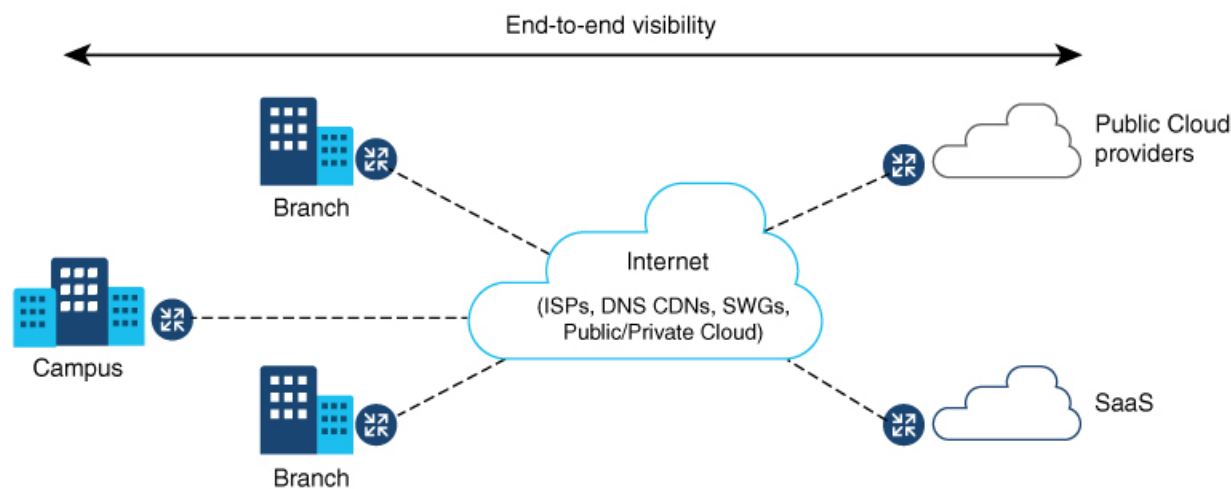




# Cisco ThousandEyes Enterprise Agent Application Hosting

Cisco ThousandEyes is a network intelligence platform that allows you to use its agents to run a variety of tests from its agents to monitor the network and application performance. This application enables you to view end-to-end paths across networks and services that impact your business. Cisco ThousandEyes application actively monitors the network traffic paths across internal, external, and internet networks in real time, and helps to analyze the network performance. Also, Cisco ThousandEyes application provides application availability insights that are enriched with routing and device data for a multidimensional view of digital experience.

**Figure 1: Network View through ThousandEyes Application**



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# Feature Information for Cisco ThousandEyes Enterprise Agent Application Hosting

The following table provides release information about the feature or features described in this module. This table lists only the software release that introduced support for a given feature in a given software release train. Unless noted otherwise, subsequent releases of that software release train also support that feature.

Use Cisco Feature Navigator to find information about platform support and Cisco software image support. To access Cisco Feature Navigator, go to [www.cisco.com/go/cfn](http://www.cisco.com/go/cfn). An account on Cisco.com is not required.

**Table 1: Feature Information for ThousandEyes Enterprise Agent Application Hosting**

Feature Name	Releases	Feature Information
Cisco ThousandEyes Enterprise Agent Application Hosting	Cisco IOS XE 17.16.1a	Cisco ThousandEyes is a network intelligence platform that enables you to monitor the network traffic paths across internal, external, and internet networks in real time, and helps to analyze the network performance. From Cisco IOS XE 17.16.1a, Cisco ThousandEyes application is supported on Cisco 1000 Series Integrated Services Routers.

## Supported Platforms and System Requirements

The following table lists the supported platforms and system requirements.

Platforms	Bootflash	DRAM
Cisco ISR 1000 Series		
C1111X-8P	8 GB	8 GB
C1121X-8P	8 GB	8 GB
C1121X-8PLTEP	8 GB	8 GB
C1121X-8PLTEW	8 GB	8 GB
C1126X-8PLTEP	8 GB	8 GB
C1127X-8PLTEP	8 GB	8 GB
C1131X-8PW	16 GB	8 GB
C1131X-8PLTEPW	16 GB	8 GB
C1161X-8P	8 GB	8 GB
C1161X-8PLTEP	8 GB	8 GB



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**Note** The minimum storage requirement for running Cisco ThousandEyes Enterprise Agent is 8 GB. If the device does not have enough memory or storage, we recommend that you add an external storage such as a USB. When the available resources are not sufficient to run other applications, Cisco IOx generates an error message.

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## Restrictions to host Cisco ThousandEyes Enterprise Agent Application

- A minimum version of ThousandEyes Enterprise Agent v5.0 is required for ISR C11XX platforms.
- ThousandEyes page load and transaction tests are not supported.

## Workflow to Install and Run the Cisco ThousandEyes Application

To install and run the Cisco ThousandEyes image on a device, perform these steps:

### Procedure

- 
- Step 1** Create a new account on the Cisco ThousandEyes portal.
  - Step 2** Download the Cisco ThousandEyes application package from the [software downloads](#) page.
  - Step 3** Copy the image on the device.
  - Step 4** Install and launch the image.
  - Step 5** Connect the agent to the controller.

**Note**

When you order platforms that support Cisco ThousandEyes application with Cisco IOS XE 17.16.1 software, the Cisco ThousandEyes Enterprise agent image may arrive pre-installed on its bootflash.

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## Workflow to Host the Cisco ThousandEyes Application

To install and launch the application, perform these steps:

### Before you begin

Create a new account on the Cisco ThousandEyes portal and generate the token. The Cisco ThousandEyes agent application uses this token to authenticate and check into the correct Cisco ThousandEyes account. If you see a message stating that your token is invalid and you want to troubleshoot the issue, see [Troubleshooting the Cisco ThousandEyes Application, on page 8](#) section.



**Note** If you configure the correct token and Domain Name Server (DNS) information, the device is discovered automatically.

## Procedure

**Step 1** Enable Cisco IOX application environment on the device.

- Use the following commands for non-SD-WAN (autonomous mode) images:

```
config terminal
  iox
end
write
```

- Use the following commands for SD-WAN (controller mode) images:

```
config-transaction
iox
commit
```

**Step 2** If the IOx command is accepted, wait for a few minutes and check whether the IOx process is up and running by using the **show iox** command. The output must display that the show IOxman process is running.

```
Device #show iox
```

```
IOx Infrastructure Summary:
-----
IOx service (CAF)           : Running
IOx service (HA)           : Not Supported
IOx service (IOxman)       : Running
IOx service (Sec storage)  : Not Supported
Libvirt 5.5.0              : Running
Docker v19.03.13-ce       : Running
```

**Step 3** Ensure that the ThousandEyes application docker tarball is available in the device *bootflash*:

**Step 4** Create a virtual port group interface to enable the traffic path to the Cisco ThousandEyes application:

```
interface VirtualPortGroup 0
  ip address 192.168.35.1 255.255.255.0
exit
```

**Step 5** Configure the app-hosting application with the generated token:

```
app-hosting appid te
  app-vnic gateway1 virtualportgroup 0 guest-interface 0
  guest-ipaddress 192.168.35.2 netmask 255.255.255.0
  app-default-gateway 192.168.35.1 guest-interface 0
  app-resource docker
    prepend-pkg-opts  Required to get the default run-time options from
package.yaml
  run-opts 1 "--hostname thousandeyes"
  run-opts 2 "-e TEAGENT_ACCOUNT_TOKEN=<ThousandEyes token>"
  run-opts 3 "-e TEAGENT_PROXY_TYPE=STATIC -e
```

```
TEAGENT_PROXY_LOCATION=proxy.something.other:80"
    name-server0 10.75.75.75 □ ISP's DNS server
end

app-hosting appid te
app-resource docker
prepend-pkg-opts
run-opts 2 "--hostname
```

**Note**

- You can use the proxy configuration only if the Cisco ThousandEyes agent does not have an internet access without a proxy.
- The hostname is optional. If you do not provide the hostname during the installation, the device hostname is used as the Cisco ThousandEyes agent hostname.
- The device hostname is displayed on the CiscoThousandEyes portal.
- The DNS name server information is optional. If the Cisco ThousandEyes agent uses a private IP address, ensure that you establish a connection to the device through NAT.

**Step 6** Install the ThousandEyes application:

```
app-hosting install appid <appid> package [bootflash: | harddisk: | https:]
```

Select a location to install the ThousandEyes application from these options:

```
Device# app-hosting install appid te package ?
    bootflash:  Package path □ ISR4K case if image is locally available in bootflash:

                harddisk:   Package path □ Cat8K case if image is locally available in USB
                https:      Package path □ Download over the internet if image is not locally
present in router. URL to ThousandEyes site hosting agent image to be provided here
```

**Step 7** Configure the **start** command to run the application automatically when the application is installed on the device using the **install** command:

```
app-hosting appid te
start
```

**Step 8** Check if the application is up and running:

```
Device#show app-hosting list
App id                               State
-----
te                                    RUNNING
```

**Note**

If any of these steps fail, use the **show logging** command and check the IOx error message. If the error message is about insufficient disk space, clean the storage media (bootflash or hard disk) to free up the space. Use the **show app-hosting resource** command to check the CPU and disk memory.

## Downloading and Copying the Image to the Device

To download and copy the image to bootflash, perform these steps:

### Procedure

**Step 1** Check if the Cisco ThousandEyes image is precopied to *bootflash:/<directory name>*.

**Step 2** If the image is not available in the device directory, perform these steps:

- a) If the device has a direct access to internet, use the *https:* option in the **application install** command. This option downloads the image from the Cisco ThousandEyes software downloads page into *bootflash:/apps* and installs the application.

```
Device# app-hosting install appid <appid string> package [bootflash: | flash | http |
https:// | ftp | ] URL to image location hosted on ThousandEyes portal
```

```
Device# app-hosting install appid tel1000 package
https://downloads.thousandeyes.com/enterprise-agent/thousandeyes-enterprise-agent-4.0.2.cisco.tar
```

```
Installing package
'https://downloads.thousandeyes.com/enterprise-agent/thousandeyes-enterprise-agent-4.0.2.cisco.tar'
for 'tel1000'.
```

Use 'show app-hosting list' for progress.

```
*Jun 29 23:43:29.244: %IOSXE-6-PLATFORM: R0/0: IOx: App verification successful
*Jun 29 23:45:00.449: %IM-6-INSTALL_MSG: R0/0: ioxman: app-hosting: Install succeeded:
tel1000 installed successfully Current state is DEPLOYED
*Jun 29 23:45:01.801: %IOSXE-6-PLATFORM: R0/0: IOx: App verification successful
*Jun 29 23:45:51.054: %IM-6-START_MSG: R0/0: ioxman: app-hosting: Start succeeded: tel1000
started successfully Current state is RUNNING
```

```
Device#show app-hosting detail appid tel1000 ( Details of Application)
```

```
App id      : tel1000
Owner       : iox
State       : RUNNING
Application
  Type      : docker
  Name      : ThousandEyes Enterprise Agent
  Version   : 5.0
  Author    : ThousandEyes <support@thousandeyes.com>
  Path      : bootflash:thousandeyes-enterprise-agent-5.0-22.cisco.tar
Resource reservation
  Memory    : 500 MB
  Disk      : 1 MB
  CPU       : 1500 units
  CPU-percent : 70 %
```

- b) If the device has a proxy server, copy the image manually to *bootflash:/apps*.
- c) Download the Cisco ThousandEyes application package from the [software downloads](#) page and ensure that you use the agent version 5.0.0.
- d) Create an application directory in the *bootflash:* to copy the image:

```
Device# mkdir bootflash:apps
Create directory filename [apps]?
Created dir bootflash:/apps
```

- e) Copy the Cisco ThousandEyes image to the *bootflash:apps* directory.
- f) Validate the image using the **verify** command:

```
verify /md5 bootflash:apps/<file name>
```

---

## Connecting the Cisco ThousandEyes Agent with the Controller

### Before you begin

Ensure that you have an Internet connection before you connect the agent with the controller.

### Procedure

---

After the Cisco ThousandEyes application is up and running, the agent (ThousandEyes-agent) process connects to the controller that is running on the cloud environment.

### Note

If you have issues related to connectivity, the application logs the relevant error messages in the application-specific logs (*/var/logs*).

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## Modifying the Agent Parameters

To modify the agent parameters, perform these actions:

### Procedure

---

- Step 1** Stop the application using the **app-hosting stop appid appid** command.
  - Step 2** Deactivate the application using the **app-hosting deactivate appid appid** command.
  - Step 3** Make the required changes to the app-hosting configuration.
  - Step 4** Activate the application using the **app-hosting activate appid appid** command.
  - Step 5** Start the application using the **app-hosting start appid appid** command.
- 

## Uninstalling the Application

To uninstall the application, perform these steps:

## Procedure

- 
- Step 1** Stop the application using the **app-hosting stop appid te** command.
  - Step 2** Check if the application is in active state using the **show app-hosting list** command.
  - Step 3** Deactivate the application using the **app-hosting deactivate appid te** command.
  - Step 4** Ensure that the application is not in active state. Use the **show app-hosting list** command to check status of the application.
  - Step 5** Uninstall the application using the **app-hosting uninstall appid te** command.
  - Step 6** After the uninstallation process is complete, use the **show app-hosting list** command to check if the application is uninstalled successfully.
- 

# Troubleshooting the Cisco ThousandEyes Application

To troubleshoot the Cisco ThousandEyes application, perform these steps:

1. Connect to Cisco ThousandEyes agent application using the **app-hosting connect appid appid session /bin/bash** command.
2. Verify the configuration applied to the application in */etc/te-agent.cfg*.
3. View the logs in */var/log/agent/te-agent.log*. You can use these logs to troubleshoot the configuration.

## Checking the ThousandEyes Application Status

When the Cisco ThousandEyes application is in running state, it is registered on the ThousandEyes portal. If the application does not show up in a few minutes after the agent is in running state, check the following using the **app-hosting connect appid thousandeyes\_enterprise\_agent session** command:

```
Device#app-hosting connect appid thousandeyes_enterprise_agent session
Device# cat /var/log/agent/te-agent.log
2021-02-04 08:59:29.642 DEBUG [e4736a40] [te.agent.AptPackageInterface] {} Initialized APT
package interface
2021-02-04 08:59:29.642 INFO [e4736a40] [te.agent.main] {} Agent version 1.103.0 starting.
Max core size is 0 and max open files is 1024
2021-02-04 08:59:29.642 DEBUG [e4736a40] [te.agent.db] {} Vacuuming database
2021-02-04 08:59:29.643 INFO [e4736a40] [te.agent.db] {} Found version 0, expected version
50
2021-02-04 08:59:29.672 INFO [e4708700] [te.probe.ServerTaskExecutor] {} ProbeTaskExecutor
started with 2 threads.
2021-02-04 08:59:29.673 INFO [e2f05700] [te.probe.ProbeTaskExecutor.bandwidth] {}
ProbeTaskExecutor started with 1 threads.
2021-02-04 08:59:29.673 INFO [e2704700] [te.probe.ProbeTaskExecutor.realtime] {}
ProbeTaskExecutor started with 1 threads.
2021-02-04 08:59:29.673 INFO [e1f03700] [te.probe.ProbeTaskExecutor.throughput] {}
ProbeTaskExecutor started with 1 threads.
2021-02-04 08:59:29.674 DEBUG [e4736a40] [te.agent.DnssecTaskProceessor] {} Agent is not
running bind
2021-02-04 08:59:29.674 DEBUG [e4736a40] [te.snmp.RequestDispatcher] {} Initialised SNMP++
session
2021-02-04 08:59:29.674 DEBUG [e4736a40] [te.snmp.RequestDispatcher] {} Initialised SNMP++
session
```



```
2021-02-04 08:59:29.674 DEBUG [e4736a40] [te.snmp.RequestDispatcher] {} Initialised SNMP++
  session
2021-02-04 08:59:29.674 INFO [e4736a40] [te.agent.main] {} Agent starting up
2021-02-04 08:59:29.675 INFO [e4736a40] [te.agent.main] {} No agent id found, attempting
  to obtain one
2021-02-04 08:59:29.675 INFO [e4736a40] [te.agent.ClusterMasterAdapter] {} Attempting to
  get agent id from scl.thousandeyes.com
2021-02-04 08:59:29.679 ERROR [e4736a40] [te.agent.main] {} Error calling create_agent:
  Curl error - Couldn't resolve host name
2021-02-04 08:59:29.680 INFO [e4736a40] [te.agent.main] {} Sleeping for 30 seconds
```



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**Note** Check the DNS server connection. If the Cisco ThousandEyes agent is assigned to a private IP address, check the NAT configuration.

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