

Cisco SD-WAN Manager Tools

This table describes the developments of this feature, by release.

Table 1: Feature History

Feature Name	Release Information	Description
Global search for Cisco SD-WAN Manager	Cisco Catalyst SD-WAN Manager Release 20.18.x	The search box in the SD-WAN Manager header enables you to search for information related to devices, network, and so on. The integration of role-based access control (RBAC) ensures that only authorized users can access data.
TAC case access for AI Assistant in Cisco SD-WAN Manager	Cisco Catalyst SD-WAN Manager Release 20.18.2	The AI Assistant now lets you open, view, and close technical assistance center (TAC) cases. **Note** The foundational infrastructure of AI Assistant is included in this release. As a cloud-delivered component of Cisco Catalyst SD-WAN Manager, AI Assistant's capabilities will continue to expand, providing even greater value for customers.

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Cisco SD-WAN Manager header

Tools in the Cisco SD-WAN Manager header provide quick access to essential features, including search, the AI Assistant, task management, product help documentation, alarm monitoring, and user profile settings.

Icon	Description
Search	Use the search field to find information on devices, network, configurations, and so on within SD-WAN Manager. SD-WAN Manager maintains search history for each user session. The search results only include information a user is authorized to view, based on role-based access control (RBAC). In a multitenant environment, when a tenant uses the search, SD-WAN Manager returns results related to that tenant only.
AI Assistant	The AI assistant is available in Cisco SD-WAN Cloud and Cloud-Pro installations. It is also available for on-premises customer-hosted SD-WAN deployments that have enabled cloud services and have cloud connectivity.
Tasks	Shows a list of active and completed tasks.
Help	Shows product help, software version, online documentation, and so on. Allows access to Cisco Support Assistant.
Notifications	Shows the details of active and cleared alarms.
User Profile drop-down list	Sign out, or edit your profile.

Cisco Support Assistant

Support Assistant is an in-product support tool that integrates TAC support functions directly into SD-WAN Manager.

To access Support Assistant, select **TAC Support** from the **Help** menu in the header. Support Assistant supports these functions in SD-WAN Manager:

- **Open support case**: Open TAC cases directly from SD-WAN Manager. You can attach relevant logs and files easily, ensuring faster case resolution with minimal manual steps.
- **Record screen**: Record on-screen activities to demonstrate issues visually during case submission. These recordings help TAC engineers quickly understand the problem context for more efficient troubleshooting.
- **Upload local file**: Upload diagnostic files and configuration logs to Cisco TAC. Secure file transfer is integrated directly within SD-WAN Manager. Share your files while maintaining compliance and privacy standards.

For more information on Support Assistant functions, refer to the Cisco Support Assistant website.

Note Support Assistant is enabled when you authenticate within SD-WAN Manager. You need to re-authenticate in each SD-WAN Manager session to use Support Assistant.

AI Assistant

To enable AI Assistant functionality, from the Cisco SD-WAN Manager menu, choose **Administration** > **Settings** and enable **Cloud Services**.

You can access AI Assistant from SD-WAN Manager for various tasks:

- Documentation search. Get information about SD-WAN features and functionalities, such as:
  - What is Cloud OnRamp for SaaS?
  - How do I configure Cloud OnRamp for SaaS?
  - How do I configure Application Aware Routing?
- Monitor and troubleshoot network. Get information about the network and application health, such as:
  - What is the health of my network?
  - Are there any link issues in the last 24 hours?
  - Are there any application performance issues in the last 7 days?



Note To monitor and troubleshoot the network with the AI Assistant, you must enable Cloud Services with Analytics onboarded.

- TAC case management: Open, view, or close a TAC case.

  In order to open a TAC case, you must have a support contract or product under warranty. The cisco.com user account that is used to sign on to Support Case Manager portal must have permission to create, view, and close TAC cases.

  If you provide insufficient information to open a case, the AI assistant provides a TAC portal link with auto-filled information for request completion. You need to complete an authentication workflow for TAC-related actions.



Note Updating or uploading attachment files for existing TAC cases is not supported through the AI Assistant.