



Cisco SD-WAN Service Maintenance Tasks

[Editing an SD-WAN Control Plane](#) 2

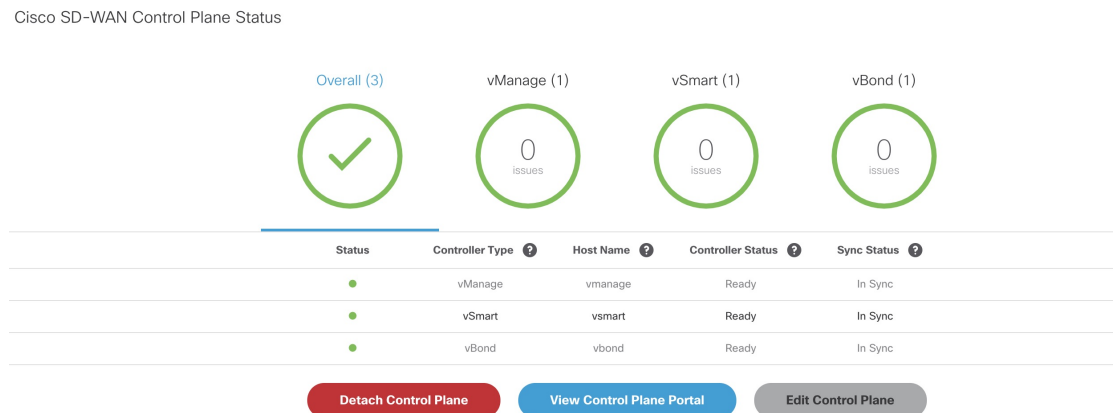
Editing an SD-WAN Control Plane

To edit a control plane:

Procedure

- Step 1** Log in to the Cisco MSX Portal.
- Step 2** In the main menu, click **Dashboard**.
- Step 3** From the Subscription pane, select the SD-WAN Service.
- Step 4** Select a tenant from the list of tenants or click **SD-WAN Home**, and then select a tenant from the SD-WAN home page.
The SD-WAN home page appears and displays the site summary page for the selected tenant. Use the toggle button on the top right-hand side of the page to switch between the list and map view with the list of sites for the selected tenant.
- Step 5** From the list view, click on a Cisco SD-WAN site type that is in 'Up' status.
The site summary page displays the details of the site, such as site summary, tunnel health, device template used on the site, control plane status, and so on.
- Step 6** In the SD-WAN Control Plane status section, click **Edit Control Plane**.

Figure 1: Editing an SD-WAN Control Plane



The editing process takes you through the attach control plane process to edit the information that was submitted during the attach process.

- Step 7** In the **Attach or Create Control Plane** section, attach option is selected by default. Click **Continue** to move to the next section.
- Step 8** Select the Control Plane Type as **Cisco SD-WAN** and click **Continue**.
- Step 9** Edit the control plane information that you had provided earlier for the selected site.

You can edit the details of the SD-WAN Control Plane, such as URL, organization name, username, and password of the control plane.

- Note**
- Only alphanumeric characters are allowed in the username field.
 - All alphanumeric characters are supported in the password field, except Space. Use the eye icon to view the existing password. You can enter the new password in this field to override the existing password. Only users with permissions to create, attach, delete, or detach a control plane (that is, SD-WAN Control Plane manage permission) can view or override the existing password.
 - Organization name cannot contain (), <, >, {, }, [,], \

Editing a Provisioned Site

Use the procedure below to modify the site details after the site is provisioned and has established a connection with the MSX control plane.

To edit a provisioned site in Cisco SD-WAN:

Procedure

- Step 1** From the list view, click on a site that is in **'Up'** status.
- Provisioning Details section on the site summary page displays the details of the site.
- Step 2** In the Provisioning Details section, click **Edit Site** to change the configuration details. Alternatively, you can also reimport the site template CSV or JSON file with the updated values. For more information on how to import the site template file, see [Importing Multiple Site Data from Cisco SD-WAN into MSX](#).
- After you update the details, if the values entered are correct, the site status moves from **'Up'** to **'Ready to Provision.'** Enter values in all the mandatory fields. If mandatory values are not entered, then the portal displays an error or warning message, and the status is changed to 'Incomplete.'
- Step 3** Select the site when it is in **'Ready to Provision'** status, and click on the **Provision Site** button to push the updated site values to the SD-WAN control plane.
- The provisioning process on the Control Plane takes approximately 5 to 10 minutes. During this time, Cisco MSX displays various validation messages to validate if the device template variables match with the information on the Control Plane. Depending on the device synchronization status and the validity of template variables passed by the user, site status changes to 'Provisioned' to 'Provisioned Failed'.
- For more details on these statuses and the next steps, see [Monitoring Cisco SD-WAN Device Status](#).

Upgrading Control and Data Plane

You can upgrade the software image running on both Control and Data Plane. The upgrade process comprises of uploading the new software image, upgrading the device software, and activating the software image.



- Note** It is recommended that all devices run the same software version. If this is not possible, you must ensure that the SD-WAN Control Plane server (vManage) software version is higher version than that of vSmart, vBond controller and vEdges.
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Uploading Software Images

Before you can upgrade any device to a new software version, you need to either upload the software image to the SD-WAN Control Plane (vManage) server or point to a remote server on which the software image is available.

To upload the software image:

Procedure

- Step 1** Log in to the SD-WAN Control Plane (vManage). For more information, see [Logging in to the Cisco SD-WAN Control Plane](#).
- Step 2** In the Control Plane, select the **Maintenance > Software Upgrade**. The Maintenance | Software Upgrade screen appears.
- Step 3** Click the **Device List** button that is located on the right side of the title bar and select Repository. The Software Repository screen appears.
- Step 4** Click **Add New Software**.
- Step 5** Select the location from which to download the software images.
- Step 6** If you select vManage, the Upload Software to vManage dialog box appears.
 - a. Click **Choose Files** to select software images for the device.
 - b. Click **Upload** to upload the images to the repository. The software image is displayed in the Repository table and is available for installing on the devices.
- Step 7** If you select Remote Server, the Location of Software on Remote Server dialog box opens.
 - a. Enter the version number of the software image.
 - b. Enter the URL of the FTP or HTTP server on which the software images reside.
 - c. Click **Add** to add the images to the repository. The software image is displayed in the Repository table and is available for installing on the devices

Upgrading vEdge Devices

To upgrade the software image on a device:

Procedure

- Step 1** Log on to vManage.
- Step 2** In vManage, select the Maintenance > Software Upgrade. The Maintenance | Software Upgrade screen appears.
- Step 3** In the title bar, click the **vEdge** tab.
- Step 4** Verify that the device that needs to be upgraded is reachable.
- Step 5** Select one or more devices on which to upgrade the software image.
- Step 6** Click the **Upgrade** button. The Software Upgrade dialog box opens.
- Step 7** Select the software version to install on the device. If the software is located on a Remote Server, select the VPN in which the software image is located.

Step 8 To automatically activate the new software version and reboot the device, select the Activate and Reboot check box.

Step 9 Click **Upgrade**. A progress bar indicates the status of the software upgrade.

If the control connection to the SD-WAN Control Plane does not come up within the configured time limit, SD-WAN Control Plane automatically reverts the device to the previously running software image.

Activating New Software Image on vEdge Devices

If you did not select the Activate and boot check box when upgrading the software image, the device continues to use the existing configuration.

To activate new software image on vEdge devices:

Procedure

Step 1 Log on to vManage.

Step 2 In vManage, select the Maintenance > Software Upgrade. The Maintenance | Software Upgrade screen appears.

Step 3 In the title bar, click the **WAN Edge** tab.

Step 4 Select one or more devices on which to activate the new software image.

Step 5 Click the **Activate** button. The Activate Software dialog box opens.

Step 6 Select the software version to activate on the device.

Step 7 Click the **Activate** button. The SD-WAN Control Plane reboots the device and activates the new software image.

If the control connection to the SD-WAN Control Plane does not come up within the configured time limit, SD-WAN Control Plane automatically reverts the device to the previously running software image.

Deleting a Customer Site (vEdge Cloud or vEdge SP Cloud)

The procedure for deleting a customer site is the same for both vEdge Cloud and vEdge SP Cloud. However, deleting a vEdge cloud site is a slower process than deleting a vEdge SP Cloud site, and takes around 5-10 minutes.

Deleting a vEdge cloud site is a three-step process:

- First, the vEdge device is decommissioned—the configuration on the device is removed, certificates are cleared, and the chassis ID is made available again in SD-WAN Control Plane. At this point, the reachability status will be in Red and overall site status will be Gray.
- Second, the delete process then undeploy the vEdge site from the ENCS device.
- Final step is the SD-WAN database clean-up after which site can no longer be viewed on the map.



Note Only users with the permission ‘SD-WAN Data Plane’ can delete sites. For more information, see [Managing Roles in Cisco MSX](#).

Deleting a vEdge SP Cloud is a faster process as this process instantly clears up the SD-WAN database.

This section covers procedure on deleting a customer site on vEdge Cloud and vEdge SP Cloud. For more information on the site status, see [Monitoring SD-WAN Service Status](#).

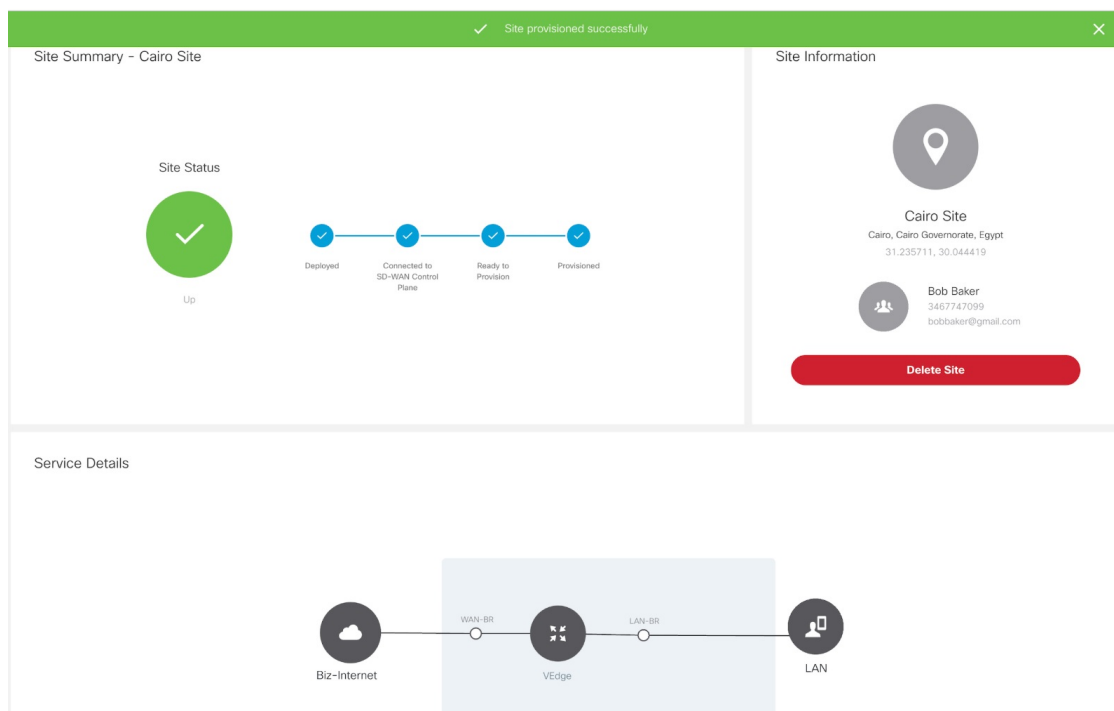
Deleting a customer site (vEdge Cloud or vEdge SP Cloud)

To delete a customer site:

Procedure

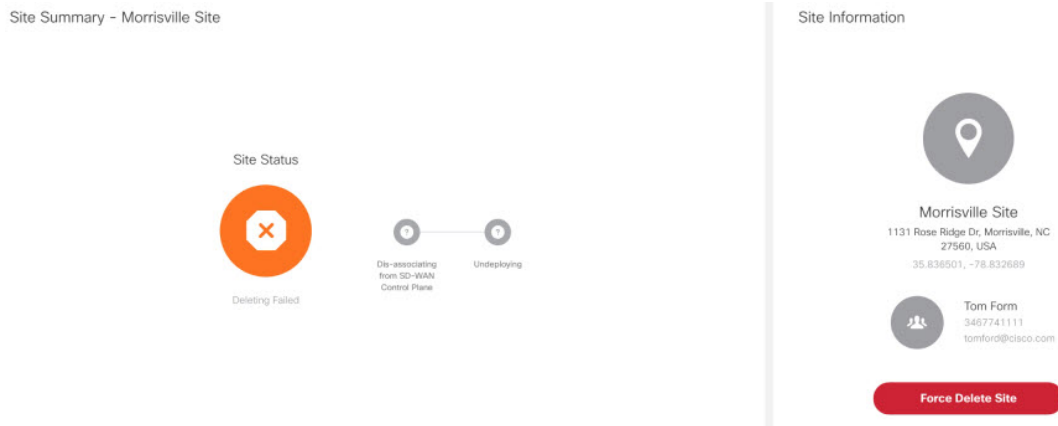
- Step 1** Log in to the Cisco MSX Portal.
- Step 2** In the main menu, click **Dashboard**.
- Step 3** Select the tenant from the drop-down.
- Step 4** Click **SD-WAN**. The SD-WAN Service Offer screen appears.
- Step 5** Click **SD-WAN**.
- Step 6** Select the SD-WAN service. The SD-WAN screen appears.
- Step 7** In the Map View, click the site that you want to delete. The Site Summary screen appears.

Figure 2: Deleting a Site



- Step 8** Click **Delete Site**. This permanently deletes all information about the site and the device from Cisco MSX.
If the delete operation fails, the site status is displayed in the Site Summary as **Deleting Failed**. In this case, you need to click **Force Delete Site**. Click **Force Delete Site** in the confirmation window.
This deletes all the information about the site and the device from Cisco MSX.

Figure 3: Force Deleting a Site



Detaching an SD-WAN Control Plane

Before you Begin

Only users with the permission 'SD-WAN Control Plane' can detach a Control Plane.

Procedure

- Step 1** Log in to the Cisco MSX portal using your credentials.
- Step 2** From the left hand pane, click **Dashboard**.
- Step 3** Select the tenant from the drop-down.
- Step 4** Click **SD-WAN**. The SD-WAN Service Offer window is displayed.
- Step 5** Click **SD-WAN**.
- Step 6** Select the SD-WAN service. The SD-WAN window is displayed.

Figure 4: Detaching an SD-WAN Control Plane

No Sites Edit Control Plane Add Site

Control Plane Status

Overall (4) vManage (1) vSmart (2) vBond (1)

Status	Device Type	Chassis Number	Device Status	Validity	Sync Status
●	vManage	92373e5c-716...	ready	Valid	In sync
●	vSmart	bbc8255f-d931...	ready	Valid	In sync
●	vSmart	c00f0f0a-5a86-...	ready	Valid	In sync
●	vBond	22a29ce5-39a3...	ready	Valid	In sync

Detach Control Plane View Control Plane Portal

Step 7 Click **Detach Control Plane**.

The control plane detachment process may take a few minutes as MSX is in the process of clearing up a few things in the background, such as templates assigned to tenants in the background.



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