



Deploy Using Cisco Global Launchpad 1.7

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Use Cisco Global Launchpad to Automatically Deploy Cisco DNA Center on AWS

You provide Cisco Global Launchpad with the needed details to create the AWS infrastructure in your AWS account, which includes a VPC, an IPsec VPN tunnel, gateways, subnets, and security groups. As a result, Cisco Global Launchpad deploys the Cisco DNA Center AMI as an Amazon EC2 instance with the prescribed configuration in a separate VPC. The configuration includes the subnets, transit gateways, and other essential resources like AWS CloudFormation for monitoring, Amazon DynamoDB for state storage, and security groups.

Using Cisco Global Launchpad, you can also access and manage your VAs, as well as manage the user settings. For information, see the [Cisco Global Launchpad 1.7 Administrator Guide](#).

Automated Deployment Workflow

To deploy Cisco DNA Center on AWS using the automated method, follow these high-level steps:

1. Meet the prerequisites. See [Prerequisites for Automated Deployment, on page 2](#).
2. (Optional) Integrate Cisco ISE on AWS and your Cisco DNA Center VA together. See [Guidelines for Integrating Cisco ISE on AWS with Cisco DNA Center on AWS](#).
3. Install Cisco Global Launchpad or access Cisco Global Launchpad hosted by Cisco. See [Install Cisco Global Launchpad, on page 5](#) or [Access Hosted Cisco Global Launchpad, on page 7](#).

4. Create a new VA pod to contain your Cisco DNA Center VA instance. See [Create a New VA Pod](#), on page 11.
5. If you're using an existing TGW and existing attachments, such as a VPC, as your preferred on-premises connectivity option, manually configure the TGW routing table on AWS and add the routing configuration to your existing Customer Gateway (CGW). See [Manually Configure Routing on Existing Transit and Customer Gateways](#), on page 20.
6. Create your new instance of Cisco DNA Center. See [Create a New Cisco DNA Center VA](#), on page 21.
7. (Optional) If necessary, troubleshoot any issues that arise during the deployment. See [Troubleshoot the Deployment](#), on page 25.
8. Manage your Cisco DNA Center VA using Cisco Global Launchpad. See the [Cisco Global Launchpad 1.7 Administrator Guide](#).

Prerequisites for Automated Deployment

Before you can begin to deploy Cisco DNA Center on AWS using Cisco Global Launchpad, make sure that the following requirements are met:

- Install Docker Community Edition (CE) on your platform.

Cisco Global Launchpad supports Docker CE on Mac, Windows, and Linux platforms. See the documentation on the [Docker](#) website for the specific procedure for your platform.

- Regardless of how you access Cisco Global Launchpad to deploy your Cisco DNA Center VA, make sure that your cloud environment meets the following specifications:
 - **Cisco DNA Center Instance:** r5a.8xlarge, 32 vCPUs, 256-GB RAM, and 4-TB storage



Important

Cisco DNA Center supports only the r5a.8xlarge instance size. Any changes to this configuration aren't supported. Additionally, the r5a.8xlarge instance size isn't supported in specific availability zones. To view the list of unsupported availability zones, see the [Release Notes for Cisco Global Launchpad 1.7.0](#).

- **Backup Instance:** T3.micro, 2 vCPUs, 500-GB storage, and 1-GB RAM
- You have valid credentials to access your AWS account.
- Your AWS account is a subaccount (a child account) to maintain resource independence and isolation. With a subaccount, this ensures that the Cisco DNA Center deployment doesn't impact your existing resources.
- **Important:** Your AWS account is subscribed to [Cisco DNA Center Virtual Appliance - Bring Your Own License \(BYOL\)](#) in AWS Marketplace.
- If you're an admin user, you must have administrator access permission for your AWS account. (In AWS, the policy name is displayed as **AdministratorAccess**.)

The administrator access policy must be attached to your AWS account directly and not to a group. The application doesn't enumerate through a group policy. So, if you are added to a group with the administrator access permission, you will not be able to create the required infrastructure.

The screenshot shows the AWS IAM console interface. At the top, there's a navigation bar with 'AWS' and 'Services' menus. A search bar is present. Below the navigation bar, the left sidebar shows the 'Identity and Access Management (IAM)' menu with options like Dashboard, Access management, User groups, Users, Roles, Policies, Identity providers, Account settings, Access reports, Access analyzer, Archive rules, Analyzers, Settings, Credential report, Organization activity, and Service control policies (SCPs). The main content area displays the 'Summary' page for the user 'dna-tme-user'. It shows the User ARN as 'arn:aws:iam::878813814009:user/dna-tme-user', Path as '/', and Creation time as '2022-07-23 16:11 PDT'. Under the 'Permissions' tab, it lists 'Permissions policies (1 policy applied)'. A table shows one policy: 'AdministratorAccess', which is an 'AWS managed policy' attached 'directly'. There is also a section for 'Generate policy based on CloudTrail events' with a 'Generate policy' button.

- If you're a subuser, your administrator must add you to the CiscoDNACenter user group.

When an admin user logs in to Cisco Global Launchpad for the first time, the CiscoDNACenter user group is created on their AWS account with all the required policies attached. The admin user can add subusers to this group to allow them to log in to Cisco Global Launchpad.

The following policies are attached to the CiscoDNACenter user group:

- AmazonDynamoDBFullAccess
- IAMReadOnlyAccess
- AmazonEC2FullAccess
- AWSCloudFormationFullAccess
- AWSLambda_FullAccess
- CloudWatchFullAccess
- ServiceQuotasFullAccess
- AmazonEventBridgeFullAccess
- service-role/AWS_ConfigRole
- AmazonS3FullAccess
- ClientVPNServiceRolePolicy (Version: 2012-10-17)

This policy allows the following rules:

- ec2:CreateNetworkInterface
- ec2:CreateNetworkInterfacePermission
- ec2:DescribeSecurityGroups

- ec2:DescribeVpcs
 - ec2:DescribeSubnets
 - ec2:DescribeInternetGateways
 - ec2:ModifyNetworkInterfaceAttribute
 - ec2>DeleteNetworkInterface
 - ec2:DescribeAccountAttributes
 - ds:AuthorizeApplication
 - ds:DescribeDirectories
 - ds:GetDirectoryLimits
 - ds:UnauthorizeApplication
 - logs:DescribeLogStreams
 - logs:CreateLogStream
 - logs:PutLogEvents
 - logs:DescribeLogGroups
 - acm:GetCertificate
 - acm:DescribeCertificate
 - iam:GetSAMLProvider
 - lambda:GetFunctionConfiguration
- ConfigPermission (Version: 2012-10-17, Sid: VisualEditor0)

This policy allows the following rules:

- config:Get
- config:*
- config:*ConfigurationRecorder
- config:Describe*
- config:Deliver*
- config:List*
- config:Select*
- tag:GetResources
- tag:GetTagKeys
- cloudtrail:DescribeTrails
- cloudtrail:GetTrailStatus
- cloudtrail:LookupEvents

- config:PutConfigRule
 - config>DeleteConfigRule
 - config>DeleteEvaluationResults
- PassRole (Version: 2012-10-17, Sid: VisualEditor0)
 - This policy allows the following rules:
 - iam:GetRole
 - iam:PassRole

Install Cisco Global Launchpad

This procedure shows you how to install Cisco Global Launchpad using Docker containers for the server and client applications.

Before you begin

Make sure you have Docker CE installed on your machine. For information, see [Prerequisites for Automated Deployment, on page 2](#).

Procedure

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- Step 1** Go to the [Cisco Software Download](#) site and download the following files:
- Launchpad-desktop-client-1.7.0.tar.gz
 - Launchpad-desktop-server-1.7.0.tar.gz
- Step 2** Verify that the TAR file is genuine and from Cisco. For detailed steps, see [Verify the Cisco DNA Center VA TAR File](#).
- Step 3** Load the Docker images from the downloaded files:
- ```
docker load < Launchpad-desktop-client-1.7.0.tar.gz
docker load < Launchpad-desktop-server-1.7.0.tar.gz
```
- Step 4** Use the **docker images** command to display a list of the Docker images in the repository and verify that you have the latest copies of the server and client applications. In the files, the **TAG** column should display the numbers starting with **1.7**.
- For example:
- ```
$ docker images
```
- | REPOSITORY | TAG | IMAGE ID | CREATED | SIZE |
|--|-------|--------------|-------------|--------|
| 466518672524.dkr.ecr.us-west-2.amazonaws.com/val/valaunchpad-server | 1.7.1 | 854a1630d3a7 | 3 hours ago | 546MB |
| 466518672524.dkr.ecr.us-west-2.amazonaws.com/platform-ui/valaunchpad-client-docker | 1.7.1 | 63ff53f197c9 | 5 hours ago | 1.98GB |
- Step 5** Run the server application:

```
docker run -d -p <server-port-number>:8080 -e DEBUG=true --name server
<server_image_id>
```

For example:

```
$ docker run -d -p 9090:8080 -e DEBUG=true --name server 854a1630d3a7
```

Step 6 Run the client application:

```
docker run -d -p <client-port-number>:80 -e CHOKIDAR_USEPOLLING=true -e
REACT_APP_API_URL=http://localhost:<server-port-number> --name client
<client_image_id>
```

For example:

```
$ docker run -d -p 90:80 -e CHOKIDAR_USEPOLLING=true -e
REACT_APP_API_URL=http://localhost:9090 --name client 63ff53f197c9
```

Note Make sure that the exposed server port number and the REACT_APP_API_URL port number are the same. In [Step 5, on page 5](#) and [Step 6, on page 6](#), port number 9090 is used in both examples.

Step 7 Use the `docker ps -a` command to verify that the server and client applications are running. The **STATUS** column should show that the applications are up.

For example:

```
$ docker ps -a
```

CONTAINER ID	IMAGE	COMMAND	CREATED	STATUS	PORTS	NAMES
ad3b770e60a	466518672524.dkr.ecr.us-west-2.amazonaws.com/val/valaunchpad-server:1.7.1	"/usr/bin/dumb-init ..."	About a minute ago	Up About a minute	0.0.0.0:9494->8080/tcp	server
a6eb2e93f57a	466518672524.dkr.ecr.us-west-2.amazonaws.com/platform-ui/valaunchpad-client-docker:1.7.1	"docker-entrypoint.s..."	2 minutes ago	Up 2 minutes	0.0.0.0:94->80/tcp	client

Note If you encounter an issue while running the server or client applications, see [Troubleshoot Docker Errors, on page 25](#).

Step 8 Verify that the server application is accessible by entering the URL in the following format:

```
http://<localhost>:<server-port-number>/api/valaunchpad/aws/v1/api-docs/
```

For example:

```
http://192.0.2.2:9090/api/valaunchpad/aws/v1/api-docs/
```

The application programming interfaces (APIs) being used for the Cisco DNA Center VA are displayed in the window.

Step 9 Verify that the client application is accessible by entering the URL in the following format:

```
http://<localhost>:<client-port-number>/valaunchpad
```

For example:

```
http://192.0.2.1:90/valaunchpad
```

The Cisco Global Launchpad login window is displayed.

Note It can take a few minutes to load the Cisco Global Launchpad login window while the client and server applications load the artifacts.

Access Hosted Cisco Global Launchpad

You can access Cisco Global Launchpad through Cisco DNA Portal.

If you are new to Cisco DNA Portal, you must create a Cisco account and a Cisco DNA Portal account. Then you can log in to Cisco DNA Portal to access Cisco Global Launchpad.

If you are familiar with Cisco DNA Portal and have a Cisco account and a Cisco DNA Portal account, you can directly log in to Cisco DNA Portal to access Cisco Global Launchpad.

Create a Cisco Account

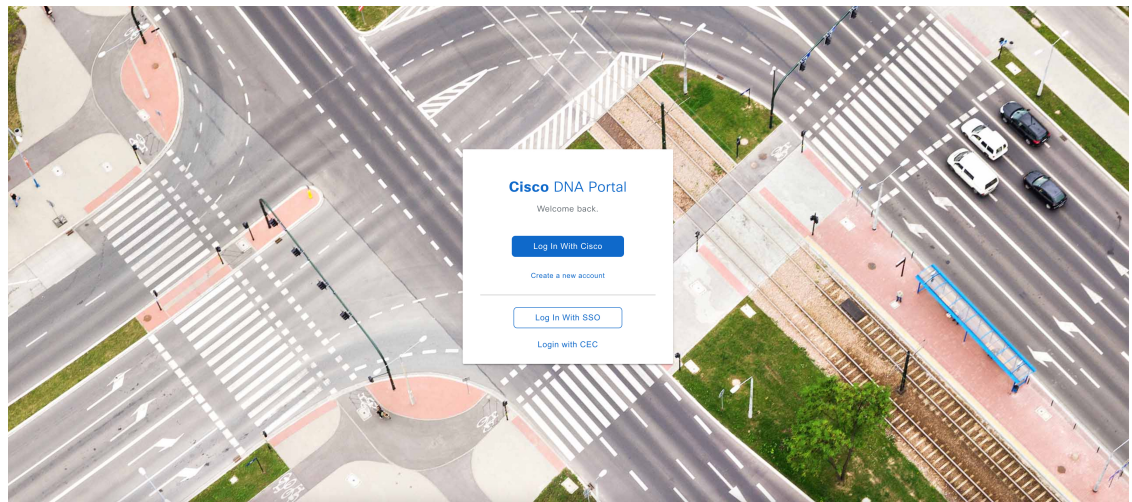
To access Cisco Global Launchpad through Cisco DNA Portal, you must create a Cisco account first.

Procedure

Step 1 In your browser, enter:

`dna.cisco.com`

The **Cisco DNA Portal** login window is displayed.



Step 2 Click **Create a new account**.

Step 3 On the **Cisco DNA Portal Welcome** window, click **Create a Cisco account**.

Step 4 On the **Create Account** window, complete the required fields and then click **Register**.

Step 5 Verify your account by going to the email that you registered your account with and clicking **Activate Account**.

Hi [redacted],

Welcome to Cisco!

Please click the button to activate your account.

Activate Account

Expires in 7 days.

After activating your account, you can:

- [Login](#) with your email and password.
- Manage your [Cisco account profile](#) and request access to Cisco applications and services.
- [Become a customer](#) by associating a contract number or bill-to ID to your account or [order services](#) directly through our global network of certified partners.
- [Become a partner](#) by associating your account with a partner company or [register your company](#) as a partner.
 - Access [supply chain](#) tools and resources.

Visit [help](#) for login, password, and account information.

[Contact support](#) for help accessing your account.

Create a Cisco DNA Portal Account

To access Cisco Global Launchpad through Cisco DNA Portal, you must create a Cisco DNA Portal account.

Before you begin

Make sure that you have a Cisco account. For more information, see [Create a Cisco Account, on page 7](#).

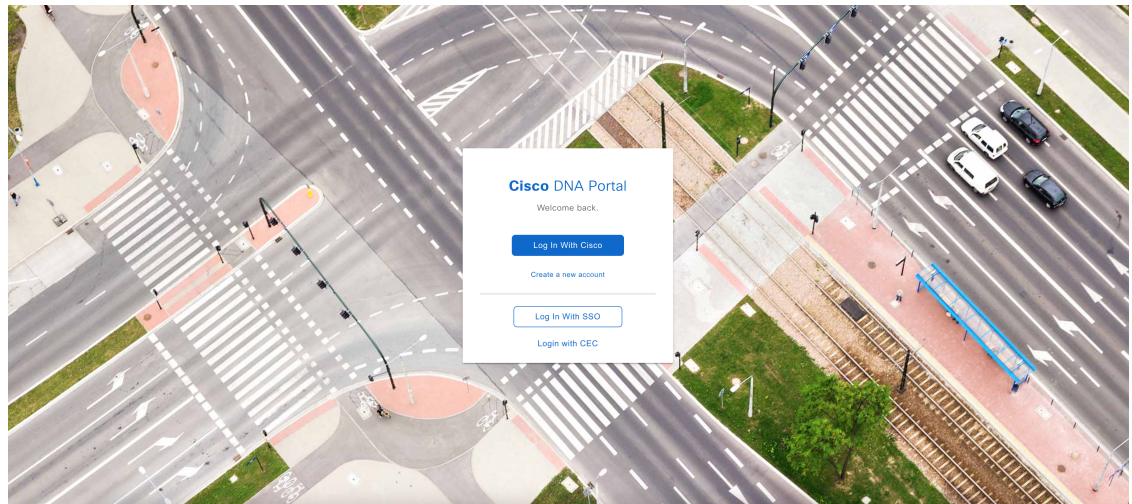
Procedure

Step 1

In your browser, enter:

`dna.cisco.com`

The **Cisco DNA Portal** login window is displayed.



Step 2 Click **Log In With Cisco**.

Step 3 Enter your Cisco account's email in the **Email** field, and click **Next**.

Step 4 Enter your Cisco account's password in the **Password** field.

Step 5 Click **Log in**.

Step 6 On the **Cisco DNA Portal Welcome** window, enter the name of your organization or team in the **Name your account** field. Then click **Continue**.

Step 7 On the **Cisco DNA Portal Confirm CCO Profile** window, do the following:

- Verify the details are correct.
- After reading, acknowledging, and agreeing with the conditions, check the check box.
- Click **Create Account**.

After successfully creating an account, the **Cisco DNA Portal** home page is displayed.

Subscribe and maintain your offers more efficiently with Cisco DNA Portal.

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Offers

Applications Experience

Application Experience enables Cisco DNA Center users to integrate with AppX cloud service to collect quality metrics and to enrich Cisco DNA Center application dashboards to get better visibility on the network.

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Cisco DNA Center Cloud

Cisco DNA Center Cloud provides complete, cloud-based lifecycle management of Cisco Catalyst 9200, 9300, and 9500 Series Switches and Cisco Catalyst 9100 Series Access Points in Embedded Wireless Controller (EWC) mode. Network administrators can manage their wired and wireless network infrastructure at the site-level using a secure cloud user interface.

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SAN Insights Discovery

SAN Insights Discovery as a SaaS offering on DNAC Cloud. This is a much-awaited pre-sales tool for Cisco Sales, Account team and Partners. It provides a comprehensive health check of any customer SAN fabric. SID works for existing Brocade and Cisco SAN fabrics. SID helps the Cisco team to better understand what the customer has and how Cisco can help moving forward.

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Plug and Play as a Service

Plug and Play as a service enables users to securely day-0 onboard Catalyst 9K family of devices. During onboarding process you can upgrade image and deploy configuration to the device. After onboarding you can redirect the device to be managed by DNA controller.

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pxGrid Cloud

Cisco pxGrid Cloud enables users to securely share context between on-premise Cisco ISE and cloud based applications. It is customizable, ensuring that only relevant data is shared. It is included as part of your Cisco ISE Advantage license.

[Subscribe](#)

Log In to the Cisco DNA Portal with Cisco

To access Cisco Global Launchpad through Cisco DNA Portal, you must log in to Cisco DNA Portal.

Before you begin

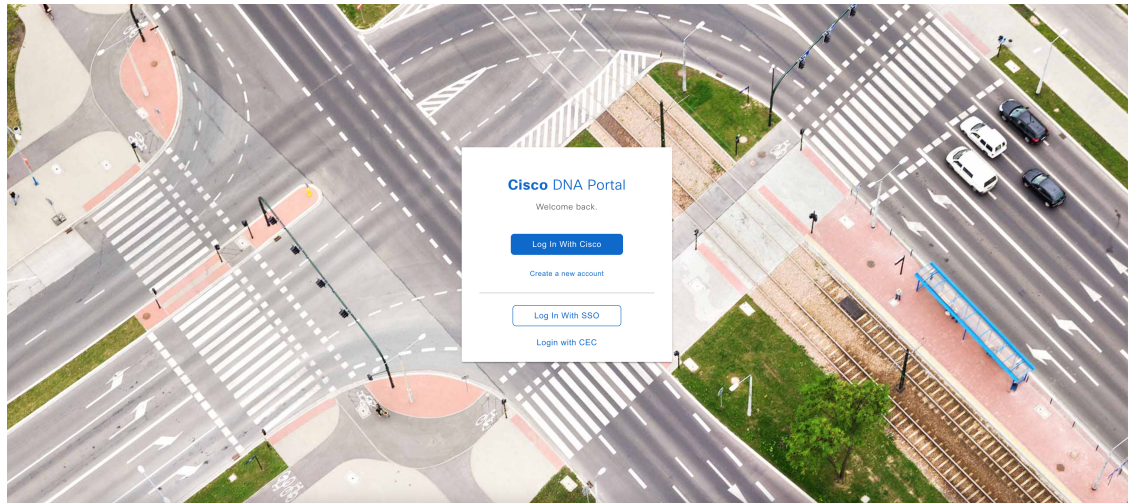
Make sure that you have a Cisco account and a Cisco DNA Portal account. For more information, see [Create a Cisco Account, on page 7](#) and [Create a Cisco DNA Portal Account, on page 8](#).

Procedure

Step 1 In your browser, enter:

dna.cisco.com

The **Cisco DNA Portal** login window is displayed.



Step 2 Click **Log In With Cisco**.

Step 3 Enter your Cisco account's email in the **Email** field, and click **Next**.

Step 4 Enter your Cisco account's password in the **Password** field.

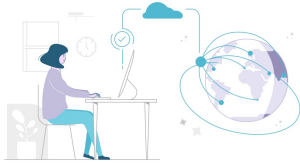
Step 5 Click **Log in**.

If you have only one Cisco DNA Portal account, the **Cisco DNA Portal** home page is displayed.

Step 6 (Optional) If you have multiple Cisco DNA Portal accounts, choose the account that you want to log in to by clicking the account's adjacent **Continue** button.

The **Cisco DNA Portal** home page is displayed.

Subscribe and maintain your offers more efficiently with Cisco DNA Portal.
Select an offer below and enjoy your trip with Cisco DNA Portal.



Offers

Applications Experience	Cisco DNA Center Cloud	SAN Insights Discovery	Plug and Play as a Service	pxGrid Cloud
<p>Application Experience enables Cisco DNA Center users to integrate with AppX cloud service to collect quality metrics and to enrich Cisco DNA Center application dashboards to get better visibility on the network.</p> <p>Subscribe</p>	<p>Cisco DNA Center Cloud provides complete, cloud-based lifecycle management of Cisco Catalyst 9200, 9300, and 9500 Series Switches and Cisco Catalyst 9100 Series Access Points in Embedded Wireless Controller (EWC) mode. Network administrators can manage their wired and wireless network infrastructure at the site-level using a secure cloud user interface.</p> <p>Subscribe Learn More</p>	<p>SAN Insights Discovery as a SaaS offering on DNAC Cloud. This is a much-awaited pre-sales tool for Cisco Sales, Account team and Partners. It provides a comprehensive health check of any customer SAN fabric. SID works for existing Brocade and Cisco SAN fabrics. SID helps the Cisco team to better understand what the customer has and how Cisco can help moving forward.</p> <p>Subscribe Learn More</p>	<p>Plug and Play as a service enables users to securely day-0 onboard Catalyst 9K family of devices. During onboarding process you can upgrade image and deploy configuration to the device. After onboarding you can redirect the device to be managed by DNA controller.</p> <p>Subscribe</p>	<p>Cisco pxGrid Cloud enables users to securely share context between on-premise Cisco ISE and cloud based applications. It is customizable, ensuring that only relevant data is shared. It is included as part of your Cisco ISE Advantage license.</p> <p>Subscribe</p>

Create a New VA Pod

A VA pod is the AWS hosting environment for the Cisco DNA Center VA. The hosting environment includes AWS resources, such as the Cisco DNA Center VA EC2 instance, Amazon Elastic Block Storage (EBS), backup NFS server, security groups, routing tables, Amazon CloudWatch logs, Amazon Simple Notification System (SNS), VPN Gateway (VPN GW), TGW, and so on.

Using Cisco Global Launchpad, you can create multiple VA pods—one VA pod for each Cisco DNA Center VA.



Note

- The AWS Super Administrator user can set a limit on the number of VA pods that can be created in each region. The VPCs used for resources outside of Cisco Global Launchpad contribute to this number as well. For example, if your AWS account has a limit of five VPCs and two are in use, you can only create three more VA pods in the selected region.
- On some steps, all the resources must be set up successfully to proceed to the next step. If all the resources haven't been set up successfully, the proceed button is disabled. If all the resources have been set up successfully and the proceed button is disabled, wait a few seconds because the resources are still loading. After all the configurations are complete, the button is enabled.
- Your VA pod configuration doesn't change when you update Cisco Global Launchpad to a later release, you downgrade to an earlier Cisco Global Launchpad release, or you update the region setup where your VA pod is located.

For example, if you created a VA pod in Cisco Global Launchpad, Release 1.7.0, the backup password is a combination of the backup instance's stack name and the backup server's IP address. If you access this VA pod in an earlier release, such as Release 1.6.0, the backup password doesn't change.

This procedure guides you through the steps to create a new VA pod.

Before you begin

Your AWS account must have administrator access permission to perform this procedure. For information, see [Prerequisites for Automated Deployment, on page 2](#).

Procedure

Step 1 Log in to Cisco Global Launchpad using one of the following methods:

- **IAM Login:** This method uses user roles to define user access privileges. Cisco Global Launchpad supports multi-factor authentication (MFA) as an optional, additional form of authentication, if your company requires it. For more information, see "Log In to Cisco Global Launchpad Using IAM" in the [Cisco Global Launchpad 1.7 Administrator Guide](#).
- **Federated Login:** This method uses one identity to gain access to networks or applications managed by other operators. For more information, see "Generate Federated User Credentials Using saml2aws" or "Generate Federated User Credentials Using AWS CLI" in the [Cisco Global Launchpad 1.7 Administrator Guide](#).

For information about how to get an Access Key ID and Secret Access Key, see the AWS [Managing access keys](#) topic in the *AWS Identity and Access Management User Guide* on the AWS website.

If you encounter any login errors, you need to resolve them and log in again. For more information, see [Troubleshoot Login Errors, on page 26](#).

Step 2 If you are an admin user logging in for the first time, enter your email address in the **Email ID** field and click **Submit**. If you are a subuser, proceed to [Step 3, on page 13](#).

You can subscribe to the Amazon SNS to receive alerts about deployed resources, changes, and resource over-utilization. Further, alarms can be set up to notify you if Amazon CloudWatch detects any unusual behavior in Cisco Global Launchpad. In addition, AWS Config evaluates and assesses your configured resources and sends audit logs of the results as well. For more information, see "Subscribe to the Amazon SNS Email Subscription" and "View Amazon CloudWatch Alarms" in the [Cisco Global Launchpad 1.7 Administrator Guide](#).

After you enter your email, several processes happen:

- The CiscoDNACenter user group is created in your AWS account with all the required policies attached. The admin user can add subusers to this group to allow subusers to log in to Cisco Global Launchpad.
- An Amazon S3 bucket is automatically created to store the state of the deployment. We recommend that you do not delete this or any other bucket from the AWS account, either globally or for each region. Doing so could impact the Cisco Global Launchpad deployment workflow.
- If you are logging in to a region for the first time, Cisco Global Launchpad creates several resources in AWS. This process can take some time, depending on whether the region was previously enabled or not. Until the process completes, you cannot create a new VA pod. During this time, the following message is displayed: **"Setting up the initial region configuration. This might take a couple of minutes."**

After you log in successfully, the **Dashboard** pane is displayed.

Note If you're prompted to update the region setup, follow the prompts to complete the update. For more information, see "Update a Region Setup" in the [Cisco Global Launchpad 1.7 Administrator Guide](#).

The screenshot shows the Cisco Global Launchpad Dashboard. On the left is a navigation sidebar with the following items: 'Regions(s) ap-southeast-2', 'VA Monitoring', 'User Activities', 'Settings', and 'Help Center'. The main dashboard area has a 'Dashboard' title and a notification box at the top stating: 'The following regions have the region setup configured but don't contain any VA pods. Choose which regions you want to remove the region setup from: ap-south-1'. Below this is a world map with colored regions and a legend for 'Regions' and 'Region with a Failed VA Pod'. A status summary shows: '0 VA Pods Failed', '0 VA Pods In Progress', '0 VA Pods Completed', and '0 VA Pods Has 0 Cisco Catalyst Center(s)'. At the bottom, there is a search bar, a 'VA Pod Status' dropdown, a 'Refresh' button, and a '+ Create New VA Pod' button. A central message reads: 'No VA Pod(s) created! You can create a new VA pod by clicking + Create New VA Pod.' Below this are three informational notes regarding AWS account requirements, cloud environment specifications, and the definition of a VA pod.

Step 3 Click **+ Create New VA Pod**.

Step 4 Choose the region where you want to create the new VA pod by completing the following steps in the **Select a Region** dialog box:

a. From the **Region** drop-down list, choose a region.

If you already chose one region from the left navigation pane's **Region** drop-down list, this region is automatically chosen.

Note If you're prompted to update the region setup, follow the prompts to complete the update. For more information, see "Update a Region Setup" in the [Cisco Global Launchpad 1.7 Administrator Guide](#).

b. Click **Next**.

Step 5 Configure the AWS infrastructure, which includes the VPC, private subnet, routing table, security group, virtual gateway, and CGW, by completing the following steps:

a) In the **VA Pod Environmental Details** fields, configure the following fields:

- **VA Pod Name:** Assign a name to the new VA pod. Keep the following restrictions in mind:
 - The name must be unique within the region. (This means that you can use the same name across multiple regions.)
 - The name can have a maximum of 12 characters.

- The name can include letters (A-Z), numbers (0-9), and dashes (-).
 - **Availability Zone:** Click this drop-down list and choose an availability zone, which is an isolated location within your selected region.
 - **AWS VPC CIDR:** Enter a unique VPC subnet to use to launch the AWS resources. Keep the following guidelines in mind:
 - The recommended CIDR range is /25.
 - In IPv4 CIDR notation, the last octet (the fourth octet) of the IP address can only have the values 0 or 128.
 - This subnet should not overlap with your corporate subnet.
- b) Under **Transit Gateway (TGW)**, choose one of the following options:
- **VPN GW:** Choose this option if you have a single VA pod, and you want to use a VPN gateway. A VPN GW is the VPN endpoint on the Amazon side of your Site-to-Site VPN connection. It can be attached to only a single VPC.
 - **New VPN GW + New TGW:** Choose this option if you have multiple VA pods or VPCs, and you want to use the TGW as a transit hub to interconnect multiple VPCs and on-premises networks. It can also be used as a VPN endpoint for the Amazon side of the Site-to-Site VPN connection.
- Note** You can create only one TGW per region.
- **Existing TGW:** Choose this option if you have an existing TGW that you want to use to create a new VA pod, and then choose one of the following options:
 - **New VPN GW:** Choose this option if you want to create a new VPN gateway for your existing TGW.
 - **Existing Attachment:** Choose this option if you want to use an existing VPN or direct-connect attachment. From the **Select Attachment ID**, drop-down list, choose an attachment ID.

If you choose this option, you must also configure the routing on the existing TGW and CGW. For information, see [Manually Configure Routing on Existing Transit and Customer Gateways, on page 20](#).
- c) Do one of the following:
- If you selected **Existing TGW** and **Existing Attachments** as your preferred connectivity options, proceed to Step [5.d, on page 15](#).
 - If you selected **VPN GW**, **New VPN GW + New TGW**, or **Existing TGW + New VPN GW**, provide the following VPN details:
 - **CGW (Enterprise Firewall/Router):** Enter the IP address of your Enterprise firewall or router to form an IPsec tunnel with the AWS VPN gateway.
 - **VPN Vendor:** From the drop-down list, choose a VPN vendor.

The following VPN vendors are not supported: **Barracuda**, **Sophos**, **Vyatta**, and **Zyxel**. For more information, see [Troubleshoot VA Pod Configuration Errors, on page 27](#).

 - **Platform:** From the drop-down list, choose a platform.

- **Software:** From the drop-down list, choose a software.

d) For the **Customer Profile** size, leave the default **Medium** setting.

The customer profile size applies to both the Cisco DNA Center VA instance and the backup instance. The **Medium** configures the instances as follows:

- **Cisco Catalyst Center Instance:** r5a.8xlarge, 32 vCPU, 256-GB RAM, and 4-TB storage.

Important Cisco DNA Center supports only the r5a.8xlarge instance size. Any changes to this configuration aren't supported. Additionally, the r5a.8xlarge instance size isn't supported in specific availability zones. To view the list of unsupported availability zones, see the [Release Notes for Cisco Global Launchpad 1.7.0](#).

- **Backup Instance:** T3.micro, 2 vCPU, 500-GB storage, and 1-GB RAM

e) For the **Backup Target**, choose one of the following options as the destination for the backups of your Cisco DNA Center databases and files:

- **Enterprise Backup (NFS):** Choose this option if you want the backup to be stored in the on-premises servers.
- **Cloud Backup (NFS):** Choose this option if you want the backup to be stored in AWS.

Note the following backup details. You will use this information later to log in to the cloud backup server:

- **SSH IP Address:** <BACKUP VM IP>
- **SSH Port:** 22
- **Server Path:** /var/dnac-backup/
- **Username:** maglev
- **Password:** <xxxx#####>

Your backup server password is dynamically created. The password is composed of the first four characters of the backup instance's stack name and the backup server's IP address without the periods.

For example, if the backup instance's stack name is DNAC-ABC-0123456789987 and the backup server's IP address is 10.0.0.1, the backup server password is DNAC10001.

- Note**
- You can find the backup instance's stack name either on the **Cisco Catalyst Center Configuration In Progress** window (see [Step 9, on page 23 in Create a New Cisco DNA Center VA, on page 21](#)) or on the **AWS Console > CloudFormation > Stacks** window.
 - You can find the backup server's IP address also on the **Cisco Catalyst Center Configuration In Progress** window (see [Step 9, on page 23 in Create a New Cisco DNA Center VA, on page 21](#)) or on the **View Catalyst Center** pane (see "View Catalyst Center VA Details" in the [Cisco Global Launchpad 1.7 Administrator Guide](#)).

- **Passphrase:** <Passphrase>

Your passphrase is used to encrypt the security-sensitive components of the backup. These security-sensitive components include certificates and credentials.

This passphrase is required and you will be prompted to enter this passphrase when restoring the backup files. Without this passphrase, backup files are not restored.

- **Open Ports:** 22, 2049, 873, and 111

f) Click **Next**.

The **Summary** pane is displayed.

g) Review the environment and VPN details that you entered. If you are satisfied, click **Start Configuring AWS Infrastructure**.

Important This setup takes about 20 minutes to complete. Do not exit the application or close this window or tab. Otherwise, the setup will pause.

h) After the AWS infrastructure is successfully configured, the **AWS Infrastructure Configured** pane is displayed.

The screenshot displays the 'AWS Infrastructure Configured' pane. On the left, a progress indicator shows three steps: 1. Configure the AWS Infrastructure (Enter EC2 and VPN Details), 2. Configure the On-Premises Tunnel Endpoint (Precheck with AWS), and 3. Network Connectivity Check (Check IPsec tunnel connection). The main area lists the following resources with green checkmarks:

- testpod (AWS CloudFormation)
- PrivateRouteTable1 (AWS EC2)
- PrivateSubnet1 (AWS EC2)
- VPC (AWS EC2)
- testpod-OnPremConnectivity (AWS CloudFormation)
- VpcVpnConnectionPrimary (AWS EC2)
- VpcCustomerGateway (AWS EC2)
- VpcVpnGateway (AWS EC2)
- testpod-LambdaFunctions (AWS CloudFormation)

At the bottom left is an 'Exit' button, and at the bottom right is a 'Proceed to On-Premises Configuration' button. To the right of the list is a circular diagram titled 'AWS Infrastructure' with six icons representing different components: a database, a server, a cloud, a lock, a server rack, and a server with a cloud icon.

If the AWS infrastructure configuration fails, exit Cisco Global Launchpad and see [Troubleshoot VA Pod Configuration Errors, on page 27](#) for information about possible causes and solutions.

1 Configure the AWS Infrastructure
Enter EC2 and VPN Details

2 Configure the On-Premises Tunnel Endpoint
Precheck with AWS

3 Network Connectivity Check
Check IPsec tunnel connection

AWS Infrastructure Configuration Failed

- Failed-Pod-OnPremConnectivity
AWS CloudFormation
- VpcVpnGateway
AWS EC2
Resource creation cancelled
- VpcCustomerGateway
AWS EC2
Resource handler returned message: "Value (192.168.1.2) for parameter publicIp is invalid. (Service: Ec2, Status Code: 400, Request ID: 3205e1ed-c575-479e-bfb4-009b831742e8)" (RequestToken: 92c083d4-32c6-82cc-e421-be347e3b4951, HandlerErrorCode: GeneralServiceException)
- Failed-Pod
AWS CloudFormation
- PrivateRouteTable1
AWS EC2
- PrivateSubnet1
AWS EC2
- VPC
AWS EC2
- Failed-Pod-LambdaFunctions

Exit

Proceed to On-Premises Configuration

Step 6 Download the on-premises configuration file by completing the following steps:

- After the AWS infrastructure is successfully configured, click **Proceed to On-Premises Configuration**.
- In the **Configure the On-Premises Tunnel Endpoint** pane, click **Download Configuration File**. Forward this file to your network administrator to configure the on-premises-side IPsec tunnel.

Make sure your network administrator configures only one IPsec tunnel.

Note

- The network administrator can make the necessary changes to this configuration file and apply it to your Enterprise firewall or router to bring up the IPsec tunnels.
The provided configuration file enables you to bring up two tunnels between AWS and the Enterprise router or firewall.
- Most virtual private gateway solutions have one tunnel up and the other down. You can have both tunnels up and use the Equal Cost Multiple Path (ECMP) networking feature. ECMP processing enables the firewall or router to use equal-cost routes to transmit traffic to the same destination. To do this, your router or firewall must support ECMP. Without ECMP, we recommend that you either keep one tunnel down and manually failover or use a solution, such as an IP SLA, to automatically bring up the tunnel in a failover scenario.

- Click **Proceed to Network Connectivity Check** button.

Step 7 Check the status of your network configuration based on the on-premises connectivity preferences that you selected during the AWS infrastructure configuration by completing one of the following actions:

- If you selected **VPN GW** as your preferred on-premises connectivity option, the IPsec tunnel configuration status is displayed, as follows:
 - If the network administrator hasn't configured the IPsec tunnel yet, a padlock is displayed on the IPsec tunnel:

Network Connectivity Check

Checking for IPsec tunnel connectivity ...



- Ask your network administrator to verify that the IPsec tunnel on the Enterprise firewall or router is up. After the IPsec tunnel comes up, the IPsec tunnel turns green:

Network Connectivity Check

IPsec tunnel connection is established.



Note If the IPsec tunnel is up and you cannot access Cisco DNA Center from the CGW, check that the correct values were passed during the IPsec tunnel configuration. Cisco Global Launchpad reports the tunnel status from AWS and doesn't perform additional checks.

- If you selected **New VPN GW + New TGW** or **Existing TGW and New VPN GW** as your preferred on-premises connectivity option, Cisco Global Launchpad checks whether your VPC is connected to the TGW, which in turn is connected to your on-premises firewall or router.

Note For the TGW-to-Enterprise firewall or router connection to succeed, your network administrator must add the configuration to your on-premises firewall or router.

The connection status is displayed, as follows:

- If the connection from the TGW to your on-premises firewall or router isn't connected yet, it's grayed out:



- After TGW connectivity is successfully established, the TGW connection is green:



- If you selected **Existing TGW** and **Existing Attachment** as your preferred on-premises connectivity option, make sure that routing is configured between the existing TGW and the newly attached VPC, where Cisco DNA Center is launched. For information, see [Manually Configure Routing on Existing Transit and Customer Gateways, on page 20](#).

The connection status is displayed, as follows:

- If your VPC is not attached to the TGW, the TGW connection is grayed out:



- After TGW connectivity is successfully established, the TGW connection is green:



- Step 8** Click **Go to Dashboard** to return to the **Dashboard** pane, where you can create more VA pods and manage your existing ones.

Manually Configure Routing on Existing Transit and Customer Gateways

If you selected **Existing Transit Gateway** and **Existing Attachments** as your preferred connectivity option while creating a new VA pod, Cisco Global Launchpad creates a VPC to launch Cisco DNA Center and attaches this VPC to your existing TGW.

For Cisco Global Launchpad to establish the TGW connection, you must manually configure the TGW routing table on AWS and add the routing configuration to your existing CGW.

Procedure

- Step 1** From the AWS console, go to **VPC service**.
- Step 2** In the left navigation pane, under **Transit Gateways**, choose **Transit gateway route tables** and select the existing TGW route table.
- Step 3** In the **Transit gateway route tables** window, click the **Associations** tab and then click **Create association**.

Transit gateway route tables (1/1) info

Filter transit gateway route tables

<input checked="" type="checkbox"/>	Name	Transit gateway route table ID	Transit gateway ID	State	Default association route table	Default propagation route table
<input checked="" type="checkbox"/>	TEST-0-2-5-NTGW_...	tgw-rtb-04cb3502f1649f635	tgw-044a18d1d2ce07ec6	Available	No	No

tgw-rtb-04cb3502f1649f635 / TEST-0-2-5-NTGW_VA_TGWVPNRouteTable

Details Associations Propagations Prefix list references Routes Tags

Associations (3) info

Filter associations

<input type="checkbox"/>	Attachment ID	Resource type	Resource ID	State
<input type="checkbox"/>	tgw-attach-03f39a6abda35a9b	VPC	vpc-048ab88f3c4178310	Associated
<input type="checkbox"/>	tgw-attach-014db4b572f2242e7	VPN	vpn-0f5a1d61c0d22f151	Associated
<input type="checkbox"/>	tgw-attach-0b046fe367442fa5f	VPC	vpc-01fd251ea2f8000c9	Associated

Step 4 In the **Transit gateway route tables** window, click the **Propagations** tab and then click **Create propagation**.

Transit gateway route tables (1/1) info

Filter transit gateway route tables

<input checked="" type="checkbox"/>	Name	Transit gateway route table ID	Transit gateway ID	State	Default association route table	Default propagation route table
<input checked="" type="checkbox"/>	TEST-0-2-5-NTGW_...	tgw-rtb-04cb3502f1649f635	tgw-044a18d1d2ce07ec6	Available	No	No

tgw-rtb-04cb3502f1649f635 / TEST-0-2-5-NTGW_VA_TGWVPNRouteTable

Details Associations Propagations Prefix list references Routes Tags

Propagations (3) info

Filter propagations

<input type="checkbox"/>	Attachment ID	Resource type	Resource ID	State
<input type="checkbox"/>	tgw-attach-014db4b572f2242e7	VPN	vpn-0f5a1d61c0d22f151	Enabled
<input type="checkbox"/>	tgw-attach-03f39a6abda35a9b	VPC	vpc-048ab88f3c4178310	Enabled
<input type="checkbox"/>	tgw-attach-0b046fe367442fa5f	VPC	vpc-01fd251ea2f8000c9	Enabled

Step 5 To ensure that the static route between the respective VPC and VPN is active, click the **Routes** tab and then click **Create static route**.

Step 6 Ensure that your on-premises router configuration is updated to route the network traffic destined for the CIDR ranges that are allocated to your CGW in your AWS environment.

For example: `route tunnel-int-vpn-0b57b508d80a07291-1 10.0.0.0 255.255.0.0 192.168.44.37 200`

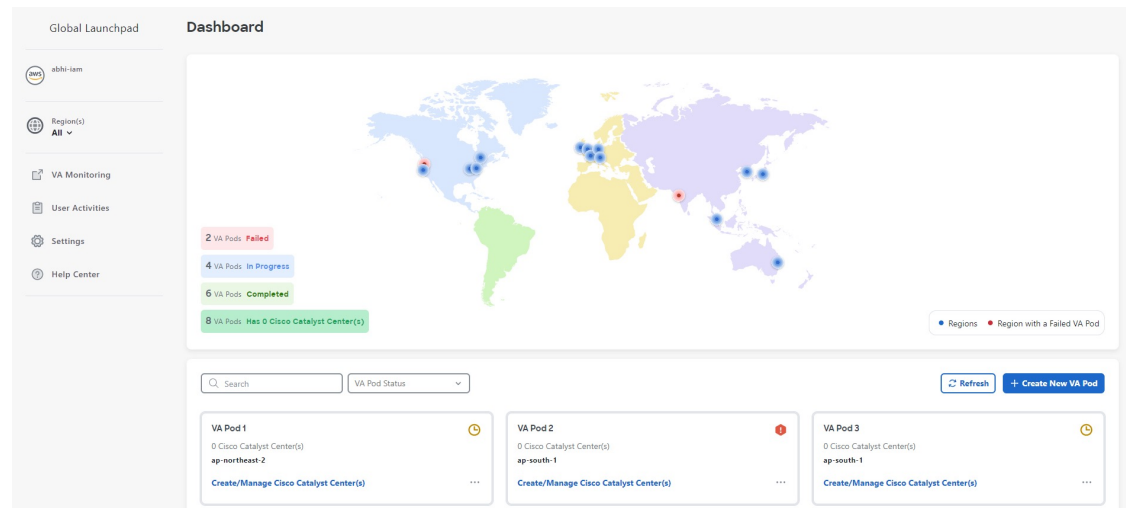
Create a New Cisco DNA Center VA

Use this procedure to configure a new Cisco DNA Center VA.

Procedure

Step 1

In the **Dashboard** pane, below the map, locate the VA pod where you want to create your Cisco DNA Center VA.



Step 2

In the VA pod card, click **Create/Manage Cisco Catalyst Center(s)**.

Step 3

In the **VA Pod Dashboard** pane, click **+ Create New Cisco Catalyst Center**.

Step 4

Enter the following details:

- **Cisco Catalyst Center Version:** From the drop-down list, choose a Cisco DNA Center version.
- **Enterprise DNS:** Enter the IP address of your Enterprise DNS. Ensure that the Enterprise DNS is reachable from the VA pod in which you're creating the Cisco DNA Center VA.
 - Note**
 - Cisco Global Launchpad checks the on-premises network connection using UDP port 53 with the DNS server IP address that you entered.
 - The DNS server cannot be updated through Cisco Global Launchpad after deploying Cisco DNA Center on AWS. However, you can update the DNS server using the AWS console. For more information, [Update the DNS Server on a Cisco DNA Center VA Using the AWS Console, on page 29](#).
- **FQDN (Fully Qualified Domain Name):** Enter the FQDN for the Cisco DNA Center VA as configured on your DNS server.
- **Proxy Details:** Select one of the following HTTPS network proxy options:
 - **No Proxy:** No proxy server is used.
 - **Unauthenticated:** The proxy server does not require authentication. Enter the URL and port number of the proxy server.
 - **Proxy Authentication:** The proxy server requires authentication. Enter the URL, port number, username, and password details for the proxy server.

- **Cisco Catalyst Center Virtual Appliance Credentials:** Enter a CLI password to use to log in to the Cisco DNA Center VA.

The password must conform to the following constraints:

- Cannot contain any tab or line breaks.
- Must have at least 8 characters
- Must have a character from at least three of the following categories:
 - Lowercase letter
 - Uppercase letter
 - Number
 - Special character

Save this password for future reference.

Note The username is maglev.

Step 5 Click **Validate** to validate the Enterprise DNS server and FQDN configured on the DNS server.

Note In Cisco Global Launchpad, Release 1.7.0, if the DNS server, proxy server, or FQDN checks fail, continue with your configuration as follows:

- If the DNS server validation fails, you cannot continue creating your Cisco DNA Center VA. Make sure that the entered DNS server IP address is reachable from the VA pod.
- If the proxy server validation fails, you can still continue with your configuration because even if the invalid proxy details aren't fixed, the Cisco DNA Center VA works.
- If the FQDN validation fails, you can still continue with creating your Cisco DNA Center VA. However, for the Cisco DNA Center VA to work, you need to fix the FQDN configuration.

Step 6 In the **Summary** window, review the configuration details.

Note The Cisco DNA Center IP address is a statically assigned IP address that is maintained across AWS availability zone outages to ensure uninterrupted connectivity and to minimize disruptions during critical network operations.

Step 7 If you are satisfied with the configuration, click **Generate PEM Key File**.

Step 8 In the **Download PEM Key File** dialog box, click **Download PEM Key File**. If you click **Cancel**, you're returned to the **Summary** window.

Important Because the PEM key isn't stored in your AWS account, you need to download it. You need the PEM key to access the Cisco DNA Center VA that is being created.

Step 9 After you downloaded the PEM file, click **Start Cisco Catalyst Center Configuration**.

Summary

Review your Cisco Catalyst Center VA Configuration and make any changes as needed. When you're ready, click "Start Cisco Catalyst Center Configuration".

Domain Details

Enterprise DNS	192.168.1.1	✓
FQDN	dnac.cisco.cloud	✗
Cisco Catalyst Center IP Address	192.168.1.1	

Proxy Details ✓

Customer HTTP Network Proxy	No Proxy
-----------------------------	----------

Other Details

Cisco Catalyst Center Version	2.3.5.3
-------------------------------	---------

Note : You can continue deploying Cisco Catalyst Center but you should fix FQDN to make it work.

[Exit](#)

[Back](#)

[Start Cisco Catalyst Center Configuration](#)

Cisco Global Launchpad configures the Cisco DNA Center environment. After the environment is configured, Cisco DNA Center boots. Initially, Cisco Global Launchpad displays the outer ring in gray. When Port 2222 is validated, the image turns amber. When Port 443 is validated, the image turns green.

Note This process takes 45-60 minutes. Do not exit the application or close this window or tab. Otherwise, the setup will pause.

After Cisco DNA Center is done booting, the configuration is complete. You can now view your Cisco DNA Center VA details.

Cisco Catalyst Center Configuration In Progress

It can take about 45 minutes for the Cisco Catalyst Center VA to boot. Check back again later.

Cisco Catalyst Center Details

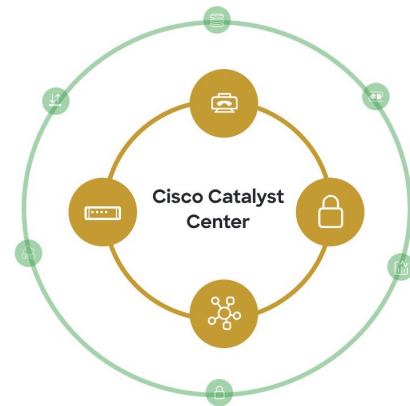
Cisco Catalyst Center URL	192.168.1.1
Cloud Backup Server IP	192.168.1.1

- ✓ udpod-1700472553557-InstanceLaunch
AWS CloudFormation

- ✓ udpod-1700472553557-BackupInstance
AWS CloudFormation

- ✓ BackUpInstance
AWS EC2

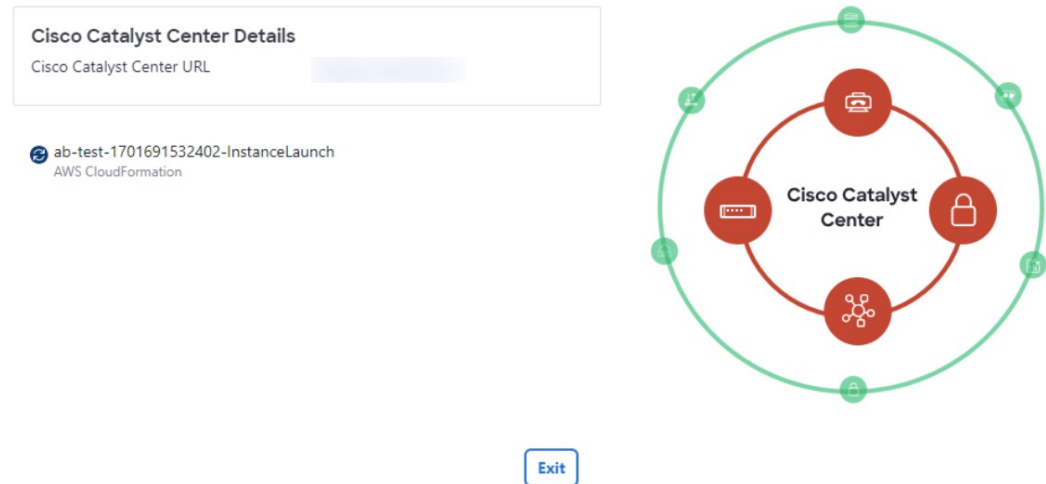
[Exit](#)



Tip While the **Cisco Catalyst Center Configuration In Progress** window is displayed, record the backup server's IP address and the backup instance's stack name for later use. Your backup server password is a combination of the first four characters of the backup instance's stack name and the backup server's IP address without the periods.

If the Cisco DNA Center configuration fails, exit to the **VA Pod Dashboard** pane. For information, see [Troubleshoot Cisco DNA Center VA Configuration Errors, on page 29](#).

Cisco Catalyst Center Configuration Failed



Step 10 To return to the **VA Pod Dashboard** pane, click **Go to Manage Cisco Catalyst Center(s)**.

Troubleshoot the Deployment

Cisco Global Launchpad is designed to help you seamlessly configure Cisco DNA Center on AWS with minimal intervention. This section shows you how to troubleshoot common issues during the deployment of Cisco DNA Center on AWS.



Note We recommend against making manual changes with Cisco Global Launchpad through the AWS console, because it can lead to issues that Cisco Global Launchpad cannot resolve.

If you have any issues that are not addressed in this section, contact Cisco TAC.

Troubleshoot Docker Errors

If the error, `port is already in use`, displays while running the Docker images for Cisco Global Launchpad, you can troubleshoot it with the following possible solutions:

Error	Possible Solution
<p>If you receive the following error while running the server application:</p> <pre>port is already in use</pre>	<p>On Docker, run the server application:</p> <pre>docker run -d -p <server-port-number>:8080 -e SECRET_KEY=<your-secret-key> --name server --pull=always dockerhub.cisco.com/maglev-docker/server:x.x.x-latest</pre> <p>Note You can use any available server port.</p> <p>While running the server application, run the client application:</p> <pre>docker run -d -p 90:80 -e REACT_APP_API_URL=http://localhost:<client-port-number> --name client --pull=always dockerhub.cisco.com/maglev- docker/client:x.x.x</pre> <p>Note You must use the same port number that you used to run the server application.</p>
<p>If you receive the following error while running the client application:</p> <pre>port is already in use</pre>	<p>On Docker, run the client application:</p> <pre>docker run -d -p <client-port-name>:80 --name client --pull=always dockerhub.cisco.com/maglev-docker/client:x.x.x</pre> <p>Note You can use any available server port.</p>

Troubleshoot Login Errors

When you log in to Cisco Global Launchpad, you may encounter a login error. You can troubleshoot common login errors with the following possible solutions:

Error	Possible Solution
Invalid credentials.	Reenter your credentials and check that they're entered correctly.
You don't have enough access.	For admin users, verify that your account has administrator access permission. For subusers, verify that your administrator added you to the CiscoDNACenter user group.
An operation to delete is in progress, please try again after some time.	If an admin user deletes the <AccountId>-cisco-dna-center global bucket from your AWS account and then tries to log in, this login error can occur. Wait 5 minutes for the deletion to complete.

Troubleshoot a Hosted Cisco Global Launchpad Error

On hosted Cisco Global Launchpad, when you trigger a root cause analysis (RCA) from the **Trigger RCA** pane, the **Rate exceeded** error can occur. If this error occurs, the following message is displayed in the top-right corner of the **Trigger RCA** pane:

```
Rate exceeded.
```

This error message displays when the maximum number of API requests (10,000 per second) are received for a region. To resolve this issue, increase the limit in AWS with the Service Quotas service, or retry the operation after a few seconds.

Troubleshoot Region Issues

You can troubleshoot region issues with the following possible solutions:

Issue	Possible Solution
While creating a new VA pod in a new region, Cisco Global Launchpad displays an error message or the screen freezes for more than 5 minutes and does not display a configuration-in-progress message.	<p>Make sure that any manual process on the AWS console has completed successfully and try this step again. If the problem persists, contact Cisco TAC.</p> <p>Note To avoid such conflicts, we recommend that you don't make any manual changes to the VA pods. Instead, use the Cisco Global Launchpad for all actions.</p>
<p>Your region setup fails and Cisco Global Launchpad displays a Bucket [name] did not stabilize error similar to the following:</p> <pre>Bucket 059356112352-cisco-dna-center-eu-south-1.va.storage did not stabilize</pre>	Open a case with AWS and ask that they delete the failed resources from the backend.

Troubleshoot VA Pod Configuration Errors

You can troubleshoot VA pod configuration errors with the following possible solutions:

Error	Possible Solution
+ Create VA Pod button disabled	<p>Hover your cursor over the disabled button to learn more about why it's disabled.</p> <p>The following are likely reasons why you can't create a new VA pod:</p> <ul style="list-style-type: none"> • You have reached the limit of VPC service quota: For every region, a limit is set by your AWS administrator for how many VPCs can be created. Typically, there are 5 VPCs per region, and each VPC can have only one VA pod. However, you may want to contact your AWS administrator for the exact number. <p>Note that any VPC used for resources outside of Cisco Global Launchpad contribute to this limit. For example, if your AWS account has a limit of five VPCs and two are in use, you can only create three more VA pods in the selected region.</p> <p>To create new VA pods, ask your AWS administrator to change the limit or delete some of your existing VA pods or VPCs on your AWS account. For more information, see the AWS Creating a service quota increase topic in the <i>AWS Support User Guide</i> on the AWS website.</p> <ul style="list-style-type: none"> • Pod deletion in progress: The deletion of the last VA pod in the region is in progress. Wait a few minutes, and then retry creating a new VA pod.

Error	Possible Solution
AMI ID for this region is not available for your account.	<p>When you click + Create New VA Pod, Cisco Global Launchpad validates the AMI ID for your selected region.</p> <p>If you encounter this error, the validation has failed and you can't create a new pod in this region. Contact Cisco TAC to help you resolve the issue.</p>
Your VPN configuration is invalid. At this step you cannot update it so please delete the instance and create a new one.	<p>When configuring a VA pod, the following VPN vendors are not supported:</p> <ul style="list-style-type: none"> • Barracuda • Sophos • Vyatta • Zyxel <p>If you are using an unsupported VPN vendor, the following error message is displayed on the Configure the On-Premises Tunnel Endpoint window:</p> <p>Your VPN configuration is invalid. At this step, you cannot update it, so please delete the instance and create a new one.</p>
CustomerGateway with type "ipsec.1", ip-address "xx.xx.xx.xx", and bgp-asn "65000" already exists (RequestToken: f78ad45d-b4f8-d02b-9040-f29e5f5f86cf, HandlerErrorCode: AlreadyExists)	<p>You may encounter this error if you try to create more than one VA pod at a time.</p> <p>To resolve this error, delete the failed VA pod and recreate it. Ensure that you create only one VA pod at a time.</p>
AWS Infrastructure Failed.	<p>If the AWS configuration fails, return to the Dashboard pane and create a new VA pod. For more information, see Create a New VA Pod, on page 11.</p> <p>Note You can delete the VA pod that failed to configure.</p>
AWS Configuration fails when editing a VA Pod	<p>Make sure that any manual process on the AWS console has been completed successfully and try this step again. If the problem persists, contact Cisco TAC.</p> <p>Note To avoid such conflicts, we recommend that you do not make any manual changes to the VA pods. Instead, use Cisco Global Launchpad for all actions.</p>
Deleting VA Pod has failed	<p>Make sure that any manual process on the AWS console has been completed successfully and try this step again. If the problem persists, contact Cisco TAC.</p> <p>Note To avoid such conflicts, we recommend that you do not make any manual changes to the VA pods. Instead, use Cisco Global Launchpad for all actions.</p>
The resource you are trying to delete has been modified recently. Please refresh the page get the latest changes and try again.	<p>If you encounter this error while deleting a VA pod, contact Cisco TAC.</p>

Troubleshoot a Network Connectivity Error

While creating a VA pod, if the IPsec tunnel or TGW connection isn't established, make sure that the tunnel is up on your on-premises firewall or router.

If the tunnel from the VA pod to TWG is green and the tunnel from the TWG to CGW is gray, make sure that:



- You forwarded the correct configuration file to your network administrator.
- Your network administrator made the necessary changes to the configuration file.
- Your network administrator finished applying this configuration to your Enterprise firewall or router.
- If you chose **Existing TGW** and **Existing Attachments** as your network connectivity preference, make sure that you correctly followed [Manually Configure Routing on Existing Transit and Customer Gateways, on page 20](#).

Troubleshoot Cisco DNA Center VA Configuration Errors

You can troubleshoot errors that occur while configuring a Cisco DNA Center VA with the following possible solutions:

Error	Possible Solution
Environment Setup failed	<ol style="list-style-type: none"> 1. On Cisco Global Launchpad, return to the Create/Manage Cisco Catalyst Center(s) pane. 2. Delete the Cisco DNA Center VA. 3. Create a new Cisco DNA Center VA.
Delete Failed	If the Cisco DNA Center VA deletion fails, contact Cisco TAC.

Update the DNS Server on a Cisco DNA Center VA Using the AWS Console

To update the DNS server IP address configured on a Cisco DNA Center VA, use the consent token you obtained from Cisco TAC and follow the steps in this procedure.

Before you begin

Contact Cisco TAC support to get a consent token to be able to get full shell access.

Procedure

Step 1

Log into the AWS console.

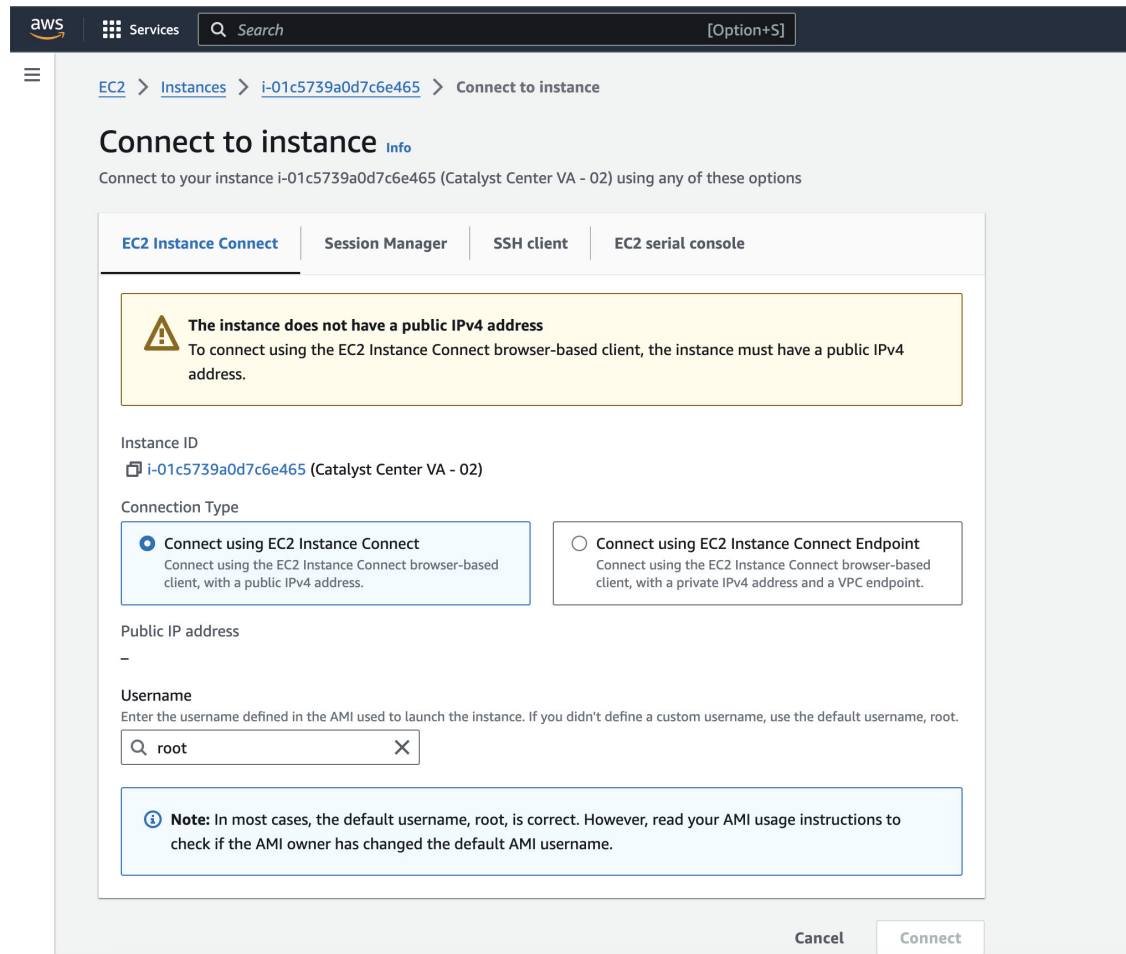
Step 2

Select **EC2 > Instances**.

Step 3

Select the instance ID of the Cisco DNA Center you want to change and click **Connect**.

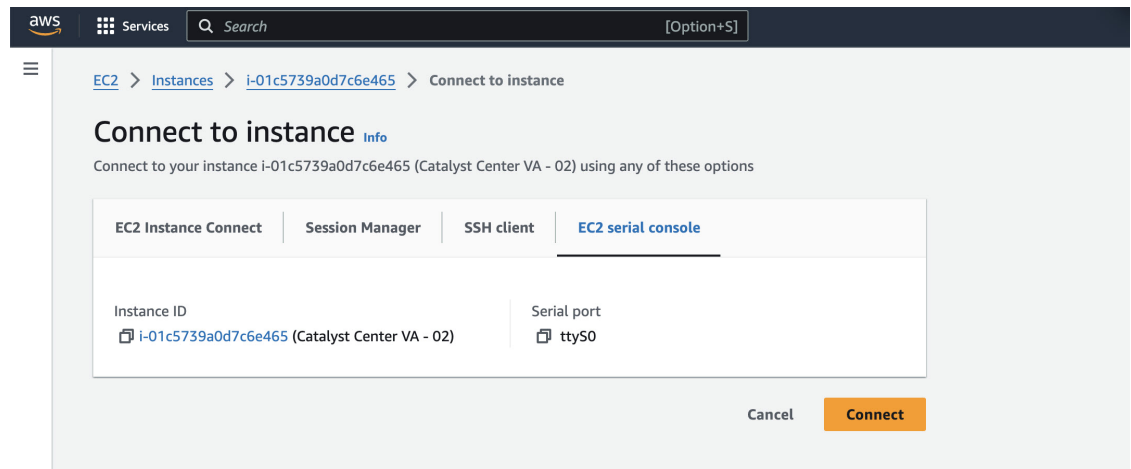
The **Connect to instance** page is displayed with the **EC2 Instance Connect** tab selected by default.



Step 4

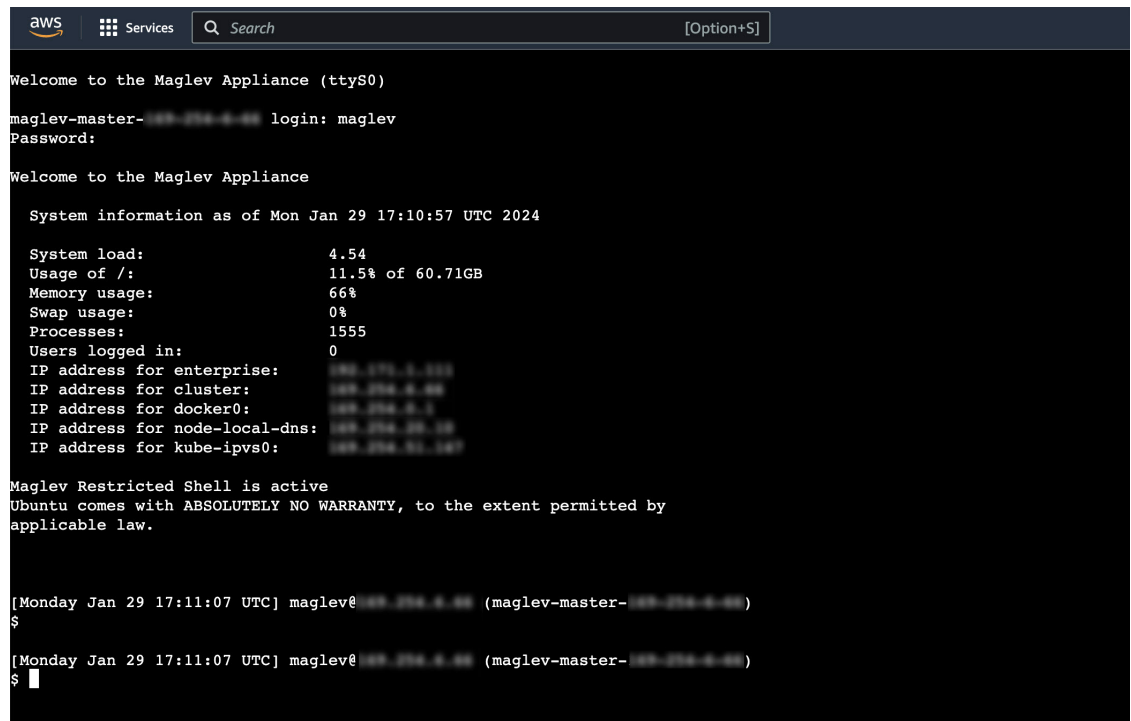
Click the **EC2 serial console** tab.

The Cisco DNA Center VA instance ID and serial port are displayed.



Step 5 Click **Connect**.

The Maglev console is displayed.



Step 6 At the **Login** prompt, enter **maglev** as the username.

Step 7 At the **Password** prompt, enter the password that was configured during the initial deployment, regardless of whether you deployed your Cisco DNA Center VA using Cisco Global Launchpad, AWS CloudFormation, or AWS Marketplace.

Step 8 Gain full shell access using the consent token you obtained from Cisco TAC:

```
$ _shell -v _shell -v consent-token
```

For example:

```
_shell -v _shell -v n1+hPAAAAQ000AQAAAABAgAEAAAAAMBYkk2bmhXcW14OGtqUXoy
a09UTXlzM252UnN1UnFwTEFEQVQvejJjQm9kNX1oN2thSFk3MzZBek9CMEJRUIZad2QNCkhPNVZMNjhMUXMyb0h
1OXQ2eW1TR01yT1hwZkRPSmNuc1c2QUJ5ZGtVZ0N2OU1mMXZtTC90em1MNldWcVdjY2gNCkh3eEd5MytZWmRVUTN
kek1xOWNiWi9rLzV1TkozQ2RrYy9SMXEya2NOV09uMEdvZE11c11ZN01ENjZvVk5zZ1MNCktseHZxTi9tVXF0cW1
vaG9NZFY4SnVOY3NBcXkxQkZOMzZHdS9XQ2N4S2tpdlNUV1VOTVVRXU1TjVRUD16d1YnCMYyWW1ZdUFnSGNOcnV
veUhoTzZYYjRIWnJWNDdxSG5qR0REUjV3TE90bnNXalpBL2tsRzNzN01Ia1ZaY0VzMVENCKVoc3FZUGU5Z2ZOTWF
6YXVKRmtxVmc9PQ==
```

Step 9 Set the terminal to display in color:

```
export TERM=xterm
```

Step 10 Run the `sudo-maglev-config` command.

The Configuration wizard presents an abbreviated version of the same series of screens shown in, for example, [Configure a Secondary Node Using the Maglev Wizard](#) in the *Cisco DNA Center Second-Generation Appliance Installation Guide*.

When the DNS server IP address setting is displayed, change the DNS server IP address to the preferred one. After you finish making changes on each screen, choose `next>>`, as needed, to proceed through the Configuration wizard.

Step 11 At the end of the configuration process, a message appears, stating that the Configuration wizard is now ready to apply your changes. The following options are available:

- `<<back`: Review and verify your changes.
- `<cancel>`: Discard your changes and exit the Configuration wizard.
- `proceed>>`: Save your changes and begin applying them.

Step 12 To complete the change, choose `proceed>>`. The Configuration wizard applies the changes you made. At the end of the configuration process, a **CONFIGURATION SUCCEEDED!** message appears.

Troubleshoot Concurrency Errors

You troubleshoot the concurrency errors with the following possible solutions:

Error	Possible Solution
Unable to delete a Pod or a Cisco DNA Center created by another user.	<p>You cannot delete a component, such as a VA pod or Cisco DNA Center VA, that another user has created while a different action is in progress on the component. After the action completes, you or any other user can delete the component.</p> <p>For example, you cannot delete a VA pod or Cisco DNA Center VA while it is in any of the following processes or states:</p> <ul style="list-style-type: none"> • Another user is in the process of creating the Cisco DNA Center VA. • Another user is in the process of deleting the Cisco DNA Center VA. • The Cisco DNA Center VA is in a failed state after a deletion attempt.

Error	Possible Solution
The status of a Pod has been changed recently.	<p>If you tried to delete a VA pod, the original user account that created the VA pod may have performed a concurrent action. This concurrency issue changes the status of the selected VA pod.</p> <p>To view the updated status of the VA pod, click Refresh.</p>

Troubleshoot Other Deployment Issues

You can troubleshoot other issues that occur while deploying a Catalyst Center VA on AWS with the following possible solutions:

Issue	Possible Reasons and Solutions
Resources are green, but the Proceed button is disabled.	<p>On some steps, you can only proceed if all the resources have been successfully set up. To ensure the integrity of the deployment, the Proceed button remains disabled until the setup is complete and all the resources have been configured and loaded.</p> <p>Sometimes, the screen shows that the resources have been successfully set up, but the Proceed button is still disabled. In this case, you need to wait a few more seconds for some resources to load. After all the resources have been configured and loaded, the Proceed button is enabled.</p>
Failure when deploying multiple VA pods with the same CGW in single region.	<p>Make sure that:</p> <ul style="list-style-type: none"> • The CGW IP address is the IP address of your Enterprise firewall or router. • The CGW IP address is a valid public address. • The CGW IP address hasn't been used for another VA pod within the same region. Currently, in each region, multiple VA pods cannot have the same CGW IP address. To use the same CGW IP address for more than one VA pod, deploy each VA pod in a different region.
Unable to SSH or ping the Cisco DNA Center VA.	<p>You cannot connect via SSH or ping the Catalyst Center VA, although the tunnel is up and the application status is complete (green). This issue might occur if the on-premises CGW is configured incorrectly. Verify the CGW configuration and try again.</p>
Session ended	<p>If your session times out while operations are in progress, such as triggering an RCA, the operations may abruptly end and display a Session ended notification.</p> <p>If your session times out, click Ok, log back in, and restart the operations.</p>

