

Troubleshoot Cisco Catalyst SD-WAN Solution

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Overview

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

Support Articles

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

The following are the support articles associated with this technology:

Document	Description
Activate Debugs in vManage	This video provides the steps to activate debugs in Cisco Catalyst SD-WAN Manager
Cisco Catalyst SD-WAN Control Traffic Overhead User Guide	This document describes how to calculate control traffic overhead on an SD-WAN overlay deployment.
Collect an Admin-Tech in SDWAN Environment and Upload to TAC Case	This document describes how to initiate an `admin-tech` in a Cisco Catalyst SD-WAN environment.

Document	Description
Configure Basic Parameters to Form Control Connections on cEdge	This document describes the basic configuration and correct commit order to onboard a cEdge to a Software-Defined Wide Area Network (SD-WAN) overlay.
Configure HSECK9 License on cEdge SD-WAN XE	This document describes how to install and troubleshoot HSECK9 licenses on SD-WAN XE cEdges.
Configure SD-AVC on Cisco Catalyst SD-WAN	This document describes how to configure Software Defined-Application Visibility and Control (SD-AVC) on a Software-Defined Wide Area Network (SD-WAN).
Deploy a CSR1000v/C8000v on Google Cloud Platform	This document describes the procedure to deploy and configure a Cisco Cloud Services Router 1000v (CSR1000v) and Catalyst 8000v (C800v) Edge Router on Google Cloud Platform (GCP).
How To Generate Self-Signed Web Certificate For Cisco Catalyst SD-WAN Manager	This document describes how to generate and install a self-signed web certificate when the existing one is expired on an on-prem Cisco SD-WAN Manager. Cisco does not sign web certificates for such deployments, customers have to sign it by own Certificate Authority (CA) or some third-party CA.
HSEC License FAQs for Cisco Catalyst SD-WAN	This document describes a few queries about the HSEC license for the autonomous and SD-WAN modes.
Manual Certificate Renewal on SD-WAN Controller	This video provides the steps to get controllers certificates renewal.
Modifying "Statistics Configuration > Collection Interval" in a vManage Cluster	This document describes the process of modifying the **Statistics Configuration** > **Collection Interval** in a vManage cluster.
Quick Start Guide - Data Collection for Various Cisco Catalyst SD-WAN Issues	This document describes several SD-WAN issues along relevant data that must be collected in advance before you open a TAC case to improve the speed of troubleshooting and/or problem resolution. This document is broken up into two main technical sections: Cisco SD-WAN Manager and Edge routers. Relevant outputs and command syntax are provided dependent upon the device in question.
Replace a cEdge RMA Router	This document describes how to replace a failed cEdge unit with another one. This consists of a copy of the configuration from the failed router to the replacement router, the removal of this cEdge, and the addition of the new router into the network. This process is similar to vEdge replacement however, the copy option is missed in Cisco SD-WAN Manager for cEdges.

Document	Description
Transfer Files between a cEdge and Cisco Catalyst SD-WAN Manager	This document describes how to transfer files between a remote cEdge and a local Cisco SD-WAN Manager through CLI.
Transfer Files between a vEdge and Cisco Catalyst SD-WAN Manager	This document describes how to transfer files between a remote vEdge and a local Cisco SD-WAN Manager through CLI.
Troubleshoot software image expansion failure due to lack of bootflash space	This document describes how to verify that a device successfully expanded a software image file when changing from Autonomous mode to Controller mode. It indicates how to troubleshoot if the expansion was not successful.
Understand the Web Certificate For Cisco Catalyst SD-WAN Manager	This document describes the difference between the Web Certificate and the Controller Certificates on the Cisco Catalyst SD-WAN solution. This document also explains in detail the Web Certificate and clarifies the use between these two types of certificates.
Upgrade Cisco Catalyst SD-WAN cEdge Router with the Use of CLI or Cisco Catalyst SD-WAN Manager	This document describes the process to upgrade or downgrade an SD-WAN cEdge (Cisco Edge) router in Controller mode from the Command Line (CLI) and from Cisco SD-WAN Manager.
Verify APIs Used by vManage to Gather Statistics	This document describes how to get a specific API call used by Cisco Catalyst SD-WAN Manager to gather statistics from the overlay.

Feedback Request

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

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

Disclaimer and Caution

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