# **Release Notes for Cisco Catalyst SD-WAN Control Components Release 20.13.x**

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# **Read Me First**



Note

To achieve simplification and consistency, the Cisco SD-WAN solution has been rebranded as Cisco Catalyst SD-WAN. In addition, from Cisco IOS XE SD-WAN Release 17.12.1a and Cisco Catalyst SD-WAN Release 20.12.1, the following component changes are applicable: Cisco vManage to Cisco Catalyst SD-WAN Manager, Cisco vAnalytics to Cisco Catalyst SD-WAN Analytics, Cisco vBond to Cisco Catalyst SD-WAN Validator, Cisco vSmart to Cisco Catalyst SD-WAN Controller, and Cisco Controllers to Cisco Catalyst SD-WAN Control Components. See the latest Release Notes for a comprehensive list of all the component brand name changes. While we transition to the new names, some inconsistencies might be present in the documentation set because of a phased approach to the user interface updates of the software product.

#### **Related References**

- · Cisco Catalyst SD-WAN Control Components Compatibility Matrix and Server Recommendations
- Cisco Catalyst SD-WAN Device Compatibility

#### **User Documentation**

- User Documentation for Cisco IOS XE Catalyst SD-WAN Release 17
- User Documentation for Cisco SD-WAN Release 20

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# Release Notes for Cisco SD-WAN Control Components, Cisco Catalyst SD-WAN Control Components Release 20.13.x



To achieve simplification and consistency, the Cisco SD-WAN solution has been rebranded as Cisco Catalyst SD-WAN. In addition, from Cisco IOS XE SD-WAN Release 17.12.1a and Cisco Catalyst SD-WAN Release 20.12.1, the following component changes are applicable: Cisco vManage to Cisco Catalyst SD-WAN Manager, Cisco vAnalytics to Cisco Catalyst SD-WAN Analytics, Cisco vBond to Cisco Catalyst SD-WAN Validator, Cisco vSmart to Cisco Catalyst SD-WAN Controller, and Cisco Controllers to Cisco Catalyst SD-WAN Validator, Cisco vSmart to Cisco Catalyst SD-WAN Controller, and Cisco Controllers to Cisco Catalyst SD-WAN Control components. See the latest Release Notes for a comprehensive list of all the component brand name changes. While we transition to the new names, some inconsistencies might be present in the documentation set because of a phased approach to the user interface updates of the software product.

These release notes accompany the Cisco Catalyst SD-WAN Control Components, Release 20.13.x, which provides Cisco Catalyst SD-WAN capabilities. They include release-specific information for Cisco Catalyst SD-WAN Controllers, Cisco Catalyst SD-WAN Validators, Cisco SD-WAN Manager as applicable to Cisco Catalyst SD-WAN.

#### **Related Releases**

For release information about Cisco IOS XE Catalyst SD-WAN devices, refer to Release Notes for Cisco IOS XE Catalyst SD-WAN device, Cisco IOS XE Release 17.13.x.

#### What's New for Cisco Catalyst SD-WAN Control Components Release 20.13.x

Cisco is constantly enhancing the Cisco Catalyst SD-WAN solution with every release and we try and keep the content in line with the latest enhancements. The following table lists new and modified features we documented in the Configuration, Command Reference, and Hardware Installation guides.

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|---|---|------|--|--|

Table 1: Cisco IOS XE Catalyst SD-WAN Release 20.13.1

| Feature   | Description  |  |  |  |  |  |
|---|--|--|--|--|--|--|
| Cisco Catalyst SD-WAN Systems and Interfaces Configuration Guide    |  |  |  |  |  |  |
| Cellular Gateway<br>Configuration Using<br>a Configuration<br>Group | Added support for configuring cellular gateways using configuration groups. A new Create Cellular Gateway Group workflow creates a configuration group specifically for cellular gateways. |  |  |  |  |  |

| Feature   | Description   |
|---|---|
| Co-Management:<br>Granular Role-Based<br>Access Control                                 | This feature introduces role-based access control (RBAC) based on sites, scope, or roles. It is a method of authorizing system access for users based on a combination of role and scope of a user.   |
|   | You can create scope, users and roles with required read and write permissions for<br>Cisco SD-WAN Manager policies. RBAC prevents unauthorized access and reduces<br>the risk of data breaches and other security incidents.   |
| Remote Logging<br>Over TCP and TLS<br>in Cisco Catalyst<br>SD-WAN Control<br>Components | Added support for remote logging of syslog messages through TCP and TLS. This feature is now extended to include Cisco Catalyst SD-WAN Control Components (Cisco Catalyst SD-WAN Controller, Cisco Catalyst SD-WAN Validator, and Cisco Catalyst SD-WAN Manager), in addition to the previously supported Cisco IOS XE Catalyst SD-WAN devices. |
| Recommended Com<br>20.13.x  | puting Resources for Cisco Catalyst SD-WAN Control Components Release   |
| Multitenant Support<br>with Single Node of<br>Cisco SD-WAN<br>Manager                   | This feature introduces support for a single node large Cisco SD-WAN Manager instance that can include maximum of 24 tenants and 1000 devices.  |
| Cisco Catalyst SD-V   | VAN Monitor and Maintain  |
| Explore Menu<br>Option  | An Explore page provides quick access to various Cisco resources relevant to specific job roles— <b>NetOps</b> , <b>SecOps</b> , <b>AIOps</b> , and <b>DevOps</b> . The resources include developer guides, APIs, Cisco DNA Center, Cisco ThousandEyes, and more, in a single pane of glass.  |

#### Table 2: Cisco IOS XE Catalyst SD-WAN Release 17.13.1a

| Feature   | Description  |  |  |  |  |  |
|---|--|--|--|--|--|--|
| Cisco Catalyst SD-WAN Getting Started   |  |  |  |  |  |  |
| Support for the TLS<br>1.3 Protocol for<br>Cisco Catalyst<br>SD-WAN Control<br>Connections                                | This feature adds support for the Transport Layer Security (TLS) 1.3 protocol for Cisco Catalyst SD-WAN control connections.   |  |  |  |  |  |
| Configure<br>Third-pary CA<br>Certificates to Cisco<br>IOS XE Catalyst<br>SD-WAN Devices<br>using Cisco<br>SD-WAN Manager | Directly upload CA (Certificate Authority) certificates to Cisco SD-WAN Manager<br>and manage the certificates. This feature makes certificate management simpler, you<br>just select the CA certificate file from your device and upload to Cisco SD-WAN<br>Manager ensuring secure communication and data transfer over the network. |  |  |  |  |  |

| Feature  | Description  |
|--|--|
| Enhancements in  | Updated license management as follows:   |
| License<br>Management  | Moved selection of license type from license synchronization to license assignment.  |
|  | Added preview of existing template when selected during license assignment.  |
|  | Removed Mixed mode from license types.   |
|  | Added ability to view devices associated with a template and delete a template.  |
| Specify a Region<br>and Subregion When<br>Deploying a Device                               | You can specify both a region and a subregion when deploying a device.   |
| Cisco Catalyst SD-V  | VAN Security   |
| Cisco Secure Access<br>Integration   | Cisco Secure Access is a cloud security Secure Service Edge solution, that provides seamless, transparent, and secure Direct Internet Access (DIA).  |
|  | This feature supports Cisco Secure Access integration through policy groups in Cisco SD-WAN Manager.   |
| Cisco Catalyst SD-V  | VAN Cloud OnRamp   |
| Add Cloud OnRamp<br>for SaaS support for<br>loopback, dialer, and<br>subinterfaces         | This feature extends the Cloud OnRamp for SaaS support to SD-WAN supported WAN interfaces that includes loopback, dialer, and subinterfaces. It also adds support for TLOC-extension and SIG on loopback, dialer, and subinterfaces. |
| Option to exclude<br>data prefixes from<br>Cloud OnRamp for<br>SaaS optimization           | This feature allows you to define IP prefixes that you want to exclude from being treated for Cloud OnRamp for SaaS optimization.  |
| Enable faster<br>failover by<br>associating a DIA<br>tracker with Cloud<br>OnRamp for SaaS | This feature allows you to associate a tracker with Cloud OnRamp for SaaS for a DIA or gateway site that detects a failed interface faster than Cloud OnRamp for SaaS probing.   |
| AWS Cloud WAN<br>Integration with<br>Dynamic Routing                                       | This feature is an enhancement to the AWS Cloud WAN integration to support site to site communication using dynamic routing.   |
| Cisco Catalyst SD-V  | VAN AppQoE   |
| SSL Proxy Support<br>for TLS 1.3   | With this feature, SSL proxy in AppQoE supports the TLS protocol version 1.3.  |
| Cisco Catalyst SD-V  | VAN Monitor and Maintain   |

| Feature  | Description   |
|--|---|
| Generate<br>Admin-tech File<br>with the Feature  | This feature enhances the admin-tech file to generate or collect more detailed feature specific information. The feature-specific technical information is generated in addition to the regular information using the tech filter.  |
| Filter   | The admin-tech file can collect more detailed feature-specific information with the tech feature filter. For example, you can generate separate folders in the admin tech file for IPsec and security policy, which can be helpful when troubleshooting.  |
| Network-Wide Path<br>Insight Integration<br>with Cisco Identity<br>Services Engine   | When Cisco Identity Service Engine is integrated with Cisco Catalyst SD-WAN, this feature enables traces to provide the identity of users who send traffic to and receive traffic from applications.  |
| IPv6 support in<br>Cisco SD-WAN<br>Manager UI<br>Troubleshooting   | Added support for using an IPv6 address when pinging a device. Also added support for using an IPv6 address when running a traceroute, configuring packet capture, and simulating flows.  |
| Cisco Catalyst SD-V  | VAN NAT   |
| ICMP Endpoint<br>Tracker for NAT   | This feature allows you to configure an ICMP endpoint tracker over a DIA path. You can configure the ICMP tracker for NAT DIA on IPv4 or IPv6 endpoints.  |
| DIA for IPv4 or IPv6<br>Interfaces   | You can configure ICMP tracker using the <b>Tracker</b> or the <b>IPv6 Tracker</b> features under transport profile in configuration groups.  |
| Support to<br>automatically<br>configure IPv6<br>address on a WAN<br>interface by using<br>SLAAC with a<br>Router<br>Advertisement (RA)<br>prefix. | You can configure the Stateless Address Autoconfiguration (SLAAC) by using the RA prefix to automatically assign IPv6 addresses for NAT66 prefix translations.  |
| Support for Flow<br>Stickiness   | Flow stickiness records the flow level state of the NAT path and ensures that the application flows don't get reset due to a change in the NAT path. When the first packet match fails in deep packet inspection (DPI), the Edge router ensures the first flow for this unknown application to stick to the original path, bypassing the policy to change the path when it is recognized by the DPI engine a few packets later. |
| Support for<br>Centralized data<br>policy for NAT66  | You can configure the Centralized data policy by using the <b>nat use-vpn 0</b> command, which ensures that matching traffic is sent to VPN 0 after the source IP is translated, based on the policy match criteria.  |
| DIA.   | This feature is supported from service and from tunnel. The fallback option ensures that the traffic falls back to routing and takes the overlay path when the DIA route is not available.  |
|  | VAN Multi-Region Fabric (also Hierarchical SD-WAN)  |

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| Feature  | Description  |
|--|--|
| Specify Path Type<br>Preference with<br>Restrict Mode                                      | With this feature, the preferred color group action in app-route and data-policy has additional color-restrict option available to restrict traffic to configured colors. With this option, if multi tiered preferred colors are not available then, the traffic is dropped.   |
| Management Region  | A management region is a specialized region that can span all access regions in a<br>Multi-Region Fabric architecture. A management region enables hub-and-spoke<br>connectivity between any router in the network and one or more management gateways.<br>Connectivity between a router and a management gateway uses access region transport<br>services. The connectivity does not use the core region transport service, even when<br>the router and management gateway are in different access regions. |
| Configure<br>Multi-Region Fabric<br>and Related Features<br>Using Configuration<br>Groups  | Configure Multi-Region Fabric features, such as role, region, and so on, and configure transport gateway path behavior on routers, using configuration groups.   |
| Cisco Catalyst SD-V  | VAN Policy Groups  |
| Configure Traffic<br>and Flow Visibility<br>for Application<br>Priority and SLA<br>policy  | This feature allows you to configure additional settings to enable traffic and flow<br>visibility for the application priority and SLA policy in Cisco Catalyst SD-WAN.<br>After you have configured the Cflowd collector in the Network Hierarchy menu in<br>Cisco SD-WAN Manager, you can monitor application and traffic flow over IPv4,<br>IPv6, or both networks at the global hierarchy level.   |
| Configure Secure<br>Service Edge   | This feature supports Secure Service Edge configurations for Cisco Secure Access as provider.  |
| Application Catalog  | The <b>Application Catalog</b> feature provides visibility and identification for applications running in your network environment. The Application Catalog is continuously updated as new applications are developed and existing ones are updated, ensuring that your Cisco SD-WAN Manager environment can adapt to changes in application use. The Cisco SD-WAN Manager integrates Kubernetes cluster discovery and monitoring  |
|  | to monitor your network infrastructure and your containerized applications from a single interface. The feature streamlines the monitoring of your network and applications while providing superior visibility and control.   |
| Cisco Catalyst SD-V  | VAN Systems and Interfaces   |
| Migration of a<br>Tenant from a<br>Multitenant Overlay<br>to a Single-Tenant<br>Deployment | This feature supports the migration of a tenant from a multitenant overlay to a single-tenant deployment. To migrate a tenant between two Cisco Catalyst SD-WAN deployments, move the tenant configurations, statistical data and WAN edge devices from one deployment to another.   |

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Release Notes for Cisco Catalyst SD-WAN Control Components Release 20.13.x

| Feature   | Description   |  |  |  |  |
|---|---|--|--|--|--|
| Support for<br>EtherChannels on                             | Adds support for configuring EtherChannels on the transport side of a Cisco IOS XE Catalyst SD-WAN device.  |  |  |  |  |
| the Transport Side  | This feature also introduces support for aggregate EtherChannel Quality of Service (QoS) on the transport side.   |  |  |  |  |
|   | By combining EtherChannel and QoS, you can optimize network utilization, enhance performance, and maintain quality for specific traffic types.  |  |  |  |  |
|   | <b>Note</b> This feature has limited availability.  |  |  |  |  |
| Co-Management:<br>Granular Role-Based<br>Access Control     | This feature introduces role-based access control (RBAC) based on sites, scope, or roles. It is a method of authorizing system access for users based on a combination of role and scope of a user.   |  |  |  |  |
|   | You can create scope, users and roles with required read and write permissions for Cisco SD-WAN Manager policies. RBAC prevents unauthorized access and reduces the risk of data breaches and other security incidents.   |  |  |  |  |
| IP DHCP<br>Smart-Relay                                      | This feature allows the DHCP relay agent to set the gateway address to the secondary IP address when there is no DHCPOFFER message from the DHCP server. A DHCP relay agent is any host or IP router that forwards DHCP packets between clients and servers.  |  |  |  |  |
|   | This functionality is useful when the DHCP server cannot be configured to use secondary pools.  |  |  |  |  |
| Support for Traffic<br>Flow Collectors                      | This feature enables you to configure traffic flow collectors such as the Cflowd server<br>and security logging server. Cflowd monitors service side traffic flowing through<br>Cisco Catalyst SD-WAN devices in the overlay network and exports flow information<br>to the collector. Security logging allows the security logging server to collect and<br>export the syslogs and provides an option to specify a server for high-speed logging<br>(HSL). |  |  |  |  |
|   | You can configure the traffic flow collectors by navigating to <b>Configuration</b> > <b>Network Hierarchy</b> > <b>Collectors</b> .  |  |  |  |  |
| Cisco Catalyst SD-V   | VAN Segmentation Configuration Guide  |  |  |  |  |
| Added Support for 2,000 VRFs                                | Increased support from 300 VRFs to 2,000 VRFs in the overlay network, with up to 500 for a single device.   |  |  |  |  |
| Cisco Catalyst SD-V   | VAN High Availability Configuration Guide   |  |  |  |  |
| Disaster Recovery<br>Reliability<br>Improvements Phase<br>1 | This feature removes the <b>Pause Replication</b> button from the <b>Disaster Recovery</b> screen. Replication pauses automatically when you pause disaster recovery and resumes when you resume disaster recovery.   |  |  |  |  |

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# Software and Hardware Behavior Changes in Cisco Catalyst SD-WAN Control Components Release 20.13.x

Software and Hardware Behavior Changes in Cisco Catalyst SD-WAN Control Components Release 20.13.1

| Behavior Change  | Description  |
|--|--|
| On the <b>Network Hierarchy and Resource</b><br><b>Management</b> page, this release introduces a<br>distinction between access regions and secondary<br>regions.  | See the Restrictions for Secondary Regions section<br>for more information about how Cisco SD-WAN<br>Manager handles previously configured regions after<br>upgrading to Cisco Catalyst SD-WAN Manager<br>Release 20.13.1. |
| When upgrading vEdge devices in the overlay<br>network, the rate of a DTLS control session increases<br>to 4000 pps during the upgrade. After the upgrade is<br>complete, the rate is reset to its original value. | See the Best Practices for Software Upgrades section<br>for more information about change in the rate of a<br>DTLS control session when upgrading the vEdge<br>routers.  |
| You can provide feedback about Cisco Catalyst<br>SD-WAN by clicking the Feedback option that is<br>available on the right as a collapsible side bar.   | The Cisco SD-WAN Manager GUI Changes describes this behaviour change in detail.  |
| The new Explore menu option opens a page presenting<br>four job roles— <b>NetOps</b> , <b>SecOps</b> , <b>AIOps</b> , and<br><b>DevOps</b> , each of which displays relevant Cisco<br>Catalyst SD-WAN features.    | The Cisco SD-WAN Manager Monitor Overview describes this behaviour change in detail.   |

#### Software and Hardware Behavior Changes in Cisco IOS XE Catalyst SD-WAN Release 17.13.1a

| Behavior Change  | Description   |
|--|---|
| Controller mode for Cisco ASR 1006-X routers containing RP3 module is no longer supported.   | The RMA Replacement of the Cisco ASR 1006-X<br>Chassis and RMA Replacement of the Cisco RP3<br>Module sections describe the behavior change in<br>detail. |
| The enterprise certificate notifications for Cisco IOS XE Catalyst SD-WAN devices are enhanced to include critical notifications about certificate expiry.   | The Support for SNMP Traps on Cisco Catalyst<br>SD-WAN devices section describes the behavior<br>change in detail.  |
| If your system is configured with an SNMP<br>community string that is longer than 15 characters, in<br>some situations SNMP configuration must be<br>reconfigured after upgrading to Cisco Catalyst<br>SD-WAN Manager Release 20.13.1. | The Configure SNMP using Cisco SD-WAN Manager section describes the behavior change in detail.  |
| You cannot update the Cisco Catalyst 8500-12X4QC port configuration to 2 ports of 100GE by using the Flexible Port Speed feature.  | The Flexible Port Speed feature describes the behavior change in detail.  |

| Behavior Change   | Description  |
|---|--|
| This release ends Cisco Catalyst SD-WAN support<br>for most Cisco ISR 4000 Series Integrated Services<br>Routers, with the exception of the Cisco ISR 4461<br>router, which is still supported.<br>For the routers no longer supported in this release,<br>Cisco IOS XE Catalyst SD-WAN Release 17.12.x is<br>the last supported release. | The Cisco Catalyst SD-WAN Device Compatibility page shows the supported releases for each model. |

## Important Notes, Known Behaviors, and Workarounds

- If your ConfigDB (Neo4j) username contains a (hyphen), the ConfigDB upgrade fails, for example, db-admin. Remove the hyphen before you upgrade the ConfigDB.
- The following enhancements are available in Cisco SD-WAN Manager while configuring multiple IdPs for single sign-on:
  - You can set one IdP as a default IDP.
  - While configuring a domain name, you have the option to enter a domain name with a wildcard (\*), which will make that domain the default domain. If a default domain is configured, you can log in to a domain with just the user ID (john) without requiring you to enter an user ID in email address format (john@mystore.com).
- From Cisco Catalyst SD-WAN Manager Release 20.12.x, Cisco SD-WAN Manager accepts only HTTP POST requests for logging out from Cisco SD-WAN Manager. It does not support the use of the GET method for this function.

Refer to developer.cisco.com for more details.

# **Cisco SD-WAN Manager Upgrade Paths**

For compatibility information and server recommendations, see Cisco Catalyst SD-WAN Controller Compatibility Matrix and Server Recommendations.

For information about Cisco SD-WAN Manager upgrade procedure, see Upgrade Cisco SD-WAN Manager Cluster.

| Starting                              | Destination Version |                   |                   |                                       |   |   |   |   |   |
|---------------------------------------|---------------------|-------------------|-------------------|---------------------------------------|---|---|---|---|---|
| Cisco<br>SD-WAN<br>Manager<br>Version | 20.6.x              | 20.7.x            | 20.8.x            | 20.9.x                                | 20.10.x   | 20.11.x   | 20.12.x   | 20.13.x   |   |
| Version<br>20.6.x                     | Not<br>Supported    | Direct<br>Upgrade | Direct<br>Upgrade | Direct<br>Upgrade<br>from<br>20.9.5.2 | Step<br>upgrade<br>from<br>20.6.1,<br>20.6.2,<br>and 20.6.3<br>either to<br>20.6.4 or<br>20.9.5.2.<br>or<br>Direct<br>upgrade<br>from<br>20.6.4 or<br>20.9.5.2<br>and later | Step<br>upgrade<br>from<br>20.6.1,<br>20.6.2,<br>and 20.6.3<br>either to<br>20.9.5.2 .<br>or<br>Direct<br>upgrade<br>from<br>20.6.4 or<br>20.9.5.2<br>and later   | Step<br>upgrade<br>from<br>20.6.1,<br>20.6.2,<br>and 20.6.3<br>either to<br>20.9.5.2<br>or<br>Direct<br>upgrade<br>from<br>20.6.4 or<br>20.9.5.2<br>and later   | Step<br>upgrade<br>from<br>20.6.1,<br>20.6.2,<br>and 20.6.3<br>either to<br>20.6.4 or<br>20.9.5.2.<br>or<br>Direct<br>upgrade<br>from<br>20.6.4 or<br>20.9.5.2<br>and later   |   |
|                                       |                     |                   |                   |                                       | upgrade<br>procedure<br>using CLI:<br>request<br>nms  | request<br>nms  | upgrade<br>procedure<br>using CLI:<br>request<br>nms  | releases.<br>For cluster<br>upgrade<br>procedure<br>using CLI:<br>request<br>nms<br>confgrafindb<br>upgrade   |   |
|                                       |                     |                   |                   |                                       | the<br>in t<br>than<br>5GU<br>req<br>con<br>dia<br>con<br>the<br>Thi<br>only<br>of c<br>Cis<br>Ma   | data basehsi<br>he disk isitet<br>n or equatheo<br>B. Use theo<br>figuration<br>gnosticdia<br>mmand tocch<br>data basehsi<br>s is applicht<br>y for upgrad<br>ievices runfin<br>co SD-W2i8<br>nager RelMa | data basehsi<br>ne disk isine<br>nor equatheo<br>B. Use the<br>Gibyuraticom<br>gnosticdia<br>tekand tocch<br>data basehsi<br>deis applicht<br>esfor upgrad<br>negices runfic<br>co SD-W2ib<br>sager Relva | INOTENTIN SVICE<br>Redisk isiletse<br>or equathen of<br>B. Use the GB.<br>uest numseque<br>filiguraticon filiguraticon filiguraticon<br>chand to connect<br>chand to connect<br>changer Relation<br>conserver Relation<br>conserver Relation<br>1.1 and latter .1 | ata ba<br>c disk<br>or eq<br>Use<br>est i<br>ligura<br>host.<br>kand<br>ata ba<br>for u<br>gices<br>) SD-<br>ager 1 |

Table 3: For Cisco Catalyst SD-WAN Control Components Releases 20.6.x and Later Releases

| Starting                              | Destination Version |                  |                   |                                       |   |   |  |  |   |  |  |
|---------------------------------------|---------------------|------------------|-------------------|---------------------------------------|---|---|--|--|---|--|--|
| Cisco<br>SD-WAN<br>Manager<br>Version | 20.6.x              | 20.7.x           | 20.8.x            | 20.9.x                                | 20.10.x   | 20.11.x   | 20.12.x  | 20.13.x  |   |  |  |
| 20.7.x                                | Not<br>Supported    | Not<br>Supported | Direct<br>Upgrade | Direct<br>Upgrade<br>from<br>20.9.5.2 | the<br>in ti<br>that<br>5GI<br>req<br>con<br>dia<br>con<br>the<br>Thi | upgrade<br>procedure<br>using CLI:<br>request<br>nms<br>ariguaindo<br>upgrade<br>Notenm&Vac<br>data basehsi<br>he disk isidet<br>a or equathao<br>B. Use the<br>Giguraticom<br>gnosticdia<br>amand tocam<br>data basehsi<br>s is appliChi | upgrade<br>nNotenm&Vici<br>data basehsi:<br>re disk isilet<br>n or equathto<br>B. Use the<br>uest nmseq<br>filiguraticom<br>gnosticdia<br>rekand toodho<br>data basehsi:<br>sis appliChi | upgrade<br>nNotenm&Vicl<br>data basehsiz<br>re disk isidet<br>n or equathto<br>B. Use the<br>Gliguraticom<br>gnosticdia<br>rekand tooch<br>data basehsiz<br>sis appliEhb | deata<br>se d<br>a or<br>3. U<br>ues<br>follogu<br>gno<br>gno<br>deata<br>deata |  |  |
|                                       |                     |                  |                   |                                       | of c<br>Cis   | levices runfin<br>co SD-WAið  | lagices runfit<br>co SD-WAið   | esfor upgønde<br>legices ruofid<br>co SD-WAis<br>nager Relata  | <b>erg</b> i<br>co S  |  |  |
|                                       |                     |                  |                   |                                       |   |   |  | 1.1 and 12000  | -   |  |  |

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| Starting                              | Destination      | Destination Version |                  |                                       |   |   |   |   |   |  |  |  |  |
|---------------------------------------|------------------|---------------------|------------------|---------------------------------------|---|---|---|---|---|--|--|--|--|
| Cisco<br>SD-WAN<br>Manager<br>Version | 20.6.x           | 20.7.x              | 20.8.x           | 20.9.x                                | 20.10.x   | 20.11.x   | 20.12.x   | 20.13.x   |   |  |  |  |  |
| 20.8.x                                | Not<br>Supported | Not<br>Supported    | Not<br>Supported | Direct<br>Upgrade<br>from<br>20.9.5.2 | Step<br>upgrade<br>from<br>20.9.5.2                                 | Step<br>upgrade<br>from<br>20.9.5.2                             | Step<br>upgrade<br>from<br>20.9.5.2                                 | Step<br>upgrade<br>from<br>20.9.5.2   |   |  |  |  |  |
|                                       |                  |                     |                  |                                       | For cluster<br>upgrade<br>procedure<br>using CLI:<br>request<br>nms |   | For cluster<br>upgrade<br>procedure<br>using CLI:<br>request<br>nms | For cluster<br>upgrade<br>procedure<br>using CLI:<br>request<br>nms                             |   |  |  |  |  |
|                                       |                  |                     |                  |                                       | upgrade<br>Note We  | upgrade<br>1 <b>Note</b> nm&vic                                 | upgrade<br>Notenm&vic   | upgrade<br>Notenm&//cl  | recomn                                  |  |  |  |  |
|                                       |                  |                     |                  |                                       | in t<br>that<br>5G  | he disk isrlet<br>n or equathta<br>B. Use theG                  | tse disk isidet<br>1 or equathta<br>3. Use thteG                    | ztata baseheiz<br>tee disk isintet<br>n or equathtar<br>B. Use theeGI                           | æ disk i<br>1 or equa<br>3. Use tl      |  |  |  |  |
|                                       |                  |                     |                  |                                       | con<br>dia<br><b>con</b>  | figuraticom<br>gnosticdia<br>mand tocch                         | fölguraticom<br>gnosticdia<br><b>ickand touch</b>                   | uest nmseq<br>fölguraticom<br>gnosticdia<br>ackand tooch<br>zatata bascheiz                     | fdlgurat<br>gnostic<br><b>ckand t</b> o |  |  |  |  |
|                                       |                  |                     |                  |                                       | Thi<br>only<br>of c   | s is appli <b>Chi</b><br>y for upg <b>ond</b><br>levices runfin | deis appli <b>Chi</b><br>efor upg <b>ond</b><br>legices runfn       | deis appli <b>Chi</b><br>seis appli <b>Chi</b><br>esfor upgund<br>lengices runfid<br>co SD-WQiN | leis appl<br>esfor upp<br>engices r     |  |  |  |  |
|                                       |                  |                     |                  |                                       | Ma  | nager Re <b>Ma</b>  | nager Re <b>Ma</b>  | eo SD-wais<br>nager Relata<br>1.1 and later   | nager R                                 |  |  |  |  |

I

| Starting                              | Destination Version |                  |                  |                  |   |  |  |                           |  |  |  |
|---------------------------------------|---------------------|------------------|------------------|------------------|---|--|--|---------------------------|--|--|--|
| Cisco<br>SD-WAN<br>Manager<br>Version | 20.6.x              | 20.7.x           | 20.8.x           | 20.9.x           | 20.10.x   | 20.11.x  | 20.12.x  | 20.13.x                   |  |  |  |
| 20.9.x                                | Not<br>Supported    | Not<br>Supported | Not<br>Supported | Not<br>Supported | Direct<br>upgrade<br>from<br>20.9.5.2   | Direct<br>Upgrade<br>from<br>20.9.5.2  | Direct<br>Upgrade<br>from<br>20.9.5.2  |                           |  |  |  |
|                                       |                     |                  |                  |                  | For cluster<br>upgrade<br>procedure<br>using CLI:<br>request<br>nms<br>crigraindb<br>upgrade          | For cluster<br>upgrade<br>procedure<br>using CLI:<br>request<br>nms<br>crigraindb<br>upgrade   | For cluster<br>upgrade<br>procedure<br>using CLI:<br>request<br>nms<br>crigatindb<br>upgrade   |                           |  |  |  |
|                                       |                     |                  |                  |                  | the<br>in the<br>than<br>5GI<br>req<br>con<br>dia<br>con<br>the<br>Thi<br>only<br>of d<br>Cise<br>Mar | data basehsi:<br>ne disk isidet<br>nor equathen<br>B. Use theGI<br>uest nmseq<br>figuraticom<br>gnosticdia<br>umand tocch<br>data basehsi:<br>s is appliChir<br>y for upgrad<br>evices runfir<br>co SD-WAis<br>nager ReMan | data basehsi:<br>ne disk isidet<br>or equathen<br>B. Use the GI<br>uest nmseq<br>filoguraticom<br>gnosticdia<br>neckand tocch<br>data basehsi:<br>deis applicht<br>esfor upgrad<br>engices runfic<br>to SD-W2418<br>mager Relata | uest nms<br>fologuration- |  |  |  |

| Starting                              | Destination Version |        |        |        |         |         |         |                                    |                    |  |
|---------------------------------------|---------------------|--------|--------|--------|---------|---------|---------|------------------------------------|--------------------|--|
| Cisco<br>SD-WAN<br>Manager<br>Version | 20.6.x              | 20.7.x | 20.8.x | 20.9.x | 20.10.x | 20.11.x | 20.12.x | 20.13.x                            |                    |  |
|                                       |                     |        |        |        |         |         |         | Direct                             |                    |  |
|                                       |                     |        |        |        |         |         |         | Upgrade                            |                    |  |
|                                       |                     |        |        |        |         |         |         | from                               |                    |  |
|                                       |                     |        |        |        |         |         |         | 20.9.5.2                           |                    |  |
|                                       |                     |        |        |        |         |         |         | For cluster                        |                    |  |
|                                       |                     |        |        |        |         |         |         | upgrade                            |                    |  |
|                                       |                     |        |        |        |         |         |         | procedure                          |                    |  |
|                                       |                     |        |        |        |         |         |         | using CLI:                         |                    |  |
|                                       |                     |        |        |        |         |         |         | request                            |                    |  |
|                                       |                     |        |        |        |         |         |         | nms                                |                    |  |
|                                       |                     |        |        |        |         |         |         | co <b>nfgurationd</b> b<br>upgrade |                    |  |
|                                       |                     |        |        |        |         |         |         |                                    | <b>W</b> 7-        |  |
|                                       |                     |        |        |        |         |         |         | Note                               | We<br>recom        |  |
|                                       |                     |        |        |        |         |         |         |                                    | the da             |  |
|                                       |                     |        |        |        |         |         |         |                                    | size in            |  |
|                                       |                     |        |        |        |         |         |         |                                    | disk is            |  |
|                                       |                     |        |        |        |         |         |         |                                    | than o             |  |
|                                       |                     |        |        |        |         |         |         |                                    | to 5GI             |  |
|                                       |                     |        |        |        |         |         |         |                                    | the re-            |  |
|                                       |                     |        |        |        |         |         |         |                                    | nms                |  |
|                                       |                     |        |        |        |         |         |         |                                    | configu            |  |
|                                       |                     |        |        |        |         |         |         |                                    | diagno             |  |
|                                       |                     |        |        |        |         |         |         |                                    | comm               |  |
|                                       |                     |        |        |        |         |         |         |                                    | check              |  |
|                                       |                     |        |        |        |         |         |         |                                    | data ba<br>size. T |  |
|                                       |                     |        |        |        |         |         |         |                                    | applica            |  |
|                                       |                     |        |        |        |         |         |         |                                    | only fo            |  |
|                                       |                     |        |        |        |         |         |         |                                    | upgrad             |  |
|                                       |                     |        |        |        |         |         |         |                                    | device             |  |
|                                       |                     |        |        |        |         |         |         |                                    | runnin             |  |
|                                       |                     |        |        |        |         |         |         |                                    | SD-W               |  |
|                                       |                     |        |        |        |         |         |         |                                    | Manag              |  |
|                                       |                     |        |        |        |         |         |         |                                    | Releas             |  |
|                                       |                     |        |        |        |         |         |         |                                    | 20.1.1             |  |
|                                       |                     |        |        |        |         |         |         |                                    | later.             |  |
|                                       |                     |        |        |        |         |         |         |                                    | If you             |  |
|                                       |                     |        |        |        |         |         |         |                                    | Cataly             |  |
|                                       |                     |        |        |        |         |         |         |                                    | SD-W               |  |
|                                       |                     |        |        |        |         |         |         |                                    | Manag              |  |
|                                       |                     |        |        |        |         |         |         |                                    | runnin             |  |
|                                       |                     |        |        |        |         |         |         |                                    | vMana              |  |
|                                       |                     |        |        |        |         |         |         |                                    | Releas             |  |

| Starting                              | Destination Version |                  |                  |                  |                  |                   |                   |                   |  |  |  |
|---------------------------------------|---------------------|------------------|------------------|------------------|------------------|-------------------|-------------------|-------------------|--|--|--|
| Cisco<br>SD-WAN<br>Manager<br>Version | 20.6.x              | 20.7.x           | 20.8.x           | 20.9.x           | 20.10.x          | 20.11.x           | 20.12.x           | 20.13.x           |  |  |  |
|                                       |                     |                  |                  |                  |                  |                   |                   |                   |  |  |  |
|                                       |                     |                  |                  |                  |                  |                   |                   |                   |  |  |  |
|                                       |                     |                  |                  |                  |                  |                   |                   |                   |  |  |  |
|                                       |                     |                  |                  |                  |                  |                   |                   |                   |  |  |  |
|                                       |                     |                  |                  |                  |                  |                   |                   |                   |  |  |  |
|                                       |                     |                  |                  |                  |                  |                   |                   |                   |  |  |  |
|                                       |                     |                  |                  |                  |                  |                   |                   |                   |  |  |  |
|                                       |                     |                  |                  |                  |                  |                   |                   |                   |  |  |  |
|                                       |                     |                  |                  |                  |                  |                   |                   |                   |  |  |  |
|                                       |                     |                  |                  |                  |                  |                   |                   |                   |  |  |  |
|                                       |                     |                  |                  |                  |                  |                   |                   |                   |  |  |  |
|                                       |                     |                  |                  |                  |                  |                   |                   |                   |  |  |  |
| 20.10.x                               | Not<br>Supported    | Not<br>Supported | Not<br>Supported | Not<br>Supported | Not<br>Supported | Direct<br>Upgrade | Direct<br>Upgrade | Direct<br>Upgrade |  |  |  |
| 20.11.x                               | Not<br>Supported    | Not<br>Supported | Not<br>Supported | Not<br>Supported | Not<br>Supported | Not<br>Supported  | Direct<br>Upgrade | Direct<br>Upgrade |  |  |  |

| Starting                              | Destination      | Destination Version |                  |                  |                  |                  |                  |                   |  |  |  |  |
|---------------------------------------|------------------|---------------------|------------------|------------------|------------------|------------------|------------------|-------------------|--|--|--|--|
| Cisco<br>SD-WAN<br>Manager<br>Version | 20.6.x           | 20.7.x              | 20.8.x           | 20.9.x           | 20.10.x          | 20.11.x          | 20.12.x          | 20.13.x           |  |  |  |  |
| 20.12.x                               | Not<br>Supported | Not<br>Supported    | Not<br>Supported | Not<br>Supported | Not<br>Supported | Not<br>Supported | Not<br>Supported | Direct<br>Upgrade |  |  |  |  |



- Note To check the free disk space using the CLI,
  - **1.** Use the vshell command to switch to vshell.
  - 2. In vshell, use the df -kh | grep boot command.



Note The cluster upgrade must be performed using CLI,

- The **request nms configuration-db upgrade** upgrade procedure must be performed only on one node in the cluster.
- Enter login credentials, if prompted. Login credentials are prompted if all Cisco SD-WAN Manager server establish control connection with each other. After a successful upgrade, all configuration-db services are UP across the cluster and the application-server is started. Enter login credentials, if prompted. Login credentials are prompted if all Cisco SD-WAN Manager server establish control connection with each other. After a successful upgrade, all configuration-db services are UP across the cluster and the application-db services are UP across the cluster and the application-db services are UP across the cluster and the application-db services are UP across the cluster and the application-server is started.
- To upgrade the configration database and to determine the node that needs an upgrade, enter **request nms configration-db status** command on each of the nodes. In the output look for the following:

Enabled: true Status: not running



**Note** After activating a new image on a Cisco SD-WAN Manager host server, the server reboots. After the reboot, for approximately 30 minutes, the output of the **request nms configuration-db status** command shows **Enabled: false** even on a node that has the configuration database enabled, while NMS services are being migrated to a containerized form. On the node to upgrade, as determined in the previous step, enter the following: **request nms configration-db upgrade** 

# **Resolved and Open Bugs for Cisco SD-WAN Controllers 20.13.x**

### Bugs for Cisco Catalyst SD-WAN Control Components Release 20.13.x

#### **Resolved Bugs for Cisco Catalyst SD-WAN Control Components Release 20.13.1**

| Identifier | Headline  |
|------------|---|
| CSCwh81907 | APN profile password was found in plain text when Cellular profile template was configured                      |
| CSCwf68955 | Cisco SD-WAN Manager Log Poisoning bypass   |
| CSCwf68959 | Cisco SD-WAN Manager Audit Log CSV payload injection  |
| CSCwf75967 | Cisco SD-WAN Manager Malicious File Upload vulnerability  |
| CSCwf98797 | Summary page of nfv CG workflows shows value of "color" for the field that is labeled as "Type"                 |
| CSCwi00334 | The LAN intf name in dual router config group workflow is getting modified after CG creation                    |
| CSCwf08690 | The NETCONF/SSH fails when FIPS is enabled on Cisco IOS XE Catalyst SD-WAN device                               |
| CSCwh04968 | Control Session PPS increase and reset during the upgrade for Cisco vEdge devices                               |
| CSCwh47706 | 20.9 Cisco SD-WAN Manager unable to push SNMPv3 template when the "<" character is in the password              |
| CSCwh02439 | Cisco SD-WAN Manager - Unable to add devices to Cloud on Ramp for SaaS due to timeout while loading device list |
| CSCwh41461 | Any new created Policy-Config will effact the update history of other Policy-Groups                             |
| CSCwh80773 | During periodic audit of Azure CoR if there is an AuthorizationFailed, vManage will remove CoR                  |
| CSCwi21523 | WFLYSRV0272: Suspending server due to NON_FIPS_CRYPTO_FEATURE   |
| CSCwh38837 | API call for dataservice/management/elasticsearch/index/size/estimate is failing                                |
| CSCwf95165 | The vdaemon file is incomplete when generating a Cisco SD-WAN Manager admin-tech using GUI                      |
| CSCwh29957 | The CLI Add-On Temlate's Config Diff shows wrong configuration  |
| CSCwh02871 | Multiple alarms APIs RBAC is not working as expected  |
| CSCwh81740 | API call (dataservice/device/tloc) retrieve an additional color which is not present on the device              |
| CSCwh46024 | Cisco SD-WAN Manager not starting new traces due to high scaled full mesh network                               |

| Identifier | Headline  |
|------------|---|
| CSCwh88454 | App-server stuck in unhealthy state in two of the nodes after upgrade   |
| CSCwh31482 | Wildcard common name is not support for SSL Proxy on vManage  |
| CSCwf96777 | Cisco SD-WAN Manager alarming for fan down on 8300 device when fans are only<br>in warning state with high RPMs   |
| CSCwi01270 | Cannot overwrite a FW security policy with a cli add on template, config is not seen on device                    |
| CSCwh11161 | Device template fails on 20.6.5.2 due to SNMP community string  |
| CSCwh73776 | 20.13: Missing control-connection Cli Generation in CG  |
| CSCwh62321 | Cisco SD-WAN Manager20.12.1 / admintech upload tool is failing  |
| CSCwi21156 | SDCI-Azure connection creation failsAzure<br>Error:PublicIpWithBasicSkuNotAllowedOnExpressRouteGateways           |
| CSCwh44411 | Cisco SD-WAN Manager application-server diagnostics is not displaying Disk I/O<br>Statistics for vManage storage  |
| CSCwi04213 | On-prem: New cloud services OTP doesn't get updated via API if OTP is already present in db                       |
| CSCwh83203 | MT: Centralized policy push with overlapping sites is returing success but Cisco SD-WAN Controller rejects it.    |
| CSCwh62306 | Cisco SD-WAN Manager DR fails in the event that a vBond is unreachable  |
| CSCwh24335 | Manipulate driver of Neo4j and ES to use static logger instead of new logger (Cisco SD-WAN Manager Slowness 20.6) |
| CSCwh18738 | Licenses unapplied from License Management in Cisco SD-WAN Manager after DR failover/failback                     |
| CSCwf88882 | Enterprise ZTP server vdaemon crashes due to its root-ca.crt file size  |

# **Open Bugs for Cisco Catalyst SD-WAN Control Components Release 20.13.1**

| Identifier | Headline  |
|------------|---|
| CSCwi33594 | The DCA folder is piling UP with small files which is exhausting the space  |
| CSCwi07172 | The ssh and ntp are enabled by default in config. groups  |
| CSCwh67520 | 20.13:AWS:Onboarding process Fail on Any Cisco Catalyst 8000V version < than 17.13 - Getting to Out of sync state |
| CSCwb56080 | Fail to deploy config group when AAA accounting "start stop" is set to False                                      |
| CSCwi23194 | Policy Groups 2.0 - Groups of Interest - Creating application difficult to do                                     |

| Identifier | Headline   |
|------------|--|
| CSCwi16436 | Lan Tracker: Configuration are not saved with correct ip address.                                      |
| CSCwi38870 | Cisco SD-WAN Controller is not generating any debug logs running 20.12.2                               |
| CSCwi14897 | RBAC by VPN groups is blocked on UI (verification failed) - multiple issues                            |
| CSCwi45974 | Unable to save the TACACS Server configuration when using Configuration Groups                         |
| CSCwh16901 | HSEC license installation from the workflow does not complete.   |
| CSCwi01358 | The aaaMgr namespace is not created in one of the Cisco SD-WAN Manager after configuring radius server |
| CSCwi21322 | 20.13.1: Azure SD-Routing CoR: Multicloud Monitoring Dashboard is not showing Gateway/VNET/TAG/VPN     |
| CSCwi20779 | Soln: retry logic needed for delete tunnel group from Cisco SD-WAN Manager                             |
| CSCwi45443 | The vdaemon file is incomplete when generating a Cisco SD-WAN Manager admin-tech using GUI             |

## Cisco Catalyst SD-WAN Control Components Compatibility Matrix and Server Recommendations

For compatibility information and server recommendations, see Cisco Catalyst SD-WAN Control Components Compatibility Matrix and Server Recommendations.

# **Cisco Catalyst SD-WAN Manager API**

For information on Cisco SD-WAN Manager Release 20.13.x APIs, see Cisco SD-WAN Manager API.

## **Cisco Catalyst SD-WAN Manager GUI Changes**

The following are significant GUI updates in Cisco Catalyst SD-WAN Manager Release 20.13.1.

#### **Enhanced Dashboard Experience**

The Cisco Catalyst SD-WAN Manager Release 20.13.1 GUI is now updated, based on the Cisco design system, which enhances the look and feel of the dashboard. This upgrade offers a unified experience across various other Cisco products by maintaining consistent design and theme elements.

Some of the significant changes are as follows:

- Monitor Overview page:
  - The navigation panel with menu icons is visible on the left pane. Hover over an icon to view the title or click the hamburger icon to expand the menu options.
  - The Select Resource Group option is deprecated.
  - The **Profile** drop-down menu in the top right of the dashboard includes the **My Profile** and the **Log Out** options.
  - In multitenant mode, a Select Tenant drop-down list is available at the top-left.

| Overview () De                         | tes ~<br>vices Tunnels | Applications Se | curity Lo      | gs Multiclo   | ud            |                               |              | A         LOGGED N AS<br>admin         Log           A         ROLE AS<br>netadmin         My Profile |
|--|------------------------|-----------------|----------------|---------------|---------------|-------------------------------|--------------|---|
| Control Compo                          | onents                 | WAN Edges       |                | Certificate S | Status        | Licensing                     |              | Reboot  |
|  | 1<br>Manager           | 2<br>Reachable  | •              | 0<br>Warning  | •             | 0<br>Assigned<br>2 Unassigned |              | 0<br>Last 24 hrs  |
| Settings                               |                        |                 |                |               |               |                               |              |   |
| Users and Access<br>Cluster Management |                        |                 |                |               |               |                               |              | 24 Hours ~ Actio  |
| Integration Manageme                   | nt                     | Good            | I Performing S | iltes v       | Tunnel Health | 0                             | Late         | ncy (ms) 👻 Good Tunnels   |
| Root CA Management                     |                        |                 |                |               |               |                               |              |   |
| Disaster Recovery                      |                        | SITE_102        |                |               |               |                               | cEdge:mpls-  | -vedge:mpls   |
| VPN Groups                             |                        |                 |                |               |               |                               |              |   |
| VPN Segments<br>License Management     |                        | SITE_101        |                |               |               | 2<br>Turmets                  | 2 vedge:mpls | - cEdge:mpls  |

Figure 1: Enhanced Monitor - Overview Page in Cisco Catalyst SD-WAN Manager Release 20.13.1

- Administration > Settings page The settings are categorized as follows:
  - Cisco Account
  - Data Collection & Statistics
  - External Services
  - System
  - Trust and Privacy

Figure 2: New Settings Layout in the Administration Menu in Cisco Catalyst SD-WAN Manager Release 20.13.1

| Settings                          |   |  |   |
|-----------------------------------|---|--|---|
| Q Search                          |   | Administration Settings  |   |
| Cisco Account                     | ~ |  |   |
| License Reporting                 |   | Cisco Account  |   |
| Smart Account Credentials         |   | License Reporting  | Smart Account Credentials   |
| PMT Credentials                   |   | Configure the reporting mode for SD-WAN Manager to<br>communicate with the Cisco Smart Software Manager (SSM) to | Credentials for connecting to Cisco Smart Account.  |
| PnP Connect Sync                  |   | receive license information and to report license usage.   |   |
| Data Collection & Statistics      | Ň | PMT Credentials  | PnP Connect Sync  |
| Cloud Services                    |   | Configure PMT (Policy Management Tool) credentials for TAC Case<br>Management.                                   | Configure the PnP Connect Settings.   |
| Data Stream                       |   |  |   |
| Statistics Configuration          |   | Data Collection & Statistics   |   |
| Statistics Database Configuration |   | Cloud Services   | Data Stream   |
| External Services                 | ~ | Configure settings for Data Analytics on SD-WAN fabric.  | Configure Settings for Data Stream feature to use troubleshooti<br>tools in SD-WAN Manager. |
| Alarm Notifications               |   | Statistics Configuration   | Statistics Database Configuration   |
| Threat Grid API                   |   | Configure the poll interval for data collection.   | Configure the collection of statistics in the SD-WAN fabric.                                |

#### Feedback About Cisco Catalyst SD-WAN

Starting from Cisco Catalyst SD-WAN Manager Release 20.13.1, you can provide feedback about Cisco Catalyst SD-WAN by clicking the **Feedback** option that is available on the right as a collapsible side bar.

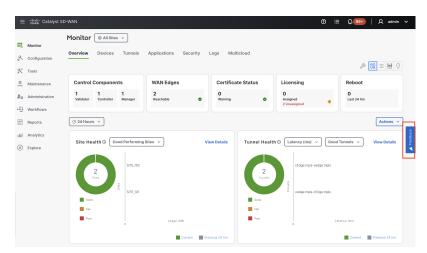


Figure 3: Feedback in Cisco Catalyst SD-WAN Manager Release 20.13.1

You can select a feedback topic from the following options and rate your experience:

- · Analytics, monitoring, or troubleshooting
- Software reliability
- Multicloud or security

To disable the Feedback option, perform the following steps:

- 1. From the Cisco SD-WAN Manager menu, choose Administration > Settings.
- 2. Navigate to the System menu and click Interactive Help.
- 3. Disable Interactive Help.



Warning

Interactive help setting controls both the Interactive Help and the Feedback features. Disabling the Interactive Help setting disables both the features.

4. Click Save.

Figure 4: Administration Settings - Interactive Help in Cisco Catalyst SD-WAN Manager Release 20.13.1

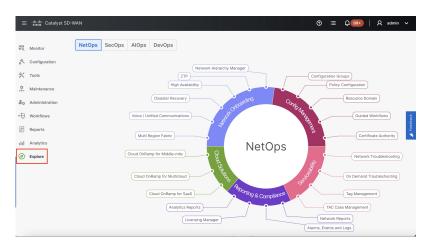
| ≡        | cisco Catalyst SD | -WAN             | ⑦ ≔ Q1990   Q admin ✔   |  |  |  |  |
|----------|-------------------|------------------|---|--|--|--|--|
|          |                   | Settings         |   |  |  |  |  |
| 275,     | Monitor           | Q interac        | Settings / System Interactive Help  |  |  |  |  |
| ×        | Configuration     | Interactive Help | interactive help  |  |  |  |  |
| *        | Tools             |                  | The Interactive Help interface allows searching for a specific workflow and filter the search results<br>by workflow names. |  |  |  |  |
| <b>.</b> | Maintenance       |                  | C Interactive Help  |  |  |  |  |
| 20       | Administration    |                  | Privacy   |  |  |  |  |
| •Ð       | Workflows         |                  | Interactive Help Analytics  |  |  |  |  |
|          | Reports           |                  |   |  |  |  |  |
| dil      | Analytics         |                  |   |  |  |  |  |
| Ø        | Explore           |                  |   |  |  |  |  |
|          |                   |                  | Save Cancel   |  |  |  |  |
|          |                   |                  |   |  |  |  |  |

#### **Explore Cisco Catalyst SD-WAN Features Based on Job Roles**

In Cisco Catalyst SD-WAN Manager Release 20.13.1, the new **Explore** menu option opens a page presenting four job roles—**NetOps**, **SecOps**, **AIOps**, and **DevOps**. Based on the job role that you choose, the Explore page displays relevant Cisco Catalyst SD-WAN features, along with other Cisco resources such as developer guides, APIs, Cisco DNA Center, Cisco ThousandEyes, and more.

A graphic presents the resources relevant to the job role. For more information, see Explore.

Figure 5: Explore Features Based on Job Roles in Cisco Catalyst SD-WAN Manager Release 20.13.1

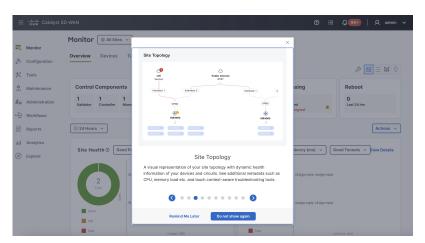


#### **Feature Spotlight**

When you log in to Cisco SD-WAN Manager, the **Spotlight** window appears in the overview page, highlighting the new features that are available. The spotlight window displays features along with the feature summary. You can return to the spotlight by clicking the **?** icon in the Cisco SD-WAN Manager menu and choosing **Spotlight**.

Click **Do not show again** to dismiss spotlight. This action ensures that the spotlight window doesn't appear again.

Figure 6: Spotlight in Monitor - Overview in Cisco Catalyst SD-WAN Manager Release 20.13.1



The spotlight feature is available in other Cisco SD-WAN Manager pages and highlights features specific to that menu. For example, the spotlight in the **Monitor** > **Logs** page displays only two features:

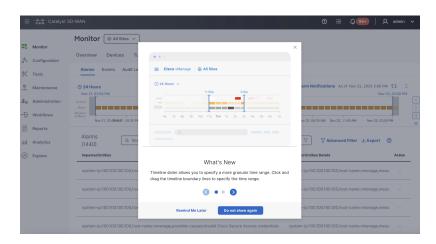


Figure 7: Spotlight in Monitor - Logs in Cisco Catalyst SD-WAN Manager Release 20.13.1

# **In-product Help**

In a single-tenant deployment, access help content for Cisco SD-WAN Manager UI pages by clicking the **Help** icon at the top-right corner of a page. The help content is displayed in a slide-in pane in the same browser window.

Starting from Cisco SD-WAN Manager Release 20.12.x, In-product help is available for a majority of the Cisco SD-WAN Manager UI pages.

Figure 8: Help Content in a Slide-in Pane

| ≡ "thete" Catalyst                            | SD-WAN                                     |                         |                  | ③ ≔ Q 🤫   A admin ∽  |
|---|--|-------------------------|------------------|--|
| 🔀 Monitor                                     | Monitor All Sites v                        |                         |                  | Help ×   |
| <ul><li>Configuration</li><li>Tools</li></ul> | Overview Devices Tunnels                   | Applications Security L | Monitor Overview |  |
| Amaintenance                                  | Control Components                         | WAN Edges               |                  | You can view the usage of applications across all sites in a graphical format. The graph is  |
| <b>2</b> 0 Administration                     | 1 1 1<br>Validator Controller Manager      | 2<br>Reachable          |                  | depicted for Good, Fair, and Poor performing applications which is measured by application<br>performance monitoring feature. The applications bandwidth usage information is displayed for<br>each Application. You can also filter the applications based on the health status using the drop- |
| - Workflows                                   |  |                         |                  | down list for Good Performing Applications, Fair Performing Applications, and Poor Performing<br>Applications.   |
| 📄 Reports                                     | © 24 Hours v                               |                         |                  | Click View Details, to open the Monitor > Applications window.<br>Site Health  |
| III Analytics                                 | Site Health © Good Performing Sites > View |                         |                  |  |
|   | Sites                                      |                         |                  | Click View Details, to open the site table view window.  |
|   | SITE_T                                     | 01                      |                  | Tunnel Health<br>The Tunnel Health pane lists the following information about all tunnel end points:   |
|   | Fair                                       |                         |                  | Health     Average latency, loss, and litter data  |
|   | Poor                                       | Usage (GB)              | Dravia           | You can view the tunnel health across all sites in a graphical format. You can also filter the tunnel<br>information based on the health status using the drop-down list for Good Tunnels, Fair Tunnels,<br>and Poor Tunnels, and Latency, Loss, and Jitter.                                     |

# **Cisco DNA Sense**

Access help content for Cisco SD-WAN Manager UI pages using Cisco DNA Sense by clicking the ? icon at the top-right corner and choose **Online Documentation** from the drop-down list.

Cisco DNA Sense is not enabled by default for all the users. You should enroll and configure your Cisco SD-WAN Manager using the instructions provided in the **Online Documentation** pane. The help content from Cisco DNA Sense is displayed across all major Cisco SD-WAN Manager pages once you enroll.

If your Cisco SD-WAN Manager is already enrolled to Cisco DNA Sense, choose **Online Documentation** from the **?** drop-down.

| ≘ viluito Catalyst SD-WAN ③ ≔ Q 🚥   Q admin 🗸 |   |   |   |  |  |  |  |
|---|---|---|---|--|--|--|--|
| 🕰 Monitor                                     | Monitor 🕀 All Sites 🗸                               | Online Documentation $	imes$  |   |  |  |  |  |
| Configuration                                 | Overview Devices Tunnels Applications Security Logs | Cisco DNA Portal not enrolled   |   |  |  |  |  |
| 🛱 Maintenance                                 | Control Components WAN Edges                        | Certificate Status  | Please follow instructions below to enroll. When finished with all steps,<br>clickhereto configure Cisco DNA Portal.  |  |  |  |  |
| Administration                                | 1 1 1 2<br>Validator Controller Manager Reachable 📀 | 0<br>Warning  | Create an Account and Subscribe to Offer in Cisco DNA Portal  |  |  |  |  |
| - Workflows                                   |   |   | Skip to step 2 if account is already created.     Click 'Create a New Account', then click on 'Create a Cisco Account'  |  |  |  |  |
| E Reports                                     | ⓒ 24 Hours ∨  | Enter required details with your personal email and click 'Register.     A verification email will be sent to the provided email, finish signing in by clicking on link in the verification email.  |   |  |  |  |  |
| III Analytics                                 | Site Health () Good Performing Sites ~              | If Of CLBARY TIME IN the resolution remain.     If Of CLBARY TIME IN THE RESOLUTION THAT THE RESOLUTION THE RESOLUTION THAT THE RESOLUTION THE RESOLUTION THAT TH |   |  |  |  |  |
|   | STE301<br>Good<br>Far<br>Poar<br>0<br>Usage (68)    | 2<br>Turnets<br>© Good<br>■ Fair<br>■ Poor  | Register Cisco vManage in Cisco DNA Portal 1. do to Cisco DNA Portal home page. • On the fets die anagidanci, cilks on 'Applications'. • Cilck on 'On-Prem Connections' tab, cilck on 'Register Product'. • Enter IP Address, vManage instance, and choose 'Cisco SDWAN Controllers' for type. • Cilck on Register to generate OTP. 2. Connect Cisco DNA Portal to generate OTP. • Go to Cisco DNA Portal via Administration-JSettings. • Provide OTP Token, then click 'Save'. |  |  |  |  |

# Ask Cisco Networking Bot

To access the **Cisco Networking Bot** click the **Help(?)** icon and choose **Ask Cisco Networking** from the drop-down list.

You can use Cisco Networking Bot chat to get relevant answers to your questions.

| m m<br>:isco   | Θ   |
|--|---|
| Hi Sri Krishna   | CISCO NETWORKING BOT  |
|  | Bot can help with the following topics  |
| Note: Please click here for detailed information on Field Notice: FN - 72524 Claco IOS APs Might Remain in Downloading State due to Certificate<br>Expiration. | Search 🗙  |
| I am the Cisco Networking Bot. I am still learning how to provide you the best experience possible. I work best when you ask short, simple questions.          | Recently Used   |
|  | ▼ Hardware-Software Matrix  |
| How can I help you today?  | <ul> <li>SD-WAN Controller Compatibility Matrix and Server<br/>Recommendations</li> </ul> |
|  | ▼ Release Recommendation  |
|  | Software Defined WAN Release Recommendation   |
|  | All Usecases  |
|  | ▼ BEMS  |
|  | Age of a BEMS ticket  |
|  | <ul> <li>Assignment of a BEMS ticket</li> </ul>   |
|  | Create BEMS   |
|  | Create a BEMS Webex Teams Space   |
|  | Defects tied to a BEMS ticket   |
|  | Escalate a BEMS ticket  |
|  | Owner of a BEMS ticket  |
|  | Schedule a BEMS Webex Meeting   |
|  | <ul> <li>Search BEMS by Customer Name</li> </ul>  |
|  | <ul> <li>Status of a BEMS ticket</li> </ul>   |
| Enter your message   | For any other questions open a request via our<br>Cisco.com Support Case Manager.         |
|  |   |

#### **Related Documentation**

- Release Notes for Previous Releases
- Software Installation and Upgrade for vEdge Routers
- Field Notices
- Recommended Releases
- Security Advisories
- Cisco Bulletins

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