



# Troubleshoot Cisco Catalyst SD-WAN Systems and Interfaces

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## Overview

This chapter provides links to documents authored by Cisco subject matter experts (SMEs). They aim to help you resolve technical issues without requiring a support ticket. If these documents are unable to resolve your issue, we recommend visiting the applicable [Cisco Community](#). There is a wealth of information and advice available from fellow Cisco customers who may have experienced this issue already and provided a solution. If you are not able to find a resolution on the Community, it may be best that you raise a support ticket at [Cisco Support](#). In cases where a support ticket has to be raised, these documents provide guidance about the data that should be collected and added to the support ticket. Specify the support document you referred, and TAC can create an improvement request with the document owner.

## Support Articles

The documents in this section were created using specific software and hardware listed in the Components Used section of each article. However, this does not mean that they are limited to what is listed in Components Used, and generally remain relevant for later versions of software and hardware. Note that there could be some changes in the software or hardware that can cause commands to stop working, the syntax to change, or GUIs and CLIs to look different from one release to another.

The following are the support articles associated with this technology:

Document	Description
<a href="#">Collect an Admin-Tech in SDWAN Environment and Upload to TAC Case</a>	This document describes how to initiate an <code>admin-tech</code> in an SD-WAN environment.

Document	Description
<a href="#">Configure a Custom Cisco SD-WAN Manager Application Server Logo</a>	This document describes the process to modify Cisco Catalyst SD-WAN Manager application server logo images. The change is made from the Cisco Catalyst SD-WAN Manager CLI.
<a href="#">Configure and Troubleshoot a DHCP Server on Cisco IOS XE SDWAN Router</a>	This document describes how to configure and troubleshoot a DHCP Server on a Cisco SD-WAN IOS XE Router.
<a href="#">Configure and Verify SD-WAN On-demand Tunnels</a>	This document describes configuration and verification steps to create SD-WAN On-demand Tunnels.
<a href="#">Configure Banner Feature Templates with Special Characters</a>	This document describes the use of banner feature templates for the generation of banner and message of the day (MOTD) text blocks in Cisco IOS XE.
<a href="#">Configure Basic Parameters to Form Control Connections on cEdge</a>	This document describes the basic configuration and correct commit order to onboard a Cisco IOS XE Catalyst SD-WAN device to a Cisco Catalyst SD-WAN overlay.
<a href="#">Configure IPsec and GRE in the Same Tunnel Interface on XE SD-WAN</a>	This document describes the configuration to enable IPsec and GRE encapsulation for the same tunnel interface on a Cisco IOS XE SD-WAN Router.
<a href="#">Configure L3 TLOC Extension</a>	This video describes how to configure L3 TLOC Extension on SD-WAN.
<a href="#">Configure Layer 3 TLOC Extension</a>	This document describes how to configure TLOC-Extension Layer 3(L3) on Cisco SD-WAN.
<a href="#">Configure SD-WAN Edge Router for Inline Deployment</a>	This document describes how to configure Cisco SD-WAN Edge with MPLS transport to access Cisco SD-WAN Controller on Internet via inline DC WAN Edge.
<a href="#">Configure ThousandEyes on SD-WAN Devices</a>	This video provides the procedure to configure ThousandEyes on SD-WAN Devices.
<a href="#">Configure Thousand Eyes on SD-WAN Devices</a>	This document describes how to integrate ThousandEyes Endpoint Agent on Cisco Catalyst SD-WAN.
<a href="#">Configure Host Entry for Cisco SD-WAN Validator</a>	This document describes the procedure to configure host entry for Cisco Catalyst SD-WAN Validator.
<a href="#">Configure TLOC-Extension Using Cisco SD-WAN Manager Feature Template</a>	This document describes how to configure TLOC-Extension using Cisco SD-WAN Manager feature template.
<a href="#">Create a Cisco SD-WAN Controller CLI Template to Push a Centralized Policy</a>	This document describes an easy way to create a CLI Template for Cisco Catalyst SD-WAN Controlleras they are needed to push a Centralized Policy for the overlay.
<a href="#">Perform Password Recovery with a Template on SD-WAN</a>	This document describes the steps for password recovery of a device with a template in Cisco Catalyst SD-WAN environment.

Document	Description
<a href="#">Quick Start Guide - Data Collection for Various SD-WAN Issues</a>	This document describes several Cisco Catalyst SD-WAN issues along relevant data that must be collected in advance before you open a TAC case to improve the speed of troubleshooting and/or problem resolution.
<a href="#">Troubleshoot SD-WAN Control Connections</a>	This document describes some of the probable causes that lead to a problem with Control Connections and how to troubleshoot them.
<a href="#">Troubleshoot SD-WAN Dynamic On-Demand Tunnels</a>	This document describes troubleshoot commands that can be used when configuring or checking an issue related to SD-WAN dynamic on-demand tunnels.
<a href="#">Troubleshoot "Unable to Validate Proxy Server" Error in Cisco SD-WAN Manager</a>	This document describes the "Failed to update setting Invalid request. unable to validate proxy server" error in Cisco SD-WAN Manager and how to resolve it.
<a href="#">Understand NTP Association Codes in SD-WAN Controllers</a>	This document describes how to understand NTP association status codes on SD-WAN controllers.
<a href="#">Verify and Identify Packet Loss in the WAN for SD-WAN</a>	This document describes how to identify and collect data when traffic has loss across the WAN but no drops are seen on the SD-WAN Edge.

## Feedback Request

Your input helps. A key aspect to improving these support documents is customer feedback. Note that these documents are owned and maintained by multiple teams within Cisco. If you find an issue specific to the document (unclear, confusing, information missing, etc):

- Provide feedback using the **Feedback** button located at the right panel of the corresponding article. The document owner will be notified, and will either update the article, or flag it for removal.
- Include information regarding the section, area, or issue you had with the document and what could be improved. Provide as much detail as possible.

## Disclaimer and Caution

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

