



Cisco SD-WAN Service Maintenance Tasks (Final Draft - Cisco Internal)

[Editing an SD-WAN Control Plane](#) 2

Revised: January 17, 2022

Editing an SD-WAN Control Plane

To edit a control plane:

Procedure

- Step 1** Log in to the Cisco MSX Portal.
- Step 2** From the left pane, click **Tenant Workspace > Services**.
- Step 3** In the SD-WAN service panel, click on the ellipsis (...) and click **Edit Control Plane**.
- Step 4** Edit the control plane information that you had provided earlier for the selected site.

You can edit the details of the SD-WAN Control Plane, such as URL, organization name, username, and password of the control plane.

- Note**
- Username field must start with only lower case alphabets and can have only lower case alphabets, numeric values from 0 to 9, "-", and space.
 - Password field supports all alphanumeric characters except space. Use the eye icon to view the existing password. You can enter the new password in this field to override the existing password. Only users with permissions to create, attach, delete, or detach a control plane (that is, SD-WAN Control Plane manage permission) can view or override the existing password.
 - Organization name cannot contain (), <, >, ?, {}, [], \"

Editing a Provisioned Device

Use the procedure below to modify the device details after the device is provisioned and has established a connection with the MSX control plane.

To edit a provisioned device in Cisco SD-WAN:

Procedure

- Step 1** Log in to the Cisco MSX portal using your credentials.
- Step 2** From the left hand pane, click **Tenant Workspace > Devices**.
- Step 3** Select a device and click **Device Details**.
- In the **Device Template** section, click **Edit Details** to update the configuration details. Click **Save**. Alternatively, you can also reimport the site template CSV or JSON file with the updated values. For more information on how to import the site template file, see [Importing Multiple Site Data from Cisco SD-WAN into MSX](#).
- Step 4** After you update the device, the **Provision Device** button is enabled. Click **Provision Device** to provision the device.

The provisioning process on the Control Plane takes approximately 5 to 10 minutes. During this time, Cisco MSX displays various validation messages to validate if the device template variables match with the information on the Control Plane. Depending on the device synchronization status and the validity of template variables passed by the user, device status changes to 'Provisioned' to 'Provisioned Failed'.

For more details on these statuses and the next steps, see [Monitoring Cisco SD-WAN Device Status](#).

Upgrading Control and Data Plane

You can upgrade the software image running on both Control and Data Plane. The upgrade process comprises of uploading the new software image, upgrading the device software, and activating the software image.



Note It is recommended that all devices run the same software version. If this is not possible, you must ensure that the SD-WAN Control Plane server (vManage) software version is higher version than that of vSmart, vBond controller and vEdges.

Uploading Software Images

Before you can upgrade any device to a new software version, you need to either upload the software image to the SD-WAN Control Plane (vManage) server or point to a remote server on which the software image is available.

To upload the software image:

Procedure

- Step 1** Log in to the SD-WAN Control Plane (vManage). For more information, see [Logging in to the Cisco SD-WAN Control Plane](#).
- Step 2** In the Control Plane, select the **Maintenance > Software Upgrade**. The Maintenance | Software Upgrade screen appears.
- Step 3** Click the **Device List** button that is located on the right side of the title bar and select Repository. The Software Repository screen appears.
- Step 4** Click **Add New Software**.
- Step 5** Select the location from which to download the software images.
- Step 6** If you select vManage, the Upload Software to vManage dialog box appears.
 - a. Click **Choose Files** to select software images for the device.
 - b. Click **Upload** to upload the images to the repository. The software image is displayed in the Repository table and is available for installing on the devices.
- Step 7** If you select Remote Server, the Location of Software on Remote Server dialog box opens.
 - a. Enter the version number of the software image.
 - b. Enter the URL of the FTP or HTTP server on which the software images reside.
 - c. Click **Add** to add the images to the repository. The software image is displayed in the Repository table and is available for installing on the devices.

Upgrading vEdge Devices

To upgrade the software image on a device:

Procedure

- Step 1** Log on to vManage.
 - Step 2** In vManage, select the Maintenance > Software Upgrade. The Maintenance | Software Upgrade screen appears.
 - Step 3** In the title bar, click the **vEdge** tab.
 - Step 4** Verify that the device that needs to be upgraded is reachable.
 - Step 5** Select one or more devices on which to upgrade the software image.
 - Step 6** Click the **Upgrade** button. The Software Upgrade dialog box opens.
 - Step 7** Select the software version to install on the device. If the software is located on a Remote Server, select the VPN in which the software image is located.
 - Step 8** To automatically activate the new software version and reboot the device, select the Activate and Reboot check box.
 - Step 9** Click **Upgrade**. A progress bar indicates the status of the software upgrade.

If the control connection to the SD-WAN Control Plane does not come up within the configured time limit, SD-WAN Control Plane automatically reverts the device to the previously running software image.
-

Activating New Software Image on vEdge Devices

If you did not select the Activate and boot check box when upgrading the software image, the device continues to use the existing configuration.

To activate new software image on vEdge devices:

Procedure

- Step 1** Log on to vManage.
 - Step 2** In vManage, select the Maintenance > Software Upgrade. The Maintenance | Software Upgrade screen appears.
 - Step 3** In the title bar, click the **WAN Edge** tab.
 - Step 4** Select one or more devices on which to activate the new software image.
 - Step 5** Click the **Activate** button. The Activate Software dialog box opens.
 - Step 6** Select the software version to activate on the device.
 - Step 7** Click the **Activate** button. The SD-WAN Control Plane reboots the device and activates the new software image.

If the control connection to the SD-WAN Control Plane does not come up within the configured time limit, SD-WAN Control Plane automatically reverts the device to the previously running software image.
-

Deleting a Device

The procedure for deleting vEdge Cloud and vEdge SP Cloud is the same. However, deleting a vEdge cloud device is a slower process than deleting a vEdge SP Cloud device, and takes around 5-10 minutes.

Deleting a vEdge cloud device is a three-step process:

- First, the vEdge device is decommissioned—the configuration on the device is removed, certificates are cleared, and the chassis ID is made available again in SD-WAN Control Plane. At this point, the reachability status will be in Red and overall site status will be Gray.
- Second, the delete process then undeploy the vEdge device from the ENCS device.
- Final step is the SD-WAN database clean-up after which device can no longer be viewed on the map.



Note Only users with the permission ‘SD-WAN Data Plane’ can delete sites. For more information, see [Managing Roles in Cisco MSX](#).

Deleting a vEdge SP Cloud is a faster process as this process instantly clears up the SD-WAN database.

This section covers procedure on deleting a customer site on vEdge Cloud and vEdge SP Cloud. For more information on the site status, see [Monitoring SD-WAN Service Status](#).

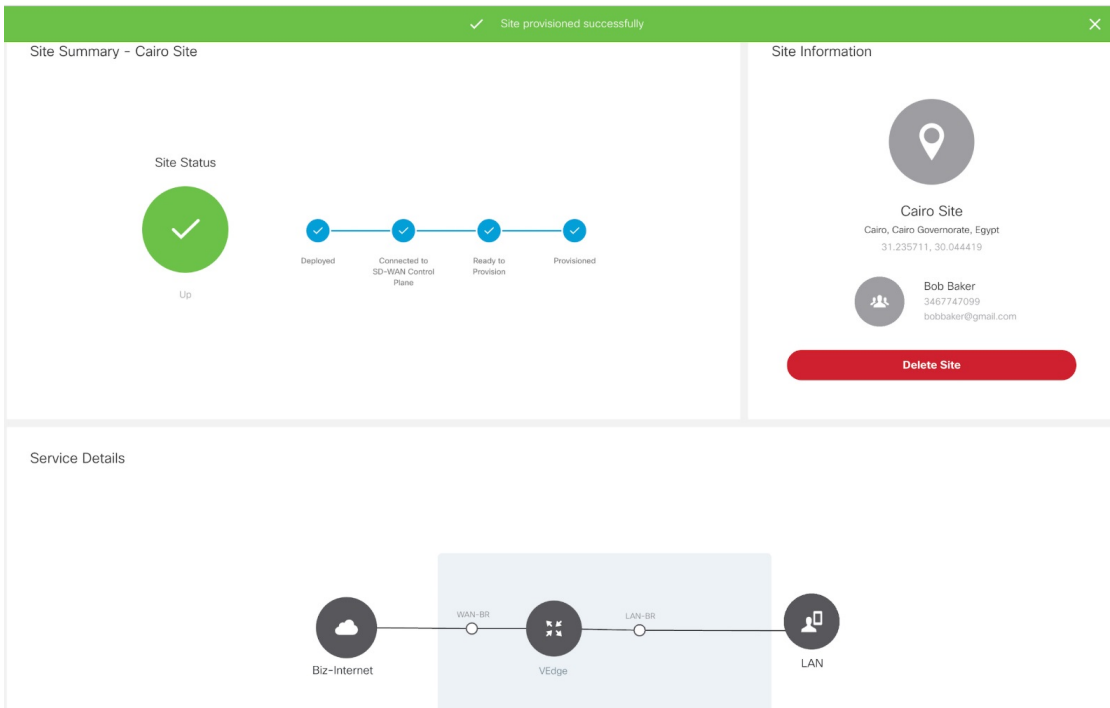
Deleting a Device

To delete a customer device:

Procedure

- Step 1** Log in to the Cisco MSX Portal.
- Step 2** In the main menu, click **Dashboard**.
- Step 3** Select the tenant from the drop-down.
- Step 4** Click **SD-WAN**. The SD-WAN Service Offer screen appears.
- Step 5** Click **SD-WAN**.
- Step 6** Select the SD-WAN service. The SD-WAN screen appears.
- Step 7** In the Map View, click the device that you want to delete. The Device Summary screen appears.

Figure 1: Deleting a Device

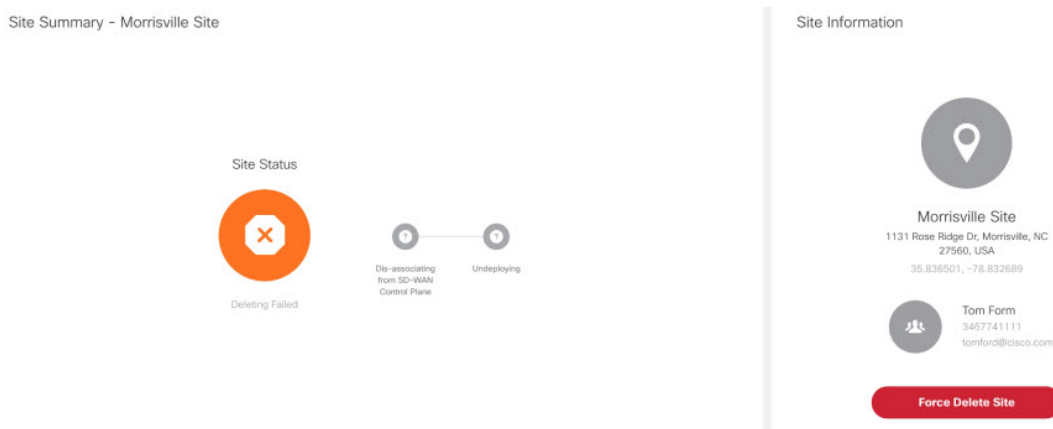


Step 8 Click **Delete Device**. This permanently deletes all information about the site and the device from Cisco MSX.

If the delete operation fails, the device status is displayed in the Device Summary as **Deleting Failed**. In this case, you need to click **Force Delete Device**. Click **Force Delete Device** in the confirmation window.

This deletes all the information about the device from Cisco MSX.

Figure 2: Force Deleting a Device



Detaching an SD-WAN Control Plane

After you detach a control plane, management of any ENCS devices used to deploy vEdge Cloud devices will no longer be available using the MSX SDWAN service. If you reattach the control plane, you can manage the vEdge Cloud devices.

Before you Begin

Only users with the permission 'SD-WAN Control Plane' can detach a Control Plane.

Procedure

Step 1 Log in to the Cisco MSX portal.

Step 2 From the left pane, click **Tenant Workspace > Services**.

Step 3 In the SD-WAN service panel, click on the ellipsis (...) and click **Detach Control Plane**.

The control plane detachment process may take a few minutes as MSX clears up a few things in the background, such as templates assigned to tenants in the background.

Cisco MSX does not unsubscribe the SD-WAN service when you detach the control plane. To unsubscribe from the SD-WAN service for a specific tenant, click on the ellipsis (...) and click **Unsubscribe**. For more information, see [Unsubscribing the SD-WAN Service](#).

Unsubscribing the SD-WAN Service

Use this procedure to unsubscribe from the SD-WAN service for a specific tenant. You cannot unsubscribe an SD-WAN service for Meraki.

Procedure

Step 1 Log in to the Cisco MSX Portal.

Step 2 From the left hand pane, click **Tenant Workspace > Services**.

Step 3 In the SD-WAN service panel, click on the ellipsis (...) and click **Unsubscribe**.

The **Unsubscribe from SD-WAN Service** window is displayed.

Step 4 Click **Unsubscribe**.

The **Unsubscribe Initiated** notification is displayed.

Step 5 Click **Close**.

The unsubscription process first deletes the control plane if created or detaches if attached, and then unsubscribes from the SD-WAN service. The estimated time for the unsubscription process depends on the number of devices in the system.

You can monitor the unsubscription status on the SD-WAN service panel or in the event logs in Cisco MSX.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA 95134-1706
USA

Asia Pacific Headquarters
CiscoSystems(USA)Pte.Ltd.
Singapore

Europe Headquarters
CiscoSystemsInternationalBV
Amsterdam,TheNetherlands

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.