Triage User Account Issues with Crosswork Network Insights, Trust Insights, or Traffic Analysis

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Introduction

This document describes the steps needed to triage common issues with Crosswork Cloud applications.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Connect Online (CCO) user name and password
- Crosswork Network Insights or Crosswork Trust Insights
- VMWare if you use the Crosswork Data Gateway (CDG)

Components Used

The information in this document is based on Cisco Crosswork Cloud applications.

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

Background Information

Crosswork Cloud uses a single log-in based on Cisco OneID. All authentication is handled by OneID, and once authenticated, your ID is passed to Crosswork Cloud to access the one or more tenancies (accounts) associated with your account. It is important to determine whether you are unable to log in due to trouble with your supplied credentials (OneID user name and password), or whether your ID is not associated with a valid Crosswork Cloud tenancy.

When you purchase Crosswork Network Insights or Crosswork Trust Insights the workflow for deployment is pretty simple. A tenancy is created for your site in the Cisco Cloud, licenses are assigned to that tenancy, and user accounts are associated with the tenancy. Then an optional CDG is installed at your facility and configured to gather and securely report data back to the Cisco Crosswork Cloud applications. In order to see the data about your site you access the application(s) with your user id and are granted access to your tenancy.

Triage Common Issues

Access the Site

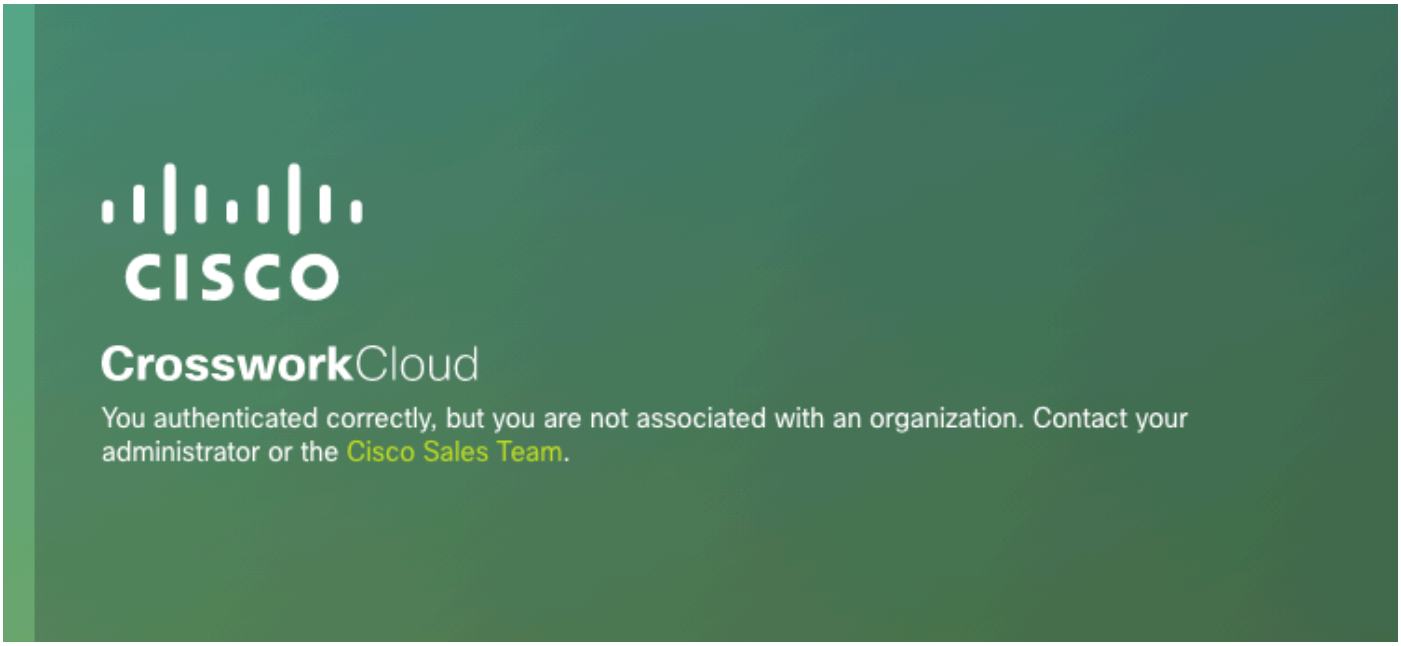
To access the site, click this link Cisco Crosswork Cloud.

Account Authentication Triage:

If you are unable to log in to the site contact Cisco CX and provide your CCO user name. The Crosswork Cloud team checks that your account was created correctly.

Things to check:

When you access the Crosswork Cloud site, please note if you see a screen as shown in the image along with the error:



If you can log into other Cisco services but are unable to access Crosswork Cloud, this is likely an account authorization issue.

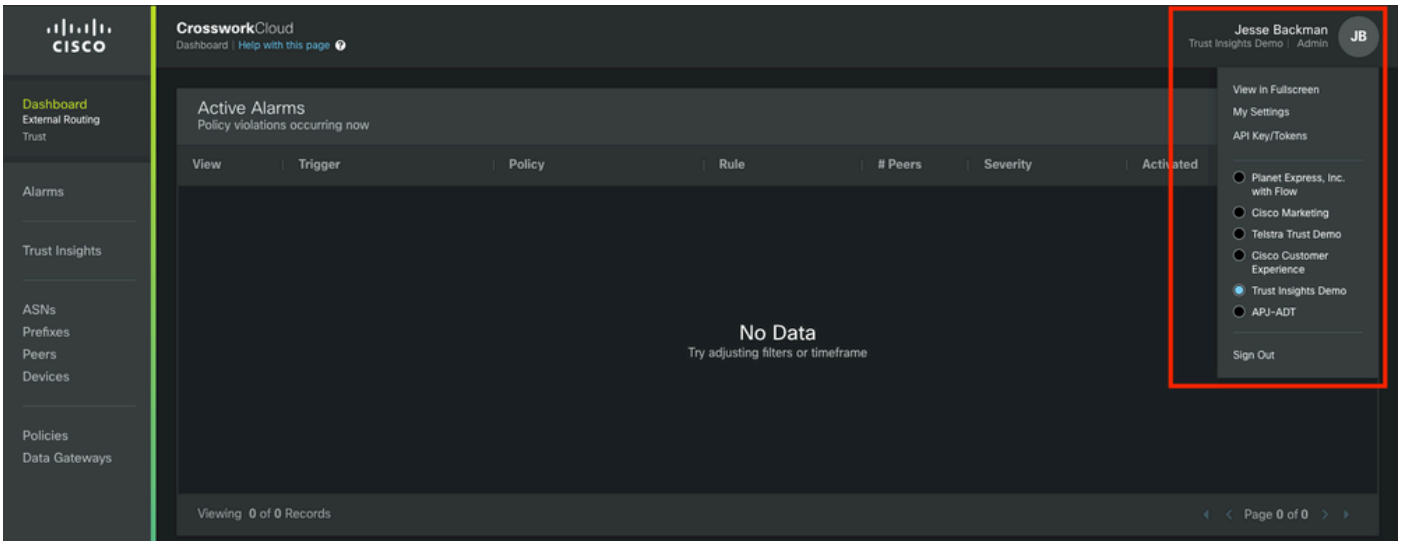
Provide this information when you open a service request:

- Problem description: Authentication Issue
- The error message
- Your OneID
- A full list of all the tenancies you expect to be able to see when you are able to gain access.

Tenancy Association Triage

Once you log in you see a screen with information about your site. If you do not see the tenancy or tenancies you expect then there is an error with the way your id has been configured in the system. See the Entitlement Triage section of this document.

A Cisco OneID user can be associated with one or more tenancies within Crosswork Cloud. In order to switch to a different tenancy, simply click the icon with your ID in the upper-right-hand corner of the page as shown in the image.



The current tenancy and access privileges are indicated underneath the user name.

Provide this information when you open a service request:

- Problem Description: Tenancy Association
- Your OneID
- A **full list** of all the tenancies you expect to see rather than a list of only what is missing.

Entitlement Triage

Once you have logged in a screen with information about your site is presented as shown in the image. If you do not see the applications and features you expect to see (those related to the licenses you have purchased), then there is an Entitlement issue.

Provide this information when you open a service request:

- Problem Description: Entitlement Issue
- Your OneID
- A full list of all the tenancies you expect to be able to see
- A full list of the applications or features you expect to see for each of their tenancies.

Crosswork Data Gateway Integration

Some Crosswork Cloud applications require data provided by an onsite CDG. The CDG collects data from the devices in your network and forwards it to the Crosswork Cloud. The CDG is provided as a free entitlement when you purchase a valid subscription for Trust Insights or Network Insights Traffic Analytics. The current release of CDG for cloud applications is posted on Cisco.com along with the release notes and installation instructions.

Application or Feature	Requires CDG
Trust Insights	Yes
Network Insights External BGP Monitoring Service	No
Network Insights Traffic Analytics (Netflow and Traffic Reporting)	Yes

Crosswork Data Gateway Triage

The CDG is deployed as a virtual machine within your environment.
The deployment process and other requirements are outlined in the CDG installation guide and release notes.

- Crosswork Data Gateway Release Notes
- Crosswork Data Gateway 3.0.2 Installation and Configuration Guide for Cloud Applications

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Note: This guide is for release 3.0. Ensure that you download the guide for the version of CDG you use.

CDG Deployment Triage

- Do you require a deployed CDG in their environment (see the table mentioned previously about CDG Use Cases)?

- Do you have access to the latest CDG install image?
  - At the time this article was written (February 2022), the current version for use with Crosswork Cloud applications is Release 3.0.1

- Did you encounter issues with the deployment of the CDG?
  - If so, please indicate this in the ticket.

- Have you previously deployed a CDG successfully?
  - Can you access the remote console of the CDG? If so, you can troubleshoot common connectivity and configuration issues with the provided tools.

- Have you successfully deployed the CDG Virtual Machine (VM), but have not successfully enrolled or registered the CDG into the Crosswork Cloud Service?
  - From the CDG interface export the JSON registration file and share it with Cisco CX. This

JSON file is required to successfully enroll the CDG into the Cloud service.

- Has the user enrolled the CDG into the cloud service? Does the application indicate that the CDG is provisioned but has not successfully connected to the cloud service?

When you open a service request indicate the stage of the CDG deployment that has failed. This information helps CX as they work to resolve the issue.

Check CDG Enrollment in Crosswork Cloud

When the Crosswork Data Gateway 3.0.2 Installation and Configuration Guide for Cloud Applications software is installed an enrolment package (Registration File) is generated. This is used to enable the CDG to forward data into your tenancy.

Provide this information when you open a service request:

- Problem Description: CDG Issue
- Your OneID
- Indicate if the specific issue is:
  - CDG Installation
  - CDG Enrolment
  - CDG Configuration to reach the Cloud
  - Other

Application Configuration and/or Product Issues

Once you are able to access the site, confirm that your tenancy is configured correctly and that your CDG is registered and connected any other issues you encounter are likely to be configuration errors or actual product issues. In these instances, gather as much detail as is reasonable on the steps you took to reproduce the issue and the results as part of the case notes.

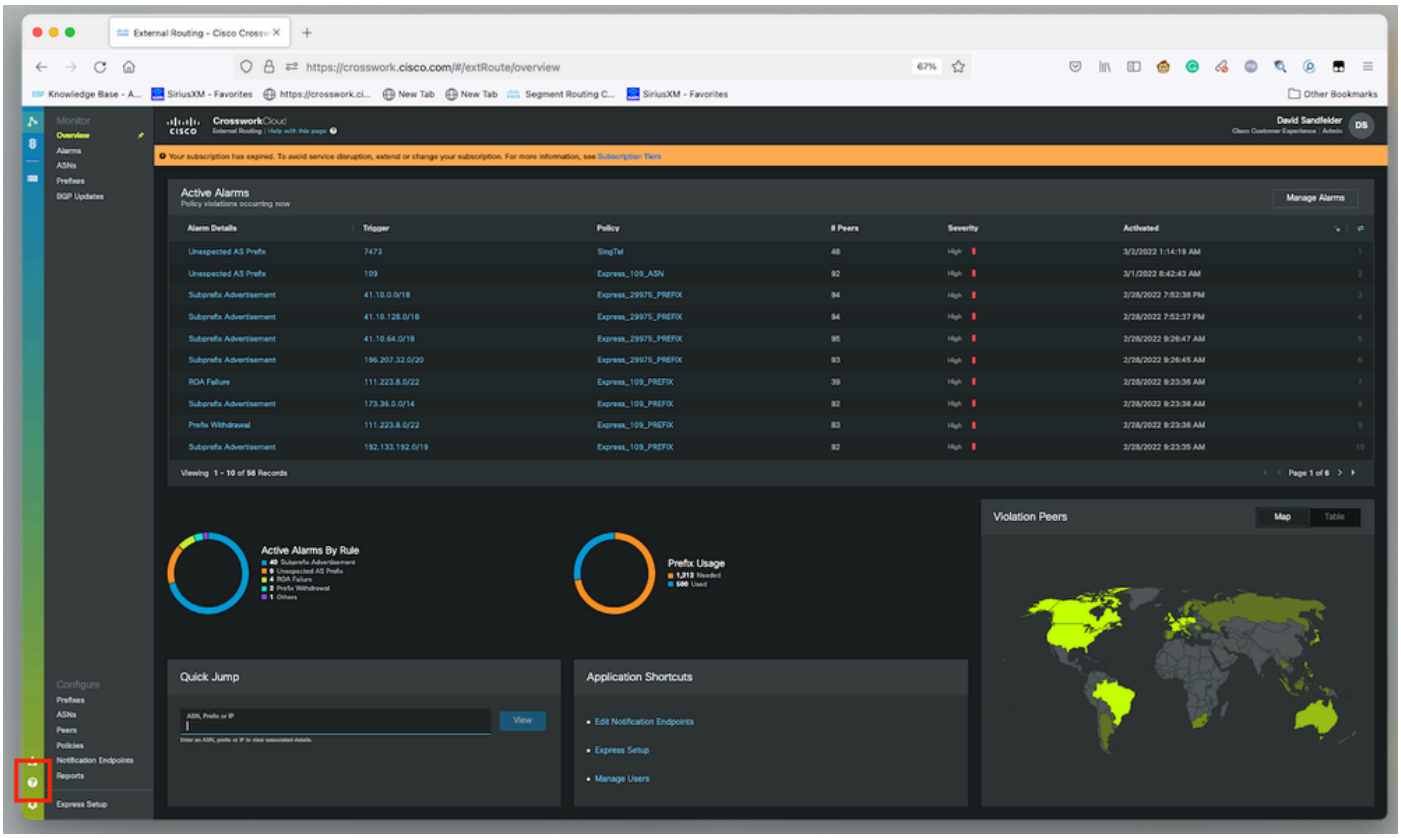
Provide this information when you open a service request:

- Problem Description: Application Configuration or Usage
- Your OneID
- Details about which the application and as much detail as possible about how to recreate the reported issue.

Self-Help

Cisco and users of the Crosswork Cloud Applications use a combination of the community support page and mailers to share answers to common questions and report problems with the product.

The links to the community page and other information are available from the help page. To access the help page click the **?** icon in the lower-left corner of the screen as shown in the image.


External Routing - Cisco Crossw
https://crosswork.cisco.com/#/extRoute/overview
67%
Knowledge Base - A...
SiriusXM - Favorites
https://crosswork.ci...
New Tab
New Tab
Segment Routing C...
SiriusXM - Favorites
Other Bookmarks
Monitor
Overview
Alarms
ASNs
Prefixes
BGP Updates
CrossworkCloud
External Routing | Help with this page
David Sandfelder
Cisco Customer Experience | Admin
DS
Your subscription has expired. To avoid service disruption, extend or change your subscription. For more information, see Subscription Tiers
Active Alarms
Policy violations occurring now
Manage Alarms
Alarm Details
Trigger
Policy
Peers
Severity
Activated
Unexpected AS Prefix
7473
SingTel
48
High
3/2/2022 1:14:19 AM
Unexpected AS Prefix
109
Express_109_ASN
92
High
3/1/2022 8:42:43 AM
Subprefix Advertisement
41.10.0.0/18
Express_29975_PREFIX
94
High
2/28/2022 7:52:38 PM
Subprefix Advertisement
41.10.128.0/18
Express_29975_PREFIX
94
High
2/28/2022 7:52:37 PM
Subprefix Advertisement
41.10.64.0/18
Express_29975_PREFIX
95
High
2/28/2022 9:26:47 AM
Subprefix Advertisement
196.207.32.0/20
Express_29975_PREFIX
93
High
2/28/2022 9:26:45 AM
ROA Failure
111.223.8.0/22
Express_109_PREFIX
39
High
2/28/2022 9:23:36 AM
Subprefix Advertisement
173.36.0.0/14
Express_109_PREFIX
92
High
2/28/2022 9:23:36 AM
Prefix Withdrawal
111.223.8.0/22
Express_109_PREFIX
83
High
2/28/2022 9:23:36 AM
Subprefix Advertisement
192.133.192.0/19
Express_109_PREFIX
92
High
2/28/2022 9:23:35 AM
Viewing 1 - 10 of 56 Records
Page 1 of 6
Active Alarms By Rule
Prefix Usage
Violation Peers
Map
Table
Configure
Prefixes
ASNs
Peers
Policies
Notification Endpoints
Reports
Express Setup
Quick Jump
ASN, Prefix or IP
View
Application Shortcuts
Edit Notification Endpoints
Express Setup
Manage Users