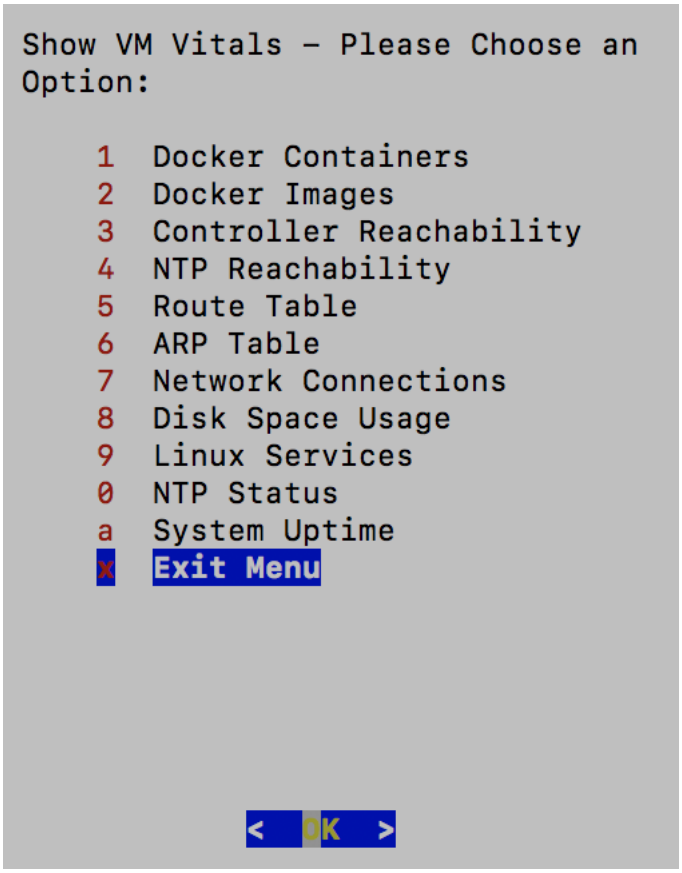
Follow these steps to view Cisco Crosswork Data Gateway vitals:

Procedure

Step 1 From the Main Menu, select **4 Vitals**.

Step 2 From the **Show VM Vitals** menu, select the vital you want to view.

Figure 10: Show VM Vitals Menu



Vital	Description
Docker Containers	Displays the following vitals for the Docker containers currently instantiated in the system: • Container ID • Image • Name • Command • Created Time • Status • Port
Docker Images	Displays the following details for the Docker images currently saved in the system: • Repository • Image ID • Created Time • Size • Tag
Controller Reachability	Displays the results of controller reachability test run: • Default IPv4 gateway • Default IPv6 gateway • DNS server • Controller • Controller session status
NTP Reachability	Displays the result of NTP reachability tests: • NTP server resolution • Ping • NTP Status • Current system time
Route Table	Displays IPv4 and IPv6 routing tables.
ARP Table	Displays ARP tables.
Network Connections	Displays the current network connections and listening ports.
Disk Space Usage	Displays the current disk space usage for all partitions.

Vital	Description
Linux Services	Displays the status of the following Linux services: • NTP • SSH • Syslog • Docker • Cisco Crosswork Data Gateway Infrastructure containers.
Check NTP Status	Displays the NTP server status.
Check System Uptime	Displays the system uptime.

Troubleshooting Crosswork Data Gateway VM

To access **Troubleshooting** menu, select **5 Troubleshooting** from the Main Menu.

Note The image shows the Troubleshooting menu corresponding to **dg-admin** user. Few of these options are not available to **dg-oper** user. See Table Table 1: Permissions Per Role, on page 3.

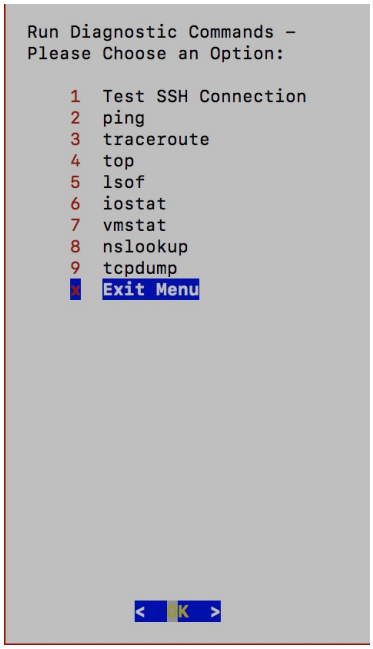
The **Troubleshooting** menu that provides the following options:

- Run Diagnostic Commands, on page 21
- Run show-tech, on page 26
- Reboot Crosswork Data Gateway VM, on page 26
- Shutdown the Crosswork Data Gateway VM, on page 27
- Export auditd Logs, on page 27
- Enable TAC Shell Access, on page 28

Run Diagnostic Commands

The **Run Diagnostics** menu provides you the following options in the console:

Figure 11: Run Diagnostics Menu



Ping a Host

Crosswork Data Gateway provides you ping utility that can be used to check reachability to any IP address.

Procedure

Step 1 From Main Menu, navigate to **Troubleshooting** > **Run Diagnostics** > **ping**.

Step 2 Enter the following information:

- Number of pings
- Destination hostname or IP
- Source port (UDP, TCP, TCP Connect)
- Destination port (UDP, TCP, TCP Connect)

Step 3 Click **OK**.

Traceroute to a Host

Crosswork Data Gateway provides the traceroute option to help troubleshoot latency issues. Using this option provides you a rough time estimate for the Crosswork Data Gateway to reach the destination.

Procedure

Step 1 From Main Menu, navigate to **Troubleshooting** > **Run Diagnostics** > **traceroute**.

Step 2 Enter the traceroute destination.

Step 3 Click **OK**.

Command Options to Troubleshoot

Crosswork Data Gateway provides several commands for troubleshooting.

Procedure

Step 1 From Main Menu, navigate to **Troubleshooting** > **Run Diagnostics**.

Step 2 Select the command and other option or filters for each of the commands:

- **4 top**
- **5 lsof**
- **6 iostat**
- **7 vmstat**
- **8 nsolookup**

Step 3 Click **Ok**.

Once you have selected all the options, Crosswork Data Gateway clears the screen and runs the command with the specified options.

Download tcpdump

Crosswork Data Gateway provides the tcpdump option that allows you to capture and analyze network traffic.

Note This task can only be performed by a **dg-admin** user.

Procedure

Step 1 From Main Menu, navigate to **Troubleshooting** > **Run Diagnostics** > **tcpdump**.

Step 2 Select an interface to run the tcpdump utility. To run the utility for all the interfaces, select the **All** option.

Step 3 Select the appropriate check box to view the packet information on the screen or save the captured packets to a file.

Step 4 Enter the following details and click **OK**.

- Packet count limit
- Collection time limit
- File size limit
- Filter expression

Depending on the option you choose, Crosswork Data Gateway displays the packet capture information on the screen or saves it to a file. After the tcpdump utility reaches the specified limit, Crosswork Data Gateway compresses the file, and prompts for the SCP credentials to transfer the file to a remote host. The compressed file is deleted once the transfer is complete or if you've decided to cancel the file transfer before completion.

Run a Controller Session Test

After Crosswork Data Gateway is installed, you can validate if the instance is able to establish a connection with Crosswork Cloud by using the controller session test option. In addition to the connection tests, the utility validates and analyzes the discrepancies between the resources (CPU and memory) assigned to the VM and the resources prescribed by the deployment profile.

Procedure

From Main Menu, navigate to **Troubleshooting** > **Run Diagnostics** > **Run Controller Session Tests**. If the connection is completed, the console displays a message indicating that the instance was able to establish a connection. When the connection fails, additional validation tests are performed, and the following information is displayed:

- DNS server IP address
- DNS domain
- NTP server address
- NTP status
- Proxy URL
- Proxy reachability status
- Controller URL
- Controller reachability status
- The date when the tests were last performed.

Configure Crosswork Data Gateway Instance

Figure 12: Run Controller Session Tests Menu

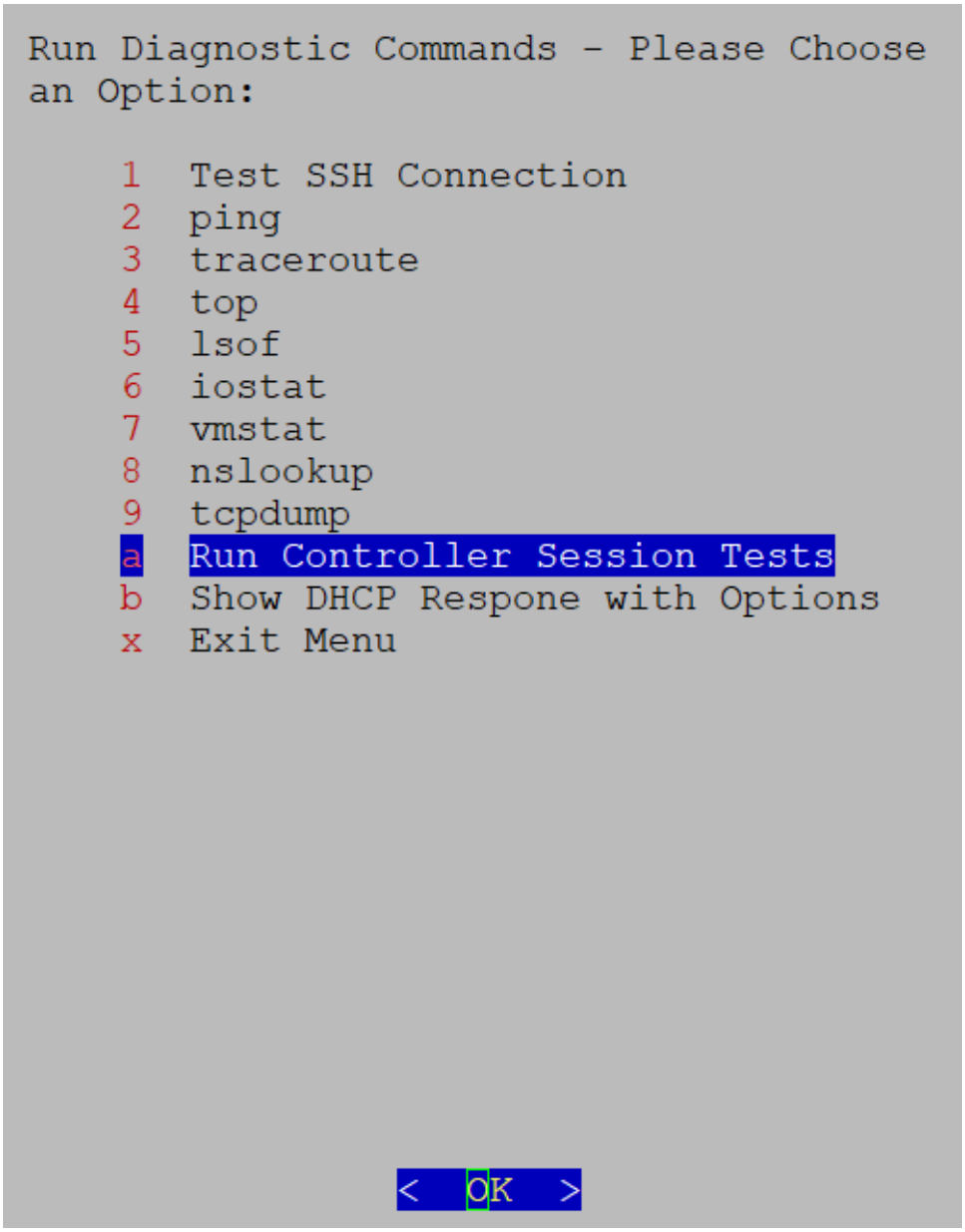
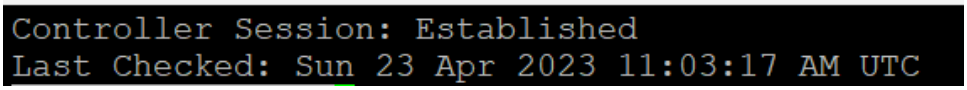


Figure 13: Result of the Run Controller Session Tests Menu



What to do next

If the controller session was not established, review the information displayed on the console to determine the probable cause of the failure and perform the corrective actions proposed on the console.

Run show-tech

Crosswork Data Gateway provides the show_tech option to export its log files to a user-defined SCP destination.

The collected data includes the following:

- Logs of all the Data Gateway components running on Docker containers
- VM Vitals

It creates a tarball in the directory where it is executed. The output is a tarball named `DG-<CDG version>-<CDG host name>-year-month-day--hour-minute-second.tar.xz.enc`.

The execution of this command may take several minutes depending on the state of Crosswork Data Gateway.

Procedure

Step 1 From **Troubleshooting** menu, select **5 Show-tech** and click **OK**.

Step 2 Enter the destination to save the tarball containing logs and vitals.

Step 3 Enter your SCP passphrase and click **OK**.

The showtech file downloads in an encrypted format.

Note
Depending on how long the system was in use, it may take several minutes to download the showtech file.

Step 4 After the download is complete run the following command to decrypt it:

Note
In order to decrypt the file, you must use OpenSSL version 1.1.1i. Use the command `openssl version` to check the openssl version on your system.

To decrypt the file on a MAC, you must install OpenSSL 1.1.1+. This is because LibreSSL's `openssl` command does not support all the switches supported by OpenSSL's `openssl` command.

```
openssl enc -d -AES-256-CBC -pbkdf2 -md sha512 -iter 100000 -in <showtech file> -out <decrypted filename> -pass pass:<password>
```

Reboot Crosswork Data Gateway VM

Note This task can only be performed by **dg-admin** user.

Crosswork Data Gateway gives you two options to reboot the VM:

- **Remove all Collectors and Reboot VM**: Select this option from the **Troubleshooting** menu if you want to stop the containers that were downloaded after installation (collectors and offload), remove the images from docker, remove collector data and configuration and reboot VM. This returns the VM to a state just after initial configuration is complete with only infrastructure containers running.
- **Reboot VM**: Select this option from the **Troubleshooting** menu for a normal reboot.

Shutdown the Crosswork Data Gateway VM

From the **Troubleshooting** Menu, select **5 Shutdown VM** to power off the Crosswork Data Gateway VM.

Export auditd Logs

Follow the steps to export auditd logs:

Procedure

Step 1 From **Troubleshooting**, select **9 Export audit Logs**.
Step 2 Enter a passphrase for auditd log tarball encryption.
Step 3 Click **OK**.

Re-enroll Crosswork Data Gateway

Follow the steps to re-enroll Crosswork Data Gateway:

Before you begin

The existing Crosswork Data Gateway enrollment must be deleted from the controller prior to re-enrolling.

Procedure

Step 1 From **Troubleshooting** menu, select **7 Re-enroll Data Gateway**.
Step 2 Click **Yes** in the below dialog box.

Remove Rotated Log Files

Use this procedure to removes all rotated log files (*.gz or *.xz) in the `/var/log` and `/opt/dg/log` folders.

Procedure

Step 1 From **Troubleshooting** menu, select **8 Remove Rotated Log files**.

Step 2 Select **Yes** in the dialog that appears to save your changes.

Enable TAC Shell Access

The TAC Shell Access function allows a Cisco engineer to directly log in to the Ubuntu shell via multifactor authentication, using a reserved user named **dg-tac**.

Initially, the **dg-tac** user account is locked and password is expired to prevent the user from getting a shell prompt. Once enabled, the dg-tac user is active until the next calendar day, 12:00 a.m UTC (midnight UTC), which is less than 24 hours.

The steps to enable the **dg-tac** user are as follows:

Note Enabling this access requires you to communicate actively with the Cisco engineer.

Before you begin

Ensure that the Cisco engineer who is working with you has access to the SWIMS Aberto tool.

Procedure

Step 1 Log in to the Data Gateway VM as the **dg-admin** user.

Step 2 From the main menu, select **5 Troubleshooting**.

Step 3 From the **Troubleshooting** menu, select **t Enable TAC Shell Access**.

A dialog appears, warning that the **dg-tac** user login requires a password that you set and a response to a challenge token from TAC. At this point, you may answer **No** to stop the enable process or **Yes** to continue.

Step 4 If you continue, the system prompts for a new password to use and shows the day when the account disables itself.

Step 5 Enter a password to unlock the account in the console menu.

Step 6 Log out of the Crosswork Data Gateway.

Step 7 Follow these steps if the Crosswork Data Gateway VM can be accessed by the Cisco engineer directly. Move to **Step 8** otherwise.

a) Share the password that you had set in Step 5 for the **dg-tac** user with the Cisco engineer who is working with you.

b) The Cisco engineer logs in as the **dg-tac** user Via SSH with the password you had set.

After entering the password, the system presents the challenge token. The Cisco engineer signs the challenge token using the SWIMS Aberto tool and pastes the signed response to the challenge token back at the Crosswork Data Gateway VM.

c) The Cisco engineer logs in successfully as the **dg-tac** user and completes the troubleshooting.

There is a 15-minute idle timeout period for the **dg-tac** user. If logged out, the Cisco engineer needs to sign a new challenge to log in again.

d) After troubleshooting is complete, the Cisco engineer logs out of the TAC shell.

Step 8 If Crosswork Data Gateway VM cannot be accessed directly by the Cisco engineer, start a meeting with the Cisco engineer with desktop sharing enabled.

a) Log in as the **dg-tac** user Via SSH using the following command:

```
ssh dg-tac@<DG hostname or IP>
```

b) Enter the password that you set for the **dg-tac** user.

After entering the password, the system presents the challenge token. Share this token with the Cisco engineer who will then sign the token using the SWIMS Aberto tool and share the response with you.

c) Paste the signed response to the challenge token back to the Crosswork Data Gateway VM and press enter to get the shell prompt.

d) Share your desktop or follow the Cisco engineer's instructions for troubleshooting.

There is a 15-minute idle timeout period for the **dg-tac** user. If logged out, the Cisco engineer needs to sign a new challenge to log in again.

e) Log out of the TAC shell after troubleshooting is complete.

Configure Crosswork Data Gateway Instance