



Cisco IWAN Application on APIC-EM User Guide, Release 1.4.1

March 17, 2017

Cisco Systems, Inc.
www.cisco.com

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco website at www.cisco.com/go/offices.

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

© 2017 Cisco Systems, Inc. All rights reserved.



Preface vii

About vii

Audience vii

Organization viii

Conventions viii

Related Documentation x

Obtaining Documentation and Submitting a Service Request x

CHAPTER 1

New and Changed Information 1-1

New Features and Changed Information 1-1

CHAPTER 2

Overview 2-1

About the Cisco IWAN Application 2-1

Workflow for Accessing the Cisco IWAN Application 2-2

Accessing the Cisco IWAN Application 2-2

Cisco IWAN Application Home Page 2-3

CHAPTER 3

Deployment 3-1

Cisco IWAN Application on APIC-EM 3-1

Deploying Cisco APIC-EM 3-2

Installing or Upgrading the Cisco IWAN Application 3-2

CHAPTER 4

Managing Hub Sites 4-1

Basic Workflow for Configuring and Setting Up the Hub Site 4-1

Wizard Step 1—Configuring System Settings 4-2

Wizard Step 2—Uploading Certified Cisco IOS Software Images for Branch Devices 4-5

Wizard Step 3—Configuring IP Address Pools 4-7

Wizard Step 4—Configuring Service Providers 4-10

Wizard Step 5—Configuring the IWAN Aggregation Site 4-12

Modifying the Configuration for the Hub Sites 4-19

Understanding the Coexistence of IWAN Sites and Non-IWAN Sites 4-19

Example of a Heterogeneous WAN Site 4-20

Understanding IP Address Pools 4-21
 Updating the WAN Bandwidth of a Provisioned Hub Site 4-22
 Modifying the QoS Bandwidth Percentages for a Hub Site 4-23

CHAPTER 5

Managing Branch Sites 5-1

Overview 5-1
 IWAN App Operation with NAT 5-2
 Workflow for Managing Branch Sites 5-3
 Bootstrapping Greenfield Devices 5-4
 Adding and Provisioning Greenfield Devices to the Branch Site 5-4
 Adding and Provisioning Brownfield Devices to the Branch Site 5-10
 Viewing Site Status Information 5-21
 Support for 4G/Cellular Technology for WAN Link 5-22
 Example Scenario 5-22
 Notes and Limitations 5-24
 Updating the WAN Bandwidth of a Provisioned Branch Site 5-24
 Updating the WAN IP Parameters of a Provisioned Branch Site 5-25
 Modifying the QoS Bandwidth Percentages for a Branch Site 5-27

CHAPTER 6

Managing Devices 6-1

Overview 6-1
 Custom Configuration of Devices 6-1
 Enabling Custom Configuration 6-2
 Creating and Executing a Custom Configuration 6-2
 Viewing Status of Custom Configuration Execution 6-3
 Handling Failed Custom Configuration Executions 6-3
 Limitations of Custom Configuration 6-3

CHAPTER 7

Administering Application Policies 7-1

Understanding the Categorize Applications Tab 7-1
 Viewing Applications 7-2
 Moving Applications to a Different Category 7-2
 Editing Application Information 7-3
 Adding a New Application 7-3
 Deleting NBAR2 Custom Applications 7-4
 Understanding the Define Application Policies Tab 7-5
 Moving an Application Category to a Different Business Group 7-6

Modifying the Application Performance	7-6
Understanding the Application Bandwidth Tab	7-7
Viewing the Application Bandwidth	7-7

CHAPTER 8

Monitoring and Troubleshooting Sites	8-1
Viewing the Complete Cisco IWAN Network	8-1
Monitoring Page, Symbols, and Controls	8-2
Viewing Site Details	8-4
Compliance Reporting: Out-of-Band Configuration Changes	8-6
Compliance Reporting Setup	8-7
Compliance Monitoring	8-7
Service Assurance: Network Connectivity Alarms	8-8
Network Alarm Reporting Setup	8-8
Viewing Network Alarms	8-11

CHAPTER 9

Backup and Restore, Recovery, and Delete	9-1
Backup and Restore	9-1
Backup and Restore Recommendations	9-1
Backup and Restore Scenarios	9-2
Recovery	9-4
Recovering a Cisco IWAN Site	9-4
Post Provisioning Recovery for Hub and Branch Sites	9-4
Delete	9-5
Deleting a Hub Site	9-5
Deleting a Transit Hub	9-5
Deleting Branch Sites	9-6
Manually Cleaning Up Devices	9-6
Adding or Deleting Site Prefixes	9-8

APPENDIX A

Brownfield Validation Messages	A-1
Adding Greenfield and Brownfield Devices to Cisco IWAN	A-1
Errors	A-2
Warnings	A-3



Preface

This preface includes the following sections:

- [About, page vii](#)
- [Audience, page vii](#)
- [Organization, page viii](#)
- [Conventions, page viii](#)
- [Related Documentation, page x](#)
- [Obtaining Documentation and Submitting a Service Request, page x](#)

About

The Cisco IWAN application (IWAN app) operates within Cisco Application Policy Infrastructure Controller Enterprise Module (APIC-EM). Before the 1.3.2 release, the IWAN app was bundled with APIC-EM. Beginning with 1.3.2, it is released separately from APIC-EM and installed manually in APIC-EM. The IWAN app remains an integral part of APIC-EM as in the past.

Audience

This guide is intended primarily for data center administrators with responsibilities and expertise in one or more of the following:

- Server administration
- Storage administration
- Network administration
- Network security

Organization

This document includes the following chapters:

Chapter	Title	Description
1	New and Changed Information	Summarizes release-specific new and changed features for the Cisco IWAN application that are covered in this document.
2	Overview	Introduces Cisco IWAN and describes how to access the Cisco IWAN application.
3	Deployment	Provides information about Cisco IWAN application deployment within Cisco APIC-EM.
4	Managing Hub Sites	Provides the wizard steps that allow you to configure and setup the hub site.
5	Managing Branch Sites	Provides procedures for adding and provisioning branch sites and viewing site status information.
6	Managing Devices	Each site may have one or more associated devices. The IWAN app provides methods for managing the devices individually, including the Custom Configuration feature, which enables executing batch CLI commands on devices in the network.
7	Administering Application Policies	Provides procedures for categorizing and defining application policies based on the application bandwidth.
8	Monitoring and Troubleshooting Sites	Provides procedures for monitoring and troubleshooting sites.
9	Backup and Restore, Recovery, and Delete	Provides information about how to backup and restore, recover Cisco IWAN configuration, and delete hub, transit hub, and branch sites.
A	Brownfield Validation Messages Description	Provides a list of error and warning messages encountered during brownfield device validation.

Conventions

This document uses the following conventions:

Convention	Indication
bold font	Commands and keywords and user-entered text appear in bold font .
<i>italic font</i>	Document titles, new or emphasized terms, and arguments for which you supply values are in <i>italic font</i> .
[]	Elements in square brackets are optional.
{ x y z }	Required alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.

string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
<code>courier font</code>	Terminal sessions and information the system displays appear in <code>courier font</code> .
< >	Nonprinting characters such as passwords are in angle brackets.
[]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the manual.



Tip

Means *the following information will help you solve a problem*. The tips information might not be troubleshooting or even an action, but could be useful information, similar to a Timesaver.



Caution

Means *reader be careful*. In this situation, you might perform an action that could result in equipment damage or loss of data.



Timesaver

Means *the described action saves time*. You can save time by performing the action described in the paragraph.



Warning

IMPORTANT SAFETY INSTRUCTIONS

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device.

SAVE THESE INSTRUCTIONS



Warning

Statements using this symbol are provided for additional information and to comply with regulatory and customer requirements.

Related Documentation

Documentation	Description
Cisco IWAN Application on APIC-EM User Guide, Release 1.4.0	This document. Provides information about how to deploy, configure, and use the Cisco IWAN application.
Cisco IWAN Application on APIC-EM Release Notes	Provides a list of all release notes for the Cisco APIC-EM product, including Cisco IWAN.
Cisco IWAN Technology Design Guides	Design guides that describe Cisco validated designs for Cisco IWAN.
Cisco APIC-EM Documentation Roadmap	Provides a list of all Cisco APIC-EM product documentation. This document is designed to help you get the most out of the controller and its applications. You can find links to all of the documentation, including Cisco IWAN at: http://www.cisco.com/c/en/us/support/cloud-systems-management/one-enterprise-network-controller/tsd-products-support-series-home.html
Cisco Prime Infrastructure Release Notes	Provides a list of all release notes for the Cisco Prime Infrastructure product.
Cisco Prime Infrastructure 3.1 Documentation	Links to deployment guides and other Cisco Prime Infrastructure documentation.
LiveAction	Provides LiveAction IWAN training and documentation.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

Subscribe to *What's New in Cisco Product Documentation*, which lists all new and revised Cisco technical documentation, as an RSS feed and deliver content directly to your desktop using a reader application. The RSS feeds are a free service.



New and Changed Information

This chapter contains the following section:

- [New Features and Changed Information, page 1-1](#)

New Features and Changed Information

Cisco IWAN app, release 1.4.1, provides a fix to an open issue in the 1.4.0 release:

[CSCvd43811](#): SiteID mismatch causing hub provisioning failure at AR error

New Features in Release 1.4.0

Aside from the bug fix, release 1.4.1 is identical to 1.4.0. The following table summarizes new and changed features in the Cisco IWAN app, release 1.4.0.

Table 1-1 *New and Changed Information for Release 1.4.0*

Feature	Description	Reference
Day 0 and Day N QoS Bandwidth Modifications	Ability to allocate user-defined bandwidth percentages to a priority QoS class model and other class models during provisioning (Day 0) of a hub or branch site.	<p>Hub sites: Wizard Step 4—Configuring Service Providers, page 4-10</p> <p>Branch sites—Greenfield: See the Service Profile field in the Configure WAN Cloud dialog box in: Adding and Provisioning Greenfield Devices to the Branch Site, page 5-4</p> <p>Branch sites—Brownfield: See the Service Profile field in the Configure WAN Cloud dialog box in: Adding and Provisioning Brownfield Devices to the Branch Site, page 5-10.</p>
	Ability to modify user-defined bandwidth percentages to a priority QoS class model and other class models after provisioning (Day N) of a hub or branch site.	<p>Modifying the QoS Bandwidth Percentages for a Hub Site, page 4-23</p> <p>Modifying the QoS Bandwidth Percentages for a Branch Site, page 5-27</p>
Day N WAN bandwidth update for hub or spoke site	Introduces the ability to change the upload or download WAN bandwidth after a hub or spoke (branch) site is provisioned ("day N").	<p>Updating the WAN Bandwidth of a Provisioned Hub Site, page 4-22</p> <p>Updating the WAN Bandwidth of a Provisioned Branch Site, page 5-24</p>
Day N WAN IP update for spoke site	Introduces the ability to change the WAN IP, mask, or next hop configured on a spoke (branch) site after the site has been provisioned ("day N").	Updating the WAN IP Parameters of a Provisioned Branch Site, page 5-25
Support multiple DHCP servers on a hub site	Ability to add up to 5 DHCP servers on a hub site.	Wizard Step 1—Configuring System Settings, page 4-2
4G Support for Cisco ISR4000 Series routers	Support for a cellular/4G interface for Cisco ISR4000 Series routers at a branch site.	<p>Adding and Provisioning Greenfield Devices to the Branch Site, page 5-4</p> <p>Adding and Provisioning Brownfield Devices to the Branch Site, page 5-10</p>
Custom application delete	Ability for the user to delete NBAR2 custom applications.	Deleting NBAR2 Custom Applications, page 7-4
Spoke behind NAT	Support for spoke sites behind NAT.	Managing Branch Sites

Table 1-1 ***New and Changed Information for Release 1.4.0***

Feature	Description	Reference
APIC-EM behind NAT	Support for APIC-EM controller behind NAT. Previously supported this for greenfield sites; this version adds support for brownfield sites.	IWAN App Operation with NAT, page 5-2
Support for NBAR2 Protocol Pack 27.0.0	IWAN app 1.4.0 uses the NBAR2 Protocol Pack 27.0.0. This upgrade provides new application protocols and improvements to existing protocols. If a router has an NBAR2 custom application defined by a previous IWAN app version, and the custom application name conflicts with a new protocol provided with Protocol Pack 27.0.0, the custom application will be renamed as: c_<original-custom-app-name>	Administering Application Policies
Custom configuration	Provides is a mechanism for executing CLI configuration commands on devices within the IWAN network.	Managing Devices
Support for ASR1000 Series routers for spoke sites	Support added for several Cisco ASR 1000 Series routers at spoke sites. See the release notes for details.	Cisco IWAN Application on APIC-EM Release Notes, Release 1.4.0
Support for Cisco IOS XE Denali 16.x	Support for routers running Cisco IOS XE Denali 16.3.3. See the release notes for full software requirements.	Cisco IWAN Application on APIC-EM Release Notes, Release 1.4.0



Overview

This chapter contains the following sections:

- [About the Cisco IWAN Application, page 2-1](#)
- [Workflow for Accessing the Cisco IWAN Application, page 2-2](#)
- [Accessing the Cisco IWAN Application, page 2-2](#)
- [Cisco IWAN Application Home Page, page 2-3](#)

About the Cisco IWAN Application

The Cisco Intelligent WAN application (IWAN app) runs on the Cisco Application Policy Infrastructure Controller Enterprise Module (APIC-EM).

Cisco IWAN extends Software Defined Networking (SDN) to branch sites, with an application-centric approach based on business policies and application rules. This provides IT with tools for centralized management and distributed enforcement across the network.

Cisco IWAN automates deployments with an intuitive browser-based user interface. A new router can be provisioned faster, without requiring the use of router CLI commands.

Business priorities are translated into network policies based on Cisco best practices and validated designs. Cisco IWAN reduces the time required for configuring advanced network services such as DMVPN, PKI, AVC, QoS, and PfR through the use of automation and simple, predefined workflows.

The application-centric approach offers the following benefits:

- **Reduced operational costs**—Cisco IWAN helps IT deliver an unparalleled user experience over any connection, while lowering operational costs.
- **Simplified IT operations**—Cisco IWAN uses a software-based controller model, automating and centralizing management tasks to ensure faster, more successful deployments.
- **Reduced network complexity**—Cisco IWAN leverages Cisco APIC-EM to abstract network devices into one system, eliminating network complexity and providing centralized provisioning of the infrastructure to speed up application and service rollouts.

Workflow for Accessing the Cisco IWAN Application

Table 2-1 Basic Workflow for Accessing Cisco IWAN

No.	Action	Reference
1	Deploy Cisco APIC-EM.	Deploying Cisco APIC-EM, page 3-2
2	Install the latest version of the IWAN application.	Installing or Upgrading the Cisco IWAN Application, page 3-2
3	Log into Cisco APIC-EM to access the Cisco IWAN application.	Accessing the Cisco IWAN Application, page 2-2
4	Use the Cisco IWAN application tools.	<ul style="list-style-type: none"> • Managing Hub Sites • Managing Branch Sites • Administering Application Policies • Monitoring and Troubleshooting Sites

Accessing the Cisco IWAN Application

Access the Cisco IWAN application from the Cisco APIC-EM GUI.

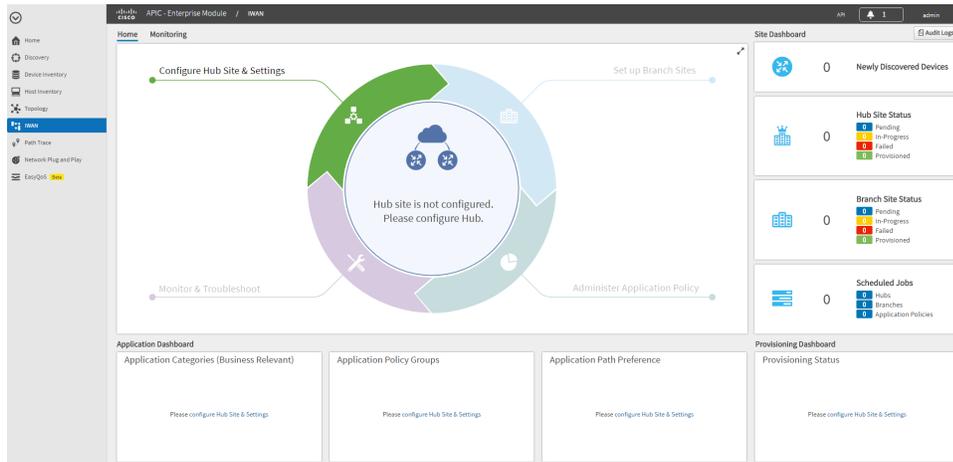
Procedure

-
- Step 1** Using Google Chrome or Mozilla Firefox, enter the IP address or the fully qualified domain name (FQDN) for Cisco APIC-EM.
- Step 2** Enter a username and password, and then click **Log In**.
- Step 3** (When logging in for the first time) Review and confirm the Telemetry Disclosure, and then click **Confirm**. The Cisco APIC-EM GUI appears.
- Step 4** From the Cisco APIC-EM GUI left navigation pane, click **IWAN**. The Cisco IWAN application home page opens. See [Cisco IWAN Application Home Page, page 2-3](#).
-

Cisco IWAN Application Home Page

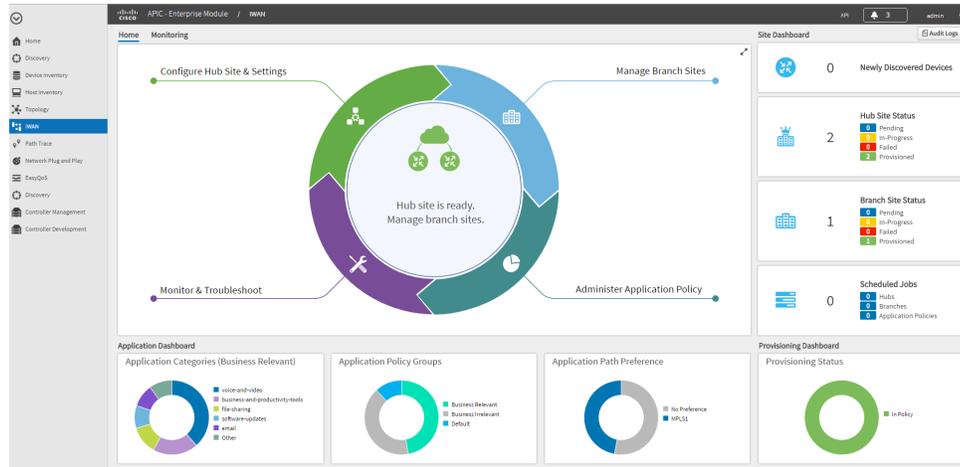
For first-time users, the Cisco IWAN application home page provides a wizard-based configuration method to simplify the workflow. The easy-to-follow steps of the automated wizard guide you through the setup and configuration process.

Figure 2-1 Cisco IWAN App Home Page—New System Initial Login



After you have configured and provisioned Cisco IWAN, the home page provides more information. For example, it displays hub and branch provisioning status, device status, and application status as shown in the following figure.

Figure 2-2 Cisco IWAN App Home Page—After Provisioning



Task Area	Function	Reference
Configure Hub Site & Settings	Wizard: Configure and setup the hub site.	Managing Hub Sites, page 4-1
Manage Branch Sites	Add and provision branch sites and view site status information.	Managing Branch Sites, page 5-1
Administer Application Policy	Categorize and define application policies based on the application bandwidth.	Administering Application Policies, page 7-1
Monitor & Troubleshoot	Monitor and troubleshoot sites.	Monitoring and Troubleshooting Sites, page 8-1
Application Dashboard	At-a-glance information about: <ul style="list-style-type: none"> Application Categories Application Policy Groups Application Path Preference 	—
Provisioning Dashboard	Site provisioning status.	—
Site Dashboard	At-a-glance information about: <ul style="list-style-type: none"> Newly Discovered Devices Hub Site Status Branch Site Status Scheduled Jobs 	—



Deployment

This chapter contains the following sections:

- [Cisco IWAN Application on APIC-EM, page 3-1](#)
- [Deploying Cisco APIC-EM, page 3-2](#)
- [Installing or Upgrading the Cisco IWAN Application, page 3-2](#)

Cisco IWAN Application on APIC-EM

As described in the [Overview](#), the Cisco IWAN application (IWAN app) operates through Cisco APIC-EM, as a tool within the APIC-EM browser-based interface.

Separation from APIC-EM Release Schedule

Cisco IWAN app release 1.3.2 introduced a new approach to IWAN app releases. Beginning with this release:

- The IWAN app has been decoupled from the APIC-EM release schedule, and from the APIC-EM installation and upgrade processes.
- IWAN app release numbering is now independent of APIC-EM release numbering.
- Download the IWAN app separately from APIC-EM, then install or upgrade the app using the APIC-EM “App Management” page. See [Installing or Upgrading the Cisco IWAN Application, page 3-2](#).

Integral Part of APIC-EM

While the release schedule and installation are now handled separately from APIC-EM, the IWAN app continues to be an integral part of APIC-EM and continues to appear in the APIC-EM GUI as before.

System Requirements

System requirements for the APIC-EM continue to apply to the IWAN app.

The [release notes](#) describe the software compatible with IWAN app releases, including APIC-EM and Cisco Prime Infrastructure versions.

Deploying Cisco APIC-EM

Access the Cisco IWAN application from the Cisco APIC-EM graphical user interface (GUI). To use the IWAN app, you must first deploy Cisco APIC-EM.

You can deploy Cisco APIC-EM either on a server (bare-metal hardware) or in a virtual machine in a VMware vSphere environment. You can deploy Cisco APIC-EM either as a single host or in a multi-host environment.

Deploy Cisco APIC-EM according to the instructions in the APIC-EM deployment guide, available on the APIC-EM [Install and Upgrade Guides](#) page.

Installing or Upgrading the Cisco IWAN Application

Before Installing or Upgrading the IWAN Application

Do the following before installing the IWAN app:

- (If APIC-EM is not already installed) Install Cisco APIC-EM it according to the instructions in the APIC-EM deployment guide, available on the APIC-EM [Install and Upgrade Guides](#) page. If necessary, install any necessary patches to upgrade APIC-EM to the desired release.

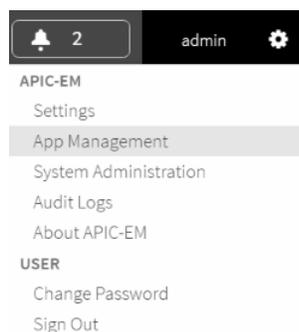
Some versions of the APIC-EM installation package may include an earlier version of the IWAN app.

- Verify that your Cisco APIC-EM release (release 1.4.1 or higher is required) and the software versions of other elements in the network are compatible with the IWAN app version you are installing. See the [release notes](#) for details.
- **Note:** When upgrading from an earlier release of the IWAN app, the log of operations done by the earlier release will not be preserved after the upgrade.

Recommendations

- Create a backup of the current APIC-EM configuration. See APIC-EM documentation for details about backup and restore. The basic steps are:

1. In APIC-EM, select: **Settings (gear button) > App Management**.



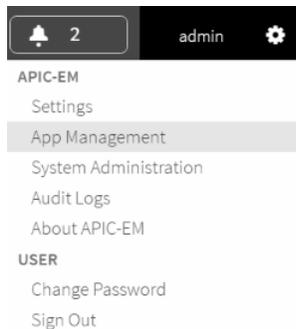
2. Select the **Backup & Restore** tab.
3. Click the **Create New Backup** button.



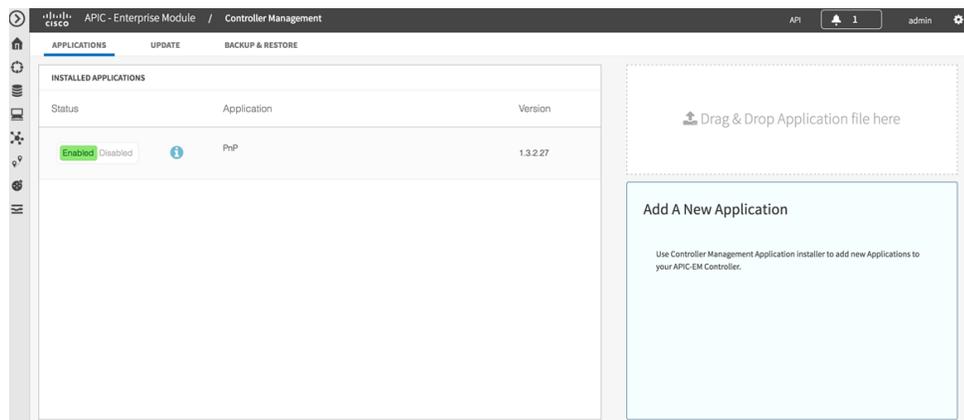
- If upgrading from a previous IWAN app release, perform a backup of the IWAN configuration before upgrading. See [Backup and Restore, Recovery, and Delete](#).

Procedure

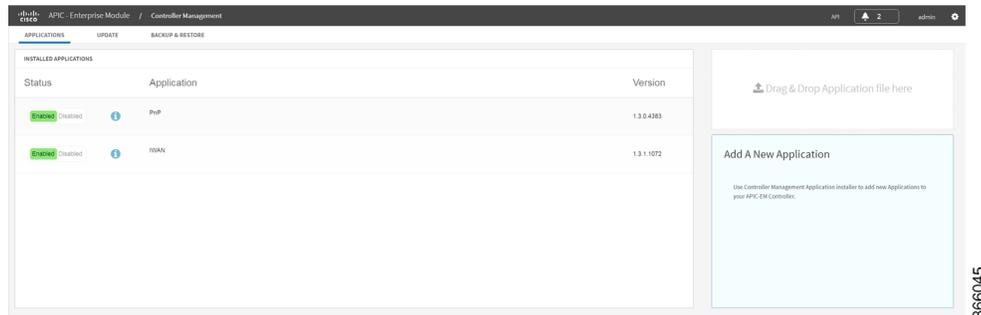
- Step 1** Using the Cisco [Download Software](#) tool, navigate to [Policy and Automation Controllers](#), and select APIC-EM, or use this direct link:
<https://software.cisco.com/download/type.html?mdfid=286208072&flowid=77162>
- Step 2** Locate the **IWAN Application Software** option. Download the IWAN application. Note the location of the downloaded file.
- Step 3** Start APIC-EM and open the APIC-EM Applications page.
- Select: **Settings (gear button) > App Management**



- Ensure that the Applications tab is displayed.
(The example below shows a PnP version number used with an earlier release of the IWAN app.)

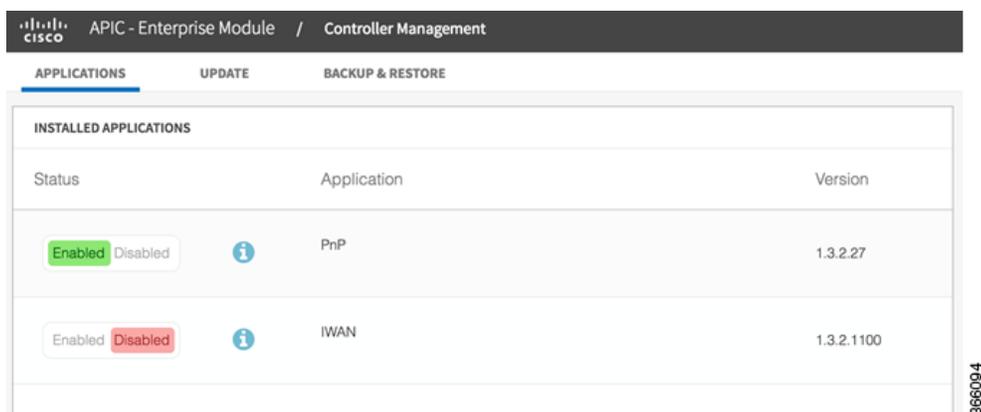


If a version of the IWAN app has been installed previously, it appears in the Installed Applications list.
(The example below shows an earlier release of the IWAN app.)

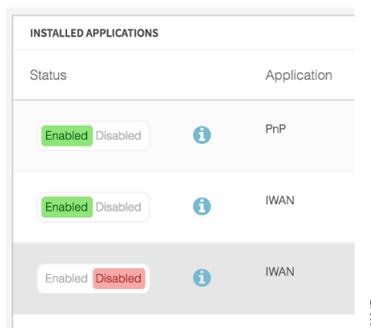


- c. Note the **Drag&Drop Application file here** box at the right side of the APIC-EM Applications page.

Step 4 Drag-and-drop the downloaded IWAN app installation file onto the **Drag&Drop Application file here** box. The new IWAN app appears in the list of applications, and is shown as Disabled.
(The example below shows an earlier release of the IWAN app.)



When upgrading from a previous version of the IWAN app, the earlier version of IWAN continues to appear in the list at this point in the installation.



Step 5 Click **Enabled** for the new IWAN application. APIC-EM enables the new version. When upgrading from a previous version of the IWAN app, APIC-EM preserves the existing IWAN configuration.

The page indicates that the enable process is in progress. Wait for the process to complete. Installation time depends on the cluster size and other factors.

(The example below shows an earlier release of the IWAN app.)

The screenshot shows the APIC-EM Controller Management page with the 'APPLICATIONS' tab selected. The 'INSTALLED APPLICATIONS' table is displayed with the following data:

Status	Application	Version
Enabled Disabled	PnP	1.3.2.27
Enabled Disabled	IWAN Enabling...	1.3.2.1100

The 'Enabled' button for the IWAN application is highlighted in green, and the status is 'Enabling...'. A vertical ID number '366095' is visible on the right side of the screenshot.

Step 6 When the installation and enabling are complete, clear the browser cache and refresh the APIC-EM Applications page. The Status column shows that the new IWAN app is enabled, and the Version column shows the new IWAN app version. Any previous version of the IWAN app is removed from the list. (The example below shows an earlier release of the IWAN app.)

The screenshot shows the APIC-EM Controller Management page with the 'APPLICATIONS' tab selected. A green notification banner at the top reads: 'Successfully enabled application=iwan, version=1.3.2.1100'. The 'INSTALLED APPLICATIONS' table is displayed with the following data:

Status	Application	Version
Enabled Disabled	PnP	1.3.2.27
Enabled Disabled	IWAN	1.3.2.1100

The 'Enabled' button for the IWAN application is highlighted in green, and the status is 'Enabled'. A vertical ID number '366096' is visible on the right side of the screenshot.



Managing Hub Sites

This chapter contains the following sections:

- [Basic Workflow for Configuring and Setting Up the Hub Site, page 4-1](#)
- [Wizard Step 1—Configuring System Settings, page 4-2](#)
- [Wizard Step 2—Uploading Certified Cisco IOS Software Images for Branch Devices, page 4-5](#)
- [Wizard Step 3—Configuring IP Address Pools, page 4-7](#)
- [Wizard Step 4—Configuring Service Providers, page 4-10](#)
- [Wizard Step 5—Configuring the IWAN Aggregation Site, page 4-12](#)
- [Modifying the Configuration for the Hub Sites, page 4-19](#)
- [Understanding the Coexistence of IWAN Sites and Non-IWAN Sites, page 4-19](#)
- [Understanding IP Address Pools, page 4-21](#)
- [Updating the WAN Bandwidth of a Provisioned Hub Site, page 4-22](#)
- [Modifying the QoS Bandwidth Percentages for a Hub Site, page 4-23](#)

Basic Workflow for Configuring and Setting Up the Hub Site

Use the wizard provided with the Cisco IWAN application (IWAN app) to configure and set up the hub site.

Table 4-1 *Basic Workflow for Configuring and Setting Up the Hub Site*

No.	Task	Reference
1	Configure system settings.	Wizard Step 1—Configuring System Settings, page 4-2
2	Upload certified Cisco IOS software images. Note This wizard step is displayed for greenfield branch devices only.	Wizard Step 2—Uploading Certified Cisco IOS Software Images for Branch Devices, page 4-5
3	Configure IP address pools.	Wizard Step 3—Configuring IP Address Pools, page 4-7
4	Configure service providers.	Wizard Step 4—Configuring Service Providers, page 4-10
5	Configure the IWAN aggregation site.	Wizard Step 5—Configuring the IWAN Aggregation Site, page 4-12

Wizard Step 1—Configuring System Settings

Use this procedure to configure system settings such as Netflow Collector, DNS, AAA, Syslog, SNMP, and DHCP.

All of the system settings might not be displayed. Click the **Show More** or **Show Less** button as needed to display or hide the settings.

Procedure

- Step 1** If you are logging in for first time, you are directed to specify the global settings in the CLI Credentials dialog box. Enter your user name and password, and then click **Add**.
- Step 2** From the left navigation pane, click **IWAN**. The Cisco IWAN home page opens.
- Step 3** From the Cisco IWAN home page, click **Configure Hub Site & Settings**. The Settings tab opens by default and the System Settings page displays as shown in the following figure:

Figure 4-1 Systems Settings Tab

- Step 4** In the **Netflow Collector** area, enter the following properties:

Field	Description
NetFlow Destination IP	IP address of the NetFlow collector (server). Traffic stats are sent from the network devices to the NetFlow collector.
Port Number	Port number of the NetFlow collector (server).

366191

Step 5 In the **DNS** area, enter the following properties:

Field	Description
Domain name	DNS domain name.
Primary Server	(Optional) IP address of the primary DNS server.
Secondary Server	(Optional) IP address of the secondary DNS server.

Step 6 In the **Authorization, Authentication, Accounting** area, enter the following properties:

Field	Description
IP Address	(Optional) IP address of the Authentication, Authorization, and Accounting (AAA) server. TACACS is the only supported centralized AAA service for Cisco IWAN. When a TACACS server is provided, the devices use TACACS for management access to the spoke devices (SSH & HTTPS). Whether or not TACACS is provided, a local AAA user database is created on the spoke device, which is used when the TACACS server is not available. One of the following default values are used for the local AAA user credentials: <ul style="list-style-type: none"> • Cisco APIC-EM global credentials. • Username and password specified in the global device credentials for branch routers. • Username and password entered while provisioning the hub.
Key	(Optional) Key for accessing the AAA server.

Step 7 In the **Syslog** area, enter the following:

Field	Description
Server IP	(Optional) Destination IP address of the syslog server. Syslog messages from all routers are sent to this server.

Step 8 In the **NAT/Proxy IP Address** area, configure the following:

Field	Description
APIC-EM Behind NAT/Proxy	Select Yes if the APIC-EM controller is located behind a NAT router.
APIC-EM NAT/Proxy IP	Public NAT public IP address of the APIC-EM controller.

Step 9 In the **SNMP** area, choose the version number in the Version field. Depending on the SNMP version number you choose, V2C or V3, different properties display.

- For SNMP version V2C, enter the following properties:

Field	Description
Version	SNMP software version. Value: V2C.
Read Community	SNMP V2C read community string.
Write Community	(Optional) SNMP V2C write community string.
Retries	Number of retries. Default: 3
Timeout (secs)	Displayed for SNMP V2C only. Timeout period. Default: 10
Trap Destination IP	(Optional) IP address of the SNMP server. Note If you do not enter an IP address, the Cisco IWAN app is used as an SNMP server. The APIC-EM controller can serve as the SNMP manager for managed network devices or a separate SNMP server can be specified to handle SNMP traps. SNMP settings determine the inventory from hub and remote site devices and these values are reflected in the configuration.

- For SNMP version V3, enter the following properties:

Field	Description
Version	SNMP software version. Value: V3.
Mode	Select the mode from the drop-down list. Options are: <ul style="list-style-type: none"> • Authentication and Encryption • No Authentication and No Encryption • Authentication and No Encryption
Auth. Type	Displayed if you chose Authentication and Encryption; or Authentication and No Encryption in the Mode field. Select the authentication type from the drop-down list. Options are: <ul style="list-style-type: none"> • HMAC-SHA • HMAC-MDS
Username	The authentication username.
Auth. Password	Displayed if you chose Authentication and Encryption; or Authentication and No Encryption in the Mode field. The password for the authentication username.
Encryption Type	Displayed if you chose Authentication and Encryption in the Mode field. The encryption username.
Encryption Password	Displayed if you chose Authentication and Encryption in the Mode field. The password for the encryption username.
Retries	Number of retries. Default: 3

Field	Description
Timeout (secs)	Displayed for SNMP V2C only. Timeout period. Default: 10
Trap Destination IP	(Optional) IP address of the SNMP server. Note If you do not enter an IP address, the Cisco IWAN app is used as an SNMP server. The APIC-EM controller can serve as the SNMP manager for managed network devices or a separate SNMP server can be specified to handle SNMP traps. SNMP settings determine the inventory from hub and remote site devices and these values are reflected in the configuration.

Step 10 In the **DHCP** area, enter the following properties:

Field	Description
External DHCP IP	(Optional) Destination IP address of the DHCP server. The DHCP server that provides client computers and other TCP/IP-based network devices with valid IP addresses. To add an additional DHCP server, click the + icon next to the IP address field, and then enter the IP address. Note You can add a maximum of five DHCP servers. To remove a DHCP server, click the - icon next to the IP address field that you want to remove.

Step 11 Click **Save and Continue**. The Certified IOS Releases tab opens. See [Wizard Step 2—Uploading Certified Cisco IOS Software Images for Branch Devices, page 4-5](#).

If you update an existing value in the Systems tab, the Network Wide Settings Summary dialog box opens displaying what has changed. Do one of the following:

- Click the **Apply Now** radio button, and then click **Continue**.
- Click the **Schedule** radio button, specify a date and time to apply the changes, and then click **Submit**.

Wizard Step 2—Uploading Certified Cisco IOS Software Images for Branch Devices



Note

This wizard step is displayed for greenfield branch devices only.

You can upload certified Cisco IOS images from your computer into the Cisco IWAN application. When a greenfield device comes up, the Plug-n-Play agent interacts with the Plug-n-Play server in Cisco APIC-EM, downloads the appropriate Cisco IOS software image to the device, and reloads the device with that image.

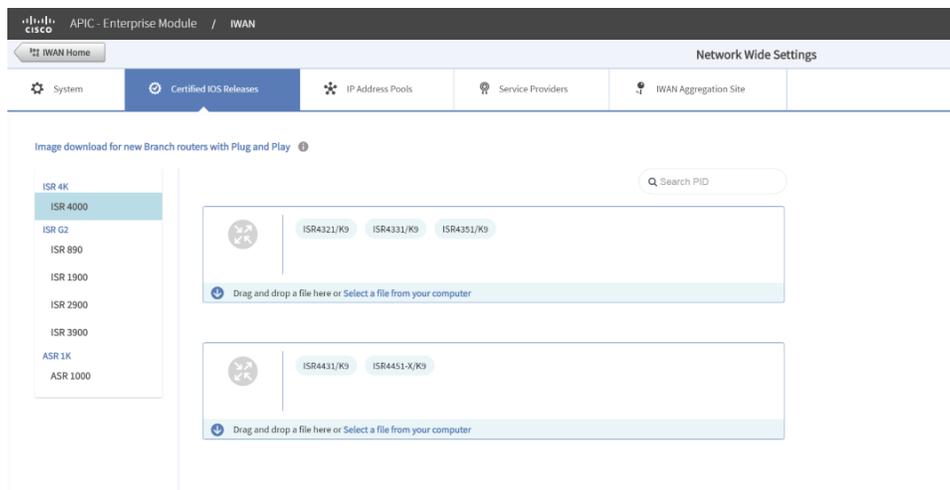
**Note**

If the appropriate software image is already installed on your router, you can skip this step.

Procedure

- Step 1** Click the **Certified IOS Releases** tab. The Cisco IOS Releases for Sites page opens as shown in the following figure:

Figure 4-2 Certified IOS Releases Tab



366200

- Step 2** From the left pane, choose the router type for which you want to upload the Cisco IOS image.
- Step 3** Do one of the following:
- Drag and drop the Cisco IOS software image file from your computer into the GUI.
 - Browse to the location where you have saved the Cisco IOS software image file and upload it into the system.
- Step 4** Click **Continue**. The IP Address Pools page opens. See [Wizard Step 3—Configuring IP Address Pools, page 4-7](#).

Wizard Step 3—Configuring IP Address Pools



Note

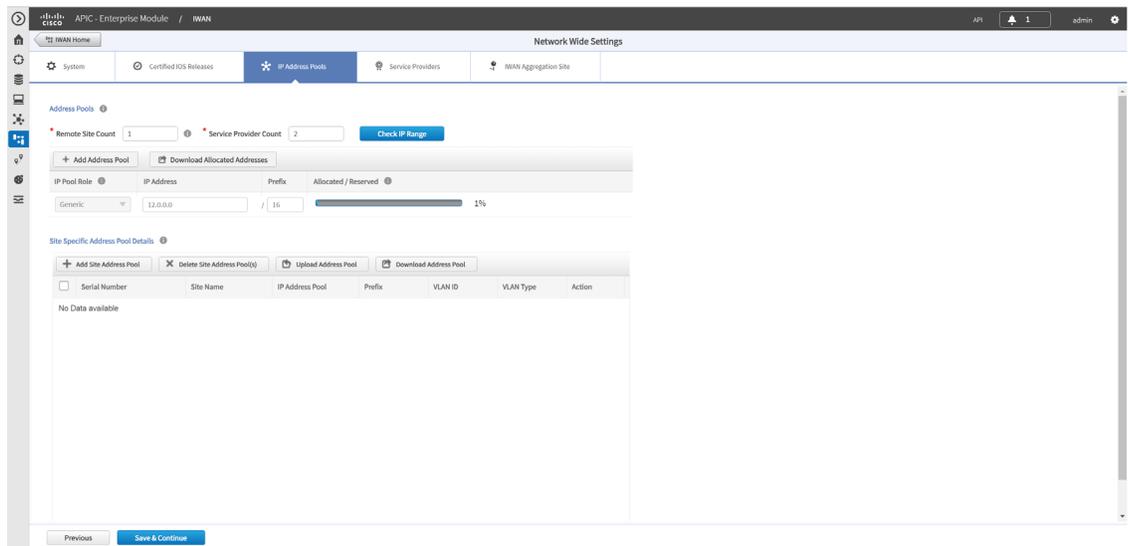
The generic IP address pool is used for overlay and loopback addresses. The generic IP address pool is divided according to the number of remote sites and service providers as you specify in the IP Address Pools tab. Plan by understanding your future requirements and specify the maximum number of service providers and remote sites that you might choose to deploy. Once the IP address pool settings are specified, they cannot be changed.

Use the IP Address Pools tab to define IP address pools. For information about IP Address Pools, see [Understanding IP Address Pools](#), page 4-21.

Procedure

- Step 1** Select the **IP Address Pools** tab. The Address Pools page opens as shown in the following figure:

Figure 4-3 IP Address Pools Tab



- Step 2** In the **Remote Site Count** field, enter the maximum number of remote sites to deploy. If you are an existing customer with Cisco IWAN release 1.2.x, you can increase the remote site count by upgrading to Cisco IWAN release 1.3.x. Based on the availability of internal IP addresses in pre-reserved subnets (which are created during initial provisioning) you can specify a higher number of remote site count.
- Step 3** In the **Service Provider Count** field, enter the maximum number of service providers that you might require. If you are an existing customer with Cisco IWAN release 1.2.x, you can increase the service provider count by upgrading to Cisco IWAN release 1.3.x. You can specify a maximum of four service providers.
- Step 4** Click the **Check IP Range** button. The Proposed IP Range page opens.

Based on the number of remote site and service provider count that you entered, the Proposed IP Range page provides information about the minimum suggested prefix length that you can use for the generic IP address pool, the prefix length for LAN interface pools, the number of IP addresses per VLAN, and the number of VLANs. Click **OK** or **Get IP Range**.

Step 5 Do one of the following:

- To manually enter an IP address, click **+ Add Address Pool**. Enter the following properties:

Field	Description
Role	Can be one of the following: <ul style="list-style-type: none"> Generic—The first range always defaults to the generic IP address pool. LAN Greenfield—Choose this option to define the LAN IP address pool for new greenfield branch devices. You can have any number of LAN greenfield IP address pools. LAN Brownfield—Choose this option to define the LAN IP address pool for brownfield branch devices (devices with an existing configuration). You can have any number of LAN brownfield IP address pools.
IP Address	IP Address for the IP address pool.
Prefix	CIDR prefix.
Allocated	Displays the percentage of addresses in the pool that are used.

- To upload a large number of IP addresses, click **Upload Address Pool**, and then upload a .csv file from your computer.

For details about the type of information that you must include in the .csv file, click the **Download Address Pool** tab. A Controller_Profile_DD-MM-YYYY.csv file is downloaded to your system, which provides the template details.

Step 6 Click **+ Add Site Address Pool** to enter information for the site-specific LAN IP address pool. The Add Site Address Pool dialog box opens. Enter the properties as shown in the table below, and then click **OK**.

By default, greenfield branch sites use IP addresses from the LAN greenfield IP address pool (if there is one) or from the generic IP address pool (if there is no LAN greenfield IP address pool). If you want to provision a new greenfield branch site using specific IP address pools for its VLANs (for example, if you do not want the VLANs to use IP addresses from LAN greenfield IP address pools and generic IP address pools), you can define the VLANs and respective IP address pools before you provision the site.



Note After a site is provisioned, you cannot move back-and-forth between site-specific IP address pool with VLANs and site-specific IP address pool without VLANs. Therefore, make sure that you have a clear vision before you start provisioning the site.

Field	Description
Serial Number	Serial number(s) of the site device(s). If a site has more than one device, include all serial numbers separated by a semi-colon.
Site Name	Name of the site.

IP Address Pool	IP address pool to be used for hosts in this VLAN.
Prefix	CIDR prefix.
VLAN ID	<p>Range of values: 1–4094.</p> <p>Note The VLAN ID 99 is reserved for the transit VLAN, therefore you cannot use this ID for other VLANs.</p>
VLAN Type	<p>Enter a VLAN type or select it from the drop-down list.</p> <p>Values: Data, Guest, Voice and Video, Wireless.</p> <p>Note The following restrictions apply when you enter a VLAN type of your choice:</p> <ul style="list-style-type: none"> – The VLAN type value should not be more than 200 characters in length. – The VLAN type should not include the ? character. – For site-specific address pools, you can enter a maximum of 20 entries per site.

Step 7 Repeat step 6 as required to add additional site address pools.

Step 8 Click **Save and Continue**. The Service Providers tab opens. See [Wizard Step 4—Configuring Service Providers, page 4-10](#).

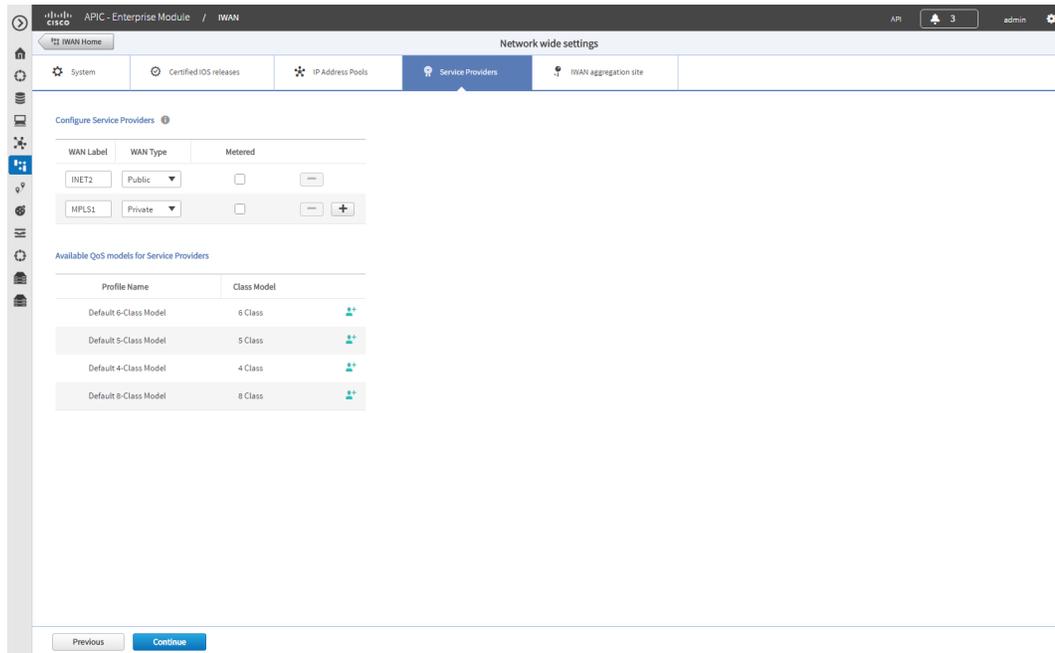
Wizard Step 4—Configuring Service Providers

Use the Service Providers tab to define the type of links and the number of service providers.

Procedure

- Step 1** Select the **Service Providers** tab. The Configure Service Providers Page opens as shown in the following figure:

Figure 4-4 Service Providers Tab



365858

- Step 2** From the **Configure Service Providers** area, click the + icon to define the following properties:



Note You can specify a maximum of four service providers.

Field	Description
WAN Label	WAN transport type. Can be a maximum of seven characters.
WAN Type	Can be one of the following: <ul style="list-style-type: none"> Private Public

Field	Description
Metered	Choose this option if the WAN is metered. Note You can choose the Metered option only when the number of service providers is greater than two. You cannot choose one of the link as a metered link if there are only two service providers. Note Only one link can be metered and is permitted on a public cloud.
Available QoS Models for Service Providers	
Profile Name	Lists the names of all available service profiles.
Class Model	Lists the class models that correspond to the respective service profiles: <ul style="list-style-type: none"> • 4 Class • 5 Class • 6 Class • 8 Class

Step 3 (Optional) If you require a custom class model than the default ones that are provided, click the **Available QoS Models for Service Providers** area, and then click the + icon next to the profile that most closely matches the service provider Service Level Agreement (SLA). The Add Service Profile dialog box opens as shown in the following figure:

Figure 4-5 Add Service Profile Dialog Box

Add Service Profile

* Profile Name

Class Model 4 Class

Class Name	DSCP	Priority Bandwidth (%)	Remaining Bandwidth (%)
Voice	EF	10	
CLASS1 DATA	AF31		
call-signaling			4
interactive-video			30
streaming-video			10
CLASS2 DATA	AF21		
critical-data			25
Default	0		
class-default			25
net-control-mgmt			5
scavenger			1

Total: 100

Save Cancel

Step 4 Enter the following profile information, and then click **Save**.



Note For the Private WAN interface, a set of predefined service provider profiles are available. Egress QoS queuing is applied on the WAN Egress to fulfill the service provider SLA.

Field	Description
Profile Name	Name of the new service profile.
Class Model	Displays the type of class model. Can be one of the following: <ul style="list-style-type: none"> • 4 Class • 5 Class • 6 Class • 8 Class
Class Name	Displays the data class name.
DSCP	Displays the Differentiated Services Code Point (DSCP) values for each class. Once saved, it appears as a new profile. You cannot edit this value after it is saved.
Priority Bandwidth (%)	The percentage of bandwidth that you allocate to the priority class. For example: Voice.
Remaining Bandwidth (%)	The percentage of bandwidth that you allocate to other classes, such as streaming video, critical class, and so on. <p>Note You must enter a value greater than 0. The total value for all the data classes in the Remaining Bandwidth column cannot exceed 100%.</p>



Note After you add the profile information, the profile details appear in the Available QoS Models for Service Providers area.

Step 5 Click **Continue**. The IWAN Aggregation Site tab opens. See [Wizard Step 5—Configuring the IWAN Aggregation Site, page 4-12](#).

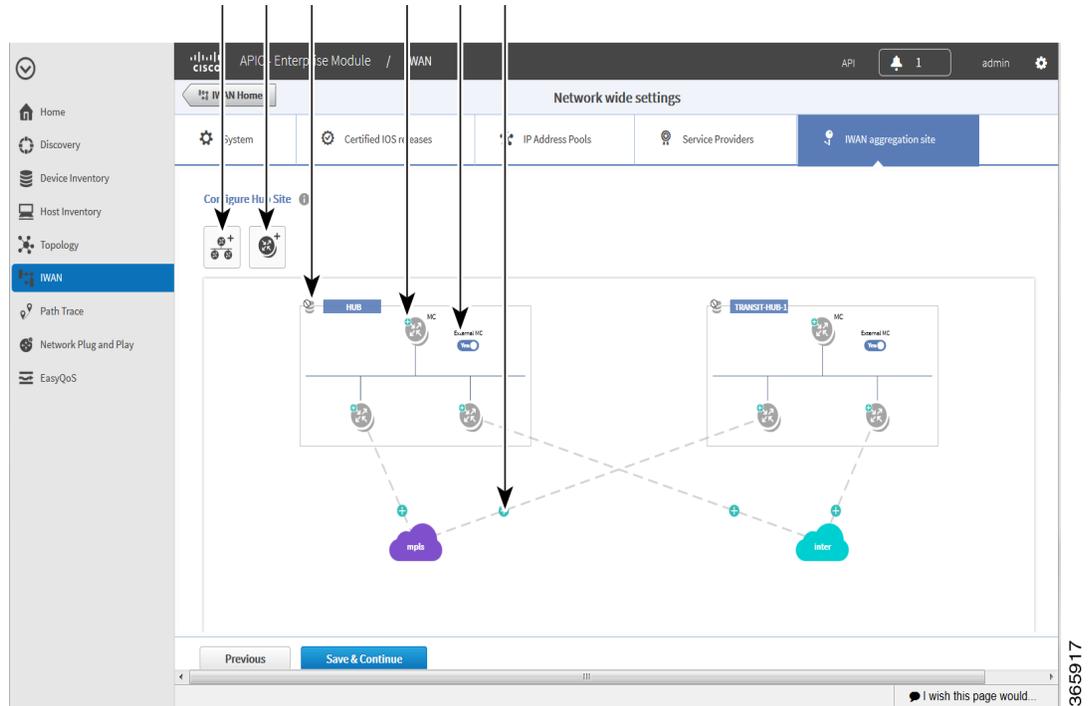
Wizard Step 5—Configuring the IWAN Aggregation Site

Use this procedure to do the following:

1. Discover hub devices.
2. Configure LANs.
3. Configure WANs.
4. Configure the external master controller.

Refer to the following figure to understand the procedure that follows:

Figure 4-6 IWAN Aggregation Site Tab



1	Add POP Icon	4	Configure External MC Router + Icon
2	Add Border Router Icon	5	External MC Toggle Button
3	Configure LAN Icon	6	Configure WAN Link + Icon

Procedure

Step 1 Discover hub devices. Do the following:

- a. Select the **IWAN Aggregation Site** tab. The Configure Hub Site page opens and displays all of the service providers that you defined in wizard step 4 and the respective hub border routers.
- b. Do one of the following:
 - (Recommended) Click the **External MC** button (see # 5 in Figure 4-6) to toggle to **Yes**. A new router is added as a standalone master controller (MC).
 - Click the **External MC** button to toggle to **No**. One of the border routers is designated as an MC.
- c. To add an additional hub, click the **Add POP** icon ((see # 1 in Figure 4-6). A transit hub is added next to the primary hub (see TRANSIT-HUB-1 in the above figure).



Note You can specify a maximum of two hub sites during provisioning. You can add or delete routers after hub provisioning.

- d. (Optional) To rename the new TRANSIT-HUB-1 to another name, click the name of the hub, and then add a different name.



Note You can only change the name of the hub during initial configuration, before routers are added to it.

- e. To add a border router to a hub, hover over the **Add Border Router** icon (see # 2 in [Figure 4-6](#)) the **Add to POP** options appear. Choose one of the two available hubs. A new border router is added in the appropriate hub.



Note You can have a maximum of four border routers in a hub site.

- f. To configure the newly added border router, click on the + icon on top of the router, the Configure Router dialog box opens.
- g. From the Configure Router dialog box, do the following:
- In the **Router Management IP** field, enter the management IP address of the hub router.
 - Click **Validate**. The Configure Router dialog box opens again with additional fields as shown in the following figure:

Configure Router

* Router Management IP

Master Controller

▼ SNMP

* Version

* Read Community

Write Community

▼ SNMP Retries and Timeout

* Retries

* Timeout (secs)

▼ SSH/Telnet

* Protocol

* Username

* Password

* Enable Password

* Timeout (secs)

365863

Field	Description
Router Management IP	Hub router management IP address.
Master Controller	Check this option to choose this device as the Master Controller.
SNMP	
Version	SNMP version number. Depending on the version number you choose, different properties display.
Read Community (Displayed if you chose SNMP V2C.)	SNMP V2C read community string.
Write Community (Displayed if you chose SNMP V2C.)	(Optional) SNMP V2C write community string.
Mode (Displayed if you chose SNMP V3.)	Choose the mode from the drop-down list. Options are: <ul style="list-style-type: none"> • Authentication and Encryption • No Authentication and No Encryption • Authentication and No Encryption
Auth. Type (Displayed if you chose SNMP V3.)	Displayed if you chose Authentication and Encryption; or Authentication and No Encryption in the Mode field. Choose the authentication type from the drop-down list. Options are: <ul style="list-style-type: none"> • HMAC-SHA • HMAC-MDS
Username (Displayed if you chose SNMP V3.)	Displayed if you chose SNMP V3. The authentication username.
Auth. Password (Displayed if you chose SNMP V3.)	Displayed if you chose Authentication and Encryption; or Authentication and No Encryption in the Mode field. The password for the authentication username.
Encryption Type (Displayed if you chose SNMP V3.)	Displayed if you chose Authentication and Encryption in the Mode field. The encryption username.
Encryption Password (Displayed if you chose SNMP V3.)	Displayed if you chose Authentication and Encryption in the Mode field. The password for the encryption username.
SNMP Retries and Timeout	
Retries	Number of SNMP retries. Default: 3

Field	Description
Timeout (secs)	Number of seconds to wait before the system considers an SNMP request to have timed out. Default: 10
SSH/Telnet	
Protocol	Protocol used to communicate to the host (SSH or Telnet).
Username	SSH or Telnet username.
Password	SSH or Telnet password.
Enable Password	Enable password for the username.
Timeout (secs)	Number of seconds to wait before the system considers an SSH or Telnet request to have timed out.

- Enter the properties as shown in the table above.



Note These credentials can be entered only once. The values are automatically populated to the remaining hub devices in the system.

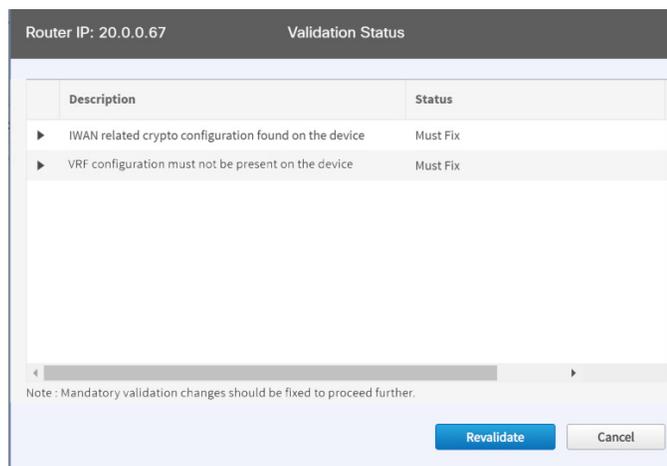
- Click **Add Device**.

The device is verified in the background to determine if the device is suitable for provisioning. The following occurs:

The Cisco IWAN app accesses the router and checks its configuration to determine if it has any configuration that might conflict with the Cisco IWAN app. This is called **Brownfield Validation**.

If the router does not have conflicting configurations, an orange icon appears on top of the device and the **Configure Router Dialog** opens.

If the router has conflicting configurations, the **Validation Status dialog** opens listing all the validation failures, as shown in the following figure:



- h. The validation status could be either Warning or Must Fix. Do the following:
 - If the validation status is Warning, you can fix it or ignore it.
 - If the validation status is Must Fix, remove the configurations suggested by the description, and then click **Revalidate**.

For information about the messages displayed in the Validation Status dialog box, see [Appendix A, “Brownfield Validation Messages.”](#)

After the router is successfully validated (it does not have any Must Fix errors), the Configure Router dialog box opens.

- i. From the Configure Router dialog box, select the appropriate **LAN IP-Interface** check box(es), and then click **Save**.



Note You can choose more than one LAN IP-Interface.

- j. To connect the border router to the cloud, click on the router and drag it to the cloud.
- k. Configure the other border routers using the above steps.

Step 2 Configure LANs. Do the following:

- a. Click the icon on the top-left corner of the primary hub (see # 3 in [Figure 4-6](#)). The Configure LAN dialog box opens with the fields shown in the table below:

The Routing Protocol, AS Number, and Datacenter Prefix are collected from the devices and auto populated for ease of configuration. The common (matching) AS numbers between the devices are displayed for each routing protocol. You can change the AS numbers on the device, but we do not recommend it.

Field	Description
Routing Protocol	Default routing protocol running on the hub routers. Example: EIGRP, OSPF, BGP
AS Number	AS number or area number, depending on the routing protocol. Note If the LAN routing protocol is BGP, and there are no matching AS numbers from the other hub device, this field is grayed out. You must manually modify the LAN side routing in the device. Note BGP with different AS numbers is not supported.
Datacenter Prefix	IP addresses of the hub site, specified as a prefix.

- b. Click **Save**.

Step 3 Configure WANs. Do the following:

- a. Click the + icon on the link that connects the router and cloud (see # 6 in [Figure 4-6](#)). The Configure Link dialog box opens.
The dialog boxes that appear depend on the WAN type that you specified while configuring the Service Provider—for example, Private or Public.
- b. For Public WAN, the Configure Link dialog box opens. Enter the following information for each link in the network:

Table 4-2 Configure Link Dialog Box—Public WAN

Field	Description
WAN IP-Address	IP address of the WAN interface.
Default Gateway	IP address of the default gateway.
NAT Enabled	Check this option if NAT IP address is used.
NAT IP Address	Public IP address.
Bandwidth (Mbps)	Symmetrical bandwidth for upload and download.
Service Profile	Choose a service profile from the drop-down list. The drop-down list includes default and custom 8 Class service profiles that were configured in the Service Providers tab.

- c. For Private WAN, the Configure Link dialog box opens. Enter the following information for each link in the network:

Table 4-3 Configure Link Dialog Box—Private WAN

Field	Description
WAN IP-Address	IP address of the WAN interface.
Default Gateway	IP address of the default gateway.
Enable Non IWAN Sites	Check this option to enable communication between non-IWAN sites and the newly enabled IWAN POP (Hub) and spoke sites for staged migration of the network. See Understanding the Coexistence of IWAN Sites and Non-IWAN Sites, page 4-19 .
Loopback IP-Interface	Choose a pre-provisioned loopback IP address from the drop-down list. This enables Cisco IWAN application to form a route between the existing sites and the new IWAN sites. Note The loopback interface must be configured on a private (MPLS) router. The loopback interface is required to support coexistence between the IWAN and non-IWAN sites and must be configured before adding the device to Cisco APIC-EM. It is recommended that you specify a loopback IP address in the same subnet as the WAN interface.
Bandwidth (Mbps)	Symmetrical bandwidth for upload and download.
Service Profile	Choose a service profile from the drop-down list. The drop-down list includes all default and custom service profiles (4 Class, 5 Class, 6 Class, and 8 Class) that were configured in the Service Providers tab.

- d. Click **Save**.

Step 4 Configure the external master controller.

During initial hub and router setup, if you clicked the **External MC** button to toggle to **Yes**, a new router was added as a standalone MC. Do the following:

- a. Click the + icon on top of the External MC router (see # 4 in [Figure 4-6](#)). The Configure Router dialog box opens.
For a dedicated master controller, the device must be greenfield validated. No conflicting configuration with IWAN or dynamic routing protocols are supported for LAN and WAN.
 - b. In the **Router Management IP** field, enter the management IP address of the hub router.
 - c. Click **Validate**. The Configure Router dialog box opens.
 - d. Enter the Router Management IP address, SNMP, SSH or Telnet protocol information, and then click **Save**.
-

Modifying the Configuration for the Hub Sites

After you have completed all of the wizard steps in the Hub Site and Settings area, you can go back and modify the properties at a later time. Fields that are grayed out, cannot be modified.

Understanding the Coexistence of IWAN Sites and Non-IWAN Sites

The coexistence of IWAN and non-IWAN sites feature allows communication between the newly enabled IWAN POP (Hub) and spoke sites and the non-IWAN sites for staged migration of the network. The benefit of this feature is:

- You can deploy Cisco IWAN on a few sites prior to full scale deployment.
- Non-IWAN sites can continue to communicate with the hub and spoke routers that are IWAN enabled and vice-versa

Prerequisites for Enabling Support of Non-IWAN Sites Along With IWAN Solution

The following configurations must be completed before starting the Cisco IWAN app on APIC-EM workflows:

- Define the Cisco IWAN hub private (MPLS) border router.
- On the hub router:
 - A loopback interface must be enabled on the border router. It is recommended that you specify a loopback IP address in the same subnet as the WAN interface.
 - A static route must be added with the existing MPLS-CE as the default gateway (before provisioning the hub with Cisco IWAN application workflows).
- On the existing MPLS-CE router:
 - The loopback IP address on the IWAN MPLS border router must be advertised through BGP (or another routing protocol used for peering with MPLS provider) on the MPLS-CE router. The loopback IP must be reachable from all remote sites.

Effective with Cisco IWAN Release 1.1.0, you can have two hubs, two clouds and add more devices to the cloud, thereby enabling a multilink network. In other words, a multilink network can have two datacenters and each datacenter can have four devices with four links.

Example of a Heterogeneous WAN Site

Effective with Cisco IWAN Release 2.0, you can perform the following for a provisioned site:

- Add WAN clouds and service providers.
- Add a maximum of two links of any type (Private or Public). The new links do not affect the existing device priority nor do they change the path preference.
- Connect different hub sites to different service providers (the maximum number of service providers is four).

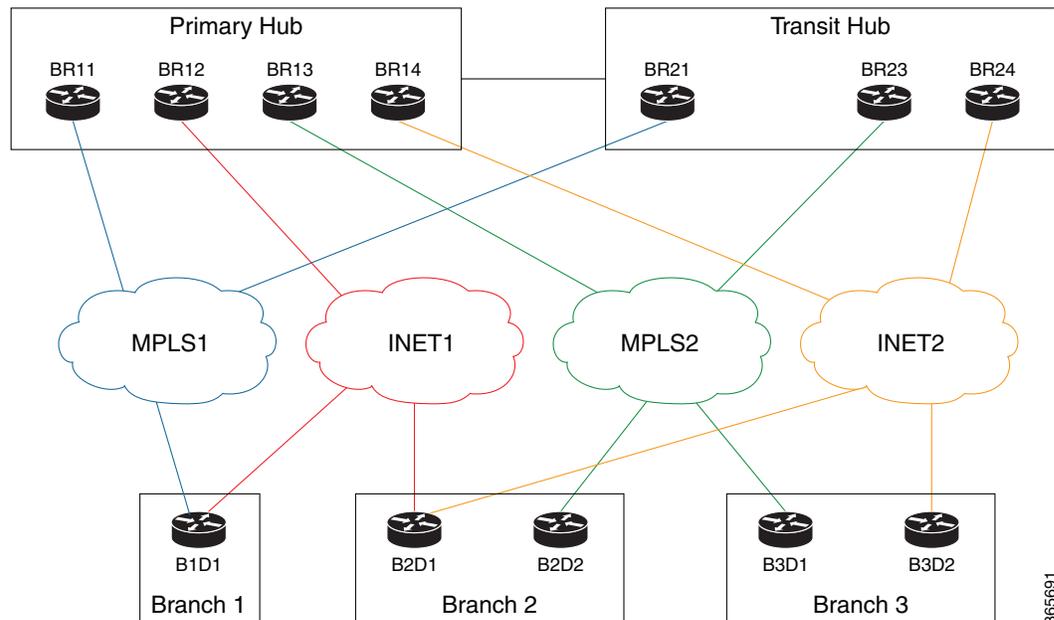


Note

You cannot perform the above changes during site provisioning.

See the following figure for an example of heterogeneous topology where the primary hub is connected to four service providers and the transit hub is connected to three service providers. This example shows that both hub sites do not need to have exactly the same number of service providers.

Figure 4-7 Transit Hub Connected to MPLS Link



Understanding IP Address Pools

The Cisco IWAN application automatically uses the IP addresses carved from the global enterprise IP address pool space. To support this functionality, one generic global IP address pool must be defined for the Cisco IWAN application. IP addresses are allocated from the generic IP address pool to provision the hub and spoke devices, which include interface, LAN, VPN overlay, and routing IP addresses.

Optionally, one or more LAN greenfield IP address pools can be defined to further refine the branch LAN side IP address space. If all LAN greenfield IP address pools are exhausted, the generic IP address pool is used.

It is important to define the size of the generic IP address pool to cater to the long term needs of the IWAN site. VPN requirements dictate that subnets must be defined and allocated internally before any sites are provisioned. At Cisco IWAN release 1.3, you can increase the site and service provider counts after initial provisioning, but you cannot change the generic IP address pool once specified. Therefore, we recommend that you define the generic IP address pool keeping in mind the future scale of service provider and site sizes. The generic IP address pool is used for overlay and loopback addresses. The generic IP address pool is divided according to the number of remote sites and service providers as specified in the IP Address Pools tab.

Optionally, wherever specific IP addresses are required, site-specific LAN and VLAN requirements can be defined and prioritized over the generic global IP address pools.

Site-Specific Profile

Site-specific profile is optional and is required only for pre-provisioning LAN IP addresses on each site. Pre-provisioning allows you to define a site using the site name and device combination before devices are added to the unclaimed device list. This is accomplished by matching the device serial number with the site name. VLAN definition for each site allows you to specify IP address pool ranges, otherwise, the LAN greenfield IP address pools or the generic IP address pool provides the required LAN IP addresses.

Branch Site-Specific Profile

You can pre-provision specifications for the branch sites. A single or dual router site can be defined using device serial numbers and site name along with VLANs for the site.

For a single router branch, you must specify the serial number of the device. For a dual router branch, you must specify the serial number of both the devices separated by a semi-colon. The Cisco IWAN app automatically matches the site name and device serial numbers and uses the previously defined VLANs and IP address pools. Thus, branch sites are available before the devices are displayed in the site provisioning workflow under unclaimed devices.

Defining the site and VLAN enables you to easily configure the devices when devices are provisioned in the site provisioning workflow. When the devices are claimed and provisioned, the site provisioning workflow does not conflict with the existing site configuration and site name.

You cannot modify the IP address pools after you have saved them.

LAN Brownfield IP Address Pool

In the Cisco IWAN release 1.3, the LAN brownfield role was introduced to define LAN IP addresses for brownfield branch devices.

When a brownfield branch is provisioned, its VLAN subnets are reserved.

If the VLAN subnets are subnets of a LAN brownfield IP address pool, they are reserved from a LAN brownfield IP address pool.

If there are no LAN brownfield subnets for the VLAN subnets, they are reserved as site-specific IP address pools.

The add, delete, and update operations are not allowed on brownfield site-specific IP address pools.

Updating the WAN Bandwidth of a Provisioned Hub Site

You can change the upload or download WAN bandwidth after a hub site is provisioned ("day N"). Also see [Updating the WAN Bandwidth of a Provisioned Branch Site](#), page 5-24.

Valid bandwidth values depend on the interface type:

- TenGigabit interface: 0.1 to 10000 Mbps
- Gigabit interface: 0.1 to 1000 Mbps
- Cellular interface: 0.1 to 300 Mbps

Use the following procedure to update the bandwidth settings.

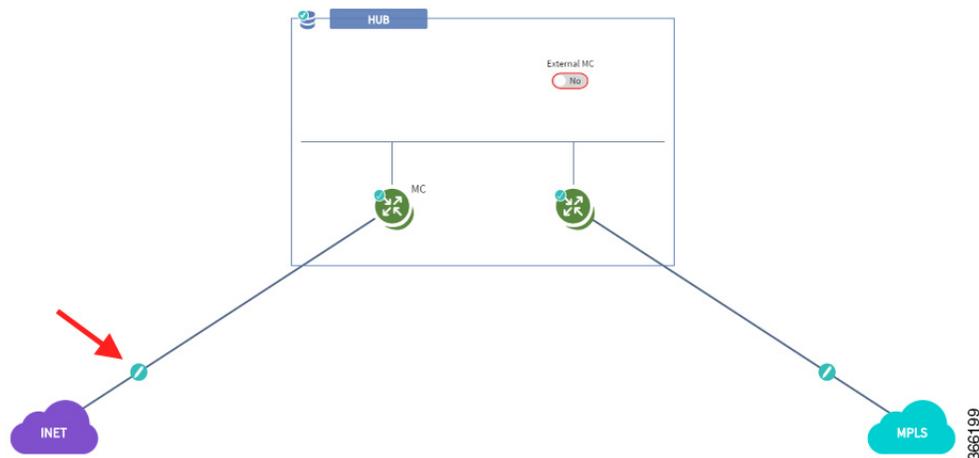
Procedure

-
- Step 1** From the IWAN app home page, click **Set up Branch Sites**.
- Step 2** Click the **Sites** tab.
- Step 3** Click the pencil icon (Edit Site) for a hub site. The IWAN Aggregation Site page opens.



Note You can also reach this page by clicking **Configure Hub Site & Settings** on the IWAN front page, and then clicking the **IWAN Aggregation Site** tab.

- Step 4** Click the pencil icon on the WAN link. The Configure Link dialog box opens.



- Step 5** In the Bandwidth field, enter a new value.
- Step 6** Click **Save** in the dialog box.

- Step 7** Click the **Save & Continue** button at the bottom left of the page. The Hub Site summary dialog box appears.
- Step 8** Click **Continue** to close the summary.
-

Modifying the QoS Bandwidth Percentages for a Hub Site

You can modify the QoS bandwidth percentages for a hub site after the site is provisioned (Day N).

Procedure

- Step 1** From the IWAN app home page, click **Set up Branch Sites**. The Sites page opens.
- Step 2** Click the **Sites** tab.
- Step 3** Click the pencil icon (Edit Site) for a hub site.
-  **Note** You can also reach this page by clicking **Configure Hub Site & Settings** on the IWAN front page, and then clicking the IWAN Aggregation Site tab.
-
- Step 4** Click the pencil icon on a WAN link (link between router and cloud). The Configure Link dialog box opens.
- Step 5** Click the **Edit** (pencil) icon next to the Service Provider field to open a dialog box describing the model.
- Step 6** Modify the QoS bandwidth percentages as needed.
- Step 7** Click **Update**. The modified bandwidth percentages are applied to the WAN link.
-



Managing Branch Sites

This chapter contains the following sections:

- [Overview, page 5-1](#)
- [Workflow for Managing Branch Sites, page 5-3](#)
- [Bootstrapping Greenfield Devices, page 5-4](#)
- [Adding and Provisioning Greenfield Devices to the Branch Site, page 5-4](#)
- [Adding and Provisioning Brownfield Devices to the Branch Site, page 5-10](#)
- [Viewing Site Status Information, page 5-21](#)
- [Support for 4G/Cellular Technology for WAN Link, page 5-22](#)
- [Updating the WAN Bandwidth of a Provisioned Branch Site, page 5-24](#)
- [Updating the WAN IP Parameters of a Provisioned Branch Site, page 5-25](#)
- [Modifying the QoS Bandwidth Percentages for a Branch Site, page 5-27](#)

Overview

After you have configured and set up the hub site, add devices to Cisco IWAN and provision them to the sites.

You can add and provision two types of devices:

- Greenfield Devices
 - Greenfield devices are brand new out-of-the-box routers.
 - Discovered by the Cisco Plug-n-Play (Cisco PnP) application.
 - No pre-existing configurations to synchronize with IWAN-based configuration, no configuration conflicts to address.
- Brownfield Devices
 - Brownfield devices belong to existing sites that are being added to Cisco IWAN.
 - Discovered by the Cisco APIC-EM application.
 - May have pre-existing configurations to synchronize with IWAN-based configuration.
 - While provisioning a brownfield device, the IWAN app performs a validation step to determine whether any configuration conflicts exist. If an error or warning is reported, correct the issue on the device and perform the validation again. See [Brownfield Validation Messages](#).

IWAN App Operation with NAT

Spoke Behind NAT

Use of network address translation (NAT) is supported for WAN links connected to public Internet clouds for all topologies—both for greenfield devices (using PnP discovery) and brownfield branch devices (discovered through APIC-EM).

For greenfield devices, the PnP application automatically adds the NAT router into Cisco APIC-EM using the public NAT IP address.

For brownfield devices, discover the device using the external or public IP address.

To enable connections from Cisco APIC-EM to the NAT router during provisioning, use the following standard ports:

- SSH—port 22
- Telnet—port 23
- SNMP—port 161

After the provisioning is complete and the branch devices are managed by Cisco APIC-EM using the loopback interface, you can optionally remove these configurations.



Note

The NAT router is not managed by Cisco IWAN. Configure the NAT router manually.

APIC-EM Behind NAT

The IWAN app supports network topologies in which the APIC-EM controller communicates with spoke (branch) sites through network address translation (NAT).

When setting up an APIC-EM-behind-NAT network, configure the NAT public IP address of the APIC-EM controller before provisioning any spoke sites. Configure the address in the following location:

IWAN app home page > **Configure Hub Site & Settings** > **System** tab > **NAT/Proxy IP Address** section

NAT/Proxy IP Address ⓘ

* APIC-EM behind NAT/Proxy No Yes

APIC-EM NAT/Proxy IP

365100

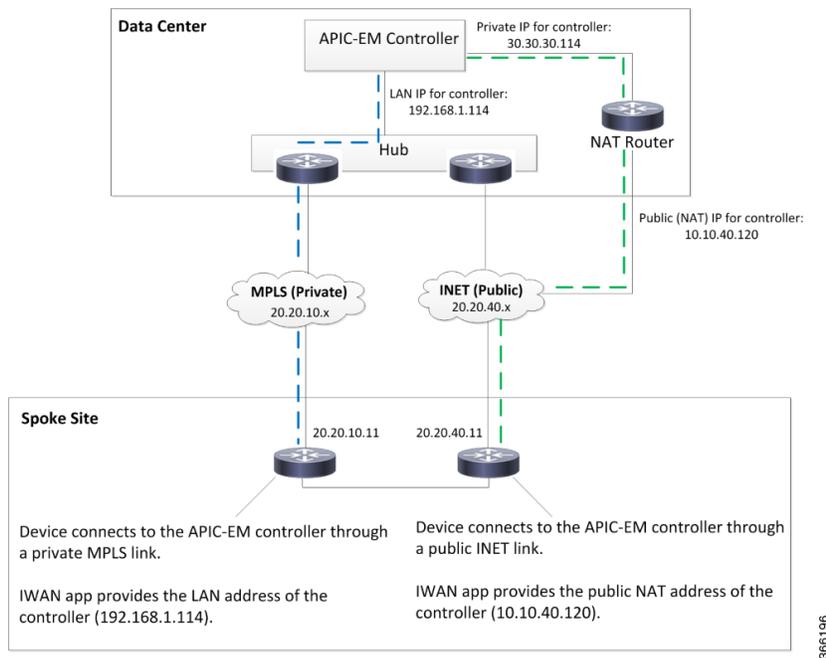
This is a “day 0” (before provisioning any spoke sites) requirement. It is not a “day N” (after spoke sites have been provisioned) option.

IWAN App Provides the NAT Public IP Address to Spoke Devices

Spoke devices that connect to the APIC-EM controller through a public link (such as INET) require the NAT public address of the controller.

- **Greenfield sites:** The PnP application automatically acquires the APIC-EM public NAT IP address. During provisioning, the IWAN app provides this address to the spoke devices that connect by public link.
- **Brownfield sites:** During provisioning, the IWAN app provides the manually configured NAT public IP address of the APIC-EM controller to the spoke devices that connect by public link.

Note: During provisioning, add a brownfield spoke site using its public link interface IP address, or its NAT public IP address (in the case of spoke-behind-NAT).



Limitations

The APIC-EM NAT IP can be changed at Day N only if no spoke sites are configured. If it is necessary to change the APIC-EM NAT IP and spoke sites have been configured, delete the spoke sites, then change the APIC-EM NAT IP.

Workflow for Managing Branch Sites

Table 5-1 Basic Workflow for Managing Branch Sites

No.	Task	Reference
1	Bootstrap devices discovered by the Cisco PnP application.	Bootstrapping Greenfield Devices, page 5-4
2	Add devices to Cisco IWAN and then provision them to the sites.	Adding and Provisioning Greenfield Devices to the Branch Site, page 5-4 Adding and Provisioning Brownfield Devices to the Branch Site, page 5-10
3	View the site status.	Viewing Site Status Information, page 5-21

Bootstrapping Greenfield Devices

You can bootstrap devices discovered by the Cisco PnP application. These are greenfield devices. Use this procedure to download a bootstrap file.

Procedure

-
- Step 1** From the Cisco IWAN home page, click **Manage Branch Sites**. The Sites page opens.
- Step 2** Click the **Bootstrap** tab. The bootstrap files that are available for download are displayed.
- Step 3** From the Download column, click the download bootstrap icon to download the bootstrap file to a local directory on your computer. You can use this file as a template for PnP call-home.

After the greenfield devices are provisioned to a site, the appropriate bootstrap file is automatically uploaded on to the device.

For details, see the *Cisco Open Plug-n-Play Agent Configuration Guide* at:

<http://www.cisco.com/c/en/us/td/docs/ios-xml/ios/pnp/configuration/xr-3e/pnp-xr-3e-book.html>.

Adding and Provisioning Greenfield Devices to the Branch Site

Use this procedure to add greenfield devices that are discovered by the Cisco PnP application and provision them to the branch site.



Note

- Saving the configuration

Before you use the devices to provision the site, we recommend that you save the running configuration in flash or bootflash in the IWAN_RECOVERY.cfg file so that you can restore the configuration if needed.

- VTY lines

There must be at least 16 VTY lines configured.

- Support for 4G/cellular interface

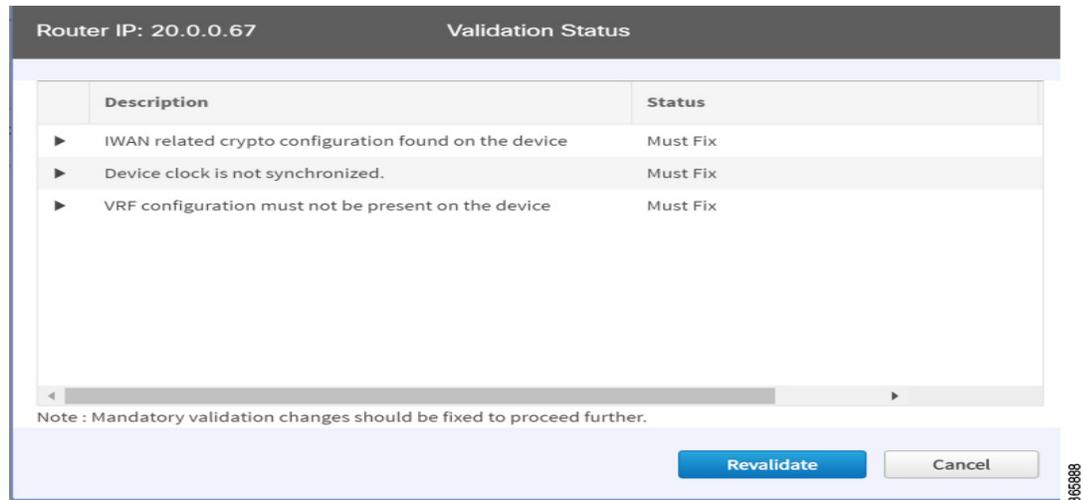
The IWAN app now supports configuration of a 4G/cellular interface for Cisco ISR4000 Series routers at branch sites.

The IWAN app supports many types of routing and switching devices at branch sites, but support for some features is limited to specific types of devices. The following table describes supported connection types.

WAN connection type	Devices that support the connection type
Internet (including T1, E1, Ethernet)	All
MPLS	All
4G/cellular interface	Cisco ISR 4000 Series routers

Procedure

- Step 1** From the Cisco IWAN home page, click **Manage Branch Sites**. The Sites page opens.
- Step 2** Click the **Device(s)** tab. A list of unclaimed devices are displayed as shown in the following figure:



Field	Description
Checkbox	Click this checkbox to choose the unclaimed device for provisioning.
Serial Number	Serial number of the device.
IP Address	IP address of the device. Note If a NAT router is present, then the NAT IP address appears in this column.
Type	Type of device.
Site Name	Name of the site to which the device belongs. To edit the site name, double-click it, and then add the new name.

Host Name	Device host name.
Discovered By	<p>Can be one of the following:</p> <ul style="list-style-type: none"> • PNP—Discovered by the Cisco PnP application. This indicates a greenfield device. • APIC—Discovered by the Cisco APIC-EM application. This indicates a brownfield device.
Validation Status	<p>Displays the following for greenfield devices:</p> <ul style="list-style-type: none"> • N/A—Devices discovered by the Cisco PnP application. <p>Can be one of the following for brownfield devices:</p> <ul style="list-style-type: none"> • Success—Devices successfully validated and ready for provisioning to the branch site. These devices are either discovered by the Cisco APIC-EM application or are manually added by clicking the Add Device tab. • Failure—Devices that have must-fix errors. These devices are either discovered by the Cisco APIC-EM application or are manually added by clicking the Add Device tab. • Warning—You can choose to ignore these errors or fix them. These devices are either discovered by the Cisco APIC-EM application or are manually added by clicking the Add Device tab.

Step 3 Select the checkbox next to the greenfield device(s) that you want to use, and then click the **Provision Site** tab. The Select Topology tab opens and displays the available topologies.

The available topology options depend on the network settings configured for the hub site on the IWAN app “Network wide settings” page. See the configuration of service provider count in [Wizard Step 3—Configuring IP Address Pools, page 4-7](#) and the topology in [Wizard Step 4—Configuring Service Providers, page 4-10](#).

Topology options may include:

- 1-link option: Requires hub router connected to one (1) WAN cloud
- 2-link option: Requires hub router connected to two (2) WAN clouds
- 3-link option: Requires hub router connected to three (3) WAN clouds



Note To determine if the device is brownfield or greenfield, look at the **Discovered By** column in the Add Devices page. PNP indicates that it is a greenfield device. APIC indicates that it is a brownfield device.



Note You can choose a maximum of two devices.



Note Greenfield and brownfield devices cannot be part of the same site.

Step 4 Click the topology that is appropriate for your network. The L2/L3 options display.



Note The topology options that display are dependent on the number of devices you selected in Step 3.

Step 5 Click the **L2** option. The Configure Topology page displays.



Note L3 is not supported on greenfield devices.

Step 6 From the Configure Topology page, specify the following properties:

Field	Description
Site Name	Site name, which you can change if needed.
Site Location	Click Set Geo to specify the site location on a map. A map opens. Click on the site, the Site Location field is populated. Click anywhere outside the map to exit the map.
POP to Connect	Choose the preferred hub site for this branch site from the drop-down list.
Select WAN	Choose the WAN from the drop-down list.

Step 7 Configure WAN settings for the branch device. Do the following:

- a. Click the + icon next to the WAN cloud. The Configure WAN Cloud dialog box opens. Depending on the WAN type you chose in Step 6, the fields that display in the Configure WAN Cloud dialog box change.
- b. For a Public WAN, the Configure WAN Cloud dialog box displays the following fields. Enter the required properties, and then click **Save**.

Field	Description
WAN Type	Public
Interface Type	Type of interface. Values: T1, E1, Ethernet, Cellular
Interface	Choose the interface that connects to the WAN cloud from the drop-down list.
Connect to WAN	Connection method.
NAT Enabled	Check this option if NAT IP address is used.
NAT IP Address	Public IP address.
Enable	Choose one of the two radio buttons as appropriate: <ul style="list-style-type: none"> • Static IP—When selected, the following additional fields display: WAN IP Address, WAN IP Mask, and WAN Gateway IP Address. • DHCP
Upload (Mbps)	Upload bandwidth (in Mbps).
Download (Mbps)	E1 interface—Preset bandwidth value of 3. T1 interface—Preset bandwidth value of 1.5. GigabitEthernet interface—Select a bandwidth from the drop-down list or enter a value in the range: 0.1 to 1000 TenGigabitEthernet interface—Select a bandwidth from the drop-down list or enter a value in the range: 0.1 to 9000 For interfaces of types other than E1, T1, GigabitEthernet, or TenGigabitEthernet, the default range will be: 0.1 to 9000 Mbps
Service Profile	Choose a service profile from the drop-down list. The drop-down list includes default and custom 8 Class service profiles that were configured in the Service Providers tab.

- c. For a Private WAN, the Configure WAN Cloud dialog box displays the following fields. Enter the required properties, and then click **Save**.

Field	Description
WAN Type	Private
Interface Type	Type of interface. Values: T1, E1, or Ethernet.
Interface	Choose an interface from the drop-down list.
Connect to WAN	Connection method.

CE IP Address	Customer Edge Server IP Address. This field is auto-populated if the interface has a static IP address already configured. Note Depending on the number of links that you created when setting up the hub sites in the IWAN Aggregation Site, you might need to specify additional IP addresses for CE devices.
CE IP Mask	The mask of the CE IP address.
PE IP Address	Provider Edge Server IP Address. This field is auto-populated if the interface has an IP address and default gateway.
Download (Mbps)	E1 interface—Preset bandwidth value of 3. T1 interface—Preset bandwidth value of 1.5. GigabitEthernet interface—Select a bandwidth from the drop-down list or enter a value in the range: 0.1 to 1000 TenGigabitEthernet interface—Select a bandwidth from the drop-down list or enter a value in the range: 0.1 to 9000 For interfaces of types other than E1, T1, GigabitEthernet, or TenGigabitEthernet, the default range will be: 0.1 to 9000 Mbps
Service Profile	Choose a service profile from the drop-down list. The drop-down list includes all default and custom service profiles (4 Class, 5 Class, 6 Class, and 8 Class) that were configured in the Service Providers tab.

Step 8 Configure LAN settings. Do the following:

Displays the following for greenfield devices:



Note You can either create the LAN greenfield IP address pool during hub provisioning, or you can add it after hub provisioning for greenfield deployments. When the LAN greenfield IP address pool is not present, the system automatically uses the generic pool IP address.

- a. Click the + icon next to the LAN. If site specific IP address pools are configured for the site, the Configure VLAN dialog box opens.
- b. Enter the following properties, and then click **Save**:

Field	Description
LAN Interface	
Site Interface	Enter or choose the LAN interface from the drop-down list.
VLAN	
VLAN Type	Enter or choose a VLAN type from the drop-down list. Default Values: Data, Guest, Voice & Video, or Wireless. To create a custom VLAN, click the + icon in the last VLAN, and then enter the name of the VLAN.
VLAN ID	Numeric value within the following ranges: 1 - 98; 100 - 1001; 1006 - 4094. You cannot duplicate a VLAN ID.
Total IPs	Number of hosts in the VLAN.

Step 9 From the Provisioning Sites page, click **Apply Changes**. The Provisioning Site Summary dialog box opens with a summary of the configuration.

Step 10 Review the information, and then do one of the following:

- Click the **Apply Now** radio button, and then click **Submit**.
- Click the **Schedule** radio button, specify a date and time to apply the site provisioning, and then click **Submit**.



Note

The **Apply Now** option does not check for validations in conflict with future scheduled workflows. You must reevaluate scheduled jobs based on the changes and update the jobs as required. If there is a conflict when the scheduled job is activated, it might fail to provision the site.

Adding and Provisioning Brownfield Devices to the Branch Site

Use this procedure to add brownfield devices that are discovered by the Cisco APIC-EM application and provision them to the branch site.

Brownfield devices are not automatically displayed on the Devices tab. You must first add them to Cisco IWAN, and then provision them to the branch site.



Note

- Saving the configuration

Before you use the devices to provision the site, we recommend that you save the running configuration in bootflash in the IWAN_RECOVERY.cfg file so that you can restore the configuration if needed.

- VTY lines

There must be at least 16 VTY lines configured.

- SNMP

Devices that are configured with SNMP version 2 or version 3 can be used as branch devices.

- Support for 4G/cellular

The IWAN app now supports configuration of a 4G/cellular interface for Cisco ISR4000 Series routers at branch sites.

The IWAN app supports many types of routing and switching devices at branch sites, but support for some features is limited to specific types of devices. The following table describes supported connection types.

WAN connection type	Devices that support the connection type
Internet (including T1, E1, Ethernet)	All
MPLS	All
4G/cellular	Cisco ISR 4000 Series routers

Procedure

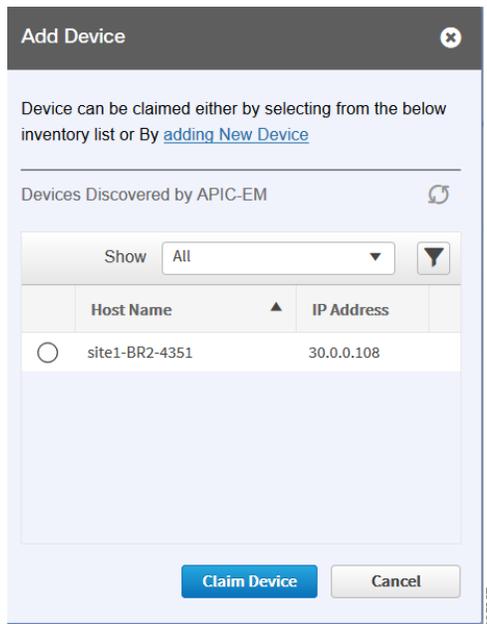
- Step 1** From the Cisco IWAN home page, click **Manage Branch Sites**. The Sites page opens.
- Step 2** Click the **Device(s)** tab. The following page displays.

The screenshot shows the Cisco IWAN Sites page. At the top, there are three summary cards: 'Bootstrap' with 3 Downloads Available, 'Device(s)' with 2 Newly Discovered Device(s), and 'Site(s)' with 2 Hubs and 0 Branch(es). Below these cards is a table with columns: Serial Number, IP Address, Type, Site Name, Host Name, Discovered By, and Validation Status. The table contains two rows of data. The first row has Serial Number FDO1816A011, IP Address 20.0.0.67, Type ISR4351/K9, Site Name Falls Church, Host Name site1-BR1-4351, Discovered By APIC, and Validation Status SUCCESS. The second row has Serial Number FTX1925AHC3, IP Address 30.0.0.107, Type ISR4431/K9, Site Name San Jose, Host Name site4-4431, Discovered By PNP, and Validation Status N/A. The page also shows 'Add Device' and 'Provision Site' buttons and a 'Show' dropdown set to 'All'.

- Step 3** To add a brownfield device, click the **Add Device** tab. The Add Device dialog box opens and displays a list of devices discovered by the Cisco APIC-EM application as shown in the following figure:



Note Alternatively, you can add devices using the Cisco APIC EM discovery feature.



Step 4 Do one of the following:

- Choose an existing Cisco APIC-EM discovered device—From the Devices Discovered by APIC-EM area, click the radio button next to the device you want to add to Cisco IWAN, and then click **Claim Device** (see figure above). The claimed device is added to the Devices page and is available for provisioning.
- Add a new device—Click **Adding New Device** (see figure above). The Add Device dialog box opens, where you specify the IP address for the new device and additional properties, as shown in the following figure and the table that follows, and then click **Add Device**.

Field	Description
Router Management IP	IP address for the new device. If you have a spoke device behind a NAT router and you want that NAT router to be the management router, enter the IP address of the NAT router in this field.
SNMP	
Version	SNMP version number. Depending on the version number you choose, different properties display.
Read Community (Displayed if you chose SNMP V2C.)	SNMP V2C read community string.
Write Community (Displayed if you chose SNMP V2C.)	(Optional) SNMP V2C write community string.

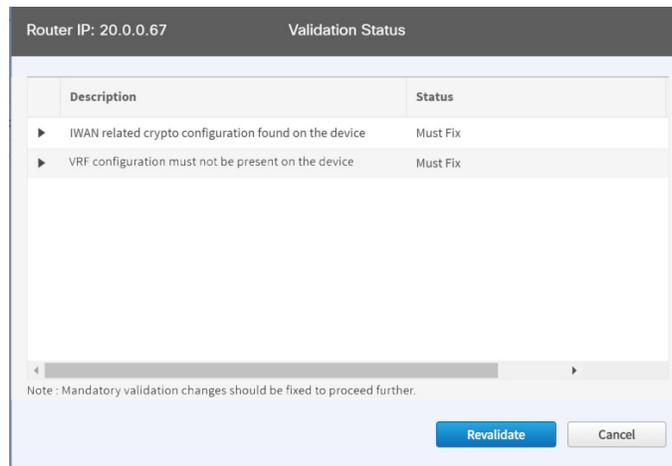
Field	Description
Mode (Displayed if you chose SNMP V3.)	Choose the mode from the drop-down list. Options are: <ul style="list-style-type: none"> • Authentication and Encryption • No Authentication and No Encryption • Authentication and No Encryption
Auth. Type (Displayed if you chose SNMP V3.)	Displayed if you chose Authentication and Encryption; or Authentication and No Encryption in the Mode field. Choose the authentication type from the drop-down list. Options are: <ul style="list-style-type: none"> • HMAC-SHA • HMAC-MDS
Username (Displayed if you chose SNMP V3.)	Displayed if you chose SNMP V3. The authentication username.
Auth. Password (Displayed if you chose SNMP V3.)	Displayed if you chose Authentication and Encryption; or Authentication and No Encryption in the Mode field. The password for the authentication username.
Encryption Type (Displayed if you chose SNMP V3.)	Displayed if you chose Authentication and Encryption in the Mode field. The encryption username.
Encryption Password (Displayed if you chose SNMP V3.)	Displayed if you chose Authentication and Encryption in the Mode field. The password for the encryption username.
SNMP Retries and Timeout	
Retries	Number of SNMP retries. Default: 3
Timeout (secs)	Number of seconds to wait before the system considers an SNMP request to have timed out. Default: 10
SSH/Telnet	
Protocol	Protocol used to communicate to the host (SSH or Telnet).
Username	SSH or Telnet username.
Password	SSH or Telnet password.
Enable Password	Enable password for the username.
Timeout (secs)	Number of seconds to wait before the system considers an SSH or Telnet request to have timed out.

The device is verified in the background to determine if the device is suitable for provisioning. The following occurs:

The Cisco IWAN app accesses the router and checks its configuration to determine if it has any configuration that might conflict with the Cisco IWAN app. This is called Brownfield Validation.

If the router does not have conflicting configurations, an orange icon appears on top of the device and the Configure Router Dialog opens.

If the router has conflicting configurations, the Validation Status dialog opens listing all the validation failures, as shown in the following figure:



- c. The validation status could be either Warning or Must Fix. Do the following:
- If the validation status is Warning, you can fix it or ignore it.
 - If the validation status is Must Fix, remove the configurations suggested by the description, and then click **Revalidate**.

For information about the messages displayed in the Validation Status dialog box, see [Appendix A, “Brownfield Validation Messages.”](#)

Step 5 From the Devices page, select the checkbox next to the brownfield device(s) that you want to provision for a site, and then click the **Provision Site** tab. The Select Topology tab opens and displays the available topologies.

The available topology options depend on the network settings configured for the hub site on the IWAN app “Network wide settings” page. See the configuration of service provider count in [Wizard Step 3—Configuring IP Address Pools, page 4-7](#) and the topology in [Wizard Step 4—Configuring Service Providers, page 4-10](#).

Topology options may include:

- 1-link option: Requires hub router connected to one (1) WAN cloud
- 2-link option: Requires hub router connected to two (2) WAN clouds
- 3-link option: Requires hub router connected to three (3) WAN clouds



Note To determine if the device is brownfield or greenfield, look at the **Discovered By** column in the Add Devices page. PNP indicates that it is a greenfield device. APIC indicates that it is a brownfield device.



Note You can choose a maximum of two devices.

Step 6 Click the topology that is appropriate for your network. The L2/L3 options display.



Note The topology options that display are dependent on the number of devices you selected in Step 5.

Step 7 Depending on the LAN site configuration, click the appropriate **L2/L3** option. The Configure Topology page displays.



Note If the VLAN on branch devices are on the same subnet, choose L2. If the VLAN on the branch devices are on different subnets, choose L3.

Step 8 From the Configure Topology page, specify the following properties:

Field	Description
Site Name	Site name, which you can change if needed.
Site Location	Click Set Geo to specify the site location on a map. A map opens. Click on the site, the Site Location field is populated. Click anywhere outside the map to exit the map.
POP to Connect	Choose the hub that you specified in the IWAN Aggregation Site from the drop-down list.
Select WAN	Choose the WAN from the drop-down list.

Step 9 Configure WAN settings for the branch device. Do the following:

- a. Click the + icon next to the WAN cloud. The Configure WAN Cloud dialog box opens. Depending on the WAN type you chose in Step 8, the fields that display in the Configure WAN Cloud dialog box change.
- b. For a Public WAN, the Configure WAN Cloud dialog box displays the following fields. Enter the required properties, and then click **Save**.

Field	Description
WAN Type	Public
Interface Type	Type of interface. Values: T1, E1, Ethernet, Cellular
Interface	Choose the interface that connects to the WAN cloud from the drop-down list.
Connect to WAN	Connection method.
NAT Enabled	Check this option if NAT IP address is used.
NAT IP Address	Public IP address.

Enable	Choose one of the two radio buttons as appropriate: <ul style="list-style-type: none"> Static IP—When selected, the following additional fields display: WAN IP Address, WAN IP Mask, and WAN Gateway IP Address. DHCP
Upload (Mbps)	Upload bandwidth (in Mbps).
Download (Mbps)	E1 interface—Preset bandwidth value of 3. T1 interface—Preset bandwidth value of 1.5. GigabitEthernet interface—Select a bandwidth from the drop-down list or enter a value in the range: 0.1 to 1000 TenGigabitEthernet interface—Select a bandwidth from the drop-down list or enter a value in the range: 0.1 to 10000 For interfaces of types other than E1, T1, GigabitEthernet, or TenGigabitEthernet, the default range will be: 0.1 to 10000 Mbps
Service Profile	Choose a service profile from the drop-down list. The drop-down list includes default and custom 8 Class service profiles that were configured in the Service Providers tab.

- c. For a Private WAN, the Configure WAN Cloud dialog box displays the following fields. Enter the required properties, and then click **Save**.

Field	Description
WAN Type	Private
Interface Type	Type of interface. Values: T1, E1, or Ethernet.
Interface	Choose an interface from the drop-down list.
Connect to WAN	Connection method.
CE IP Address	Customer Edge Server IP Address. This field is auto-populated if the interface has a static IP address already configured. Note Depending on the number of links that you created when setting up the hub sites in the IWAN Aggregation Site, you might need to specify additional IP addresses for CE devices.
CE IP Mask	The mask of the CE IP address.
PE IP Address	Provider Edge Server IP Address. This field is auto-populated if the interface has an IP address and default gateway.

Download (Mbps)	<p>E1 interface—Preset bandwidth value of 3.</p> <p>T1 interface—Preset bandwidth value of 1.5.</p> <p>GigabitEthernet interface—Select a bandwidth from the drop-down list or enter a value in the range: 0.1 to 1000</p> <p>TenGigabitEthernet interface—Select a bandwidth from the drop-down list or enter a value in the range: 0.1 to 10000</p> <p>For interfaces of types other than E1, T1, GigabitEthernet, or TenGigabitEthernet, the default range will be: 0.1 to 10000 Mbps</p>
Service Profile	<p>Choose a service profile from the drop-down list.</p> <p>The drop-down list includes all default and custom service profiles (4 Class, 5 Class, 6 Class, and 8 Class) that were configured in the Service Providers tab.</p>

Step 10 Configure LAN settings. Do the following:

Click the + icon next to the LAN. If you selected L2 topology and the LAN interface is a physical interface or a switchport interface, the Configure VLAN dialog box opens (see below). Choose the LAN interface from the drop-down list, and then click **Save**.



Note

- If you selected a dual router topology, the common VLANs between devices are displayed.
- Make sure there are no site-specific IP address pools configured for brownfield sites.
- The VLAN information seen on the Configure VLAN dialog box is auto populated based on the LAN interface that you selected on the router.
- You cannot edit the auto populated information from the Configure VLAN interface dialog box.
- You can either create the LAN brownfield IP address pool during hub provisioning; or you can add it after hub provisioning for brownfield deployments. When the LAN brownfield IP address pool is not present, the system automatically creates site-specific pools for the brownfield devices.

Configure VLAN

LAN Interface

* BR1-ISR.EXAMPLE.COM Interface: GigabitEthernet0/0/2

* BR2-ISR Interface: GigabitEthernet0/0/1

VLAN

VLAN ID	IP Address	IP Mask
35	35.1.1.0	24
10	25.1.1.0	24

Save Cancel

365585

If you selected L3 topology, the following Configure VLAN dialog box opens as shown in the following figure. Do the following:

- a. Choose the LAN interface from the drop-down list. The IP address is automatically populated.

Configure VLAN

LAN Interface

* SITE1-BR1-4351 Interface GigabitEthernet0/0/1

IP Address 20.0.0.67 / 8

Save Cancel

- b. Click **Save**.
- c. If you have dual routers, choose the LAN interface for that device, and then click **Save**.
- d. Click the + icon above Routing Configuration. The LAN Routing Configuration dialog box opens as shown in the following figure. Enter the properties and then click **Save**.



Note VLANs are displayed per device.

LAN Routing Configuration

Site Prefix / Add Prefix

Discovered			* Selected		
<input type="checkbox"/>	Subnet IP	Mask	<input type="checkbox"/>	Subnet IP	Mask
<input type="checkbox"/>	25.1.1.0	24	<input type="checkbox"/>	45.1.1.0	24
<input type="checkbox"/>	35.1.1.0	24	<input type="checkbox"/>	55.1.1.0	24

LAN Routing Protocol

* Routing Protocol EIGRP

* AS Number 300

Save Cancel

Field	Description
Site Prefix	Network prefixes auto-learned for the site.
Add Prefix button	Click this button to manually add additional site prefix.
Discovered Pane	Prefixes automatically discovered by Cisco IWAN.
Arrows	Click on the --> arrow to move the prefix from the Discovered pane into the Selected pane. Click on the <-- arrow to move the prefix from the Selected pane into the Discovered pane.
Selected Pane	List of selected prefixes.
LAN Routing Protocol	
Routing Protocol	Default routing protocol running on the devices. Can be: EIGRP or OSPF Note EIGRP and OSPF are supported routing protocols, which means that LAN-WAN redistribution is performed by Cisco IWAN. Cisco IWAN does not perform LAN-WAN redistribution for BGP protocol.
Area Number/AS Number	Depending on the routing protocol, enter the following: <ul style="list-style-type: none"> • Area number for OSPF. • AS number for EIGRP. Note For a dual router site, make sure that the area numbers for OSPF and the AS numbers for EIGRP are the same across both devices.

Step 11 From the Provisioning Sites page, click **Apply Changes**. The Provisioning Site Summary dialog box opens with a summary of the configuration.

Step 12 Review the information and then do one of the following:

- Click the **Apply Now** radio button, and then click **Submit**.
- Click the **Schedule** radio button, specify the date and time to apply the site provisioning, and then click **Submit**.



Note The **Apply Now** option does not check for validations in conflict with future scheduled workflows. You must reevaluate scheduled jobs based on the changes and update the jobs as required. If there is a conflict when the scheduled job is activated, it might fail to provision the site.

Viewing Site Status Information

Use this procedure to view the information about the site and determine its overall status.

Procedure

Step 1 From the Cisco IWAN home page, click **Manage Branch Sites**. The Sites page opens.

Step 2 Click the **Site(s)** tab. The following properties appear:

Field	Description
Health	Health of the hub and health of the site.
App Health	Application health for the hub. Prime credentials must be configured to view this information.
Site	Click the hub name or site name as appropriate to display the following details: <ul style="list-style-type: none"> • Site status—Whether the site is provisioned. • Application status—Status of the application. • Alarms tab—If there are issues with the site, this tab provides information about the problem. In addition, the system also provides suggestions to troubleshoot and fix the problem. • Hub Topology or Site Topology tab—Topology of the site, including the site name, site location, and preferred POP. Hover on the devices and WAN clouds in the topology to get more details. • IP Address Allocation tab—List of devices, including the subnet mask and the IP address pool to which the device is allocated. • Application tab—Application usage on the site in a graphical format. The graph displays the following: <ul style="list-style-type: none"> – Various applications configured for the site. – Bandwidth usage for each application. – Statistical trend for each application.
Location	Location of the site.

Status	Whether the site is provisioned.
Action	<p>Can be one of the following:</p> <ul style="list-style-type: none"> • Delete icon—Click to delete the site that has issues. See Deleting a Hub Site, page 9-5, Deleting a Transit Hub, page 9-5, or Deleting Branch Sites, page 9-6. • Recovery icon—Option available if recovery for this site is possible. See Recovering a Cisco IWAN Site, page 9-4. • Edit (pen) icon—Click to do the following: <ul style="list-style-type: none"> – Add or delete site prefixes after hub provisioning. This option is only available for L3 brownfield sites. See Adding or Deleting Site Prefixes, page 9-8. – Modify the QoS bandwidth percentage for a selected branch site. Modifying the QoS Bandwidth Percentages for a Branch Site, page 5-27.

Support for 4G/Cellular Technology for WAN Link

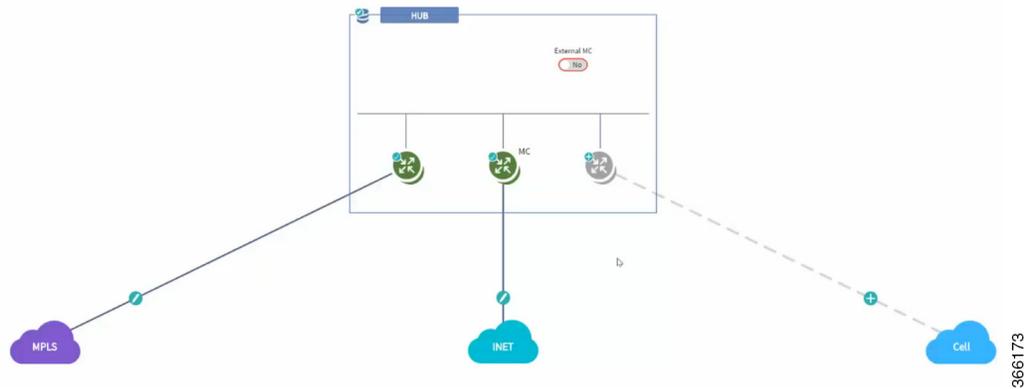
The IWAN app supports use of a 4G cellular connection by Cisco ISR 4000 Series routers at branch sites, as a WAN connection option.

Example Scenario

The full instructions for provisioning appear in the [Adding and Provisioning Greenfield Devices to the Branch Site, page 5-4](#) and [Adding and Provisioning Brownfield Devices to the Branch Site, page 5-10](#) sections. The following is a brief description of the provisioning steps for an example scenario using 4G connection for a WAN link:

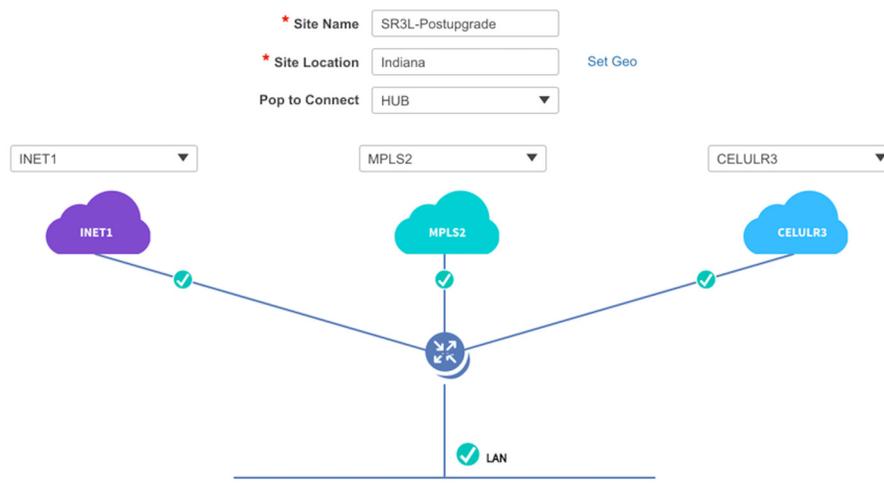
Procedure

-
- Step 1** In **Configure Hub Site & Settings > Service Providers** tab, configure a services provider with a 4G cellular connection. Note that cellular connections must be configured with a WAN Type value of Public.
- Step 2** In the **Configure Hub Site & Settings > IWAN aggregation site** tab, connect a hub site device to the 4G cellular WAN in the graphical display of the topology.



Step 3 On a branch site that includes a Cisco ISR 4000 Series device, connect the device to the 4G cellular WAN.

- a. On the Sites page, select the Device(s) tab. Select an unclaimed Cisco ISR 4000 Series device. This displays the Provisioning Site page.
- b. At the Select Topology step, select a topology and click **Next**.
- c. At the Select L2/L3 step, select an option and click **Next**.
- d. At the Configure Topology step, click the plus-sign on the link between the device and one of the WAN "cloud" options. A Configure WAN Cloud pop-up opens. For each interface on the device, configure any necessary details and click **Save** to proceed to the next interface on the device. When the "Connect to WAN" field in the pop-up displays the name of the 4G cellular WAN, ensure that the Interface field is configured to "Cellular". Click **Save** to complete configuration of the WAN connections for the device. The Configure VLAN pop-up opens.
- e. Configure the LAN or verify the existing settings and click Save. The Provisioning Site page appears, showing that the WAN connections for the branch device, including the 4G cellular WAN link. The WAN connections of the device appear as solid lines with a check icon on the line, indicating a valid configuration.



- f. Click **Apply Changes** to apply the configuration to the device. A Provisioning Site Summary page appears. The cellular WAN link appears in the summary.

Notes and Limitations

Greenfield devices

Supported topologies

- L2 greenfield single router two links
- L2 greenfield Single router three links
- L2 greenfield field dual router three links
- L2 greenfield Dual router dual link
- L2 greenfield Single router single link

Using cellular link for management interface

To use 4G cellular as a management interface on the IWAN app, ensure that the cellular interface is reachable from the APIC-EM controller.

Brownfield devices

Supported topologies

- Brownfield L2/L3 Single router single link
- Brownfield L2/L3 Single router dual link
- Brownfield L2/L3 Single router 3 link
- Brownfield L2/L3 Dual router single link
- Brownfield L2/L3 Dual router three link

Using cellular link for management interface: Supported

To use 4G cellular as a management interface on the IWAN app, ensure that the cellular interface is reachable from the APIC-EM controller.

Hub WAN address connected to cellular cloud must be reachable

The hub WAN address connected to the cellular cloud must be reachable from the cellular branch device before provisioning.

Updating the WAN Bandwidth of a Provisioned Branch Site

You can change the upload or download WAN bandwidth after a branch site is provisioned ("day N"). Also see [Updating the WAN Bandwidth of a Provisioned Hub Site, page 4-22](#).

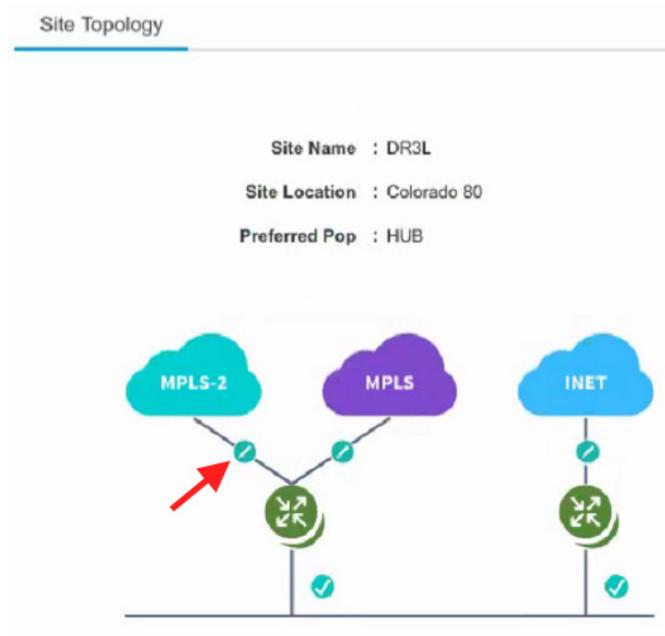
Valid bandwidth values depend on the interface type:

- TenGigabit interface: 0.1 to 10000 Mbps
- Gigabit interface: 0.1 to 1000 Mbps
- Cellular interface: 0.1 to 300 Mbps

Use the following procedure to update the bandwidth settings.

Procedure

-
- Step 1** From the IWAN app home page, click **Set up Branch Sites**.
 - Step 2** Click the **Sites** tab.
 - Step 3** Click the pencil icon (Edit Site) for a spoke (branch) site. The Update Site dialog box opens.
 - Step 4** In the Site Topology area, click the pencil icon on a WAN link. The Configure WAN Cloud parameters are displayed in the dialog box.



- Step 5** In the Upload or Download fields, enter new bandwidth values.
 - Step 6** Click the **Update** button.
-

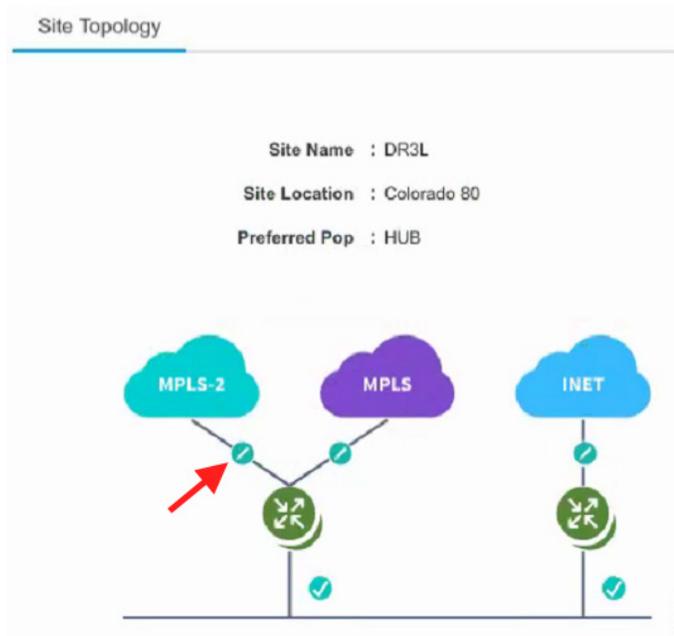
Updating the WAN IP Parameters of a Provisioned Branch Site

You can change the WAN IP, mask, or next hop settings for a spoke site even after it has been provisioned ("day N").

Use the following procedure to change the IP settings.

Procedure

-
- Step 1** From the IWAN app home page, click **Set up Branch Sites**.
 - Step 2** Click the **Sites** tab.
 - Step 3** Click the pencil icon (Edit Site) for a spoke (branch) site. The Update Site dialog box opens.
 - Step 4** In the Site Topology area, click the pencil icon on a WAN link.



The link settings appear in the dialog box. The available options depend on the type of WAN link.

Step 5 Edit the IP address in or more of the following fields:

- CE IP Address: “Customer edge” IP address. This is the WAN IP address of the branch WAN link.
- CE IP Mask: “Customer edge” IP mask.
- PE IP Address: “Provider edge” IP. This is the gateway of the next hop for the WAN link.

Step 6 Click the **Update** button.



Note To discard changes, click the **Reset** button.

If you enter a value for CE or PE IP address that is not reachable, the operation will succeed, but connectivity between the APIC-EM controller and the site will be lost. If this occurs, restore connectivity. The method for restoring connectivity depends on the specific network. Possible remedies include:

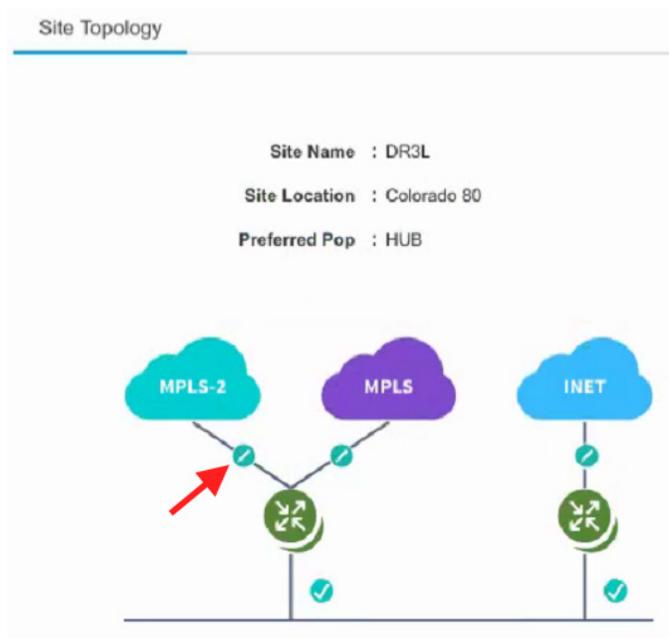
- If the site specified by the new IP address is not active, activate the site to enable connectivity.
- If a new IP address was specified in error, restore the previous IP address. This requires configuring the IP address value directly on the device (not through the IWAN app). Once complete, update the IWAN app with the new valid IP using the “Updating the WAN IP Parameters of a Provisioned Branch Site” procedure described in this section.

Modifying the QoS Bandwidth Percentages for a Branch Site

You can modify the QoS bandwidth percentages for a branch site after the site is provisioned (Day N).

Procedure

- Step 1** From the IWAN app home page, click **Set up Branch Sites**. The Sites page opens.
- Step 2** Click the **Sites** tab.
- Step 3** Click the pencil icon (Edit Site) for a branch site. The Update Site dialog box opens.
- Step 4** In the Site Topology area, click the pencil icon on a WAN link (link between router and cloud).



- Step 5** Click the **Edit** (pencil) icon next to the Service Provider field. The *<service profile name>* dialog box opens.
- Step 6** Modify the QoS bandwidth percentages as needed.
- Step 7** Click **Update**. The modified bandwidth percentages are applied to the WAN link.



Managing Devices

This chapter contains the following sections:

- [Overview, page 6-1](#)
- [Custom Configuration of Devices, page 6-1](#)

Overview

Each hub site or branch site may have one or more associated devices. The IWAN app provides methods for managing the devices individually, including the Custom Configuration feature, which enables executing batch CLI commands on devices in the network.

Custom Configuration of Devices

Custom Configuration is a mechanism for executing CLI configuration commands on devices within the IWAN network. The feature works similarly to executing a batch file of commands, but operates remotely from the IWAN app. Enter a set of commands (and optionally save them for later use), and select the devices on which to execute the configuration commands. The IWAN app sends the commands to each selected device and then indicates whether execution was successful or not. If the execution is not successful, the feature provides a mechanism for rollback—executing a set of commands to reverse any failed configuration operations.



Note

In this release, Custom Configuration is provided as a "beta" feature.

Enabling Custom Configuration

Use the following procedure to enable execution of CLI configuration commands using the Custom Configuration feature.

Procedure

-
- Step 1** On the site list page, display the Custom Config Status column by clicking the gear icon above the table and selecting **Custom Config Status**. The column is displayed and the **Custom Config** button appears above the table.
-

Creating and Executing a Custom Configuration

Use the following procedure to open the Custom Configuration window to create a Custom Configuration CLI batch file, or to execute an existing Custom Configuration, called a template.

Procedure

-
- Step 1** On the site list page, click the **Custom Config** button above the table. If the button is not displayed, see [Enabling Custom Configuration, page 6-2](#). The Custom Config page appears.
- Step 2** Select an existing custom configuration or click the plus-sign icon () to create a new one.
- Step 3** In the Actual pane, enter the CLI commands to execute, similarly to a batch CLI command file. The commands will be executed in configuration mode on the device.



Note The IWAN app does not perform any validation of the entered commands.

- Step 4** (Optional) The full set of commands will be executed on all selected devices. To individually enter parameters specific to each device on which the configuration commands are being executed, use a "parameter" value in the CLI command: a dollar sign (\$) followed by a parameter name. Example: \$interface.
- When you execute the custom configuration, you will be prompted to enter values for this "parameter" one-by-one for each selected target device. A maximum of 10 parameters may be used.
- Step 5** In the Rollback pane, enter the commands to execute in case one or more of the configuration commands in the Actual pane fail to execute correctly. For information about handling failed executions of custom configuration commands, see [Handling Failed Custom Configuration Executions, page 6-3](#).
- Step 6** In the Devices pane, select the devices on which to execute the CLI configuration commands.
- Step 7** Click **Save** to save the configuration without executing. Click **Deploy** to execute the configuration on the specified devices. The site list page opens automatically, enabling you to view the **Success** or **Failure** status of execution of the configuration commands.
-

Viewing Status of Custom Configuration Execution

On the site list page, the Custom Config Status column shows the Success or Failure status of execution of the configuration commands per site.

If execution fails for any device within a site, the Custom Config Status column for the site displays **Failure**. If a failure occurs, click the **Failure** link in the Custom Config Status column to display the status of each device within the site. For information about handling failed executions of custom configurations, see [Handling Failed Custom Configuration Executions, page 6-3](#).

Handling Failed Custom Configuration Executions

Use the following procedure to handle failed Custom Configuration CLI command execution.

Procedure

-
- Step 1** On the site list page, the Custom Config Status column shows the **Success** or **Failure** status of execution of the configuration commands per site. If execution fails for any device within a site, the Custom Config Status column for the site displays **Failure**. If a failure occurs, click the **Failure** link in the Custom Config Status column to open a Site Details pop-up.
- Step 2** The Site Details pop-up displays the status of each device within the site. For each site with **Failure** status, the Rollback option is displayed by default. Do one of the following to resolve the failure status for each device:
- To execute the rollback command(s), click **Deploy**.
 - To change the rollback commands, edit the rollback commands displayed in the window and click **Deploy**. This does not affect the saved version of the custom configuration.
 - To change the custom configuration commands and attempt to execute them again, click **Actual** to display the commands that failed to execute, edit the commands, and click **Deploy** to execute the edited commands. This does not affect the saved version of the custom configuration.
 - To skip any further command execution and remove the **Failure** status for the device, click **Ignore/Reset**.
-

Limitations of Custom Configuration

The Custom Configuration feature has the following limitations:

- Only IWAN provisioned devices are supported.
- Maximum number of characters for a saved Custom Configuration template name: 20
- The commands stored in a single Custom Configuration template ("Actual" commands and "Rollback" commands) must not exceed 10000 characters.
- Maximum number of per-device specified "parameters" (syntax: `$<parameter-name>`): 10

- Maximum number of devices on which to execute a Custom Configuration at once: 20
- Pushing a new set of configuration commands to a device does not automatically synchronize the new configuration back to the database. Consequently, any configuration that conflicts with the configuration that is pushed by the prescriptive IWAN app will be overwritten upon execution of the day N operation from the app.



Administering Application Policies

This chapter contains the following sections:

- [Understanding the Categorize Applications Tab, page 7-1](#)
- [Understanding the Define Application Policies Tab, page 7-5](#)
- [Understanding the Application Bandwidth Tab, page 7-7](#)

Understanding the Categorize Applications Tab

The Cisco IWAN application (IWAN app) operates with the NBAR2 Protocol Pack, which runs on routers within the IWAN network. NBAR2 categorizes network application traffic using the individual protocols in the Protocol Pack, in addition to any user-defined custom protocols. (Each protocol defines how NBAR2 will categorize a specific network application.) The IWAN app shows the applications defined by the NBAR2 Protocol Pack, grouped by application category.

The IWAN app release 1.4.0 operates with the NBAR2 Protocol Pack 27.0.0. See the [Protocol Pack documentation](#) for details.

Use the **Categorize Applications** tab to view, edit, move, and add custom applications as shown in the following table:

Table 7-1 *Categorize Applications Tab*

No.	Task	Reference
1	View all of the installed applications in an alphabetized list or view the applications by category. View a summary of all applications. Search for a specific application.	Viewing Applications, page 7-2
2	Move applications into different categories.	Moving Applications to a Different Category, page 7-2
3	Edit application information.	Editing Application Information, page 7-3
4	Add new custom application to an existing category.	Adding a New Application, page 7-3
	Deleting Cisco IWAN custom applications.	Deleting NBAR2 Custom Applications, page 7-4

**Note**

For a quick tutorial about what you can do on the Categorize Applications page, click **Teach Me** in the instructional text.

Viewing Applications

Use this procedure to view applications by list, by category, or view a summary of all installed applications.

Procedure

- Step 1** From the Cisco IWAN on APIC-EM home page, click **Administer Application Policy**. The Application Policy page opens.
- Step 2** Click the **Categorize Applications** tab. All of the installed applications are displayed in an alphabetized list.
- Step 3** To view the applications by category, click the **By Application Category/By Applications** drop-down list, and select **View By Application Category**.
Not all categories are shown by default. To view all categories, click the **Show** link in the instructional text.
- Step 4** To view all of the applications in a particular category, click the down arrow for a category.
- Step 5** To view a summary of the total number of applications, popular applications, and custom applications, see the Applications Summary area.
- Step 6** To search for a specific application, enter one of the following parameters in the **Search** field: application short name, long description, ports, traffic class.

Moving Applications to a Different Category

To share bandwidth, you can move the application into a different category.

Procedure

- Step 1** From the Cisco IWAN on APIC-EM home page, click **Administer Application Policy**. The Application Policy page opens.
- Step 2** Click the **Categorize Applications** tab. All of the installed applications are displayed in an alphabetized list.
- Step 3** To view all of the applications in a particular category, click the down arrow by a category.
- Step 4** To move an application into a different category, drag-and-drop it into the appropriate category, and then click **Apply Changes**.

Editing Application Information

Use this procedure to edit application information.

Procedure

-
- Step 1** From the Cisco IWAN on APIC-EM home page, click **Administer Application Policy**. The Application Policy page opens.
 - Step 2** Click the **Categorize Applications** tab. All of the installed applications are displayed in an alphabetized list.
 - Step 3** To view all of the applications in a particular category, click the down arrow for a category.
 - Step 4** To edit application information, click on the pencil icon next to the application. Information about the application appears.
 - Step 5** Click **Edit**. The Edit Application dialog box opens.
 - Step 6** Make your changes, and then click **Save**.
-

Adding a New Application

Use this procedure to add a new custom application.

Procedure

-
- Step 1** From the Cisco IWAN on APIC-EM home page, click **Administer Application Policy**. The Application Policy page opens.
 - Step 2** Click the **Categorize Applications** tab. All of the installed applications are displayed in an alphabetized list.
 - Step 3** To add a new custom application, click the **Add Application** tab. The Add Application dialog box opens.
 - Step 4** Enter the following properties, and then click **Add**:

Field	Description
Name	Name of the application.
Type radio button	Choose one of the following: <ul style="list-style-type: none"> • URL—Click the radio button, and then enter the application url in the URL field. • Server IP/Port—Click the radio button, and then enter the IP, port, and protocol for the application to use. • DSCP—Differentiated services code point (DSCP). Click the radio button, and then choose a value from the drop-down list.
Similar to	Click the field to display a list of available similar applications, and then choose an application.
Category	Choose a category from the drop-down list for the new application to reside.
Jitter	(Optional) Specify a different value or keep the default value.
Packet loss	(Optional) Specify a different value or keep the default value.
Delay	(Optional) Specify a different value or keep the default value.

Deleting NBAR2 Custom Applications

Use this procedure to delete NBAR2 custom applications.

Procedure

- Step 1** From the Cisco IWAN on APIC-EM home page, click **Administer Application Policy**. The Application Policy page opens.
- Step 2** Click the **Categorize Applications** tab.
- Step 3** To delete a custom application, do the following:
 - a. In the left window, change the **View By** filter from **Application Category** to **Applications**.
 - b. Click the **Edit** icon next to the application. The Edit Application dialog box opens.
 - c. Click the **Delete** button in the Edit Application dialog box.



Note The Delete button is available only for custom applications (not EasyQoS custom apps or default Protocol Pack applications).

- d. Click **OK** in the confirmation box. The application is removed from the user interface. (The deletion is finalized in a later step with the **Apply Changes** button.)



Note If you change your mind, and do not want to delete the application, refresh the page. The application is restored with all of its configuration.

Step 4 To finalize the application deletion, click **Apply Changes** (top right corner).



Note After you click **Apply Changes**, the application cannot be restored.

Step 5 To delete multiple applications at once, delete them from the user interface, and then click **Apply Changes**. The Application Policy Summary page appears, listing all of the applications to be deleted.

Step 6 Review the information in the summary and then do one of the following:

- Click the **Apply Now** radio button, and then click **Continue**.
- Click the **Schedule** radio button, specify a date and time to delete the application, and then click **Continue**.

Understanding the Define Application Policies Tab

Use the **Define Application Policy** tab to define policies according to their relevance to the business. The application policies are categorized into the following three business groups:

- **Business Relevant**—Applications such as email, voice-and-video, file-sharing, backup-and-storage that are critical to the business.
- **Default**—Applications such as epayment.
- **Business Irrelevant**—Applications that are not relevant to the business such as social media and gaming applications.

Use the **Define Application Policy** tab to do the following:

Table 7-2 *Define Applications Tab*

No.	Task	Reference
1	Move an application category to a different business group.	Understanding the Application Bandwidth Tab, page 7-7.
2	Modify application performance.	Modifying the Application Performance, page 7-6

Moving an Application Category to a Different Business Group

Use this procedure to move an application category to a different business group.

Procedure

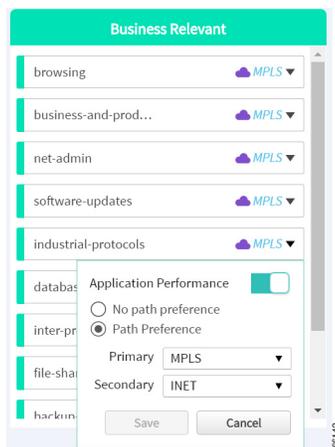
-
- Step 1** From the Cisco IWAN on APIC-EM home page, click **Administer Application Policy**. The Application Policy page opens.
- Step 2** Click the **Define Application Policy** tab. Applications are displayed in three categories: Business Relevant, Default, and Business Irrelevant.
- Step 3** To move an application from one business group to another, use the drag-and-drop feature. For example, you can drag the epayment application from the Default group and drop it into the Business Irrelevant group.
-

Modifying the Application Performance

Use this procedure to modify the application performance parameters.

Procedure

-
- Step 1** From the Cisco IWAN on APIC-EM home page, click **Administer Application Policy**. The Application Policy page opens.
- Step 2** Click the **Define Application Policy** tab. All of the applications are displayed in three categories: Business Relevant, Default, and Business Irrelevant.
- Step 3** To modify the application performance, click the down arrow next to an application. The Application Performance dialog box opens as shown in the following figure.



- Step 4** Do the following:
- a. Click the **Application Performance** button to enable or disable it.
 - b. Choose the appropriate path preference radio button.

- c. Choose primary and secondary path from the drop-down list. The secondary path can be Drop.
- Step 5** Select a path preference, with Path 1 being the preferred path for traffic in this category. For example, Int (Internet).
- Step 6** After updating the path preference, click **Save**.
- Note** The **Save** option does not check for validations in conflict with future scheduled workflows. Please reevaluate scheduled jobs based on these changes and update scheduled jobs as required. If there is a conflict when the scheduled job is activated, it may fail at that time.
-

Understanding the Application Bandwidth Tab

Use the Application Bandwidth tab to view the bandwidth used across various applications. Based on this information you can choose to move applications into different categories. See [Moving Applications to a Different Category, page 7-2](#).

Viewing the Application Bandwidth

Use this procedure to view the bandwidth used across different applications in a graphical format.

Before You Begin

Make sure you have done the following:

- Added the Cisco APIC-EM controller IP address on the Prime application.
- Added the Prime credentials in Cisco APIC-EM.

Procedure

- Step 1** From the Cisco IWAN on APIC-EM home page, click **Administer Application Policy**. The Application Policy page opens.
- Step 2** Click the **Application Bandwidth** tab. The amount of bandwidth used per application category for each hub is displayed in a graphical format. You can also view the date and time the bandwidth is used the most.
-



Monitoring and Troubleshooting Sites

This chapter provides contains the following section:

- [Viewing the Complete Cisco IWAN Network, page 8-1](#)
- [Viewing Site Details, page 8-4](#)
- [Compliance Reporting: Out-of-Band Configuration Changes, page 8-6](#)
- [Service Assurance: Network Connectivity Alarms, page 8-8](#)

Viewing the Complete Cisco IWAN Network

Use the Monitoring page to view all sites within your Cisco IWAN network, worldwide, with information about the status of each site. The Monitoring page provides a map showing the geographic locations of each site, and provides an alternative list view that shows sites in a compact table format.

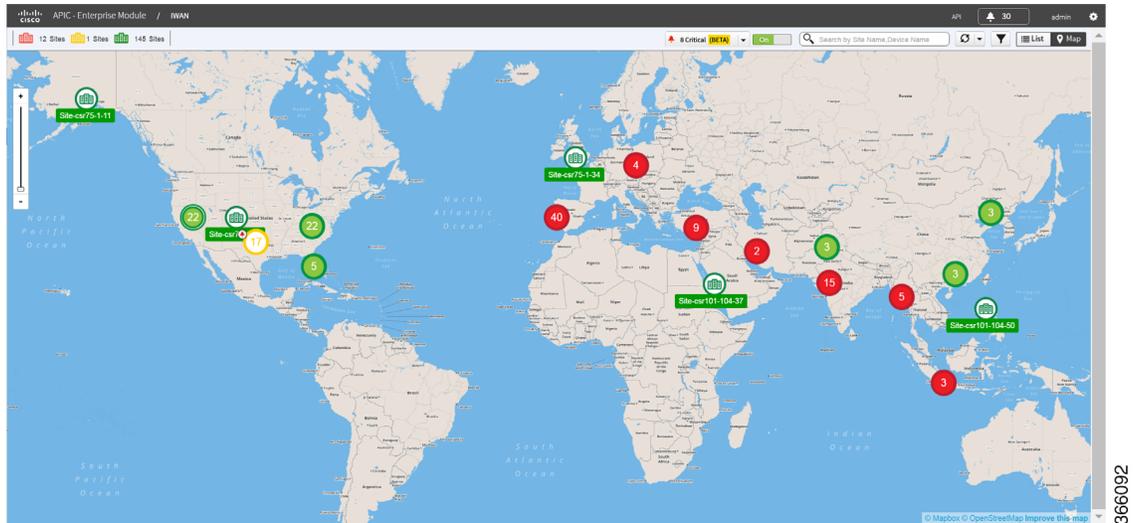
Procedure

-
- Step 1** From the Cisco IWAN app home page, click **Monitor & Troubleshoot**. The Monitoring page opens with a map showing all sites. Site icons indicate a single site at the location. To avoid clutter, where numerous sites are located within a specific area, the map displays a circle with a numeral indicating the total number of sites, including hubs and branches.

The **Map** and **List** buttons at the top-right switch between the map view and a list view of IWAN sites.

Monitoring Page, Symbols, and Controls

Figure 8-1 Monitoring Page



Map Element	Description
Site Symbols	
	Hub site.
	Branch site.
	Numerous sites in the same area. Zoom in on the map to view the sites separately.
Warnings and Alarms	
	Provisioned site, no warnings or alarms.
	Site with warning of out-of-band changes reported by the Compliance feature. Click to view the Site Details page, then select the Policy Compliance tab to display the site configuration. See Compliance Monitoring, page 8-7 .
	Site with one or more alarms. See Service Assurance: Network Connectivity Alarms, page 8-8 . Click to view the alarm details.
	Site – provisioning failure.
	Green—Number of provisioned sites without network alarms. Yellow—Number of sites with network alarms. The sites with alarms appear yellow on the map. Red—Number of sites with a provisioning failure.

	<p>Controls network alarm reporting, called Service Assurance (beta feature). Service Assurance reports critical network issues affecting sites in the IWAN network. Sites with alarms present appear in yellow. See Service Assurance: Network Connectivity Alarms, page 8-8.</p> <p>Each 30 minutes, the IWAN app requests alarm information from sites in the network, then analyzes the information and updates the display of alarms. If any alarms are present, this control displays the total number of alarms in the network.</p> <p>Optional:</p> <ul style="list-style-type: none"> • If alarms are present, click the Assurance control to display the Alarms page listing all alarms in the system. • Click the down arrow to open a small drop-down window with a Refresh button. Click Refresh to immediately request alarm information from each site in the network without waiting for the next scheduled auto-refresh. While the IWAN app analyzes alarm information, the drop-down window displays the percent progress. When complete, it updates the display. • On the map, hover over a site icon to display information about any alarms affecting the site. Click View Details to display the Site Details page with alarm details. • On the map, click a site icon to display the Site Details page with alarm details.
---	---

Additional Features

	Search for a specific site by site name or device name.
	Updates site information, such as provisioning status, and so on. Refresh does not affect the display of alarms.
	Filters the display of sites according to selected criteria.
	Changes between Map and Site List views.

Viewing Site Details

Each site in the Cisco IWAN network has a Site Details page. The information provided on the page depends on the status of the site, application traffic health, whether alarms are present for the site, and so on.

Procedure

Step 1 Click a site. The Site Details page opens with the following information:

Map Element	Description
Site Status	Indicates whether the site is provisioned.
Hub/Site Topology tab	Graphical display of the site topology, including site name, location, and preferred POP. Hover over elements in the topology to display additional information.
IP Address Allocation	List of devices at the site and the IP addresses to which the devices are allocated.
Application Health tab	Displays information about application traffic. If application traffic performance is good, the tab displays: <ul style="list-style-type: none"> • Application traffic information • Bandwidth usage for each application • Statistical trend for each application If application traffic on the site has experienced problems that impact the application, such as packet loss, excessive delay, or excessive jitter, this tab displays the details. See Figure 8-2 on page 8-5 .
Alarms tab	(Displayed if alarms present) Alarms may be caused by problems with specific applications or by bandwidth allocation issues. The system provides recommended actions for addressing the alarm issues. See Service Assurance: Network Connectivity Alarms, page 8-8 .
Policy Compliance tab	(Displayed if out-of-band configuration detected) See Compliance Reporting: Out-of-Band Configuration Changes, page 8-6 .
Troubleshoot tab	Indicates the application causing a critical alarm, and provides recommended actions for improving the site performance. For example, if an application needs more bandwidth than has been allocated for it, you can adjust the bandwidth settings. See Figure 8-3 on page 8-5 and Figure 8-4 on page 8-6 .

Figure 8-2 Application Health Tab

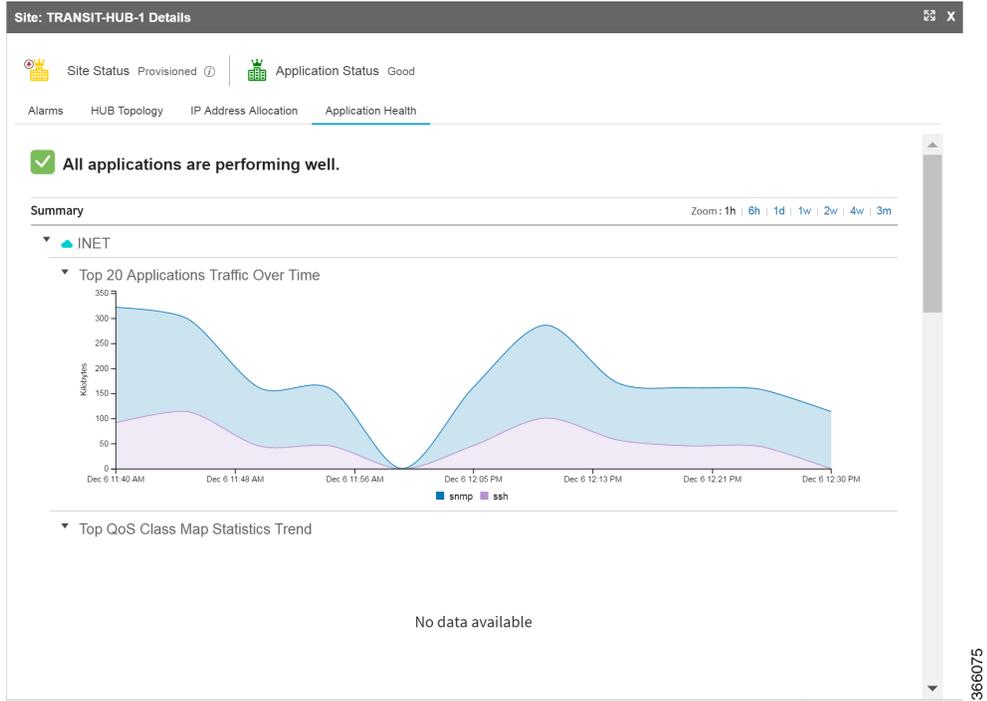


Figure 8-3 Troubleshooting—Detection

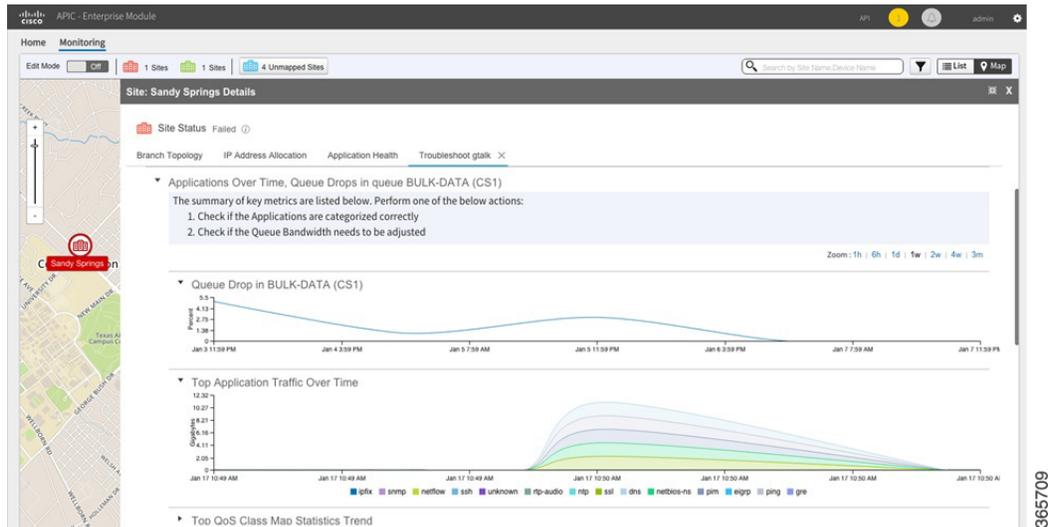
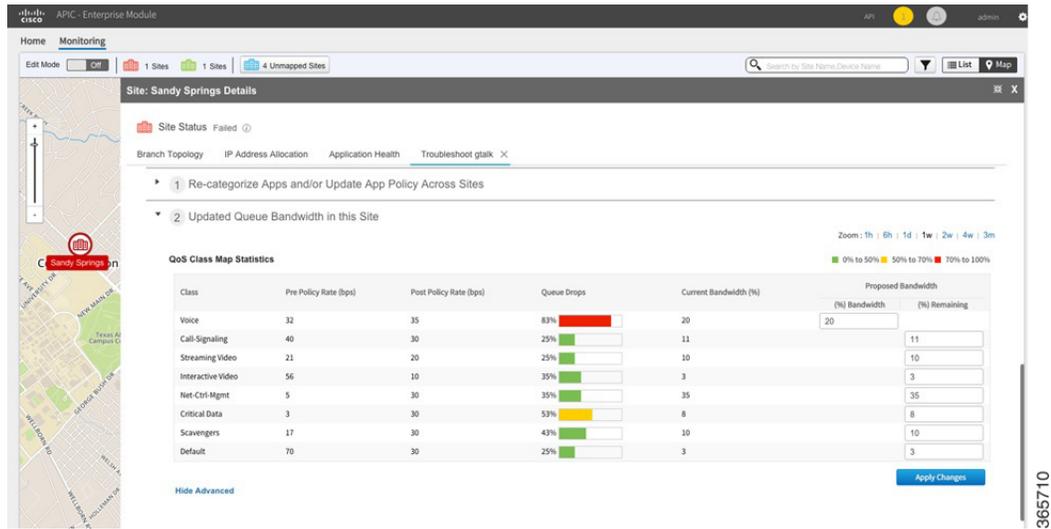


Figure 8-4 Troubleshooting—Adjusting Bandwidth



Compliance Reporting: Out-of-Band Configuration Changes

For sites within a Cisco IWAN network, administrators typically make configuration changes centrally, using the IWAN app. Any configuration changes made locally, directly on a device in the network, and not through the IWAN app, are called out-of-band configuration changes. Sites with local configuration changes are called non-compliant.

The IWAN app can check sites in the network for compliance. The Compliance Reporting mechanism collects configuration information about each site. If it detects a site with out-of-band configuration changes, it flags the site as non-compliant on the IWAN app Monitoring page, displaying a yellow badge on the site in the Map view or a yellow warning symbol in Sites List view.



The Site Details page for a non-compliant site provides details of the changes that have been made locally.

Compliance Reporting Mechanism

Cisco Prime Infrastructure operates with routers in the IWAN network to collect information about router configuration. Prime Infrastructure provides this configuration information to the IWAN app, which then determines the compliance status of each router in the network.

The IWAN app flags a router as non-compliant if:

- The IWAN app detects configuration changes made locally on a router, and not through the IWAN app.
- and
- The configuration discrepancy has exceeded a 5-minute grace period.

Compliance Reporting Setup

To enable the Cisco IWAN app Compliance Reporting feature to report sites that have out-of-band configuration changes, perform the following steps.

- Step 1** On the IWAN app Home page, click **Configure Hub Site & Settings**. The Network wide settings page opens.
- Step 2** Click the **System** tab.
- Step 3** Click the **Show more** button to display additional settings.
- Step 4** In the Syslog section, in the Server IP field, enter the address of the Cisco Prime server. (A network administrator can provide the Prime server address.)



- Step 5** Click the **Save & Continue** button to save the changes. Compliance Reporting is enabled.

Compliance Monitoring

When Compliance Reporting has been activated, the Monitoring page indicates sites that have out-of-band configuration changes, as follows:

- Map view: Yellow warning badge displayed on the site icon.



- Sites List view: Yellow warning icon in the Status column for the site.

Health	App Health	Site	Location	Status	Action
		BR4351	Wyoming	Provisioned	
		DR3L	Wyoming 82721	Provisioned	
		HUB	United Kingdom	Provisioned	
		SR3L4451	Iowa 50588	Provisioned	
		SRDL4431	Wyoming	Provisioned	
		TRANSIT-HUB-1	United Kingdom	Provisioned	

Click a site to view the Site Details page, then select the Policy Compliance tab to display the site configuration details. From the Raw Configuration drop-down menu, select **All** to display the complete details of the site configuration, or select **Difference Only** to display only the out-of-band changes made on the site.

Site: GF-SRDI Details

Site Status: Provisioned

Site Topology | IP Address Allocation | Policy Compliance

Devices List: 8.200.0.131

Raw Configuration: Difference Only

Router.ciscoiwan.com / Running Configuration

```

shutdown
no ip address
interface Vlan1
router eigrp IWAN-EIGRP
address-family ipv4 unicast autonomous-system 400
af-interface default

```

Router.ciscoiwan.com / Running Configuration

```

shutdown
no ip address
interface Vlan1
shutdown
router eigrp IWAN-EIGRP
address-family ipv4 unicast autonomous-system 400
af-interface default

```

696999

Service Assurance: Network Connectivity Alarms

The IWAN app provides information about critical network issues affecting connectivity throughout the IWAN network. This “Service Assurance” provides important insight into problems that could affect communication between the IWAN app and sites in the network.

Sites throughout the IWAN network report connectivity information to the IWAN app. The application processes the information and presents any critical network issues as alarms on the Monitoring page. A button labeled, “Critical” displays a summary of any alarms present in the network.



The Map view and Sites List view display the alarms for each site, and provide easily accessible details about each alarm.

Alarm Mechanism

At 30-minute intervals, the IWAN app requests information about network functionality from each site in the network. After analyzing the information, the application indicates any critical network issues by displaying alarms on the Monitoring page. Sites affected by the network issues are yellow with a red badge:



To view details of all alarms detected in the network, click the Assurance button at the top of the Monitoring page. For information about alarms affecting a specific site, hover over or click the site icon.



Note

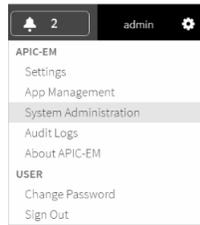
The Service Assurance feature, reporting network alarms, is a “beta” feature in this release. Do not rely on it as the only indicator of network problems.

Network Alarm Reporting Setup

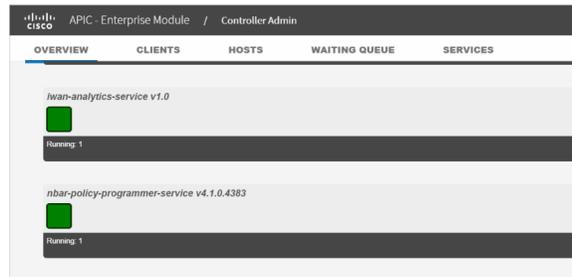
Before Enabling Service Assurance

Before enabling Service Assurance in the IWAN app, verify that the following APIC-EM service is running: **iwana-analytics-service**

To verify this, in APIC-EM, select **Settings (gear button) > System Administration** to view active services.



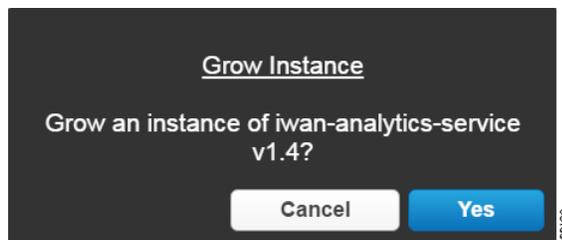
In the Overview tab, verify that **iwan-analytics-service** is running.



If no green square appears under **iwan-analytics-service** in the list of services, then the service is not running. The value of the "Running" label below the service name is 0.



To activate the service, click the plus icon () to the right of the service name. When prompted to grow an instance, click **Yes**.



Starting the service may take several minutes. When complete, a green square appears under the **iwana-analytics-service** name in the list of services.



Procedure

To enable the Service Assurance feature to report network alarms, perform the following steps.

-
- Step 1** On the IWAN app Home page, click **Monitor & Troubleshoot**. The Monitoring page opens.
- Step 2** On the Monitoring page, click the **On/Off** switch next to the **Assurance** button near the top of the page.



- Step 3** In this beta release of the Service Assurance feature, a window prompts you to select Lab Environment. Click the **Lab Environment** button.



The Service Assurance feature is activated. IWAN begins collecting information about network functionality for all sites in the network, refreshing the information each 30 minutes.

- Step 4** (Optional) On the **Assurance** button, click the down arrow to open a small drop-down window with a **Refresh** button. Click **Refresh** to immediately request alarm information for all sites in the network without waiting for the next scheduled auto-refresh.



While the IWAN app analyzes alarm information, the drop-down window displays the percent progress. When complete, the app updates the display.

Viewing Network Alarms

Do any of the following to view details of network alarms:

- **Map view:** Hover over a site icon to display information about any alarms affecting the site. Click **View Details** to display the Site Details page. The Alarms tab displays the alarm details.



- **Map view or Sites List view:** Click a site icon on the map or site name in the list view to display the Site Details page. The Alarms tab displays the alarm details.



366060



Backup and Restore, Recovery, and Delete

This chapter contains the following sections:

- [Backup and Restore, page 9-1](#)
- [Recovery, page 9-4](#)
- [Delete, page 9-5](#)
- [Adding or Deleting Site Prefixes, page 9-8](#)

Backup and Restore

Backup and Restore Recommendations

We recommend the following for the proper working of backup and restore:

- Run in multihost mode. This enables active high availability (HA) thereby reducing the backup and recovery windows.
- Before you use the devices to provision the site, we recommend that you save the running configuration in bootflash in the IWAN_RECOVERY.cfg file so that the configuration can be restored if needed.
- If a site is deleted, the routers are reloaded with the configuration that is saved in the IWAN_RECOVERY.cfg file.
- Perform a backup every day to maintain a current version of your database and files.
- Perform a backup and restore after you initiate changes in the system.
- Do not use backup and restore to undo any intent that you performed earlier. Use workflows supported in the application to accomplish intent.
- Track devices that are added to Cisco IWAN or have their certificates updated.
- Track devices that are deleted from Cisco IWAN or have their certificates revoked.

Backup and Restore Scenarios

Backup and restore *works* in the following scenarios:

- The controller is in a stable state with respect to IWAN app business intent.
- Cisco IWAN application business intent has not been initiated between backup and restore.
- Site status is in success or failure state, with no site recovery in progress.
- No scheduled jobs are active in the same period.

Backup and restore *does not work* in the following scenarios:

- Cisco IWAN is handling application business intent, which includes internal database operations and device policy updates.
- There is a risk in Cisco APIC-EM where the controller and the network is out of sync after a restore and consequentially some or all sites might be out of policy (as displayed on the Site Status screen). Some out of policy situations, such as security related issues might not be detected.
- Workflows performed on the Cisco IWAN application during the backup and restore operation, will be lost and cannot be tracked or retrieved. The following table shows workflow scenarios with possible workarounds:

Table 9-1 Workflow Scenarios Where Backup and Restore Fails With Workaround

Scenario	Workaround
Sites (one or more devices) added to IWAN during the backup and restore operation.	<ol style="list-style-type: none"> 1. Remove the PKI trustpoint and zero out the keys on each device. Use the following commands to clear trustpoints and certificates on each device: <pre data-bbox="613 415 1214 464">no crypto pki trustpoint sdn-network-infra-iwan crypto key zeroize rsa sdn-network-infra-iwan</pre> 2. Restart the Plug-n-Play workflow. This displays the device as an unclaimed device in the Cisco IWAN app. 3. If the device is already added as a site, copy the startup configuration to the running configuration and reload the router on each affected router. The PnP call home workflow takes over and the device appears as an unclaimed device in the workflow. 4. Reapply site provisioning. 5. Repeat the site creation workflow.
Devices that had their certificates renewed during the backup and restore operation.	<ol style="list-style-type: none"> 1. Remove the PKI trustpoint and zero out the keys on each device. 2. Use the following commands to clear trustpoints and certificates on each device: <pre data-bbox="613 888 1214 936">no crypto pki trustpoint sdn-network-infra-iwan crypto key zeroize rsa sdn-network-infra-iwan</pre> 3. Repeat the site creation workflow for the device or set of devices. <p data-bbox="565 1010 1524 1136">When a device is provisioned by the Cisco IWAN application, it is provided with a certificate to prove its identity. This certificate is valid for one year. When eighty percent of the certificate lifetime expires, the device automatically attempts to renew the certificate.</p> <p data-bbox="565 1150 1524 1213">If the devices try to renew their certificates between a backup and a restore, the database displays that the certificate has not been renewed.</p> <p data-bbox="565 1228 1524 1323">Because it is difficult to track devices and their certificate status, Cisco provides an API to determine the devices whose client ID certificates have expired; and devices whose client ID certificates are going to expire soon.</p> <p data-bbox="565 1337 1524 1369">After a device's client ID certificate expires, the only option is to re-provision it.</p>

Table 9-1 Workflow Scenarios Where Backup and Restore Fails With Workaround

Scenario	Workaround
Sites that are deleted from Cisco IWAN or have their certificates revoked during the backup and restore operation.	<p>Do one of the following:</p> <ul style="list-style-type: none"> • Revoke the certificate for each device using the controller's user interface. • If the site is part of a network, from the Actions column in the Site Status page, click the X icon to revoke the certificate and clear the application for that site.
Configuration or policy updates during the backup and restore operation.	<p>The Cisco IWAN application can detect changes on devices that are in conflict with the controller. If updates are made to a site between a backup and a restore, the site is removed from the policy. We recommend that you reapply the same set of changes that were previously applied. However, the success rate of this approach depends on the nature of the change. If the site is removed from the policy, manual intervention is required. This is because the controller is no longer in charge for removing the policy from the sites unless the manual changes are successful.</p> <p>Note We recommend that use an automated script, which automatically tracks the audit log entries for adding and deleting devices along with the status of their certificates (revoked or created). This script is useful when restoring an unstable system. The audit records are also useful when reapplying the changes lost due to system instability. Run the automated script at regular intervals after backup is complete to prepare the system for restore.</p>

Recovery

Recovering a Cisco IWAN Site

Use this procedure to recover a site when site provisioning fails.

-
- Step 1** From the Cisco IWAN home page, click **Manage Branch Sites**. The Sites page opens.
- Step 2** Click the **Site(s)** tab. From the **Action** column in the Site Status page, click the **Recovery** icon.
- After attempting to recover a site, if the site recovery is a success, the site moves to the Success state, otherwise the **Recovery** icon appears again allowing you to retry recovering the site.
- You can attempt to recover a site multiple times. However, if a site cannot be recovered, the only option is to delete a site.
-

Post Provisioning Recovery for Hub and Branch Sites

The post provisioning recovery feature allows you to reapply the last change to the hub and spoke devices after the sites have been provisioned.

Recovery can be attempted multiple times. To recover a hub or a branch site, click the **Recovery** icon in the **Action** column in the Site Status page.

If recovery fails after multiple attempts, you can choose to delete the site permanently by clicking the delete **X** icon in the **Action** column in the Site Status page.

Delete

Deleting a Hub Site

You can delete a primary hub if the primary hub is in a failed state and no branch sites have been provisioned.

If both the primary hub and transit hub are in failed state, you must delete the transit hub first in order to delete the primary hub. If the delete operation succeeds, both the primary hub and transit hub are reset to the brownfield validation state.

When a hub is deleted after hub provisioning fails, the Cisco IWAN application does the following:

- Revokes the PKI certificate and trustpoint.
- Releases the IP addresses to the IP address pool.
- Deletes the hub from the inventory.

If the delete operation succeeds, the hub is removed from **Sites** page.

**Note**

The hub site is deleted on a best-effort basis. If the devices are unreachable, they are not restored to the original configuration. In this case, you must manually clean up the configuration on the devices. See [Manually Cleaning Up Devices, page 9-6](#).

You can re-provision the hub from the Configure Hub Site page as part of the hub provisioning (see [Wizard Step 5—Configuring the IWAN Aggregation Site, page 4-12](#)).

Deleting a Transit Hub

You can delete a transit hub irrespective of the state of the transit hub—whether it is provisioned or failed.

When a transit hub is deleted, IWAN performs the following:

- Revokes the PKI certificate and trustpoint from all devices in the transit hub.
- Releases the IP addresses to the IP address pool.
- Deletes the transit hub from inventory.
- Cleans the Network and Wireless Services (NWS) state.

If the delete operation succeeds, the transit hub is removed from the **Sites** page.

**Note**

The transit-hub site is deleted on a best-effort basis. If the devices are unreachable, they are not restored to the original configuration. In this case, you must manually clean up the configuration on the devices. See [Manually Cleaning Up Devices, page 9-6](#).

Deleting Branch Sites

You can delete branch sites from IWAN irrespective of the branch state—in progress, provisioned, or failed.

Procedure

-
- Step 1** From the Cisco IWAN home page, click **Manage Branch Sites**. The Sites page opens.
- Step 2** Click the **Site(s)** tab. From the **Action** column in the Site Status page, click the **X** icon to delete the site.
-



Note

Branch sites are deleted on a best-effort basis. If the devices are unreachable, they are not restored to the bootstrap configuration. In this case, you must manually clean up the configuration on the devices. See [Manually Cleaning Up Devices, page 9-6](#).

When a branch site is deleted, the Cisco IWAN application performs the following:

- Revokes the PKI certificates and trust points.
- Releases the IP addresses from IP address pools.
- Cleans the site information from the database.
- Does the following to try to revert the routers of the deleted site to the bootstrap configuration file: IWAN_RECOVERY.cfg. Does the following:
 - Copies the IWAN_RECOVERY.cfg to the startup configuration.
 - Reloads the device.

See [Backup and Restore, page 9-1](#).

After the site is deleted, the branch devices are removed from the **Devices** tab and are displayed in the unclaimed device list, thereby, allowing you to re-provision the branch site.

Manually Cleaning Up Devices

After a hub site, transit-hub site, or branch site delete operation, the devices in the site are deleted on the best-effort basis. If the devices are unreachable, they are not restored to the original configuration. In this case, you must manually clean up the configuration on the devices.

Use this procedure to manually clean up the configuration on the devices.

Procedure

-
- Step 1** Remove the IWAN PKI trust point. Use the following command:
- ```
no crypto pki trustpoint sdn-network-infra-iwan
```
- Step 2** Remove the IWAN RSA key from NVRAM. Use the following commands:
- ```
crypto key zeroize rsa sdn-network-infra-iwan  
write erase
```
- Step 3** Restore the original configuration. Use the following commands:
- ```
config replace bootflash:<original-config-file> force
write
```
- 

### Example:

```
RPRE-GA-1-HUB-INET# config terminal
Enter configuration commands, one per line. End with CNTL/Z.
PRE-GA-1-HUB-INET(config)# no crypto pki trustpoint sdn-network-infra-iwan
% Removing an enrolled trustpoint will destroy all certificates
received from the related Certificate Authority.

Are you sure you want to do this? [yes/no]: yes
% Be sure to ask the CA administrator to revoke your certificates.

PRE-GA-1-HUB-INET(config)# crypto key zeroize rsa sdn-network-infra-iwan
Do you really want to remove these keys? [yes/no]: yes
PRE-GA-1-HUB-INET(config)# end
PRE-GA-1-HUB-INET# write erase
Erasing the nvram filesystem will remove all configuration files! Continue? [confirm]
[OK]
Erase of nvram: complete
PRE-GA-1-HUB-INET# config replace bootflash:clean-config force
%EIGRP: Deleting base topology is not allowed.
% Interface GigabitEthernet0/0/4 IPv4 disabled and address(es) removed due to enabling VRF
IWAN-TRANSPORT-2% Profile is applied to Tunnel11-head-0 (head) and possibly other crypto
maps
% No such key-chain% Profile is applied to Tunnel11-head-0 (head) and possibly other
crypto maps% Profile is applied to Tunnel11-head-0 (head) and possibly other crypto maps%
Profile is applied to Tunnel11-head-0 (head) and possibly other crypto maps% Profile is
applied to Tunnel11-head-0 (head) and possibly other crypto maps
The rollback configlet from the last pass is listed below:

!List of Rollback Commands:
no crypto ikev2 profile FVRF-IKEv2-IWAN-TRANSPORT-2
end

Rollback aborted after 5 passes
PRE-GA-1-HUB-INET# write
```

# Adding or Deleting Site Prefixes

You can add or delete site prefixes after hub provisioning.

**Note**

---

This option is only available for L3 brownfield sites.

---

**Procedure**

- 
- Step 1** From the Cisco IWAN home page, click **Manage Branch Sites**. The Sites page opens.
- Step 2** Click the **Site(s)** tab. From the **Action** column in the Site Status page, click the **Update Site Prefix** (pen) icon. The LAN Site Prefix dialog box opens.
- Step 3** To add a site prefix, click the **+** icon.
- Step 4** To delete a site prefix, select the check box next to the prefix that you want to delete, and then click the **X** icon.

**Note**

---

You cannot delete all prefixes. You must have at least one prefix per site.

---

- Step 5** Click **Apply Changes**.
-



## Brownfield Validation Messages

---

This chapter contains the following sections:

- [Adding Greenfield and Brownfield Devices to Cisco IWAN, page A-1](#)
- [Errors, page A-2](#)
- [Warnings, page A-3](#)

## Adding Greenfield and Brownfield Devices to Cisco IWAN

The Cisco IWAN application (IWAN app) can add “greenfield” or “brownfield” devices to the IWAN network.

“Greenfield” refers to new, unconfigured devices. Because these devices do not have any pre-existing configuration, there are no conflicts when bringing them into the IWAN network and configuring them using the IWAN app.

“Brownfield” refers to devices that belong to existing sites that are being added to an IWAN network. They may have pre-existing configurations to synchronize with IWAN-based configuration, and these existing configurations may cause conflicts.

### Validation

While provisioning a brownfield device, the IWAN app performs a validation to determine whether any configuration conflicts exist. It reports the conflicts in two categories:

- **Errors**—Conflicts that prevent adding the device to the IWAN network.
- **Warnings**—Conflicts that do not prevent the device from being added to the IWAN network. It is recommended to correct the configuration issues that trigger validation warnings.

If the IWAN app detects an error or warning during provisioning, correct the issue on the device and perform the validation again. Refer to the [Errors](#) and [Warnings](#) sections below for details.

# Errors

The following table describes errors that can occur during validation. These errors prevent adding a device to the IWAN network.

**Table A-1 Validation Errors**

| Configuration Conflict                                                            | Recommendation                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Username configuration must have privilege level 15.                              | <p>Configure a username with privilege level 15 on the device.</p> <p><b>Example:</b><br/> <code>username username privilege 15 password 0 password</code></p>                                                                                                                                                                                                                                                                      |
| PfR configuration must not be present on the device.                              | <p>Ensure that Performance Routing (PfR) configuration is not present on the device.</p> <p><b>Example:</b><br/> <code>no domain ONE</code></p>                                                                                                                                                                                                                                                                                     |
| QoS configuration must not be present on the device.                              | <p>Ensure that Quality of Service (QoS) configuration is not present on the device.</p> <p><b>Example:</b><br/> <code>no class-map match-any nbar-12-cl1s#VOICE</code><br/> <code>no policy-map nbar-12-cl1s</code><br/> <code>no service-policy IWAN-INTERFACE-SHAPE-ONLY-INTERNET</code><br/> <code>no service-policy input nbar-12-cl1s</code><br/> <code>no service-policy output IWAN-INTERFACE-SHAPE-ONLY-INTERNET</code></p> |
| Interface loopback 47233 must not be configured on the device.                    | <p>Remove interface loopback 47233 from the device.</p> <p><b>Example:</b><br/> <code>no interface loopback47233</code></p>                                                                                                                                                                                                                                                                                                         |
| IWAN trustpoint configuration must not be present on device.                      | <p>Remove Cisco IWAN trustpoint configuration from the device.</p> <p><b>Example:</b><br/> <code>no crypto pki trustpoint sdn-network-infra-iwan</code></p>                                                                                                                                                                                                                                                                         |
| VPN routing and forwarding (VRF) configuration must not be present on the device. | <p>Remove the existing VRFs as VRFs as it will interfere with the Cisco IWAN configuration.</p> <p>Make sure that the routers do not have any of the following VRFs:</p> <ul style="list-style-type: none"> <li>• IWAN-TRANSPORT-1</li> <li>• IWAN-TRANSPORT-2</li> <li>• IWAN-TRANSPORT-3</li> <li>• IWAN-TRANSPORT-4</li> </ul> <p><b>Example:</b><br/> <code>no ip vrf IWAN-TRANSPORT-4</code></p>                               |

Table A-1 Validation Errors

| Configuration Conflict                                                                     | Recommendation                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recovery configuration file unavailable in flash                                           | IWAN recovery configuration file "IWAN_RECOVERY.cfg" is needed to enable recovery of device.<br>Create a recovery file using the CLI command:<br><b>copy running-config flash:IWAN_RECOVERY.cfg</b>                                                           |
| Conflicting EIGRP configuration present on the device                                      | Remove EIGRP configuration using the CLI command:<br><b>no router eigrp IWAN-EIGRP</b>                                                                                                                                                                        |
| Configure Port-Channel in aggregate mode to support QoS policy configuration               | Applicable only to ASR routers. Ensure that port-channel is in aggregate mode when it is used as WAN/LAN interface.<br>Configure port-channel aggregate mode using the CLI command:<br><b>platform qos port-channel-aggregate &lt;port-channel-number&gt;</b> |
| QoS policy configuration is not supported for the targeted type of interface: Port-Channel | Device platform type does not support QoS policy configuration on port-channel interface.<br>Choose other types of LAN/WAN interface.                                                                                                                         |

## Warnings

The following table describes errors that can occur during validation. These warnings do not prevent a device from being added to the IWAN network, but it is recommended to correct the issues that trigger these warnings.

Table A-2 Validation Warnings

| Configuration Conflict                                                       | Recommendation                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Please make sure at least two interfaces for WAN and LAN are up and running. | Ensure that the two interfaces for WAN and LAN are up and running.<br>Verify using the <b>show ip interface brief</b> command.                                                                                                                                                                                              |
| IWAN related crypto configuration found on the device.                       | Remove the crypto configuration because the crypto configuration might interfere with the Cisco IWAN configuration.<br><br><b>Example:</b><br><b>crypto zeroize mypubkey rsa sdn-network-infra-iwan</b>                                                                                                                     |
| No routing protocol found on device.                                         | Enable one of the following routing protocols on the device.<br><br><b>Example:</b><br><b>router ospf AS number</b><br><b>router eigrp AS number</b><br><b>router bgp AS number</b>                                                                                                                                         |
| EZPM configuration found on the device.                                      | Remove Easy Performance Monitor (EZPM) configuration as EZPM configuration might interfere with the Cisco IWAN configuration.<br><br><b>Example:</b><br><b>no class-map match-all Business-Critical-and-default-tcp-only</b><br><b>no performance monitor context IWAN-Context profile</b><br><b>application-experience</b> |

Table A-2 Validation Warnings

| Configuration Conflict                                                           | Recommendation                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NBAR configuration found on the device.                                          | Remove the Network Based Application Recognition (NBAR) configuration as NBAR configuration might interfere with the Cisco IWAN configuration.<br><br><b>Example:</b><br><pre>no ip nbar attribute-map Consumer_App_Prof no ip nbar attribute-map Other_Custom no ip nbar attribute-map Net_Admin_Custom</pre>                                                            |
| No device information available for validation.                                  | Revalidate and if problem persists, ensure the following: <ul style="list-style-type: none"> <li>• Device is up and running.</li> <li>• Device connectivity is established.</li> </ul>                                                                                                                                                                                    |
| Device does not have valid image version and K9 package.                         | The Cisco IWAN app does not support the Cisco software image loaded on the device. Boot the device with a 15.5(3) or 15.5(4) image with the K9 feature pack.<br><br><b>Example:</b><br><pre>asr1000rp1-adventerprisek9.03.16.00.S.155-3.S-ext.bin</pre>                                                                                                                   |
| Insufficient number of VTY lines present on the device                           | A minimum of 16 VTY lines are required to be configured on the device.<br><b>line vty &lt;first-line-number&gt; &lt;last-line-number&gt;</b>                                                                                                                                                                                                                              |
| One of the VTY line exec-timeout is less than 5 mins                             | Ensure VTY line exec timeout are not less than 5 minutes<br><br>Verify using the CLI command:<br><b>show running-config   sec line vty</b>                                                                                                                                                                                                                                |
| Configured Throughput on device does not match with installed license throughput | Applicable only to CSR routers. Remove the <b>platform hardware throughput level</b> CLI to achieve maximum throughput, as follows:<br><b>no platform hardware throughput level MB &lt;configured-value&gt;</b>                                                                                                                                                           |
| No active license found on the device                                            | Applicable only to CSR routers. Either the license has expired or is not supported.<br><br>Verify license issues using CLI command:<br><b>show self-diagnostics</b>                                                                                                                                                                                                       |
| Device does not have required license.                                           | Required licenses are not enabled on the device. Enable the licenses for the platform in use. <ul style="list-style-type: none"> <li>• ASR routers: adventerprisek9 or advipservicesk9 and IPSEC EULA should be accepted</li> <li>• ISR 4000 Series routers: appxk9 and securityk9</li> <li>• ISR G2 routers: datak9 and securityk9</li> <li>• CSR routers: ax</li> </ul> |
| Device clock is not synchronized                                                 | Ensure that the router clock is in sync with controller clock. Verify using the <b>show clock</b> command.<br><br>Recommended to configure NTP server using the CLI command:<br><b>ntp server &lt;controller-ip&gt;</b>                                                                                                                                                   |