



Configure Devices

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Add Devices

Complete the following steps to add your devices.

- Step 1

In the main window, click **Configure > Devices**. You can also add a device and link it to a Crosswork Data Gateway by navigating to **Configure > Data Gateways > *data_gateway_name***.
- Step 2

Click **Add Device**.
- Step 3

To import devices using a CSV file, click **CSV Import**.
- Step 4

To import a single device, complete the following fields:

Table 1: Add Device Field Descriptions

Field	Description
Device Name	Display name of the device. Note For data privacy reasons, this field isn't automatically populated from the device.
Description	(Optional) Add a description of the device.
Hostname	The DNS FQDN or IP address that is used by Crosswork Data Gateway.
SSH Port	(Optional) TCP port for SSH access. The default is TCP/22. SSH access is not required for Crosswork Cloud Traffic Analysis.

Field	Description
Credential: SSH	If you previously created a credential group, you can select it from the Credential: SSH drop-down list. To create a new credential group, from the Credential: SSH drop-down list, select Add New Credential . For more information about credential groups, see Create Credentials .
Device Group	For Crosswork Cloud Traffic Analysis only. If you previously created a device group, you can select it from the Device Group drop-down list. To create a new device group, from the Device Group drop-down list, select Add new device group . For more information about device groups, see Configure Device Groups .
City	(Optional) City for device geo-location.
Location	(Optional) Logical site identifier.
Country	(Optional) Country for device geo-location.
Device Timezone	(Optional) Timezone local to device.
Tags	(Optional) Specify a tag to help with grouping and identifying devices. For example, you might want to enter text that identifies router types in your system, such as <i>edge</i> .

The remaining fields depend on the Crosswork Cloud applications for which you have a valid license. You have the option to link a device to both a Crosswork Data Gateway instance for Crosswork Cloud Trust Insights and a Crosswork Data Gateway instance for Crosswork Cloud Traffic Analysis.

Table 2: Trust Insights Add Device Field Descriptions

Field	Description
Data Gateway: Trust Insights	Toggle the switch to On and select a Crosswork Data Gateway instance for the device. To add a Crosswork Data Gateway, see Add Crosswork Data Gateway Information .

Table 3: Traffic Analysis Add Device Field Descriptions

Field	Description
Data Gateway: Traffic Analysis	Toggle the switch to On and select a NetFlow Data Gateway instance for the device.
NetFlow Source Address	Enter the NetFlow source address.
ASN	Enter the ASN. The value must be in the private ASN range (64512 - 65535).
SNMP Address	If you do not enter an SNMP address, the NetFlow address is used.

Field	Description
Credential: SNMP	If you previously created a credential group, you can select it from the Credential: SNMP drop-down list. To create a new credential group for the device you're adding, from the Credential: SNMP drop-down list, select Add New Credential . For more information about credential groups, see Create Credentials .
BGP Router ID IP Address	—
Credential: BGP	If you previously created a credential group, you can select it from the Credential: BGP drop-down list. To create a new credential group for the device you're adding, from the Credential: BGP drop-down list, select Add New Credential . For more information about credential groups, see Create Credentials .

Note All BGP prefixes must be shared with Cisco Crosswork Data Gateway.

Step 5 Click **Save**.

After the save operation completes, the device appears when you click **Monitor > Devices** or **Configure > Devices** in the main window.

Prerequisites for Adding Devices for Traffic Analysis

Before you add devices to Traffic Analysis, ensure that your devices have SSH and the following protocols configured:

Table 4: Protocol Configurations

Protocol	Example
SNMP	SNMP Configuration Examples, on page 4
BGP	BGP Configuration Example for Cisco IOS Devices, on page 4
Network Flow Monitoring	<ul style="list-style-type: none">• Netflow Configuration Example for Cisco IOS XR Devices, on page 6• IPFIX Configuration Example for Cisco IOS XR Devices, on page 7

If your devices are configured to restrict certain commands, you must ensure the following CLI commands are allowed:

- `show platform security integrity dossier`
- `show version`

The following sections contain configuration examples.

SNMP Configuration Examples

The following code shows examples of SNMP configurations.

- SNMPv2 configuration example:

```
snmp-server community flow123 RO
```

In the previous example, **flow123** should match the configuration from the SNMP communities.

- SNMPv3 configuration examples:

- For SNMPv3 without authentication and without privacy:

```
snmp-server group [groupname] v3 noauth
snmp-server user [username] [groupname] v3
```

- For SNMPv3 with authentication and without privacy:

```
snmp-server group [groupname] v3 auth
snmp-server user [username] [groupname] auth [md5|sha] <auth-password>
```

- For SNMPv3 with authentication and privacy:

```
snmp-server group [groupname] v3 priv
snmp-server user [username] [groupname] auth [md5|sha] <auth-password> priv [aes
128] <priv-password>
```

Crosswork Cloud Traffic Analysis supports SNMPv3 128-bit only for the privacy protocol.

- (Optional) You can use the **snmp-server view** command to restrict SNMPv3 access. The following command examples show SNMP object identifiers (OIDs) read by Crosswork Cloud Traffic Analysis:

```
snmp-server view [view_name] 1.3.6.1.2.1.1 included
snmp-server view [view_name] 1.3.6.1.2.1.2 included
snmp-server view [view_name] 1.3.6.1.2.1.31 included

snmp-server group [groupname] v3 [noauth|auth|priv] read [view_name]
```

BGP Configuration Example for Cisco IOS Devices

The following code is an example of a BGP configuration for Cisco IOS devices:



Note All BGP prefixes must be shared with Cisco Crosswork Data Gateway.

Cisco IOS XE

```
router bgp <asn> << This must match the ASN in the CDG DEVICE configuration page in the
Crosswork Cloud UI
>>
bgp router-id <router-id>
bgp log-neighbor-changes
no bgp default ipv4-unicast
neighbor <CDG-ipv4-address> remote-as <CDG-asn> << This must match the ASN of the CDG in
the Crosswork Cloud UI. It should be a Private ASN number. >>
neighbor <CDG-ipv4-address> description Cisco CrossWork Cloud CDG IPv4
neighbor <CDG-ipv4-address> ebgp-multihop 255
neighbor <CDG-ipv4-address> update-source <src-interface>
!
```

```

neighbor <CDG-ipv6-address> remote-as <CDG-asn>    << This must match the ASN of the CDG in
the Crosswork Cloud UI. It should be a Private ASN number. >>
neighbor <CDG-ipv6-address> description Cisco CrossWork Cloud CDG IPv6
neighbor <CDG-ipv6-address> ebgp-multihop 255
neighbor <CDG-ipv6-address> update-source <src-interface>
!
address-family ipv4
  neighbor <CDG-ipv4-address> activate
  neighbor <CDG-ipv4-address> send-community both
  neighbor <CDG-ipv4-address> filter-list 2 in
  neighbor <CDG-ipv4-address> filter-list 1 out
exit-address-family
!
address-family ipv6
  neighbor <CDG-ipv6-address> activate
  neighbor <CDG-ipv6-address> send-community both
  neighbor <CDG-ipv6-address> filter-list 2 in
  neighbor <CDG-ipv6-address> filter-list 1 out
exit-address-family
!
ip as-path access-list 1 permit .*    <<All BGP prefixes from the device must be shared with
Cisco CrossWork Cloud CDG>>
ip as-path access-list 2 deny .*
!

```

Cisco IOS XR

```

router bgp <asn> << This must match the ASN in the CDG DEVICE configuration page in the
Crosswork Cloud UI
>>
  bgp router-id <router-id>
  address-family ipv4 unicast
  !
  address-family ipv6 unicast
  !
  neighbor <CDG-ipv4-address>
    remote-as <CDG-asn>    << This must match the ASN of the CDG in the Crosswork Cloud UI.
It should be a Private ASN number. >>

    ebgp-multihop 255
    description Cisco CrossWork Cloud CDG IPv4
    update-source <src-interface>
  address-family ipv4 unicast
    route-policy DROP in
    route-policy PASS out
  !
  neighbor <route-server-ipv6>
    remote-as <CDG-asn>    << This must match the ASN of the CDG in the Crosswork Cloud UI.
It should be a Private ASN number. >>

    ebgp-multihop 255
    description Cisco CrossWork Route Server IPv6
    update-source <src-interface>
  address-family ipv6 unicast
    route-policy DROP in
    route-policy PASS out
  !
route-policy PASS
  pass
end-policy
!
route-policy DROP
  drop
end-policy

```

!

where

- <asn> is the BGP AS number in your network
- <router-id> is the BPG router ID in your network
- <CDG-asn> is the BGP ASN number of CDG. It should be a Private ASN number
- <src-interface> is the BGP source interface in your network
- <CDG-ipv4-address> is the IPv4 address of CDG
- <CDG-ipv6-address> is the IPv6 address of CDG

Netflow Configuration Example for Cisco IOS XR Devices

The following code shows Netflow configuration examples for Cisco IOS XR devices:

IPv4 Example:

```

flow exporter-map ccni
  packet-length 1468
  version v9
  options sampler-table timeout 15
  template data timeout 15
  template options timeout 15
!
transport udp 2055
source GigabitEthernet0/0/0/0
destination 172.24.96.171 << this is the IP address of the CDG >>
!
flow monitor-map ccni
  record ipv4
  exporter ccni
  cache entries 1000000
  cache timeout active 12
  cache timeout update 15
!
sampler-map ccni-sampler
  random 1 out-of 1000
!
interface GigabitEthernet0/0/0/0
  ipv4 address 172.24.96.141 255.255.255.128
  flow ipv4 monitor ccni sampler ccni-sampler ingress

```

Example for exporting NetFlow IPv6 records through an IPv4 connection:



Note In this example, 192.0.2.169 is the IPv4 address of the Crosswork Data Gateway.

```

flow exporter-map ccni
  packet-length 1468
  version v9
  options sampler-table timeout 15
  template data timeout 15
  template options timeout 15
!
transport udp 2055

```

```
source GigabitEthernet0/0/0/0
destination 192.0.2.169 << this is the IP address of the CDG >>
!
flow monitor-map ccni-ipv6
record ipv6
exporter ccni
cache entries 1000000
cache timeout active 12
cache timeout update 15
!
sampler-map ccni-sampler
random 1 out-of 1000
!
interface GigabitEthernet0/0/0/0
ipv6 address 2001:100:100::1/64
flow ipv6 monitor ccni-ipv6 sampler ccni-sampler ingress
```

Applying IPv4 and IPv6 Example:

```
flow exporter-map ccni
packet-length 1468
version v9
options sampler-table timeout 15
template data timeout 15
template options timeout 15
!
transport udp 2055
source GigabitEthernet 0/0/0/0
destination 172.24.96.171 << this is the IP address of the CDG >>
!
flow monitor-map ccni
record ipv4
exporter ccni
cache entries 1000000
cache timeout active 12
cache timeout update 15
!
flow monitor-map ccni-ipv6
record ipv6
exporter ccni
cache entries 1000000
cache timeout active 12
cache timeout update 15

sampler-map ccni-sampler
random 1 out-of 1000
!
interface GigabitEthernet0/0/0/0

ipv4 address 172.24.96.141 255.255.255.128
ipv6 address 2001:100:100::1/64
flow ipv4 monitor ccni sampler ccni-sampler ingress
flow ipv6 monitor ccni-ipv6 sampler ccni-sampler ingress
```

IPFIX Configuration Example for Cisco IOS XR Devices

The following code shows an IPFIX configuration example for Cisco IOS XR devices:

```

flow exporter-map ccni
packet-length 1468
version ipfix
options sampler-table timeout 15
template data timeout 15
template options timeout 15
!
transport udp 2055
source GigabitEthernet0/0/0/0
destination 172.24.96.184
!
flow monitor-map ccni
record ipv4
exporter ccni
cache entries 1000000
cache timeout active 3
cache timeout update 3
!
sampler-map ccni-sampler
random 1 out-of 1000
!
interface TenGigE0/0/0/16
description internal interface
ipv4 address 182.1.0.1 255.255.255.0
flow ipv4 monitor ccni sampler ccni-sampler ingress
!
interface TenGigE0/0/0/27
description external interface
ipv4 address 184.1.0.1 255.255.255.0
flow ipv4 monitor ccni sampler ccni-sampler ingress

```

SNMP Object Identifiers Used by Traffic Analysis

If you want to create a specific SNMP view for Crosswork Cloud Traffic Analysis, the following list contains the SNMP object identifiers (OIDs) that Crosswork Cloud Traffic Analysis uses.

- sysDescr—1.3.6.1.2.1.1.1.0
- sysObjectID—1.3.6.1.2.1.1.2.0
- sysUpTime—1.3.6.1.2.1.1.3.0
- sysName—1.3.6.1.2.1.1.5.0
- sysLocation—1.3.6.1.2.1.1.6.0
- ifDescr—1.3.6.1.2.1.2.2.1.2
- ifType—1.3.6.1.2.1.2.2.1.3
- ifSpeed—1.3.6.1.2.1.2.2.1.5
- ifOperStatus—1.3.6.1.2.1.2.2.1.8
- ifName—1.3.6.1.2.1.31.1.1.1.1
- ifHCSpeed—1.3.6.1.2.1.31.1.1.1.15
- ifHCInOctets—1.3.6.1.2.1.31.1.1.1.6
- ifHCOctets—1.3.6.1.2.1.31.1.1.1.10

Designate an External Interface for Crosswork Traffic Analysis

After you add devices, you need to verify their SNMP status and then configure one or more interfaces to be *external* interfaces. Crosswork Cloud Traffic Analysis cannot display traffic data until you designate an external interface.

Step 1 In the main window, click **Configure > Devices**.

Step 2 Click on a device name in the **Device** column.

Step 3 Hover your cursor over SNMP, which appears between Crosswork Data Gateway and Devices, and ensure that the status is **Connected**.

By default, all interfaces are designated as *internal* interfaces. You need to select the external interface on your device and designate it as *external*.

Step 4 Click the **Traffic Analysis** tab, then click **Interfaces**.

Step 5 Select one or more external interfaces, then click **Set External**.

Crosswork Cloud Traffic Analysis recognizes the interface as an external interface.

Prerequisites for Adding Devices to Crosswork Trust Insights

Before you add your Cisco IOS XR routers to Crosswork Cloud Trust Insights, you must ensure the following router settings:

- Ensure your devices have the necessary supported image of IOS XR. See the [Cisco Crosswork Cloud Release Notes](#) for supported images.
- Verify that enrollment keys and certificates are properly generated within IOS XR. See [Verify Router Configuration for Crosswork Trust Insights, on page 9](#) for more information.
- Ensure you configure a limited privilege user. See [Configure Limited Privilege User for Crosswork Trust Insights, on page 13](#) for more information.

Verify Router Configuration for Crosswork Trust Insights

Before you use Crosswork Cloud Trust Insights, you need to verify that your Cisco IOS XR routers are configured correctly to allow their trust information to be accessed. Follow these steps to ensure your routers are configured correctly for Crosswork Cloud Trust Insights.



Note

The following example is the minimal Cisco IOS XR configuration required to enable Crosswork Cloud Trust Insights. For more configuration examples, refer to the configuration guide that corresponds to the platform on which you want to enable Crosswork Cloud Trust Insights. See [Related Hardware Documentation](#) for direct links to the configuration guides.

Step 1 Log into your router and enter the following command:

```
ios# show running-config
```

Step 2 Verify that the output contains the following configuration elements:

- Hostname
- DNS domain name
- SSH server enabled
- Netconf-yang enabled for SSH
- Valid IP interface configured and reachable for inbound SSH access
- Appropriate static default route configured

The following example output shows what you should see:

```
hostname xr9kv-001
domain name test.cisco.com
!
netconf-yang agent
  ssh
!
interface MgmtEth0/RP0/CPU0/0
  ipv4 address 192.168.1.123 255.255.255.0
!
router static
  address-family ipv4 unicast
    0.0.0.0/0 192.168.1.1
  !
!
ssh server v2
ssh server netconf vrf default
```

Step 3 Ensure the router can be reached by SSH.

Step 4 To generate keypairs for both the system-root-key and the system-enroll-key, enter the following operational mode commands:

```
RP/0/RP0/CPU0:xr9kv-001#crypto key generate rsa system-root-key
Tue Apr 21 22:45:55.400 UTC
The name for the keys will be: system-root-key
Choose the size of the key modulus in the range of 512 to 4096 for your General Purpose Keypair.
Choosing a key modulus greater than 512 may take a few minutes.

How many bits in the modulus [2048]:
Generating RSA keys ...
Done w/ crypto generate keypair
[OK]

RP/0/RP0/CPU0:xr9kv-001#crypto key generate rsa system-enroll-key
Tue Apr 21 22:46:24.943 UTC
The name for the keys will be: system-enroll-key
Choose the size of the key modulus in the range of 512 to 4096 for your General Purpose Keypair.
Choosing a key modulus greater than 512 may take a few minutes.

How many bits in the modulus [2048]:
Generating RSA keys ...
```

```
Done w/ crypto generate keypair
[OK]
RP/0/RP0/CPU0:xr9kv-001#
```

The keys generated are stored securely within the Cisco IOS XR operating system and are not displayed in the configuration.

- Step 5** To generate and enroll the certificate required to add the router to Crosswork Cloud Trust Insights, add the following configuration:

```
crypto ca trustpoint system-trustpoint
keypair rsa system-enroll-key
ca-keypair rsa system-root-key
ip-address 1.1.1.1
subject-name CN=cisco.com
lifetime certificate 720
enrollment url self
message-digest sha256
lifetime ca-certificate 720
!
```

Note The CA certificate lifetime is set to 2 years (720 days), and the enrollment certificate lifetime is also set to 2 years in the above example.

- Step 6** To authenticate and enroll the certificate required for signing operations and enrollment into Crosswork Cloud Trust Insights, enter the following commands:

```
RP/0/RP0/CPU0:xr9kv-001#crypto ca authenticate system-trustpoint
Tue Apr 21 22:47:46.935 UTC
% The subject name in the certificate will include: xr9kv-001.test.cisco.com
  Serial Number   : 25:34
  Subject:
serialNumber=144c478a,unstructuredName=xr9kv-001.test.cisco.com
Issued By       :
serialNumber=144c478a,unstructuredName=xr9kv-001.test.cisco.com
  Validity Start  : 22:47:47 UTC Tue Apr 21 2020
  Validity End    : 22:47:47 UTC Wed Apr 21 2021
  SHA1 Fingerprint:
6C20DBEC569808F21A06E779A219C39B1F20E182
RP/0/RP0/CPU0:xr9kv-001#
```

```
RP/0/RP0/CPU0:xr9kv-001#crypto ca enroll system-trustpoint
Tue Apr 21 22:48:31.141 UTC

% The subject name in the certificate will include: CN=test.cisco.com
% The subject name in the certificate will include: xr9kv-001.test.cisco.com
% Include the router serial number in the subject name? [yes/no]: yes
% The serial number in the certificate will be: 144c478a
% The IP address in the certificate is 192.168.23.211
  Serial Number   : 25:35
  Subject:

serialNumber=144c478a,unstructuredAddress=192.168.1.123,unstructuredName=xr9kv-001.test.cisco.com,CN=test.cisco.com

  Issued By       :
serialNumber=144c478a,unstructuredName=xr9kv-001.test.cisco.com
  Validity Start  : 22:48:31 UTC Tue Apr 21 2020
  Validity End    : 22:48:31 UTC Sat Nov 07 2020
  SHA1 Fingerprint:
8F44F8EE427F9D48B6E47CDF60B90537EF9F65B4
RP/0/RP0/CPU0:xr9kv-001#
```

Verify that the signing operations are successfully using the enrollment certificates and keys using the CLI signing utility command as shown in the following example:

Note If the “signature” field is populated, the enrollment certificate is ready for Crosswork Cloud Trust Insights.

[illegible]

This verifies your router is configured correctly in order to have trust information retrieved.

If you encounter problems with the signing operation, use the following commands to clear the existing certificates and keys:

```
# crypto key zeroize rsa <name of key>
# clear crypto ca certificates system-trustpoint
# crypto ca cancel-enroll system-trustpoint
```

To renew a certificate before it expires, use the following commands:

```
# clear crypto ca certificate system-trustpoint
# crypto key zeroize rsa system-enroll-key
# crypto key generate rsa system-enroll-key
# crypto ca authenticate system-trustpoint
# crypto ca enroll system-trustpoint
```

Note Regenerate the enrollment key prior to renewing the certificate. The lifetime for the signing CA certificate and the enrollment certificate is set using the `crypto ca trustpoint` configuration.

Configure Limited Privilege User for Crosswork Trust Insights

To prevent unauthorized operational or configuration changes to your Cisco IOS XR routers, the credentials used to access the devices should have limited privileges. Ensure your devices have the following configuration, which includes the recommended taskgroup and user configuration, to allow the minimal authorization required to execute the trust dossier and signing commands.

The following commands are supported in release Cisco IOS XR Release 7.3.1 and later:

```
!
taskgroup alltasks-dossier
task read sysmgr
task read system
task read dossier
task read pkg-mgmt
task read basic-services
task read config-services
task execute dossier
task execute basic-services
!
```

The following commands are supported in releases prior to Cisco IOS XR Release 7.3.1:

```
!
taskgroup alltasks-dossier
task read sysmgr
task read system
task read pkg-mgmt
task read basic-services
task read config-services
task execute crypto
task execute dossier
task execute basic-services
!
usergroup dossier-group
taskgroup alltasks-dossier
!
username dossier
group dossier-group
secret 10 <not shown here>
!
```

This configuration creates:

- The **alltasks-dossier** task group, which defines all required tasks to enable dossier collection and signing operations. You can rename the task group if needed.
- The **dossier-group** user group, which is where the task permissions are assigned. You can rename the user group name if needed.

- The **dossier** user with the appropriate taskgroup permissions. You can rename the user if needed. Make sure you specify the appropriate credentials (secret).

After applying this configuration, you can create a new credential group in Crosswork Cloud Trust Insights with this information. See [Create Credentials](#) for more information.

Trust Dossier Information for Trust Insights

After you add a device to Crosswork Cloud Trust Insights, a dossier containing trust information is retrieved from the routers via Crosswork Data Gateway. The trust dossier (.json format) is collected via SSH and is signed with a Crosswork Cloud Trust Insights enrollment key. The trust dossier that Crosswork Data Gateway forwards to Crosswork Cloud Trust Insights contains the following information:

- Cisco IOS version and platform output
- Anti-replay nonce
- System hardware inventory
- File system inventory



Note The File system inventory is supported in Cisco IOS XR Release 7.9.1 and later releases.

- Secure unique device identifier (SUCI) certificate for hardware identify
- Software package inventory
- Reboot history
- Rollback history

Collect Data for Trust Insights Device Dossier

The following procedure describes how to initiate an ad hoc dossier collection to get the latest device information. By default, device dossier collection occurs every 12 hours. To change the dossier collection frequency or disable collection for one or more devices, see [Change Device Dossier Collection Frequency](#), on page 15.

-
- Step 1** In the main window, click **Trust Insights > Configure > Devices**.
 - Step 2** Click on the name of the device for which you want to force a dossier collection.
 - Step 3** Click the **Trust Insights** tab.
 - Step 4** Click **Collect Dossier**.

An informational message appears indicating it may take a few minutes to complete the dossier collection, and text appears under the **Collect Dossier** button about the request.

After the dossier collection is complete, the device data on the UI is updated.

Change Device Dossier Collection Frequency

You can change the dossier collection frequency for one or more devices.



Note This procedure applies to Crosswork Cloud Trust Insights devices only.

-
- Step 1** In the main window, click **Trust Insights > Configure > Devices**.
- Step 2** Check the checkbox next to one or more devices for which you want to change the frequency of the dossier collection.
- Step 3** Click **Collection**.
- Note** Crosswork Cloud displays Trust Insights devices only. If you select a device that doesn't belong to Trust Insights, it will not be displayed.
- Step 4** Confirm that the **Disabled/Enabled** toggle switch is set to **Enabled**. Selecting **Disabled** stops any future dossier collections.
- Step 5** From the **Frequency** drop-down list, select the frequency in which you want the collection performed. Notice that the device **New Frequency** and **New Status** columns are updated appropriately.
- Step 6** Click **Save**.
-

Troubleshoot Crosswork Data Gateway and Device Connectivity for Trust Insights

The following steps explain how to troubleshoot connectivity between Crosswork Data Gateway and your Crosswork Cloud Trust Insights devices.

-
- Step 1** In the main window, click **Devices** and then click the device for which you want to view connectivity to Crosswork Data Gateway.
- Step 2** Click the **Status** tab.
- Step 3** If the connection between the Crosswork Data Gateway and the device are red, indicating there is an error, ensure that if you have a firewall, it is configured to allow `cdg.crosswork.cisco.com` and `crosswork.cisco.com`.
Test and correct the connectivity between Crosswork Data Gateway and the device.
- Step 4** Ensure the **SSH** arrow between the Crosswork Data Gateway and the device is green, indicating that the connection is working.
- If the **SSH** arrow is red, Crosswork Data Gateway is not able to connect to the device. Correct the following errors:
- Ensure the SSH configuration on the router is correct. See [Verify Router Configuration for Crosswork Trust Insights, on page 9](#) for more information.

- Ensure that the credentials you entered in Crosswork Cloud Trust Insights match the credentials configured on the router. Hover your cursor over the **SSH** link and click the blue hyperlink to go to the credentials for that device.

Step 5 Ensure the **Trust Data** arrow between the Crosswork Data Gateway and the device is green, indicating that the connection is working.

Disable Devices

When you disable a device, the collection of information temporarily stops. The previously collected device data is retained.

Alternatively, you can *remove* a device to remove it and its data completely. You cannot recover any of its data after removing a device. See [Delete Devices, on page 16](#).

Step 1 In the main window, click **Monitor > Devices** or **Configure > Devices**.

Step 2 Select the check box next to one or more devices you want to deactivate, then click **Disable**.

A message appears to indicate that the device is deactivated.

You can reactivate a device that you previously deactivated. After reactivating a device, it can take up to 30 mins for the statistics to appear on the device details page.

Step 3 To restart data collection for the device, select the device, then click **Enable**.

A message appears to indicate that the device is activated, and data collection for the device resumes.

Delete Devices

When you delete a device, the system deletes all previously collected device data. You can't recover any data after you delete a device.

Alternatively, you can *disable* a device to temporarily stop the data collection and retain previously collected device data. See [Disable Devices, on page 16](#).

Step 1 In the main window, click **Monitor > Devices** or **Configure > Devices**.

Step 2 Click on the name of the device you want to delete.

Step 3 Click **Remove**.

Step 4 To confirm you want to remove the device, click **Remove**.

The device, and its previously collected data, is deleted.

Step 5 To restore a recently removed device, see [Restore Removed Devices, on page 17](#).

Restore Removed Devices

You can restore a previously removed device. When you remove a device, Crosswork Cloud remembers the device for approximately 7 days to allow you to readd it quickly if needed.

Step 1 In the main window, click **Configure > Removed Devices**.

If it has been longer than 7 days since you removed the device, it might not appear on the list of Removed Devices. You will have to re-add the device as described in [Add Devices, on page 1](#).

Step 2 Click **Restore** next to the device you want to re-add.

The device is restored.
