

# ARISTA

## Orchestrator Guide

### VeloCloud SD-WAN Deployment and Monitoring

Version 6.0



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## **VeloCloud Orchestrator Deployment and Monitoring Guide**

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The Arista VeloCloud Orchestrator Deployment and Monitoring Guide provides guidance on how to install, run, and monitor the Orchestrator and includes the following sections listed below.

## Overview

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The Orchestrator Deployment and Monitoring Guide provides the following information:

- How to install the VeloCloud Orchestrator
- How to setup Disaster Recovery
- How to upgrade the VeloCloud Orchestrator
- How to back up the VeloCloud Orchestrator application Data
- How to monitor the VeloCloud Orchestrator application
- How to tune various system properties (depending on the scale of the deployment)

### 2.1 Install Orchestrator

This section discusses the VeloCloud Orchestrator installation.

#### 2.1.1 Prerequisites

This section discusses the prerequisites that must be met before installing the VeloCloud Orchestrator.

##### 2.1.1.1 Instance Requirements

Arista recommends installation of the Orchestrator and Gateway applications as a virtual machine (i.e. guest instance) on an existing hypervisor.

The VeloCloud Orchestrator requires the following minimal guest instance specifications:

- 8 Intel vCPU's at 2.5 Ghz or higher



**Note:** Although we recommend using Intel Xeon processors, similar Intel or AMD processors having the same or greater CPU frequency are also acceptable.

- 64 GB of memory
- Required Minimum IOPS: 5,000 IOPS
- VeloCloud Orchestrator requires 4 SSD based persistent volumes (expandable through LVM if needed)
  - 192GB x 1- Root
  - 1TB x 1- Store

- 500GB x 1- Store2
- 1TB x 1- Store3
- 1 Gbps NIC
- Ubuntu x64 server VM compatibility
- Single public IP address (Can be made available through NAT)

### 2.1.1.2 Upstream Firewall Configuration

The upstream firewall needs to be configured to allow inbound HTTP (TCP/80) as well as HTTPS (TCP/443). If a stateful firewall is in place, established connections that are outbound originated should also be allowed to facilitate upgrades and security updates.

### 2.1.1.3 External Services

The VeloCloud Orchestrator relies on several external services. Before proceeding with an installation, ensure that licenses are available for each of the services.

#### Google Maps

Google Maps is used for displaying Edges and data centers on a map. No account needs to be created with Google to utilize the functionality. However, Internet access must be available to the VeloCloud Orchestrator instance in order for the service to be available.

The service is limited to 25,000 [map loads](#) each day, for more than 90 consecutive days. Arista does not anticipate exceeding these limits for nominal use of the VeloCloud Orchestrator.

#### Twilio

Twilio is used for SMS-based alerting to enterprise customers to notify them of Edge or link outage events. An account needs to be created and funded at <http://www.twilio.com>.

The account can be provisioned in the VeloCloud Orchestrator through the Operator Portal's **System Properties** page. The account will be provisioned through a system property, as described later in the guide.

#### MaxMind

MaxMind is a geolocation service. It is used to automatically detect Edge and Gateway locations and ISP names based on IP address. If this service is deactivated, then geolocation information will need to be updated manually. The account can be provisioned in the VeloCloud Orchestrator through the Operator Portal's **System Properties** page.

For additional information, see [Configure System Properties](#).

## 2.1.2 Installation Procedures

This section discusses installation procedures.

---

## 2.1.2.1 Cloud-init Preparation

This section discusses how to use the cloud-init package to handle the early initialization of instances.

### About cloud-init

Cloud-init is a Linux package responsible for handling the early initialization of instances. If available in the distributions, it allows for configuration of many common parameters of the instance directly after installation. This creates a fully functional instance that is configured based on a series of inputs.

Cloud-init's behavior can be configured via user-data. User-data can be given by the user at instance launch time. This is typically done by attaching a secondary disk in ISO format that cloud-init will look for at first boot time. This disk contains all early configuration data that will be applied at that time.

The VeloCloud Orchestrator supports cloud-init and all essential configurations can be packaged in an ISO image.

### Create the Cloud-init Meta-data File

The final installation configuration options are set with a pair of cloud-init configuration files. The first installation configuration file contains the meta data. Create this file with a text editor and label it meta-data. This file provides information that identifies the instance of VeloCloud Orchestrator being installed. The instance-id can be any identifying name, and the local-hostname should be a host name that follows your site standards, for example:

```
instance-id: vco01 local-hostname: vco-01
```

Additionally, you can specify network interface information (if the network is not configured via DHCP, for example):

```
instance-id: vco01 local-hostname: vco-01 network-interfaces: | auto eth0 iface eth0 inet static
address 10.0.1.2 network 10.0.1.0 netmask 255.255.255.0 broadcast 10.0.1.255 gateway 10.0.1.1
```

### Create the Cloud-init User-data File

The second installation configuration option file is the user data file. This file provides information about users on the system. Create it with a text editor and call it user-data. This file will be used to enable access to the installation of VeloCloud Orchestrator. The following is an example of what the user-data file will look like:

```
#cloud-config password: Velocloud123 chpasswd: {expire: False} ssh_pwauth: True ssh_authorized_keys: - ssh-rsa AAA...SDvz user1@yourdomain.com - ssh-rsa AAB...QTuo user2@yourdomain.com vco:
super_users: list: | user1@yourdomain.com:password1 remove_default_users: True system_proper
ties: list: | mail.smtp.port:34 mail.smtp.host:smtp.yourdomain.com service.maxmind.enable:True
service.maxmind.license:todo_license service.maxmind.userid:todo_user service.twilio.phoneNumber
:222123123 network.public.address:222123123 write_files: - path: /etc/nginx/velocloud/ssl/
server.crt permissions: '0644' content: "-----BEGIN CERTIFICATE-----\nMI...ow==\n-----END
CERTIFICATE-----\n" - path: /etc/nginx/velocloud/ssl/server.key permissions: '0600' content:
"-----BEGIN RSA PRIVATE KEY-----\nMII...D/JQ==\n-----END RSA PRIVATE KEY-----\n" - path: /etc/
nginx/velocloud/ssl/velocloudCA.crt
```

This user-data file enables the default user, *vcadmin*, to login either with a password or with an SSH key. The use of both methods is possible, but not required. The password login is enabled by the password and chpasswd lines.

- The password contains the plain-text password for the vcadmin user.

- The `chpasswd` line turns off password expiration to prevent the first login from immediately prompting for a change of password. This is optional.



**Note:** If you set a password, it is recommended that you change it when you first log in because the password has been stored in a plain text file.

The `ssh_pwauth` line enables SSH login. The `ssh_authorized_keys` line begins a block of one or more authorized keys. Each public SSH key listed on the `ssh-rsa` lines will be added to the `vcadmin ~/.ssh/authorized_keys` file.

In this example, two keys are listed. For this example, the key has been truncated. In a real file, the entire public key must be listed. Note that the `ssh-rsa` lines must be preceded by two spaces, followed by a hyphen, followed by another space.

The `vco` section specifies configured VeloCloud Orchestrator services.

`super_users` contains list of Super Operator accounts and corresponding passwords.

The `system_properties` section allows to customize Orchestrator System Properties. See [System Properties](#) for details regarding system properties configuration.

The `write_files` section allows to replace files on the system. By default, VeloCloud Orchestrator web services are configured with self-signed SSL certificate. If you would like to provide different SSL certificate, the above example replaces the `server.crt` and `server.key` files in the `/etc/nginx/velocloud/ssl/` folder with user-supplied files.



**Note:** The `server.key` file must be unencrypted. Otherwise, the service will fail to start without the key password.

### Create an ISO file

Once you have completed your files, they need to be packaged into an ISO image. This ISO image is used as a virtual configuration CD with the virtual machine. This ISO image, called `vco01-cidata.iso`, is created with the following command on a Linux system:

```
genisoimage -output vco01-cidata.iso -volid cidata -joliet -rock user-data meta-data
```

Transfer the newly created ISO image to the data store on the host running VeloCloud.

## 2.1.2.2 Install on VMware vSphere

VMware vSphere provides a means of deploying and managing virtual machine resources. This section explains how to run the Orchestrator using the vSphere Client.

### Deploy OVA Template



**Note:** This procedure assumes familiarity with VMware vSphere and is not written with reference to any specific version of VMware vSphere.

1. Log into the **vSphere Client**.
2. Select **File > Deploy OVF Template**.
3. Respond to the prompts with information specific to your deployment.

**Table 1: OVF - Options and Descriptions**

Option	Description
Source	Type a URL or navigate to the OVA package location.
OVF template details	Verify that you pointed to the correct OVA template for this installation.
Name and location	Name of the virtual machine.
Storage	Select the location to store the virtual machine files.
Provisioning	Select the provisioning type. <b>Thin</b> is recommended for database and binary log volumes.
Network mapping	Select the network for each virtual machine to use.



**Important:** Uncheck **Power On After Deployment**. Selecting it starts the virtual machine and it should be started later after the cloud-init ISO has been attached.

4. Select **Finish**.



**Note:** Depending on your network speed, this deployment can take several minutes or more.

### Attach ISO Image as a CD/DVD to Virtual Machine

1. Right-click the newly-added Orchestrator VM and select **Edit Settings**.
2. From the **Virtual Machine Properties** window, select **CD/DVD Drive**.
3. Select the **Use an ISO image** option.
4. Browse to find the ISO image you created earlier and then select it. The ISO can be found in the datastore that you uploaded it to, in the folder that you created.
5. Select **Connect on Power On**.
6. Select **OK** to exit the **Properties** screen.

### Orchestrator Virtual Machine Start Up

1. To start up the Orchestrator virtual machine, highlight it and then select the **Power On** button.
2. Select the **Console** tab to watch as the virtual machine boots up.



**Note:** If you configured Orchestrator as described here, log into the virtual machine with the user name *vcadmin* and password you defined when you created the cloud-init ISO.

## 2.1.2.3 Install on KVM

This section explains how to run the VeloCloud Orchestrator using the libvirt. This deployment was tested in Ubuntu 18.04 LTS.

## Images

For KVM deployment, Arista will provide the Orchestrator in four qcow images.

- ROOTFS
- STORE
- STORE2
- STORE3

The images are thin provisioned on deployment.

Start by copying the images to the KVM server. In addition, you must copy the cloud-init iso build as described in the previous section.

## XML Sample



**Note:** For the images in the images/vco folder, you will need to edit from the XML.

```
<domain type='kvm' id='49'> <name>vco</name> <uuid>b0ff25bc-72b8-6ccb-e777-fdc0f4733e05</
uuid> <memory unit='KiB'>12388608</memory> <currentMemory unit='KiB'>12388608</currentMemory>
<vcpu>2</vcpu> <resource> <partition>/machine</partition> </resource> <os> <type>hvm</type>
</os> <features> <acpi/> <apic/> <paef/> </features> <cpu mode='custom' match='exact'> <model
fallback='allow'>SandyBridge</model> <vendor>Intel</vendor> <feature policy='require' name='vme' /
> <feature policy='require' name='dtes64' /> <feature policy='require' name='invpcid' /> <feature
policy='require' name='vmx' /> <feature policy='require' name='erms' /> <feature policy='requi
re' name='xtpr' /> <feature policy='require' name='smep' /> <feature policy='require' name='pbe' /
> <feature policy='require' name='est' /> <feature policy='require' name='monitor' /> <feature
policy='require' name='smx' /> <feature policy='require' name='abm' /> <feature policy='requi
re' name='tm' /> <feature policy='require' name='acpi' /> <feature policy='require' name='fma' /
> <feature policy='require' name='osxsave' /> <feature policy='require' name='ht' /> <feature
policy='require' name='dca' /> <feature policy='require' name='pdcml' /> <feature policy='requi
re' name='pdpelgb' /> <feature policy='require' name='fsgsbase' /> <feature policy='require'
name='fl6c' /> <feature policy='require' name='ds' /> <feature policy='require' name='tm2' /
> <feature policy='require' name='avx2' /> <feature policy='require' name='ss' /> <feature
policy='require' name='bmi1' /> <feature policy='require' name='bmi2' /> <feature policy='require'
name='pcid' /> <feature policy='require' name='ds_cpl' /> <feature policy='require' name='movbe' /
> <feature policy='require' name='rdrand' /> </cpu> <clock offset='utc' /> <on poweroff>destroy</
on poweroff> <on reboot>restart</on reboot> <on crash>restart</on crash> <devices> <emulator>/us
r/bin/kvm-spice</emulator> <disk type='file' device='disk'> <driver name='qemu' type='qcow2' />
<source file='/images/vco/rootfs.qcow2' /> <target dev='hda' bus='ide' /> <alias name='ide0-0-0' /
> <address type='drive' controller='0' bus='0' target='0' unit='0' /> </disk> <disk type='file'
device='disk'> <driver name='qemu' type='qcow2' /> <source file='/ images/vco/store.qcow2' />
<target dev='hdb' bus='ide' /> <alias name='ide0-0-1' /> <address type='drive' controller='0'
bus='0' target='0' unit='1' /> </disk> <disk type='file' device='disk'> <driver name='qemu'
type='qcow2' /> <source file='/ images/vco/store2.qcow2' /> <target dev='hdc' bus='ide' /> <alias
name='ide0-0-2' /> <address type='drive' controller='0' bus='1' target='0' unit='0' /> </disk>
<disk type='file' device='disk'> <driver name='qemu' type='qcow2' /> <source file='/images/vco/
store3.qcow2' /> <target dev='hdd' bus='ide' /> <alias name='ide0-0-3' /> <address type='drive'
controller='0' bus='1' target='0' unit='1' /> </disk> <disk type='file' device='cdrom'> <driver
name='qemu' type='raw' /> <source file='/ images/vco/seed.iso' /> <target dev='sdb' bus='sata' />
<readonly /> <alias name='sata1-0-0' /> <address type='drive' controller='1' bus='0' target='0'
unit='0' /> </disk> <controller type='usb' index='0'> <alias name='usb0' /> <address type='pci'
domain='0x0000' bus='0x00' slot='0x01' function='0x2' /> </controller> <controller type='pci'
index='0' model='pci-root'> <alias name='pci.0' /> </controller> <controller type='ide' index='0'>
<alias name='ide0' /> <address type='pci' domain='0x0000' bus='0x00' slot='0x01' function='0x1' /
> </controller> <interface type='direct'> <source dev='eth0' mode='vepa' /> </interface> <serial
type='pty'> <source path='/dev/pts/3' /> <target port='0' /> <alias name='serial0' /> </serial>
<console type='pty' tty='/dev/pts/3'> <source path='/dev/pts/3' /> <target type='serial' port='0' /
> <alias name='serial0' /> </console> <memballoon model='virtio'> <alias name='balloon0' /> <address
type='pci' domain='0x0000' bus='0x00' slot='0x03' function='0x0' /> </memballoon> </devices>
<seclabel type='none' /> <!-- <seclabel type='dynamic' model='apparmor' relabel='yes' /> --> </
domain>
```

---

## Create the VM

To create the VM using the standard virsh commands:

```
virsh define vco.xml virsh start vco.xml
```

### 2.1.2.4 Install on AWS

This section discusses how to install VeloCloud Orchestrator on AWS.

#### Minimum Instance Requirements

See the first section of the Orchestrator Installation, titled [Instance Requirements](#), and select an AWS instance type matching these requirements. Both CPU and Memory requirements must be satisfied. Example: use c4.2xlarge or larger; r4.2xlarge or larger

#### Request an AMI Image

Request an AMI ID from Arista. It will be shared with the customer account. Have an Amazon AWS account ID ready when requesting AMI access.

#### Installation

1. Launch the EC2 instance in AWS cloud.  
Example: <http://docs.aws.amazon.com/efs/latest/ug/gs-step-one-create-ec2-resources.html>
2. Configure the security group to allow inbound HTTP (TCP/80) as well as HTTPS (TCP/443).
3. After the instance is launched, point the web browser to the Operator login URL:

```
https://<name>/operator
```

### 2.1.3 Initial Configuration Tasks

Complete the following initial configuration tasks:

- Configure system properties
- Set up initial operator profile
- Set up operator accounts
- Create gateways
- Setup gateway pools
- Create customer account / partner account

#### 2.1.3.1 Install an SSL Certificate

This section discusses how to install an SSL certificate.

To install an SSL certificate:

1. Login into the Orchestrator CLI console through SSH. If you configured the Orchestrator as described here, you should be able to log into the virtual machine with the user name vadmin and password that you defined when you created the cloud-init ISO.
2. Generate the Orchestrator private key.



**Note:** Do not encrypt the key. It must remain unencrypted on the Orchestrator system.

```
openssl genrsa -out server.key 2048
```

3. Generate a certificate request. Customize-subj according to your organization information.

```
openssl req -new -key server.key -out server.csr -subj "/C=US/ST=California/L=Mountain View/O=Velocloud Networks Inc./OU=Development/CN=vco.velocloud.net"
```

**Table 2: Description of Subject Fields**

Field	Description
C	country
ST	state
L	locality (city)
O	company
OU	department (optional)
CN	Orchestrator fully qualified domain name

4. Send `server.csr` to a Certificate Authority for signing. You should get back the SSL certificate (`server.crt`). Ensure that it is in the PEM format.
5. Install the certificate (which requires root access). The Orchestrator SSL certificates are located in `/etc/nginx/velocloud/ssl/`.

```
cp server.key server.crt /etc/nginx/velocloud/ssl/ chmod 600 /etc/nginx/velocloud/ssl/server.key
```

6. Restart nginx.

```
systemctl restart nginx
```

### 2.1.3.2 Configure System Properties

This section discusses how to configure System Properties, which provide a mechanism to control the system-wide behavior of the VeloCloud.

System Properties can be set initially using the cloud-init config file. For more information, see [Cloud-init Preparation](#). The following properties need to be configured to ensure proper operation of the service.

#### System Name

Enter a fully qualified VeloCloud domain name in the `network.public.address` system property.

---

## Google Maps

Google Maps is used for displaying edges and data centers on a map. Maps may fail to display without a license key. The Orchestrator will continue to function properly, but browser maps will not be available in this case.

1. Login into <https://console.developers.google.com>.
2. Create a new project, if one is not already created.
3. Locate the button **Enable API**. Select under the **Google Maps APIs** and enable both **Google Maps JavaScript API** and **Google Maps Geolocation API**.
4. On the left side of the screen, click the **Credentials** link.
5. Under the Credentials page, click **Create Credentials**, then select **API key**. Create an API key.
6. Set the `service.client.googleMapsApi.key` VeloCloud system property to API key.
7. Set `service.client.googleMapsApi.enable` to "true."

## Twilio

Twilio is a messaging service that allows you to receive VeloCloud alerts via SMS. It is optional. The account details can be entered into the VeloCloud through the Operator Portal's **System Properties** page. The properties are called:

- `service.twilio.enable` allows the service to be deactivated in the event that no Internet access is available to the VeloCloud
- `service.twilio.accountSid`
- `service.twilio.authToken`
- `service.twilio.phoneNumber` in (nnn)nnn-nnnn format

Obtain the service at <https://www.twilio.com>.

## MaxMind

MaxMind is a geolocations service. It is used to automatically detect Edge and Gateway locations and ISP names based on an IP address. If this service is deactivated, then geolocation information will need to be updated manually. The account details can be entered into the VeloCloud through the Operator Portal's **System Properties page**. You can configure:

- `service.maxmind.enable` allows the service to be deactivated in the event that no Internet access is available to the VeloCloud
- `service.maxmind.userid` holds the user identification supplied by MaxMind during the account creation
- `service.maxmind.license` holds the license key supplied by MaxMind

Obtain the license at: <https://www.maxmind.com/en/geoip2-precision-city-service>.

## Email

Email services can be used for both sending the Edge activation messages as well as for alarms and notifications. It is not required, but it is strongly recommended that you configure this as part of VeloCloud

operations. The following system properties are available to configure the external email service used by the Orchestrator:

- `mail.smtp.auth.pass`- SMTP user password.
- `mail.smtp.auth.user`- SMTP user for authentication.
- `mail.smtp.host`- relay server for email originated from the VeloCloud.
- `mail.smtp.port`- SMTP port.
- `mail.smtp.secureConnection`- use SSL for SMTP traffic.

## 2.1.4 Upgrade Orchestrator

This section discusses how to upgrade the Orchestrator.

To upgrade the Orchestrator:

1. Upload the image to the Orchestrator system using any file transfer tool available in your infrastructure, for example “scp.” Copy the image to the following location on the system: `/var/lib/velocloud/software_update/vco_update.tar`.
2. Connect to the SD-WAN Orchestrator console and run:

```
sudo /opt/vc/bin/vco_software_update
```



**Note:** If you configured the Orchestrator as described here, you should be able to log into the virtual machine with the user name `vcadmin` and the password that you defined when you created your the cloud-init configuration files.

For instructions on how to upgrade the SD-WAN Orchestrator with DR deployment, see [Upgrade the DR Setup](#).

## 2.1.5 Expand Disk Size

All storage volumes are configured as LVM devices. They can be resized online by providing the underlying virtualization technology to support online disk expansion. Disks are expanded automatically via cloud-init when the VM boots.

To expand disks after boot:

1. Login into the **Orchestrator** system console.
2. Identify the physical disks that support the database volume.

```
vgs -o +devices store
```

Example

```
root@vco:~# vgs -o +devices db_data \ VG #PV #LV #SN Attr VSize VFree Devices store 1 1 0 wz--n- 500.00g 125.00g /dev/sdb(0)
```

### 3. Identify the physical disk attachment.

```
lshw -class volume
```

#### Example:

```
/dev/sdb is attached to scsi@2:0.1.0 (Host: scsi2 Channel: 00 Id: 01 Lun: 00)
```

```
root@vco:~# lshw -class volume
*-volume
  description: EXT4 volume
  vendor: Linux
  physical id: 1 bus
  info: scsi@2:0.0.0,1
  logical name: /dev/sda1
  logical name: / version: 1.0
  serial: 9d212247-77c4-4f98-a5c2-7f8470fa2da8
  size: 10239MiB
  capacity: 10239MiB
  capabilities: primary bootable journaled extended_attributes large_files huge_files
  dir_nlink recover extents ext4 ext2 initialized
  configuration: created=2016-02-22 20:49:38 filesystem=ext4 label=cloudimg-rootfs
  lastmountpoint=/ modified=2016-02-22 21:18:58 mount.fstype=ext4 mount.options=rw,relatime,
  data=ordered mounted=2016-10-06 23:22:04 state=mounted
*-disk:1
  description: SCSI Disk
  physical id: 0.1.0
  bus info: scsi@2:0.1.0
  logical name: /dev/sdb
  serial: v5V2zm-Lvbh-Mfx3-W8ki-COI9-DAtP-RXndhu
  size: 500GiB capacity: 500GiB
  capabilities: lvm2 configuration: sectorsize=512
*-disk:2
  description: SCSI
  Disk physical id: 0.2.0 bus
  info: scsi@2:0.2.0 logical
  name: /dev/sdc serial: fTQFJ2-giAV-WsXL-1Wha-V305-oQkV-qqS3SA
  size: 100GiB capacity: 100GiB capabilities: lvm2 configuration: sectorsize=512
```

4. On the hypervisor host, locate the disk attached to the VM using bus information. Example: SCSI(0:1)
5. Extend the virtual disk.
6. View the disk input/output statistics. These statistics are displayed twice, at an interval of 10 seconds.

```
sar -d -p 10 2
```



**Note:** This step is optional.

7. Re-login into the Orchestrator system console.
8. View detailed device utilization statistics, that provides insights into individual storage device performance.

```
iostat -d -x
```



**Note:** This step is optional.

9. Re-login into the Orchestrator system console.
10. Re-scan the block device for the resized physical volume. Example:

```
echo 1 > /sys/block/$DEVICE/device/rescan
```

**11. Resize the LVM physical disk.**

```
pvresize /dev/sdb
```

**12. Determine the amount of free space in the database volume group.**

```
root@vco:~# vgdisplay store |grep Free
Free PE / Size 34560 / 135.00 GiB
```

**13. Extend the database logical volume.**

```
lvextend -r -L+#G /dev/store/data
```

**Example:**

```
root@vcol:~# lvextend -r -L+1G /dev/store/data
Size of logical volume store/data changed from 400.00 GiB (102400 extents) to 401.00 GiB
(102656 extents).
Logical volume store/data successfully resized. resize2fs 1.44.1 (24-Mar-2018)
Filesystem at /dev/mapper/store-data is mounted on /store; on-line resizing required
old_desc_blocks = 50, new_desc_blocks = 51
The filesystem on /dev/mapper/store-data is now 105119744 (4k) blocks long.
```

**14. View the new size of the volume.**

```
df -h /dev/store/data
```

**Example:**

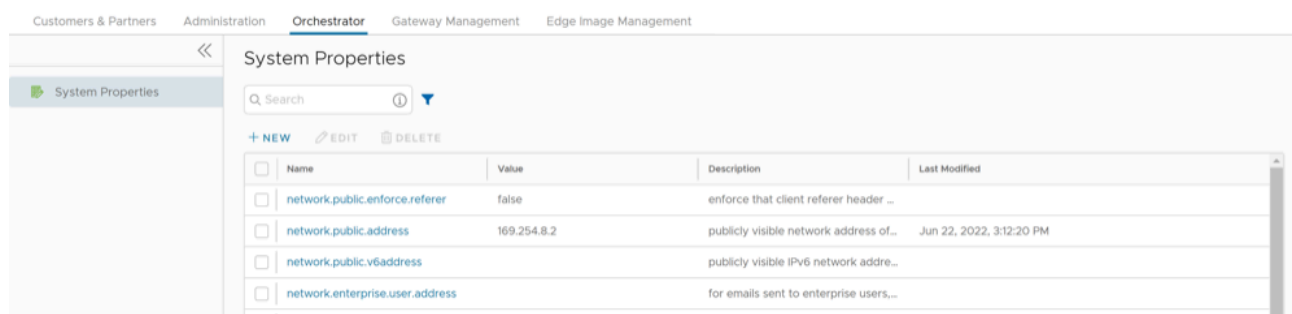
```
root@vco:~# df -h /dev/store/data Filesystem Size Used Avail Use% Mounted on /dev/mapper/store-
data 379G 1.2G 359G 1% /store
```

## System Properties

Arista provides System Properties to configure various features and options available in the Orchestrator portal.

In the Operator portal, navigate to the **System Properties** page, which lists the available pre-defined system properties. See List of System Properties, which lists some of the system properties that you can modify as an Operator.

**Figure 3-1: System Properties**

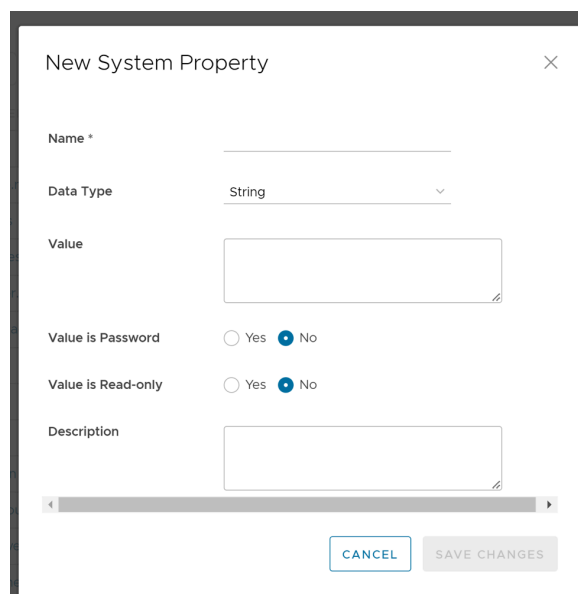


Name	Value	Description	Last Modified
network.public.enforce.referrer	false	enforce that client referer header ...	
network.public.address	169.254.8.2	publicly visible network address of...	Jun 22, 2022, 3:12:20 PM
network.public.v6address		publicly visible IPv6 network addre...	
network.enterprise.user.address		for emails sent to enterprise users,...	

To configure the system properties:

1. Select **New System Property** to add a new property.
2. In the **New System Property** window, configure the following parameters:

**Figure 3-2: New System Property**



New System Property

Name \*

Data Type String

Value

Value is Password  Yes  No

Value is Read-only  Yes  No

Description

CANCEL SAVE CHANGES

**Table 3: New System Property- Options and Descriptions**

Option	Description
Name	Enter the <b>Name</b> for the new system property.
Data Type	Choose the required <b>Data Type</b> from the drop-down menu.
Value	Enter the <b>Value</b> for the property according to the data type.
Value is Password	Select <b>Yes</b> or <b>No</b> as required.
Value is Read-only	Select <b>Yes</b> or <b>No</b> for as required.
Description	Enter the <b>Description</b> for the new system property

3. Select **Save Changes**.

4. Select the **Search** field to find a specific system property.

See [List of System Properties](#), which lists some of the system properties that you can modify as an Operator.



**Note:** It is recommended to contact Arista Support before making changes to the system properties.

## 3.1 List of System Properties

As an Operator, you can add or modify the values of the system properties.

The following tables describes some of the system properties. As an Operator, you can set the values for these properties.

- Alert Emails
- Alerts
- Bastion Orchestrator Configuration
- Certificate Authority
- Customer Configuration
- Data Retention
- Edges
- Edge Activation
- Edge Management
- Enhanced Firewall Services
- LAN-Side NAT Rules
- Monitoring
- Notifications
- Password Reset and Lockout

- Rate Limiting APIs
- Remote Diagnostics
- Security Service Edge
- Segmentation
- Self-service Password Reset
- Syslog Forwarding
- TACACS Services
- Two-factor Authentication
- Tunnel Parameters for Edges
- VNF Configuration
- VPN
- Warning Banner
- Zscaler

**Table 4: Alert Emails**

System Property	Description
<code>vco.alert.mail.to</code>	<p>When an alert is triggered, a notification is sent immediately to the list of Email addresses provided in the Value field of this system property. You can enter multiple Email IDs separated by commas.</p> <p>If the property does not contain any value, then the notification is not sent.</p> <p>The notification is meant to alert Arista support / operations personnel of impending issues before notifying the customer.</p>
<code>vco.alert.mail.cc</code>	<p>When alert emails are sent to any customer, a copy is sent to the Email addresses provided in the Value field of this system property. You can enter multiple Email IDs separated by commas.</p>
<code>mail.*</code>	<p>There are multiple system properties available to control the Alert Emails. You can define the Email parameters like SMTP properties, username, password, and so on.</p>

**Table 5: Alerts**

System Property	Description
<code>vco.alert.enable</code>	Globally activates or deactivates the generation of alerts for both Operators and Enterprise customers.
<code>vco.enterprise.alert.enable</code>	Globally activates or deactivates the generation of alerts for Enterprise customers.
<code>vco.operator.alert.enable</code>	Globally activates or deactivates the generation of alerts for Operators.

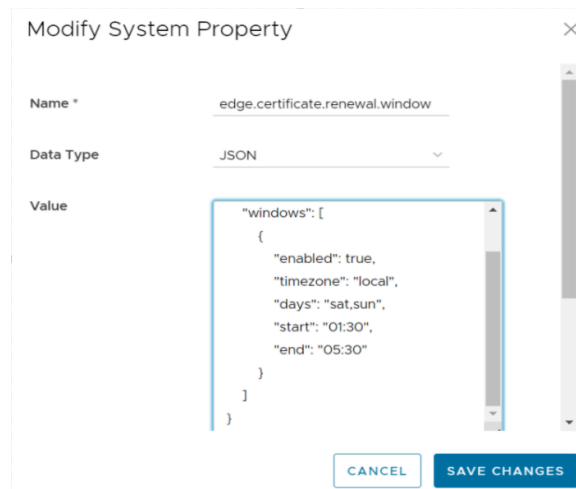
**Table 6: Bastion Orchestrator Configuration**


System Property	Description
<code>session.options.enableBastionOrchestrator</code>	Enables the Bastion Orchestrator feature. For more information, see <i>Bastion Orchestrator Configuration Guide</i> .
<code>vco.bastion.private.enable</code>	Enables the Orchestrator to be the Private Orchestrator of the Bastion pair.
<code>vco.bastion.public.enable</code>	Enables the Orchestrator to be the Public Orchestrator of the Bastion pair.

**Table 7: Certificate Authority**

System Property	Description
<code>edge.certificate.renewal.window</code>	<p>This optional system property allows the Operator to define one or more maintenance windows during which the Edge certificate renewal is enabled. Certificates scheduled for renewal outside of the windows will be deferred until the current time falls within one of the enabled windows.</p> <p>Enable System Property:</p> <p>To enable this system property, type <b>"true"</b> for "enabled" in the first part of the <b>Value</b> text area in the <b>Modify System Property</b> dialog box. An example of the first part of this system property when it is enabled is shown below.</p> <p>Operators can define multiple windows to restrict the days and hours of the day during which Edge renewals are enabled. Each window can be defined by a day, or a list of days (separated by a comma), and a start and end time. Start and end times can be specified relative to an Edge's local time zone, or relative to UTC. See image below for an example.</p>

**Figure 3-3: Modify System Property**



 **Note:** If attributes are not present, the default is **false**.

When defining window attributes, adhere to the following:

- Use IANA time zones, not PDT or PST (e.g. America/Los\_Angeles).
- Use UTC for days (e.g. SAT, SUN).
  - Separated by comma.
  - Days in three letters in English.
  - Not case sensitive.
- Use Military 24 hour time format only (HH:MM) for start times (e.g. 01:30) and end times (e.g. 05:30).

System Property	Description
	<p>If the above-mentioned values are missing, the attribute defaults in each window definition are as follow:</p> <ul style="list-style-type: none"><li>• If enabled is missing, the default value = false.</li><li>• If timezone is missing, the default = 'local.'</li><li>• If one of either 'days' or end and start times are missing, the defaults are as follows:<ul style="list-style-type: none"><li>• If 'days' is missing, the start/end is applied to each day of the week (Mon, Tue, Wed, Thur, Fri, Sat, Sun).</li><li>• If end and start times are missing, then any time in the specified day will match (start = 00:00 and end = 23:59 ).</li></ul></li></ul>



**Note:** One of either 'days' or end and start times must be present. However, if they are missing, the defaults will be as indicated above.

#### Deactivate System Property

This system property is deactivated by default, which means the certificate will automatically renew after it expires. "Enabled" will be set to "false in the first part of the **Value** text area in the **Modify System Property** dialog box. An example of this property when it is deactivated is shown below.

```
{
  "enabled": false,
  {
    "windows": [
      {
```



**Note:** This system property requires that PKI be enabled.

System Property	Description
gateway.certificate.renewal.window	<p>This optional system property allows the Operator to define one or more maintenance windows during which the Gateway certificate renewal is enabled. Certificates scheduled for renewal outside of the windows will be deferred until the current time falls within one of the enabled windows.</p> <p>Enable System Property:</p> <p>To enable this system property, type <b>"true"</b> for "enabled" in the first part of the <b>Value</b> text area in the <b>Modify System Property</b> dialog box. See image below for an example.</p> <p>Operators can define multiple windows to restrict the days and hours of the day during which edge renewals are enabled. Each window can be defined by a day, or list of days (separated by a comma), and a start and end time. Start and end times can be specified relative to an edge's local timezone, or relative to UTC. See image below for an example.</p>

**Figure 3-4: Modify System Property**


Modify System Property

Name \*

Data Type


Value 

```
"windows": [
  {
    "enabled": true,
    "timezone": "local",
    "days": "sat,sun",
    "start": "01:30",
    "end": "05:30"
  }
]
```

 **Note:** If attributes are not present, the default is enabled `false`.

When defining window attributes, adhere to the following:

- Use IANA time zones, not PDT or PST (e.g. America/Los\_Angeles).
- Use UTC for days (e.g. SAT, SUN).
  - Separated by comma.
  - Days in three letters in English.
  - Not case sensitive.
- Use Military 24 hour time format only (HH:MM) for start times (e.g. 01:30) and end times (e.g. 05:30).

System Property	Description
	<p>If the above-mentioned values are missing, the attribute defaults in each window definition are as follow:</p> <ul style="list-style-type: none"> <li>• If enabled is missing, the default value = false.</li> <li>• If timezone is missing, the default = 'local.'</li> <li>• If one of either 'days' or end and start times are missing, the defaults are as follows: <ul style="list-style-type: none"> <li>• If 'days' is missing, the start/end is applied to each day of the week (Mon, Tue, Wed, Thur, Fri, Sat, Sun).</li> <li>• If end and start times are missing, then any time in the specified day will match (start = 00:00 and end = 23:59).</li> </ul> </li> <li>• NOTE: One of either 'days' or (end and start) must be present. However, if they are missing, the defaults will be as indicated above.</li> </ul>
	<p><b>Deactivate System Property</b></p>
	<p>This system property is deactivated by default, which means the certificate will automatically renew after it expires. "Enabled" will be set to "false in the first part of the <b>Value</b> text area in the <b>Modify System Property</b> dialog box. An example of this property when it is deactivated is shown below.</p>
	<pre data-bbox="737 890 954 978"> {   "enabled": false,   "windows": [   { </pre>
	<p> <b>Note:</b> This system property requires that PKI be enabled.</p>

**Table 8: Customer Configuration**

System Property	Description
<code>session.options.enableServiceLicenses</code>	<p>This system property allows Operator users to manage Service Configuration under <b>Global Settings &gt; Customer Configuration</b>, and is set to <b>True</b>, by default.</p>

**Table 9: Data Retention**

System Property	Description
<code>retention.highResFlows.days</code>	This system property enables Operators to configure high resolution flow stats data retention anywhere between 1 and 90 days.
<code>retention.lowResFlows.months</code>	This system property enables Operators to configure low resolution flow stats data retention anywhere between 1 and 365 days.
<code>session.options.maxFlowstatsRetentionDays</code>	This property enables Operators to query more than two weeks of flows stats data.
<code>retentionWeeks.enterpriseEvents</code>	Enterprise events retention period (-1 sets retention to the maximum time period allowed)
<code>retentionWeeks.operatorEvents</code>	Operator events retention period (-1 sets retention to the maximum time period allowed)
<code>retentionWeeks.proxyEvents</code>	Proxy events retention period (-1 sets retention to the maximum time period allowed)
<code>retentionWeeks.firewallLogs</code>	Firewall logs retention period (-1 sets retention to the maximum time period allowed)
<code>retention.linkstats.days</code>	Link stats retention period (-1 sets retention to the maximum time period allowed)
<code>retention.linkquality.days</code>	Link quality events retention period (-1 sets retention to the maximum time period allowed)
<code>retention.healthstats.days</code>	Edge health stats retention period (-1 sets retention to the maximum time period allowed)
<code>retention.pathstats.days</code>	Path stats retention period (-1 sets retention to the maximum time period allowed)

**Table 10: Edges**

SD-WAN Data	Date Retention Period
Enterprise Events	1 year
Enterprise Alerts	1 year
Operator Events	1 year
Enterprise Proxy Events	1 year
Link Stats	1 year
Link QoE	1 year
Path Stats	2 weeks
Flow Stats (Low Resolution)	1 year – 1 hour rollup
Flow Stats (High Resolution)	2 weeks – 5 minute rollup
Edge Health Stats	1 year

**Table 11: Edge Activation**

System Property	Description
<code>edge.offline.limit.sec</code>	If the Orchestrator does not detect a heartbeat from an Edge for the specified duration, then the state of the Edge is moved to OFFLINE mode.
<code>edge.link.unstable.limit.sec</code>	When the Orchestrator does not receive link statistics for a link for the specified duration, the link is moved to UNSTABLE mode.
<code>edge.link.disconnected.limit.sec</code>	When the Orchestrator does not receive link statistics for a link for the specified duration, the link is disconnected.
<code>edge.deadbeat.limit.days</code>	If an Edge is not active for the specified number of days, then the Edge is not considered for generating Alerts.
<code>vco.operator.alert.edgeLinkEvent.enable</code>	Globally activates or deactivates Operator Alerts for Edge Link events.
<code>vco.operator.alert.edgeLiveness.enable</code>	Globally activates or deactivates Operator Alerts for Edge Liveness events.

**Table 12: Edge Management**

System Property	Description
<code>edge.activation.key.encode.enable</code>	Base64 encodes the activation URL parameters to obscure values when the Edge Activation Email is sent to the Site Contact.
<code>edge.activation.trustedIssuerReset.enable</code>	Resets the trusted certificate issuer list of the Edge to contain only the Orchestrator Certificate Authority. All TLS traffic from the edge are restricted by the new issuer list.
<code>network.public.certificate.issuer</code>	Set the value of <code>network.public.certificate.issuer</code> equal to the PEM encoding of the issuer of Orchestrator server certificate, when <code>edge.activation.trustedIssuerReset.enable</code> is set to <b>True</b> . This will add the server certificate issuer to the trusted issuer of the Edge, in addition to the Orchestrator Certificate Authority.

**Table 13: Enhanced Firewall Services**

System Property	Description
<code>edge.link.show.limit.sec</code>	Allows to set the <b>Edge Link Down Limit</b> value for each Edge.

**Table 14: System Properties**

System Property	Description
<code>ntics.public.address</code>	Specifies the hostname that is used to access the NSX Threat Intelligent Cloud Service (NTICS).
<code>gsm.public.address</code>	Specifies the Public address of Global Services Manager (GSM).
<code>gsm.authentication.key</code>	Specifies the mTLS key to authenticate with GSM.
<code>gsm.authentication.cert</code>	Specifies the mTLS certificate to authenticate with GSM.
<code>gsm.authentication.passphrase</code>	Specifies the mTLS passphrase to authenticate with GSM.

**Table 15: LAN-Side NAT Rules**

System Property	Description
<code>session.options.enableLansidePortRules</code>	Allows to configure the parameters <b>Inside Port</b> and <b>Outside Port</b> under <b>Device Settings tab &gt; Routing and NAT &gt; LAN-Side NAT Rules</b> for an Edge or Profile.

**Table 16: Monitoring**

System Property	Description
<code>vco.monitor.enable</code>	Globally activates or deactivates monitoring of Enterprise and Operator entity states. Setting the Value to <b>False</b> prevents Orchestrator from changing entity states and triggering alerts.
<code>vco.enterprise.monitor.enable</code>	Globally activates or deactivates monitoring of Enterprise entity states.
<code>vco.operator.monitor.enable</code>	Globally activates or deactivates monitoring of Operator entity states.

**Table 17: Notifications**

System Property	Description
<code>edge.liveData.enterFlowLiveMode.delay.seconds</code>	How long the Edge waits before giving up on capturing the count configured by <code>edge.liveData.enterFlowLiveMode.delay.seconds</code> . The default value is five seconds. The allowed range is 5- 59 seconds. The invalid input defaults to zero seconds.
<code>edge.liveData.enterFlowLiveMode.flow.count</code>	How many flows the Edge will return if met within the configured time controlled by <code>edge.liveData.enterFlowLiveMode.flow.count</code> . The default value is 1000. The allowed range is 1000- 4999 total flows. The invalid input defaults to one flow.

**Table 18: Password Reset and Lockout**

System Property	Description
<code>vco.notification.enable</code>	Globally activates or deactivates the delivery of Alert notifications to both Operator and Enterprises.
<code>vco.enterprise.notification.enable</code>	Globally activates or deactivates the delivery of Alert notifications to the Enterprises.
<code>vco.operator.notification.enable</code>	Globally activates or deactivates the delivery of Alert notifications to the Operator.


**Table 19: Rate Limiting APIs**


System Property	Description
<code>vco.object.groups.max.count.per.enterprise</code>	Maximum allowed number of object groups per Enterprise. The default value is 2000.
<code>vco.object.groups.max.count.per.edge</code>	Maximum allowed number of object group associations per Edge and its Profile. The default value is 1000.

Table 20: Remote Diagnostics

System Property	Description
<code>vco.enterprise.resetPassword.token.expirySeconds</code>	Duration of time, after which the password reset link for an enterprise user expires.
<code>vco.enterprise.authentication.passwordPolicy</code>	<p>Defines the password strength, history, and expiration policy for customer users.</p> <p>Edit the JSON template in the Value field to define the following:</p> <p><b>strength</b></p> <ul style="list-style-type: none"> <li>• <b>minlength:</b> Minimum password character length. The default minimum password length is 8 characters.</li> <li>• <b>maxlength:</b> Maximum password character length. The default maximum password length is 32 characters.</li> <li>• <b>requireNumber:</b> The password must contain at least one numeric character. Numeric requirement is enabled by default.</li> <li>• <b>requireLower:</b> The password must contain at least one lowercase character. Lowercase requirement is enabled by default.</li> <li>• <b>requireUpper:</b> The password must contain at least one uppercase character. Uppercase requirement is not enabled by default.</li> <li>• <b>requireSpecial:</b> The password must contain at least one special character (for example, <code>_@!</code>). The special character requirement is not enabled by default.</li> <li>• <b>excludeTop:</b> Password must not match a list of the most used passwords. Default value is 1000, representing the top 1000 most used passwords, and is configurable to a maximum of 10,000 of the most used passwords.</li> <li>• <b>maxRepeatingCharacters:</b> Password must not include a configurable number of repeated characters. For example, if <code>maxRepeatingCharacters</code> is set to '2' then the Orchestrator would reject any password with 3 or more repetitive characters, like <code>Passwordaaa</code>. The default value of -1 signifies that this feature is not enabled.</li> </ul>


System Property	Description
	<ul style="list-style-type: none"> <li>• <b>maxSequenceCharacters:</b> Password must not include a configurable number of sequential characters. For example, if maxSequenceCharacters is set to '3' then the Orchestrator would reject any password where 4 or more characters which are sequential, like <i>Password1234</i>. The default value of -1 signifies that this feature is not enabled.</li> <li>• <b>disallowUsernameCharacters:</b> Password must not match a configurable portion of the user's ID. For example, if disallowUsernameCharacters is set to 5, if a user with username <code>username@domain.com</code> attempts to configure a new password that includes 'usern' or 'serna', or any five-character string that matches a section of the user's username, that new password would be rejected by the Orchestrator. The default value of -1 signifies that this feature is not enabled.</li> <li>• <b>characterisations:</b> New password must vary from the old password by a configurable number of characters. The Orchestrator uses the Levenshtein distance between two words to determine the variation between the new and old password. The Levenshtein distance is the minimum number of single-character edits (insertions, deletions, or substitutions) required to change one word into another.</li> <li>• If <b>variationValidationCharacters</b> is set to 4, then the Levenshtein distance between the new and old password must be 4 or greater. In other words, the new password must have 4 or more variations from the old password. For example, if the old password used was "kitten" and the new password is "sitting", the Levenshtein distance for these is 3, since it requires only three edits to change kitten into sitting: <ul style="list-style-type: none"> <li>• kitten → sitten (substitution of "s" for "k")</li> <li>• sitten → sittin (substitution of "i" for "e")</li> <li>• sittin → sitting (insertion of "g" at the end).</li> </ul> </li> </ul> <p>Since the new password only varies by 3 characters from the old, "sitting" would be rejected as a new password to replace "kitten". The default value of -1 signifies that this feature is not enabled.</p> <p><b>expiry:</b></p> <ul style="list-style-type: none"> <li>• <b>enable:</b> Set this to <b>true</b> to enable automatic expiry of customer user passwords.</li> <li>• <b>days:</b> Enter the number of days that an customer password may be used before forced expiration.</li> </ul> <p><b>history:</b></p> <ul style="list-style-type: none"> <li>• <b>enable:</b> Set this to <b>true</b> to enable recording of customer users' previous Passwords.</li> <li>• <b>count:</b> Enter the number of previous Passwords to be saved in the history. When a customer user tries to change the password, the system does not allow the user to enter a password that is already saved in the history.</li> </ul>
enterprise.user.lockout.defaultAttempts	Number of times the enterprise user can attempt to login. If the login fails for the specified number of times, the account is locked.

System Property	Description
<code>enterprise.user.lockout.defaultDurationSeconds</code>	<p>Duration of time, in seconds, in which the Enterprise user account is locked.</p> <p>For example, if set to 300, the Enterprise user account will get locked if four incorrect login attempts are made within 300 seconds. If set to 60, the Enterprise user account will get locked if four incorrect attempts are made within one minute.</p> <div data-bbox="867 401 1520 495" style="border: 1px solid #00a0e3; padding: 5px;"><p> <b>Note:</b> The number of attempts is configurable via the <code>enterprise.user.lockout.defaultAttempts</code> system property.</p></div>
<code>enterprise.user.lockout.enabled</code>	Activates or deactivates the lockout option for the enterprise login failures.
<code>vco.operator.resetPassword.token.expirySeconds</code>	Duration of time, after which the password reset link for an Operator user expires.

System Property	Description
<code>vco.operator.authentication.passwordPolicy</code>	<p>Defines the password strength, history, and expiration policy for Operator users.</p> <p>Edit the JSON template in the Value field to define the following:</p> <p><b>strength</b></p> <ul style="list-style-type: none"> <li>• <b>minlength:</b> Minimum password character length. The default minimum password length is 8 characters.</li> <li>• <b>maxlength:</b> Maximum password character length. The default maximum password length is 32 characters.</li> <li>• <b>requireNumber:</b> The password must contain at least one numeric character. Numeric requirement is enabled by default.</li> <li>• <b>requireLower:</b> The password must contain at least one lowercase character. Lowercase requirement is enabled by default.</li> <li>• <b>requireUpper:</b> The password must contain at least one uppercase character. Uppercase requirement is not enabled by default.</li> <li>• <b>requireSpecial:</b> The password must contain at least one special character (for example, _@!). The special character requirement is not enabled by default.</li> </ul> <div data-bbox="906 890 1520 1035" style="border: 1px solid black; padding: 5px;"> <p> <b>Note:</b> Starting from the 4.5 release, the use of the special character "&lt;" in the password is no longer supported. In cases where users have already used "&lt;" in their passwords in previous releases, they must remove it to save any changes on the page.</p> </div> <ul style="list-style-type: none"> <li>• <b>excludeTop:</b> Password must not match a list of the most used passwords. Default value is 1000, representing the top 1000 most used passwords, and is configurable to a maximum of 10,000 of the most used passwords.</li> <li>• <b>maxRepeatingCharacters:</b> Password must not include a configurable number of repeated characters. For example, if <code>maxRepeatingCharacters</code> is set to '2' then the Orchestrator would reject any password with 3 or more repetitive characters, like <i>Passwordaaa</i>. The default value of -1 signifies that this feature is not enabled.</li> <li>• <b>maxSequenceCharacters:</b> Password must not include a configurable number of sequential characters. For example, if <code>maxSequenceCharacters</code> is set to '3' then the Orchestrator would reject any password where 4 or more characters which are sequential, like <i>Password1234</i>. The default value of -1 signifies that this feature is not enabled.</li> </ul>


System Property	Description
	<ul style="list-style-type: none"> <li>• <b>disallowUsernameCharacters:</b> Password must not match a configurable portion of the user's ID. For example, if <code>disallowUsernameCharacters</code> is set to 5, if a user with username <code>username@domain.com</code> attempts to configure a new password that includes 'usern' or 'serna', or any five-character string that matches a section of the user's username, that new password would be rejected by the Orchestrator. The default value of -1 signifies that this feature is not enabled.</li> <li>• <b>variationValidationCharacters:</b> New password must vary from the old password by a configurable number of characters. The Orchestrator uses the Levenshtein distance between two words to determine the variation between the new and old password. The Levenshtein distance is the minimum number of single-character edits (insertions, deletions, or substitutions) required to change one word into another.</li> <li>• If <code>variationValidationCharacters</code> is set to 4, then the Levenshtein distance between the new and old password must be 4 or greater. In other words, the new password must have 4 or more variations from the old password. For example, if the old password used was "kitten" and the new password is "sitting", the Levenshtein distance for these is 3, since it requires only three edits to change kitten into sitting: <ul style="list-style-type: none"> <li>• kitten → sitten (substitution of "s" for "k")</li> <li>• sitten → sittin (substitution of "i" for "e")</li> <li>• sittin → sitting (insertion of "g" at the end).</li> </ul> </li> </ul> <p>Since the new password only varies by 3 characters from the old, "sitting" would be rejected as a new password to replace "kitten". The default value of -1 signifies that this feature is not enabled.</p> <p><b>expiry:</b></p> <ul style="list-style-type: none"> <li>• <b>enable:</b> Set this to <b>true</b> to enable automatic expiry of Operator user passwords.</li> <li>• <b>days:</b> Enter the number of days that an Operator password may be used before forced expiration.</li> </ul> <p><b>history:</b></p> <ul style="list-style-type: none"> <li>• <b>enable:</b> Set this to <b>true</b> to enable recording of Operator users' previous Passwords.</li> <li>• <b>count:</b> Enter the number of previous Passwords to be saved in the history. When a Operator user tries to change the password, the system does not allow the user to enter a password that is already saved in the history.</li> </ul>
operator.user.lockout.defaultAttempts	Number of times the Operator user can attempt to login. If the login fails for the specified number of times, the account is locked.

---

System Property	Description
<code>operator.user.lockout.defaultDurationSeconds</code>	<p>Duration of time, in seconds, in which an Operator user account is locked.</p> <p>For example, if set to 300, the Operator user account will get locked if four incorrect login attempts are made within 300 seconds. If set to 60, the Operator user account will get locked if four incorrect attempts are made within one minute.</p> <div data-bbox="865 401 1520 495" style="border: 1px solid #00a0e3; padding: 5px;"><p> <b>Note:</b> The number of attempts is configurable via the <code>operator.user.lockout.defaultAttempts</code> system property.</p></div>
<code>operator.user.lockout.enabled</code>	Activates or deactivates the lockout option for the Operator login failures.

---

Table 21: Security Service Edge

System Property	Description
vco.api.rateLimit.enabled	<p>Allows Operator Super users activate or deactivate the rate limiting feature at the system level. By default, the value is <b>False</b>.</p> <div data-bbox="867 323 1520 470" style="border: 1px solid #0070c0; padding: 5px;"> <p> <b>Note:</b> The rate-limiter is not enabled in earnest, that is, it will not reject API requests that exceed the configured limits, unless the vco.api.rateLimit.mode.logOnly setting is deactivated.</p> </div>
vco.api.rateLimit.mode.logOnly	<p>Allows Operator Super user to use rate limit in a LOG_ONLY mode. When the value is set as <b>True</b> and if a rate limit exceeds, this option logs only the error and fires respective metrics allowing clients to make requests without rate limiting.</p> <p>When the value is set to <b>False</b>, the request API is restricted with defined policies and HTTP 429 is returned.</p>

System Property	Description
<code>vco.api.rateLimit.rules.global</code>	<p data-bbox="857 191 1536 254">Allows to define a set of globally applicable policies used by the rate-limiter, in a JSON array. By default, the value is an empty array.</p> <p data-bbox="857 260 1536 338">Each type of user (Operator, Partner, and Customer) can make up to 500 requests for every 5 seconds. The number of requests is subject to change based on the behavior pattern of the rate limited requests.</p> <p data-bbox="857 365 1536 396">The JSON array consists of the following parameters:</p> <p data-bbox="857 424 1536 506"><b>Types:</b> The type objects represent different contexts in which the rate limits are applied. The following are the different type objects that are available:</p> <ul data-bbox="857 512 1536 926" style="list-style-type: none"> <li data-bbox="857 512 1536 548">• <b>SYSTEM:</b> Specifies a global limit shared by all the users.</li> <li data-bbox="857 554 1536 617">• <b>OPERATOR_USER:</b> A limit that can be set in general for all the Operator users.</li> <li data-bbox="857 623 1536 686">• <b>ENTERPRISE_USER:</b> A limit that can be set in general for all the Enterprise users.</li> <li data-bbox="857 693 1536 756">• <b>MSP_USER:</b> A limit that can be set in general for all the MSP users.</li> <li data-bbox="857 762 1536 825">• <b>ENTERPRISE:</b> A limit that can be shared between all users of an Enterprise and is applicable to all the Enterprises in the network.</li> <li data-bbox="857 831 1536 894">• <b>PROXY:</b> A limit that can be shared between all users of a Proxy and is applicable to all proxies.</li> </ul> <p data-bbox="857 921 1536 1003"><b>Policies:</b> Add rules to the policies to apply the requests that match the rule, by configuring the following parameters:</p> <ul data-bbox="857 1010 1536 1673" style="list-style-type: none"> <li data-bbox="857 1010 1536 1241">• <b>Match:</b> Enter the type of requests to be matched: <ul data-bbox="857 1052 1536 1241" style="list-style-type: none"> <li data-bbox="857 1052 1536 1083">• <b>All:</b> Rate-limit all requests matching one of the type objects.</li> <li data-bbox="857 1089 1536 1152">• <b>METHOD:</b> Rate-limit all requests matching the specified method name.</li> <li data-bbox="857 1159 1536 1222">• <b>METHOD_PREFIX:</b> Rate-limit all requests matching the specified method group.</li> </ul> </li> <li data-bbox="857 1247 1536 1673">• <b>Rules:</b> Enter the values for the following parameters: <ul data-bbox="857 1289 1536 1673" style="list-style-type: none"> <li data-bbox="857 1289 1536 1352">• <b>maxConcurrent:</b> Number of jobs that can be performed at the same time.</li> <li data-bbox="857 1358 1536 1421">• <b>reservoir:</b> Number of jobs that can be performed before the limiter stops performing jobs.</li> <li data-bbox="857 1428 1536 1491">• <b>reservoirRefreshAmount:</b> Value to set the reservoir to when <b>reservoirRefreshInterval</b> is in use.</li> <li data-bbox="857 1497 1536 1673">• <b>reservoirRefreshInterval:</b> For every millisecond of <b>reservoirRefreshInterval</b>, the <b>reservoir</b> value will be automatically updated to the value of <b>reservoirRefreshAmount</b>. The <b>reservoirRefreshInterval</b> value should be a multiple of 250 (5000 for Clustering).</li> </ul> </li> </ul>


System Property	Description
	<p><b>Enabled:</b> Each type limit can be activated or deactivated by including the <b>enabled</b> key in <b>APIRateLimiterTypeObject</b>. By default, the value of <b>enabled</b> is True, even if the key is not included. You need to include <b>"enabled": false</b> key to deactivate the individual type limits.</p> <p>The following example shows a sample JSON file with default values:</p> <pre>[ { "type": "OPERATOR_USER", "policies":   [ { "match": { "type": "ALL" }, "rules":     { "reservoir": 500, "reservoirRefreshAmount":       500, "reservoirRefreshInterval": 5000 } } ] },   { "type": "MSP_USER", "policies": [ { "match":     { "type": "ALL" }, "rules": { "reservoir": 500,       "reservoirRefreshAmount": 500, "reservoirRef       reshInterval": 5000 } } ] }, { "type":     "ENTERPRISE_USER", "policies": [ { "match":       { "type": "ALL" }, "rules": { "reservoir": 500,         "reservoirRefreshAmount": 500, "reservoirRef         reshInterval": 5000 } } ] } ] }</pre> <div style="border: 1px solid #0070c0; padding: 5px; margin-top: 10px;">  <b>Note:</b> It is recommended not to change the default values of the configuration parameters.     </div>
<code>vco.api.rateLimit.rules.enterprise.default</code>	Comprises the default set of Enterprise-specific policies applied to newly created Customers. The Customer-specific properties are stored in the Enterprise property <code>vco.api.rateLimit.rules.enterprise</code> .
<code>vco.api.rateLimit.rules.enterpriseProxy.default</code>	Comprises the default set of Enterprise-specific policies applied to newly created Partners. The Partner-specific properties are stored in the Enterprise proxy property <code>vco.api.rateLimit.rules.enterpriseProxy</code> .

Table 22: Remote Diagnostics


System Property	Description
<code>network.public.address</code>	Specifies the browser origin address/DNS hostname that is used to access the Orchestrator UI.
<code>network.portal.websocket.address</code>	<p>Allows to set an alternate DNS hostname/address to access the Orchestrator UI from a browser, if the browser address is not the same as the value of <code>network.public.address</code> system property.</p> <p>As remote diagnostics now uses a WebSocket connection, to ensure web security, the browser origin address that is used to access the Orchestrator UI is validated for incoming requests. In most cases, this address is same as the <code>network.public.address</code> system property. In rare scenarios, the Orchestrator UI can be accessed using another DNS hostname/address that is different from the value set in the <code>network.public.address</code> system property. In such cases, you can set this system property to the alternate DNS hostname/address. By default, this value is not set.</p>
<code>session.options.websocket.portal.idle.timeout</code>	Allows to set the total amount of time (in seconds) the browser WebSocket connection is active in an idle state. By default, the browser WebSocket connection is active for 300 seconds in an idle state.

---

**Table 23: Security Service Edge**

System Property	Description
<code>session.options.enableSseService</code>	Activates or deactivates the Security Service Edge (SSE) feature for Enterprise users.

**Table 24: Segmentation**

System Property	Description
<code>enterprise.capability.enableSegmentation</code>	Activates or deactivates the segmentation capability for Enterprise users.
<code>enterprise.segments.system.maximum</code>	Specifies the maximum number of segments allowed for any Enterprise user. Ensure that you change the value of this system property to 128 if you want to enable 128 segments on Orchestrator for an Enterprise user.
<code>enterprise.segments.maximum</code>	Specifies the default value for the maximum number of segments allowed for a new or existing Enterprise user. The default value for any Enterprise user is 16. <div data-bbox="867 772 1520 869" style="border: 1px solid black; padding: 5px;"> <b>Note:</b> This value must be less than or equal to the number defined in the system property, <code>enterprise.segments.system.maximum</code>.</div>
<code>enterprise.subinterfaces.maximum</code>	Specifies the maximum number of sub-interfaces that can be configured for an Enterprise user. The default value is 32.
<code>enterprise.vlans.maximum</code>	Specifies the maximum number of VLANs that can be configured for an Enterprise user. The default value is 32.
<code>session.options.enableAsyncAPI</code>	When the segment scale is increased to 128 segments for any Enterprise user, to prevent UI timeouts, you can enable Async APIs support on the UI by using this system property. The default value is true.
<code>session.options.asyncPollingMilliSeconds</code>	Specifies the Polling interval for Async APIs on the UI. The default value is 5000 milliseconds.
<code>session.options.asyncPollingMaxCount</code>	Specifies the maximum number of calls to get Status API from the UI. The default value is 10.
<code>vco.enterprise.events.configuration.diff.enable</code>	Activates or deactivates configuration diff event logging. Whenever the number of segments for an Enterprise user is greater than 4, the configuration diff event logging will be deactivated. You can enable configuration diff event logging using this system property.

**Table 25: Self-service Password Reset**

System Property	Description
<code>vco.enterprise.resetPassword.twoFactor.mode</code>	Defines the mode for the second level for password reset authentication, for all the Enterprise users. Currently, only the SMS mode is supported.
<code>vco.enterprise.resetPassword.twoFactor.required</code>	Activates or deactivates the two-factor authentication for password reset of Enterprise users.
<code>vco.enterprise.selfResetPassword.enabled</code>	Activates or deactivates self-service password reset for Enterprise users.
<code>vco.enterprise.selfResetPassword.token.expirySeconds</code>	Duration of time, after which the self-service password reset link for an Enterprise user expires.
<code>vco.operator.resetPassword.twoFactor.required</code>	Activates or deactivates the two-factor authentication for password reset of Operator users.
<code>vco.operator.selfResetPassword.enabled</code>	Activates or deactivates self-service password reset for Operator users.
<code>vco.operator.selfResetPassword.token.expirySeconds</code>	Duration of time, after which the self-service password reset link for an Operator user expires.

**Table 26: Syslog Forwarding**

System Property	Description
<code>log.syslog.backend</code>	Backend service syslog integration configuration.
<code>log.syslog.portal</code>	Portal service syslog integration configuration.
<code>log.syslog.upload</code>	Upload service syslog integration configuration.
<code>log.syslog.lastFetchedCRL.backend</code>	Keeps the last updated CRL as PEM formatted string for service syslog and updated regularly.
<code>log.syslog.lastFetchedCRL.portal</code>	Keeps the last updated CRL as PEM formatted string for service syslog and updated regularly.
<code>log.syslog.lastFetchedCRL.upload</code>	Keeps the last updated CRL as PEM formatted string for service syslog and updated regularly.

**Table 27: TACACS Services**

System Property	Description
<code>session.options.enableTACACS</code>	Activates or deactivates the TACACS services for Enterprise users.

---

**Table 28: Two-factor Authentication**

System Property	Description
<code>vco.enterprise.authentication.twoFactor.enable</code>	Activates or deactivates the two-factor authentication for Enterprise users.
<code>vco.enterprise.authentication.twoFactor.mode</code>	Defines the mode for the second level authentication for Enterprise users. Currently, only SMS is supported as the second level authentication mode.
<code>vco.enterprise.authentication.twoFactor.require</code>	Defines the two-factor authentication as mandatory for Enterprise users.
<code>vco.operator.authentication.twoFactor.enable</code>	Activates or deactivates the two-factor authentication for Operator users.
<code>vco.operator.authentication.twoFactor.mode</code>	Defines the mode for the second level authentication for Operator users. Currently, only SMS is supported as the second level authentication mode.
<code>vco.operator.authentication.twoFactor.require</code>	Defines the two-factor authentication as mandatory for Operator users.

**Table 29: Tunnel Parameters for Edges**

System Property	Description
<code>session.options.enableNsdPkiIPv6Config</code>	Activates <b>Certificate</b> Authentication mode and <b>IPv6</b> Local Identification Type.

**Table 30: VNF Configuration**

System Property	Description
edge.vnf.extraImageInfos	<p>Defines the properties of a VNF Image.</p> <p>You can enter the following information for a VNF Image, in JSON format in the <b>Value</b> field:</p> <pre>[ { "vendor": " Vendor Name", "version": " VNF Image Version", "checksum": " VNF Checksum Value", "checksumType": " VNF Checksum Type" } ]</pre> <p>Example of JSON file for Check Point Firewall Image:</p> <pre>[ { "vendor": "checkPoint", "version": "r80.40_no_workaround_46", "checksum": "bc9b06376cdbf210cad8202d728f1602b79cfd7d", "checksumType": "sha-1" } ]</pre> <p>Example of JSON file for Fortinet Firewall Image:</p> <pre>[ { "vendor": "fortinet", "version": "624", "checksum": "6d9e2939b8a4a02de499528c745d76bf75f9821f", "checksumType": "sha-1" } ]</pre>
edge.vnf.metric.record.limit	Defines the number of records to be stored in the database.
enterprise.capability.edgeVnfs.enable	Allows VNF deployment on supported Edge models.
enterprise.capability.edgeVnfs.securityVnf.checkPoint	Activates Check Point Networks Firewall VNF.
enterprise.capability.edgeVnfs.securityVnf.fortinet	Activates Fortinet Networks Firewall VNF.
enterprise.capability.edgeVnfs.securityVnf.paloAlto	Activates Palo Alto Networks Firewall VNF.
session.options.enableVnf	Activates VNF feature.
vco.operator.alert.edgeVnfEvent.enable	Activates or deactivates Operator alerts for Edge VNF events globally.
vco.operator.alert.edgeVnfInsertionEvent.enable	Activates or deactivates Operator alerts for Edge VNF Insertion events globally.
edge.vnf.extraImageInfos	Allows selection of the Check Point VNF image.

**Table 31: VPN**

System Property	Description
vpn.disconnect.wait.sec	The time interval for the system to wait before disconnecting a VPN tunnel.
vpn.reconnect.wait.sec	The time interval for the system to wait before reconnecting a VPN tunnel.

**Table 32: Warning Banner**

<b>System Property</b>	<b>Description</b>
<code>login.warning.banner.message</code>	<p>This optional system property allows the Operator to configure and display a Security Administrator-specified advisory notice and consent warning message regarding the use of Orchestrator. The warning message is displayed in the Orchestrator prior to user login.</p> <p>For instructions about how to configure this system property, see the topic <i>Configure Advisory Notice and Consent Warning Message for SD-WAN Orchestrator</i>.</p>

**Table 33: Zscaler**

<b>System Property</b>	<b>Description</b>
<code>session.options.enableZscalerProfileAutomation</code>	Enables to configure Zscaler settings at the Profile level.

## Configure Orchestrator Disaster Recovery

This section provides disaster recovery (DR) instructions for Orchestrator.

### 4.1 Orchestrator Disaster Recovery Overview

The Orchestrator Disaster Recovery (DR) feature prevents the loss of stored data and resumes Orchestrator services in the event of system or network failure.

Orchestrator DR involves setting up an active/standby Orchestrator pair with data replication and a manually-triggered failover mechanism.

- The recovery time objective (RTO), therefore, is dependent on explicit action by the operator to trigger promotion of the standby.
- The recovery point objective (RPO), however, is essentially zero, regardless of the recovery time, because all configuration is instantaneously replicated. Monitoring data that would have been collected during the outage is cached on the Edges and Gateways pending promotion of the standby.



**Note:** DR is mandatory. For licensing and pricing, contact the Arista sales team for support.

#### Active/Standby Pair

In an Orchestrator DR deployment, two identical Orchestrator systems are configured as an active / standby pair. The operator can view the state of DR readiness through the web UI on either of the servers. Edges and Gateways are aware of both Orchestrators, and while they receive configuration changes only from the active Orchestrator, they periodically send DR heartbeats to both systems to report their view of both servers and to query the DR system status. When the operator triggers a failover, the Edges and Gateways are informed of the change in their next DR heartbeat.

#### DR States

From the view of an operator, and of the edges and gateways, a Orchestrator has one of four DR states:

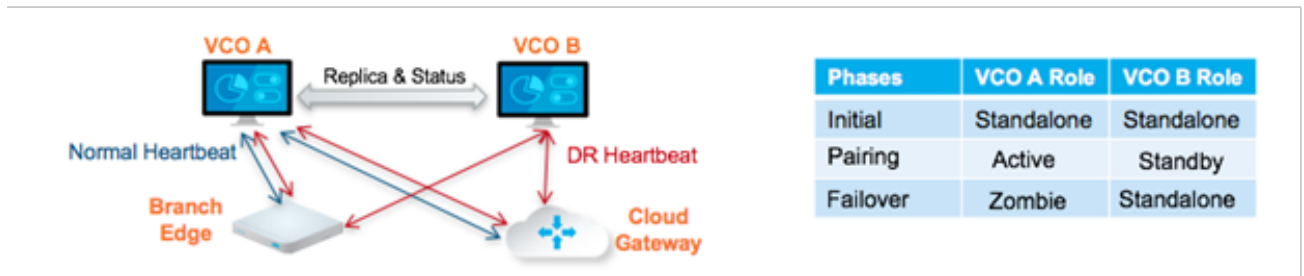
**Table 34: DR States**

DR State	Description
Standalone	No DR configured.
Active	DR configured, acting as the primary Orchestrator server.
Standby	DR configured, acting as an inactive replica Orchestrator server.
Zombie	DR formerly configured and active but no longer acting as the active or standby.

## Run-time Operation

When DR is configured, the standby server runs in a limited mode, blocking all API calls except those related to the DR status and the DR heartbeats. When the operator invokes a failover, the standby is promoted to become fully operational as a Standalone server. The server that was formerly active is automatically transitioned to a Zombie state if it is responsive and visible from the promoted standby. In the Zombie state, management configuration services are blocked and any contact from Edges and Gateways that have not transitioned to the new active Orchestrator are redirected to the promoted server.

Figure 4-1: Run-time Operation



## 4.2 Set Up Orchestrator Replication

Two installed Orchestrator instances are required to initiate replication.

- The selected standby is put into a `STANDBY_CANDIDATE` state, enabling it to be configured by the active server.
- The active server is then given the address and credentials of the standby and it enters the `ACTIVE_CONFIGURING` state.

When a `STANDBY_CONFIG_REQST` is created from Active to Standby, the two servers synchronize through the state transitions.

The two Orchestrators for Disaster Recovery (DR) that will be established, must have the same time. Before you initiate Orchestrator replication, ensure you check the following NTP configurations:

- The Gateway time zone must be set to **Etc/UTC**. Use the following command to view the NTP time zone.

```
vcadmin@vcg1-example:~$ cat /etc/timezone Etc/UTC vcadmin@vcg1-example:~$
```

If the time zone is incorrect, use the following commands to update the time zone.

```
echo "Etc/UTC" | sudo tee /etc/timezone sudo dpkg-reconfigure --frontend noninteractive tzdata
```

- The NTP offset must be less than or equal to 15 milliseconds. Use the following command to view the NTP offset.

```
sudo ntpqvcadmin@vcg1-example:~$ sudo ntpq -p remote refid st t when poll reach delay offset jitter ===== *ntp1-us1.prod.v 74.120.81.219 3 u 474 1024 377 10.171 -1.183 1.033 ntp1-eu1-old.pr .INIT. 16 u - 1024 0 0.000 0.000 0.000 vcadmin@vcg1-example:~$
```

If the offset is incorrect, use the following commands to update the NTP offset.

```
sudo systemctl stop ntp sudo ntpdate <server> sudo systemctl start ntp
```

- By default, a list of NTP Servers are configured in the `/etc/ntp.conf` file. The Orchestrators on which DR need to be established must have Internet to access the default NTP Servers and ensure the time is in sync on both the Orchestrators. Customers can also use their local NTP server running in their environment to sync time.



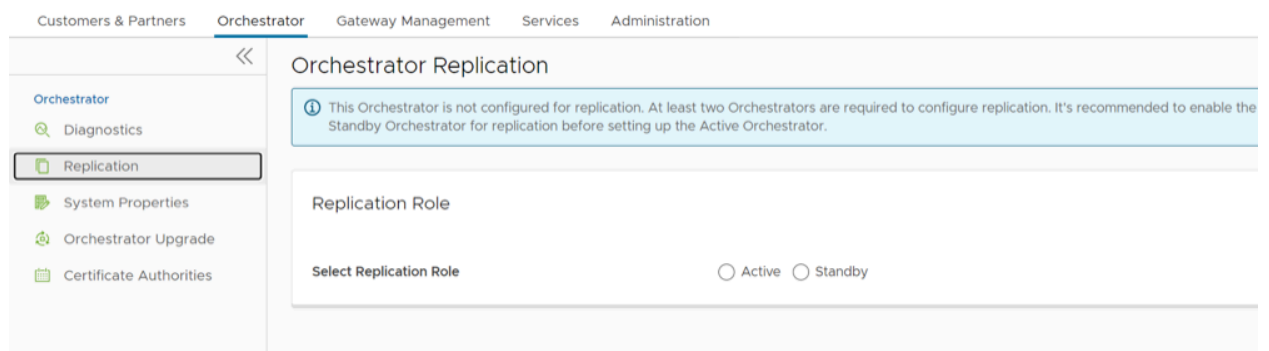
**Note:** Before you set up your Standby Orchestrator to begin the Replication process, you must enable the `network.public.address` system property.

## 4.2.1 Set Up the Standby Orchestrator

To set up Orchestrator replication, perform the following steps:

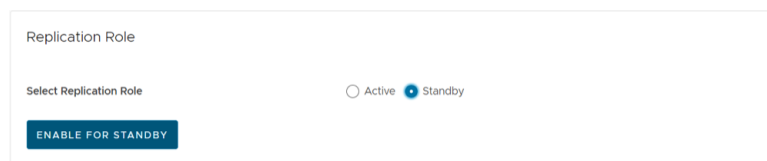
1. Select **Replication** from the Navigation panel to display the **Orchestrator Replication** screen.

**Figure 4-2: Orchestrator Replication**



2. Enable the Standby Orchestrator by selecting the **Standby (Replication Role)** radio button.

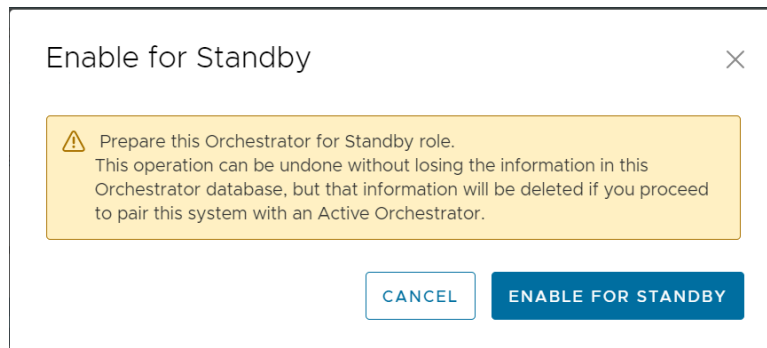
**Figure 4-3: Replication Role**



3. Select the **Enable for Standby** button.

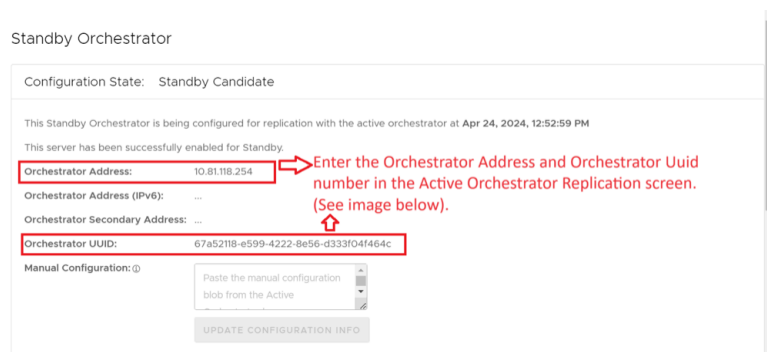
The **Prepare this Orchestrator for Standby Role** dialog appears.

**Figure 4-4: Enable for Standby**



4. Select the **Enable for Standby** button again.
5. The **Orchestrator Success** message displays across the top of the screen indicating that the Orchestrator has been enabled for Standby, and that the Orchestrator will restart in Standby mode.
6. Select **OK**.

**Figure 4-5: Standby Orchestrator**



After the Standby Orchestrator has been configured for replication, configure the Active Orchestrator.

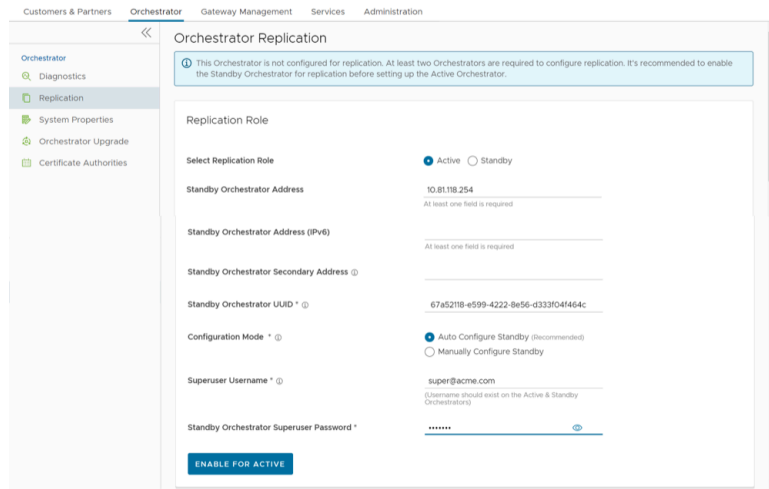
## 4.2.2 Set Up the Active Orchestrator

To configure the second Orchestrator to be the Active Orchestrator:

1. Select **Replication** from the Navigation panel.  
The **Orchestrator Replication** screen appears.
2. Choose **Active Replication Role**.
3. Enter the **Standby Orchestrator Address** and the **Standby Orchestrator UUID**.

The Orchestrator Address and UUID are displayed in the **Standby Orchestrator** screen.

**Figure 4-6: Orchestrator Replication**



4. Enter the username and password for the Orchestrator Superuser to be used for replication.

**Note:**

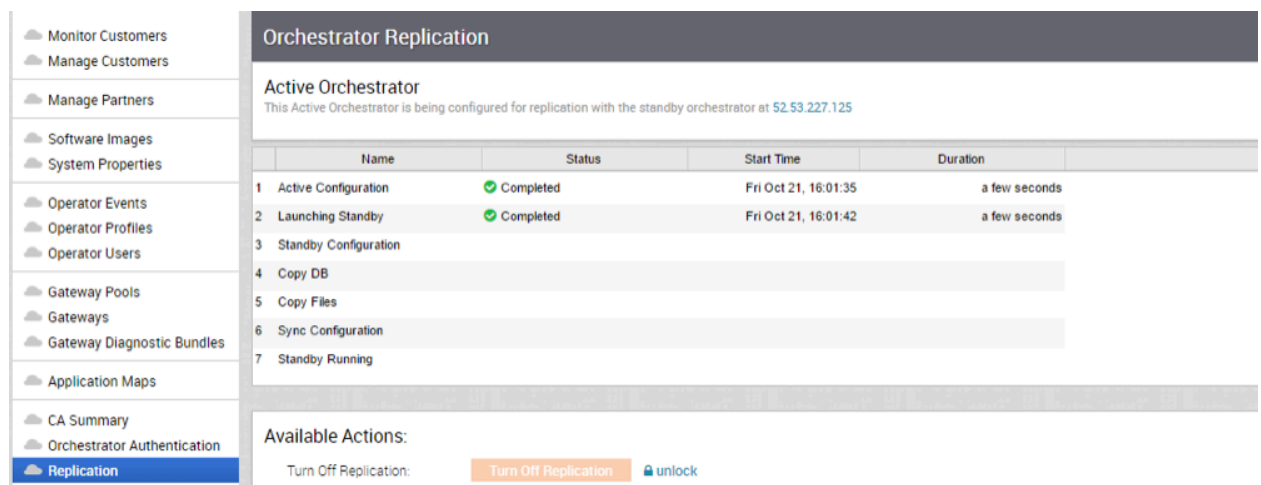


- This Superuser should already exist on both systems.
- Starting from the 4.5 release, the use of the special character "<" in the password is no longer supported. In cases where users have already used "<" in their passwords in previous releases, they must remove it to save any changes on the page.

5. Select the **Make Active** button.

The **Active Orchestrator** screen displays showing a status of the current state.

**Figure 4-7: Active Orchestrator**



- When configuration is complete, both Orchestrators (Standby and Active) will be in sync.

**Figure 4-8: Standby Orchestrator in Sync**

**Standby Orchestrator**

Current State: [toggle history](#) **In Sync**  
 Last Verified: **Tue Nov 08, 10:18** a few seconds ago  
 Active Orchestrator: **192.168.19.30**

---

Activity Monitor	Active Orchestrator	Standby Orchestrator
Edges: ⓘ	4 of 5 <div style="width: 100%;"><div style="width: 80%; background-color: green;"></div><div style="width: 20%; background-color: red;"></div></div>	4 of 5 <div style="width: 100%;"><div style="width: 80%; background-color: green;"></div><div style="width: 20%; background-color: red;"></div></div>
Gateways: ⓘ	4 of 4 <div style="width: 100%; background-color: green;"></div>	4 of 4 <div style="width: 100%; background-color: green;"></div>

---

**Available Actions:**

Promote Standby to Active: Promote Standby 🔒 unlock

Return to Standalone mode: Return to Standalone mode 🔒 unlock

- You can click the **toggle history** link to view the status of each state.

**Figure 4-9: Toggle History**

**Standby Orchestrator**

Current State: [toggle history](#) **In Sync**  
 Last Verified: **Tue Nov 08, 10:20** a few seconds ago  
 Active Orchestrator: **192.168.19.30**

	Name	Status	Start Time	Duration
1	Standby Candidate	✔ Completed	Mon Nov 07, 16:57:59	a minute
2	Standby Configuration	✔ Completed	Mon Nov 07, 16:58:54	a few seconds
3	Copy DB	✔ Completed	Mon Nov 07, 16:59:36	3 minutes
4	Copy Files	✔ Completed	Mon Nov 07, 17:02:21	a minute
5	Sync Configuration	✔ Completed	Mon Nov 07, 17:03:16	a few seconds
6	In Sync	✔ Completed	Mon Nov 07, 17:03:16	17 hours

**Figure 4-10: Active Orchestrator in Sync**

The screenshot displays the 'Active Orchestrator' status page. At the top, it shows the current state as 'In Sync', last verified on 'Tue Nov 08, 10:16 a few seconds ago', and standby address '192.168.22.30'. Below this is an 'Activity Monitor' section with two columns: 'Active Orchestrator' and 'Standby Orchestrator'. Each column shows 'Edges: 4 of 5' and 'Gateways: 4 of 4' with corresponding progress bars. The 'Available Actions' section at the bottom includes a 'Return to Standalone mode' label and two buttons: 'Return to Standalone mode' and 'unlock'.

## 4.3 Test Failover

The following testing failover scenarios are forced failovers for example purposes. You can perform these actions in the Available Actions area of the Active and Standby screens.

### 4.3.1 Promote a Standby Orchestrator

This section discusses how to promote a Standby Orchestrator.

To promote a Standby Orchestrator

1. Select the **unlock** link.
2. Select the **Promote Standby** button in the **Available Actions** area on the Standby Orchestrator screen.

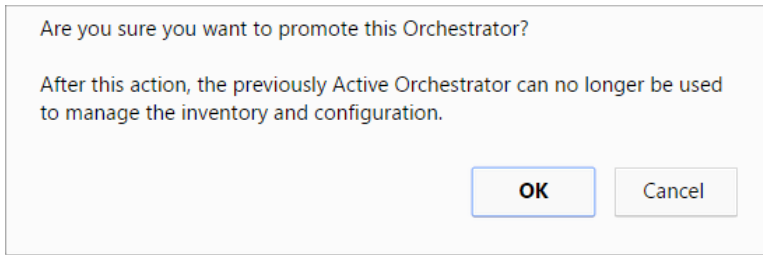
**Figure 4-11: Available Actions**

The screenshot shows the 'Available Actions' section for a Standby Orchestrator. It includes a 'Promote Standby to Active' label and two buttons: 'Promote Standby' and 'unlock'. Below this is a 'Return to Standalone mode' label and two buttons: 'Return to Standalone mode' and 'unlock'. A mouse cursor is shown hovering over the 'unlock' button in the top row.

---

The following dialog box appears, indicating that when you promote your Standby Orchestrator, administrators will no longer be able to manage the Orchestrator using the previously Active Orchestrator.

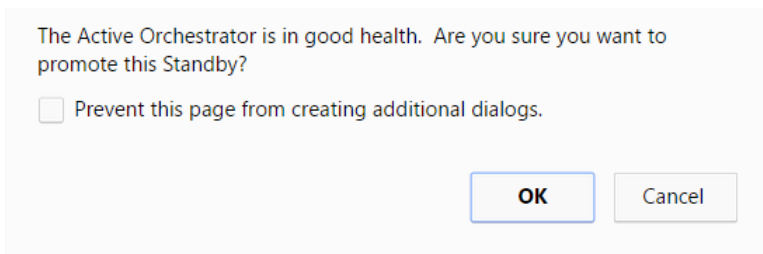
**Figure 4-12: Promote Standby**



3. Select the **OK** button to promote the Standby Orchestrator.

Another message dialog box appears to verify your request to promote the Standby Orchestrator. This message will appear only if the Standby Orchestrator perceives the Active Orchestrator to be in good health, meaning the Standby is communicating with the Active and duplicating data.

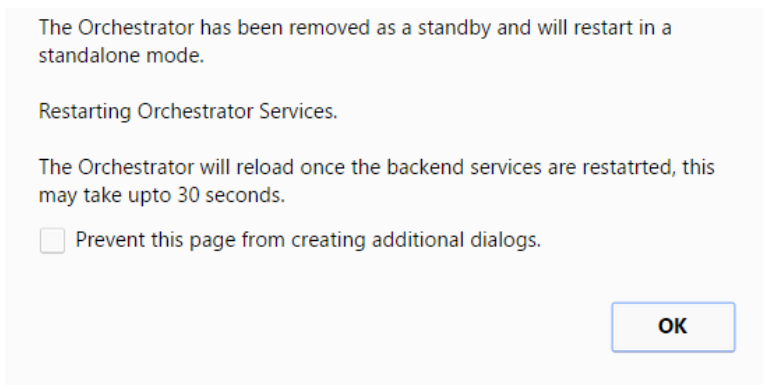
**Figure 4-13: Confirmation Dialog**



4. Select **OK** to promote the Orchestrator.

A final dialog box appears indicating that the Orchestrator is no longer a Standby and will restart in Standalone mode.

**Figure 4-14: Restarting Orchestrator Services**

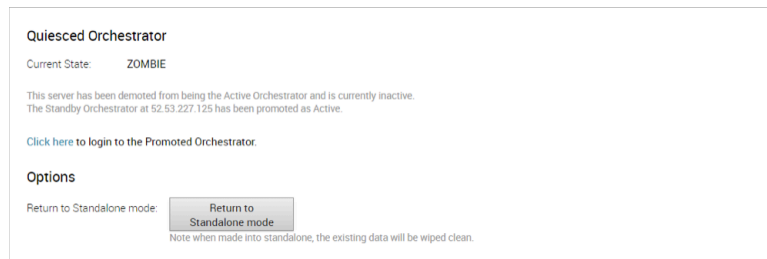


When you promote a Standby Orchestrator, it restarts in Standalone mode.

If the Standby can communicate with the formerly Active Orchestrator, it will instruct that Orchestrator to enter a Zombie state. In Zombie state, the Orchestrator communicates with its clients (edges, gateways, UI/API) that it is no longer active, and that they must communicate with the newly promoted Orchestrator.

If the promoted Standby cannot communicate with the formerly Active Orchestrator, the operator should, if possible, manually demote the formerly Active Orchestrator.

**Figure 4-15: Quiesced Orchestrator**



### 4.3.2 Return to Standalone Mode

To return the Zombie to standalone mode, click the Return to Standalone Mode button in the Available Actions area on the Active Orchestrator or Standby Orchestrator screens.

**Figure 4-16: Return to Standalone Mode**



**Note:** The Orchestrator can be returned to the Standalone mode from the Zombie state after the time specified in the system property `vco.disasterRecovery.zombie.expirySeconds`, which is defaulted to 1800 seconds.

## 4.4 Troubleshooting Orchestrator DR

This section discusses the failure states of the system. These are also listed in the UI, along with a more detailed description of the failure. Additional information is available in the Arista log.

### Recoverable Failures

The following errors are recoverable failures that can occur after Orchestrator DR reaches an in sync state. If the problem causing these failures is corrected, Orchestrator DR will automatically return to normal operation.

- FAILURE\_SYNCING\_FILES
- FAILURE\_GET\_STANDBY\_STATUS
- FAILURE\_MYSQL\_ACTIVE\_STATUS
- FAILURE\_MYSQL\_STANDBY\_STATUS

---

## Unrecoverable Failures

The following failures can occur during configuration of the Orchestrator DR. Orchestrator DR will not automatically recover from these failures.

- FAILURE\_ACTIVE\_CONFIGURING
- FAILURE\_LAUNCHING\_STANDBY
- FAILURE\_STANDBY\_CONFIGURING
- FAILURE\_COPYING\_DB
- FAILURE\_COPYING\_FILES
- FAILURE\_SYNC\_CONFIGURING
- FAILURE\_GET\_STANDBY\_CONFIG
- FAILURE\_STANDBY\_CANDIDATE
- FAILURE\_STANDBY\_UNCONFIG
- FAILURE\_STANDBY\_PROMOTION
- FAILURE\_ACTIVE\_DEMOTION

## 4.5 Replication

The Orchestrator Disaster Recovery (DR) feature prevents the loss of stored data and resumes Orchestrator services in the event of system or network failure.

The Orchestrator DR involves setting up an active/standby Orchestrator pair with data replication and a manually-triggered failover mechanism.

- The Recovery Time Objective (RTO), therefore, is dependent on explicit action by the operator to trigger promotion of the standby.
- The Recovery Point Objective (RPO), however, is essentially zero, regardless of the recovery time, because all configuration is instantaneously replicated. Monitoring data that would have been collected during the outage is cached on the Edges and Gateways pending promotion of the standby.



**Note:** DR is mandatory. For licensing and pricing, contact the Arista sales team for support.

### Active/Standby Pair

In an Orchestrator DR deployment, two identical Orchestrator systems are configured as an active / standby pair. The operator can view the state of DR readiness through the web UI on either of the servers. Edges and gateways are aware of both Orchestrators, and while they receive configuration changes only from the active Orchestrator, they periodically send DR heartbeats to both systems to report their view of both servers and to query the DR system status. When the operator triggers a failover, the Edges and Gateways are informed of the change in their next DR heartbeat.

## DR States

From the view of an operator, and the Edges and Gateways, an Orchestrator has one of the following four DR states:

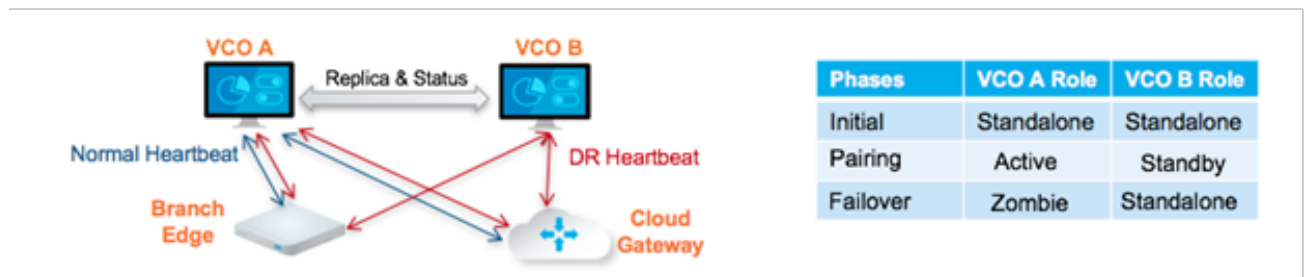
**Table 35: DR States**

DR State	Description
Standalone	No DR configured.
Active	DR configured, acting as the primary Orchestrator server.
Standby	DR configured, acting as an inactive replica Orchestrator server.
Zombie	DR formerly configured and active but no longer acting as the active or standby.

## Run-time Operation

When DR is configured, the standby server runs in a limited mode, blocking all API calls except those related to the DR status and the DR heartbeats. When the operator invokes a failover, the standby is promoted to become fully operational as a Standalone server. The server that was formerly active is automatically transitioned to a Zombie state if it is responsive and visible from the promoted standby. In the Zombie state, management configuration services are blocked and any contact from edges and gateways that have not transitioned to the new active Orchestrator are redirected to the promoted server.

**Figure 4-17: Run-time Operation**



## Set Up Orchestrator Replication

Two installed Orchestrator instances are required to initiate replication.

- The selected standby is put into a `STANDBY_CANDIDATE` state, enabling it to be configured by the active server.
- The active server is then given the address and credentials of the standby and it enters the `ACTIVE_CONFIGURING` state.

When a `STANDBY_CONFIG_REQST` is made from active to standby, the two servers synchronize through the state transitions.

The two Orchestrators on which Disaster Recovery (DR) need to be established must have same time. Before you initiate Orchestrator replication, ensure you check the following NTP configurations:

- The Gateway time zone must be set to **Etc/UTC**. Use the following command to view the NTP time zone.

```
vcadmin@vcg1-example:~$ cat /etc/timezone Etc/UTC vcadmin@vcg1-example:~$
```

---

If the time zone is incorrect, use the following commands to update the time zone.

```
echo "Etc/UTC" | sudo tee /etc/timezone sudo dpkg-reconfigure --frontend noninteractive tzdata
```

- The NTP offset must be less than or equal to 15 milliseconds. Use the following command to view the NTP offset.

```
sudo ntpqvcadmin@vcg1-example:~$ sudo ntpq -p remote refid st t when poll reach delay offset jitter
===== *ntp1-us1.prod.v 74.120.81.219 3 u 474 1024 377 10.171 -1.183 1.033 ntp1-eu1-old.pr .INIT. 16 u -
1024 0 0.000 0.000 0.000 vcadm@vcg1-example:~$
```

If the offset is incorrect, use the following commands to update the NTP offset.

```
sudo systemctl stop ntp sudo ntpdate <server> sudo systemctl start ntp
```

- By default, a list of NTP Servers are configured in the `/etc/ntp.conf` file. The Orchestrators on which DR need to be established must have Internet to access the default NTP Servers and ensure the time is in sync on both the Orchestrators. Customers can also use their local NTP server running in their environment to sync time.

### Set Up the Standby Orchestrator

To set up the Standby Orchestrator, perform the following steps:

1. In the **SD-WAN** service of the **Enterprise** portal, select **Orchestrator** tab and then from the left pane select **Replication** button to display the **Orchestrator Replication** screen.
2. Activate the Standby Orchestrator by selecting the **Standby** (Replication Role) radio button.

### 3. Select **Enable for Standby** button.

**Figure 4-18: Standby Orchestrator**

Standby Orchestrator

Configuration State: Standby Candidate

This Standby Orchestrator is being configured for replication with the active orchestrator at Sep 23, 2022, 12:11:49 PM

This server has been successfully enabled for Standby.

Orchestrator Address: 10.81.118.120

Orchestrator Address (IPv6): ...

Orchestrator Secondary Address: ...

Orchestrator UUID: d85517ee-d359-49a4-8675-8afebe2e811e

Manual Configuration: @

10c898dd-3ba1-4fbc-bfaf-  
baf5d8eb8f5-10c898dd-3ba1-

[UPDATE CONFIGURATION INFO](#)

**Next Step**

- If an Active Orchestrator has not been configured, login to the Orchestrator that should be the Active, and use the UUID and IP Address provided below as the Standby Orchestrator details for the configuration.
- If the Active Orchestrator has been setup with the 'Auto Configure Standby' option, wait for a few minutes until they sync up. The screen will automatically refresh itself once the connection between them is established.
- If the Active Orchestrator has been setup with the 'Manual Configure Standby' option, paste the 'Manual Configuration Data' from the Active Orchestrator into the textfield above and click on the button to update the configuration.

**Available Actions**

[RETURN TO STANDALONE MODE](#)
[UNLOCK](#)

The Standby Orchestrator page appears.

### 4. Enter the manual configuration parameters and select **Update configuration info** button.

After the Standby Orchestrator has been configured for replication, configure the Active Orchestrator according to the instructions below.


## Set Up the Active Orchestrator

To set up the Active Orchestrator, select the Replication Role as Active and configure the following:

**Figure 4-19: Orchestrator Replication**

**Table 36: Orchestrator Replication- Options and Descriptions**

Option	Description
Select Replication Role	Select the <b>Active</b> radio button for the replication role.
Standby Orchestrator Address	Enter the primary Standby Orchestrator IP Address.
Standby Orchestrator Address (IPv6)	Enter the Standby Orchestrator IPv6 Address.
Standby Orchestrator Secondary Address	Enter the address of the standby Orchestrator's secondary interface. This address is used for replication if the standby is promoted to active. Users can add Ipv4/Ipv6 or FQDN address here.
Standby Orchestrator UUID	Enter the UUID of the standby Orchestrator.
Configuration Mode	Select the <b>Auto Configure Standby</b> or <b>Manually Configure Standby</b> radio button based on the requirement. When configured manually, paste a string value from <code>ACTIVE_VCO</code> to <code>STANDBY_WAIT</code> .
Superuser Username	Enter the display name for the Orchestrator Superuser.
Standby Orchestrator Superuser Password	Enter the password for the Orchestrator Superuser.

 **Note:** Starting from the 4.5 release, the use of the special character "<" in the password is no longer supported. In cases where users have already used "<" in their passwords in previous releases, they must remove it to save any changes on the page.

Select **Enable for Active** button to activate replication role.

When configuration is complete, both Orchestrators (Standby and Active) are in sync.

### Standby Orchestrator in Sync

Figure 4-20: Standby Orchestrator in Sync

Standby Orchestrator

Configuration State: In Sync

Last Verified: Jul 26, 2022, 3:47:41 PM a few seconds ago


Active Orchestrator: 10.81.112.32


Active Orchestrator Replication Address: 10.81.112.32

> History

Activity Monitor	Active Orchestrator	Standby Orchestrator
Edges: ⓘ	5 of 5	5 of 5
Gateways: ⓘ	2 of 2	2 of 2

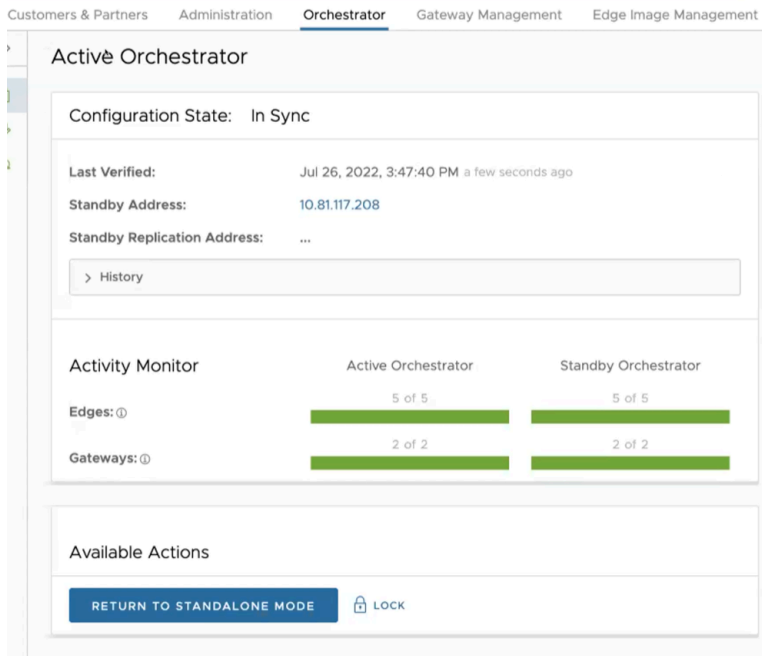
Available Actions

PROMOTE STANDBY  LOCK

RETURN TO STANDALONE MODE  UNLOCK

## Active Orchestrator in Sync

Figure 4-21: Active Orchestrator in Sync



### Test Failover

The following testing failover scenarios are forced failovers for example purposes. You can perform these actions in the **Available Actions** area of the **Active** and **Standby** screens.

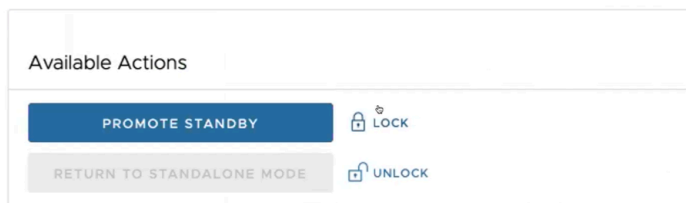
### Promote a Standby Orchestrator

This section discusses how to promote a Standby Orchestrator.

To promote a Standby Orchestrator, perform the following steps:

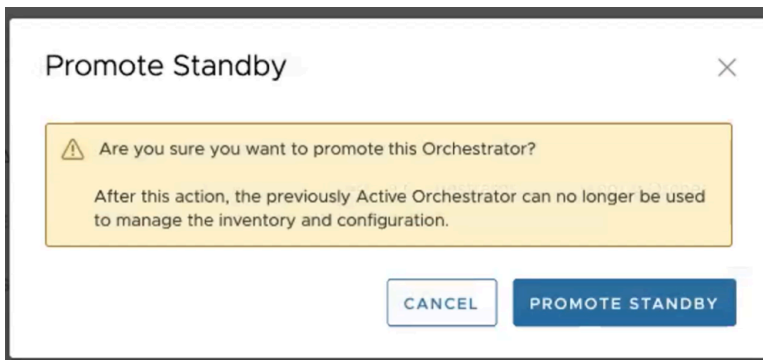
1. Select the **unlock** link.
2. Select the **Promote Standby** button in the **Available Actions** area on the Standby Orchestrator screen.

Figure 4-22: Available Actions



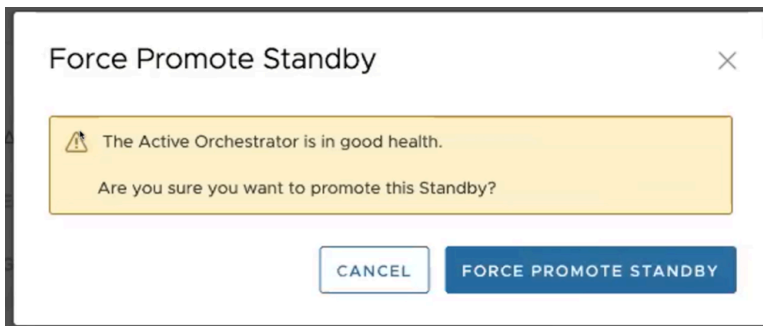
The following dialog box appears, indicating that when you promote your Standby Orchestrator, administrators can no longer be able to manage the Orchestrator using the previously Active Orchestrator.

**Figure 4-23: Promote Standby**



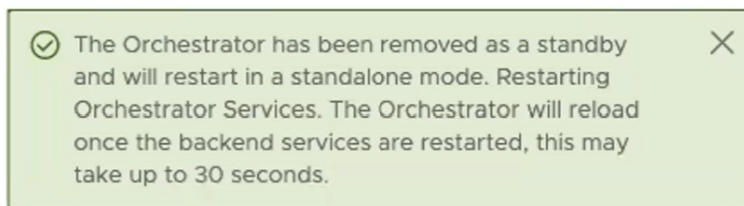
3. Select the **Promote Standby** button to promote the Standby Orchestrator.
4. Select **Force Promote Standby** to promote the Orchestrator.

**Figure 4-24: Force Promote Standby**



A final dialog box appears indicating that the Orchestrator is no longer a Standby and restarts in Standalone mode.

**Figure 4-25: Restart Message**

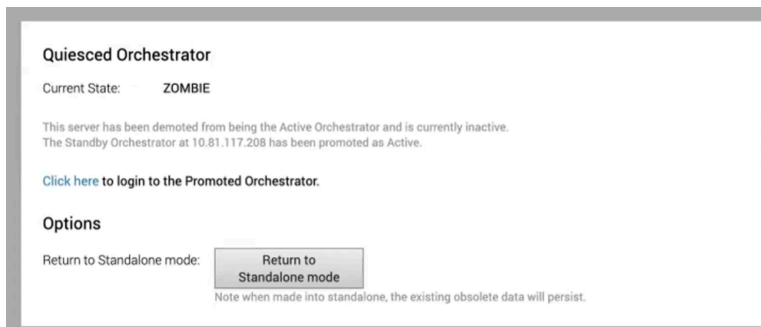


When you promote a Standby Orchestrator, it restarts in Standalone mode.

If the Standby can communicate with the formerly Active Orchestrator, it instructs that Orchestrator to enter a Zombie state. In Zombie state, the Orchestrator communicates with its clients (edges, gateways, UI/API) that it is no longer active, and that they must communicate with the newly promoted Orchestrator. If the promoted

Standby cannot communicate with the formerly Active Orchestrator, the operator should, if possible, manually demote the formerly Active Orchestrator.

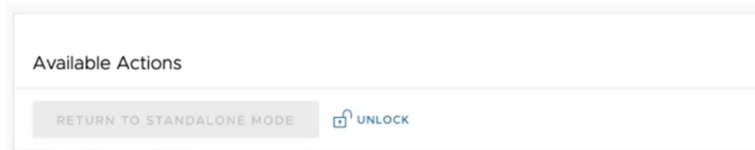
**Figure 4-26: Quiesced Orchestrator**



### Return to Standalone Mode

To return the Zombie to standalone mode, select the **Return to Standalone Mode** button in the Available Actions area on the **Active Orchestrator** or **Standby Orchestrator** screens.

**Figure 4-27: Return to Standalone Mode**



**Note:** The Orchestrator can be returned to the Standalone mode from the Zombie state after the time specified in the system property `vco.disasterRecovery.zombie.expirySeconds`, which is defaulted to 1800 seconds.

### Troubleshooting Orchestrator DR

This section discusses the failure states of the system. These are also listed in the UI, along with a more detailed description of the failure. Additional information is available in the Arista log.

#### Recoverable Failures

The following errors are recoverable failures that can occur after Orchestrator DR reaches an in sync state. If the problem causing these failures is corrected, Orchestrator DR automatically returns to normal operation.

- FAILURE\_SYNCING\_FILES
- FAILURE\_GET\_STANDBY\_STATUS
- FAILURE\_MYSQL\_ACTIVE\_STATUS
- FAILURE\_MYSQL\_STANDBY\_STATUS

#### Unrecoverable Failures

The following failures can occur during configuration of the Orchestrator DR. Orchestrator DR does not automatically recover from these failures.

- FAILURE\_ACTIVE\_CONFIGURING

- FAILURE\_LAUNCHING\_STANDBY
- FAILURE\_STANDBY\_CONFIGURING
- FAILURE\_COPYING\_DB
- FAILURE\_COPYING\_FILES
- FAILURE\_SYNC\_CONFIGURING
- FAILURE\_GET\_STANDBY\_CONFIG
- FAILURE\_STANDBY\_CANDIDATE
- FAILURE\_STANDBY\_UNCONFIG
- FAILURE\_STANDBY\_PROMOTION
- FAILURE\_ACTIVE\_DEMOTION

## Upgrade Orchestrator

---

This section discusses how to upgrade the Orchestrator .

### 5.1 Orchestrator Upgrade Overview

The following steps are required to upgrade an Orchestrator.

1. Prepare for the Orchestrator Upgrade.
2. Send Upgrade Announcement.
3. Proceed with the Orchestrator Upgrade.
4. Complete the Orchestrator Upgrade.

### 5.2 Upgrade an Orchestrator

This section discusses how to upgrade an Orchestrator.

#### 5.2.1 Step 1: Prepare for the Orchestrator Upgrade

Contact the [Arista Support](#) team to prepare for the Orchestrator upgrade.

To upgrade **Orchestrator**:

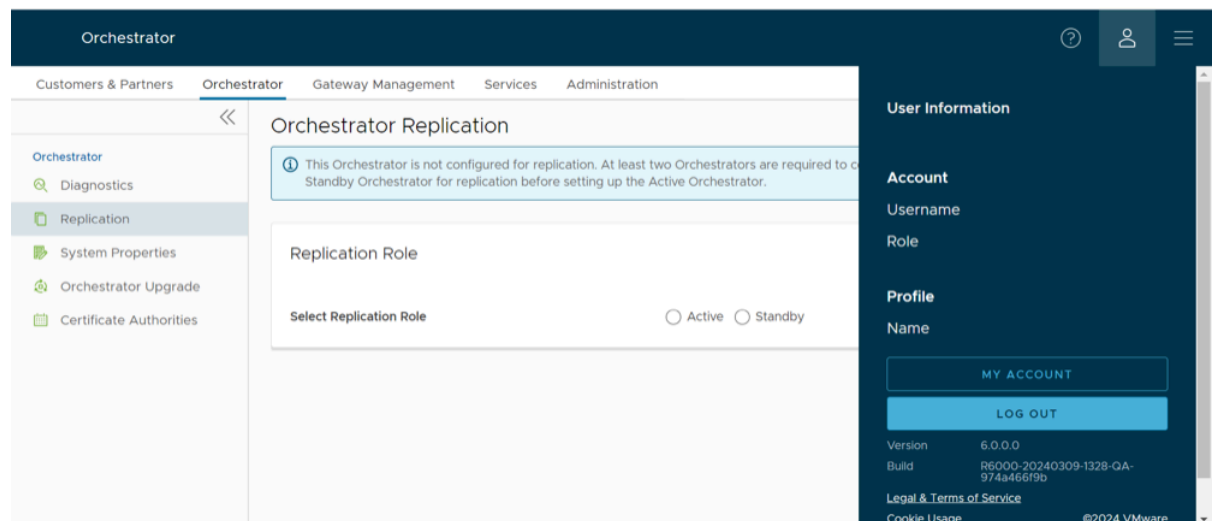
1. Arista Support will assist you with your upgrade. Collect the following information prior to contacting Support.
  - a. Provide the current and target **Orchestrator** versions, for example: current version (i.e. 2.5.2 GA-20180430), target version (3.3.2 p2).



**Note:** For the current version, this information can be found on the top, right corner of the **Orchestrator** by selecting the **Help** link and choosing **About**.

- b. Provide a screenshot of the replication dashboard of the Orchestrator as shown below.

**Figure 5-1: Orchestrator Dashboard**



- Hypervisor Type and version (i.e. vSphere 6.7)
- Commands from the **Orchestrator**:



**Note:** Commands must be run as root (e.g. 'sudo <command>' or 'sudo -i').

- Run the script `/opt/vc/scripts/vco_upgrade_check.sh` to check:
  - LVM layout
  - Memory Information
  - CPU Information
  - Kernel Parameters
  - Some system properties
  - ssh configurations
  - Mysql schema and database sizes
  - File\_store locations and sizes
- Copy of `/var/log`
  - `tar -czf /store/log-`date +%Y%M%S`.tar.gz --newer-mtime="36 hours ago" /var/log`
- From the Standby Orchestrator:
  - `sudo mysql --defaults-extra-file=/etc/mysql/velocloud.cnf velocloud -e 'SHOW SLAVE STATUS \G'`
- From the Active Orchestrator:

- `sudo mysql --defaults-extra-file=/etc/mysql/velocloud.cnf velocloud -e 'SHOW MASTER STATUS \G'`
2. Contact [Arista Support](#), with the above-mentioned information for assistance with the **Orchestrator** upgrade.

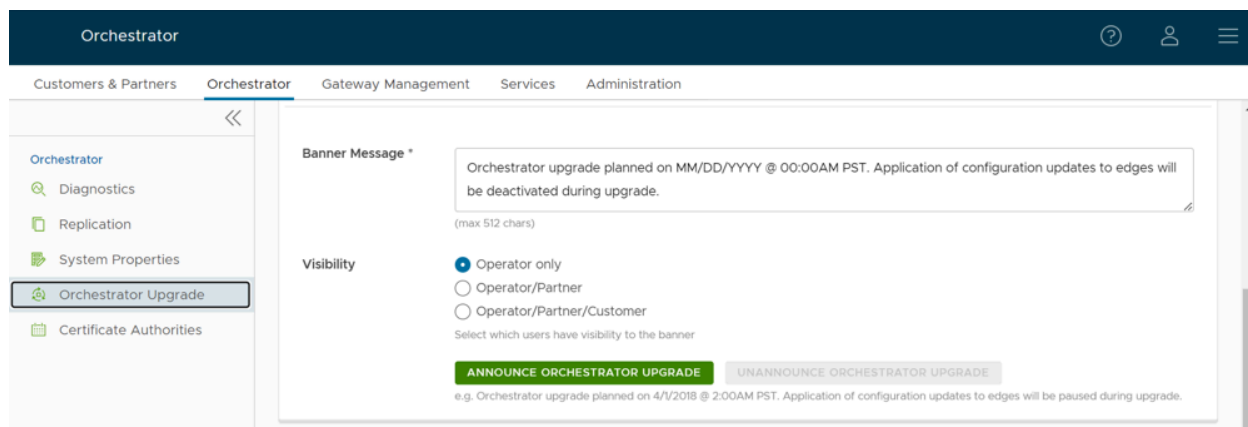
## 5.2.2 Step 2: Send Upgrade Announcement

The **Upgrade Announcement** area enables you to configure and send a message about an upcoming upgrade. This message will be displayed to all users the next time they login to the **Orchestrator**.

To send an upgrade announcement:

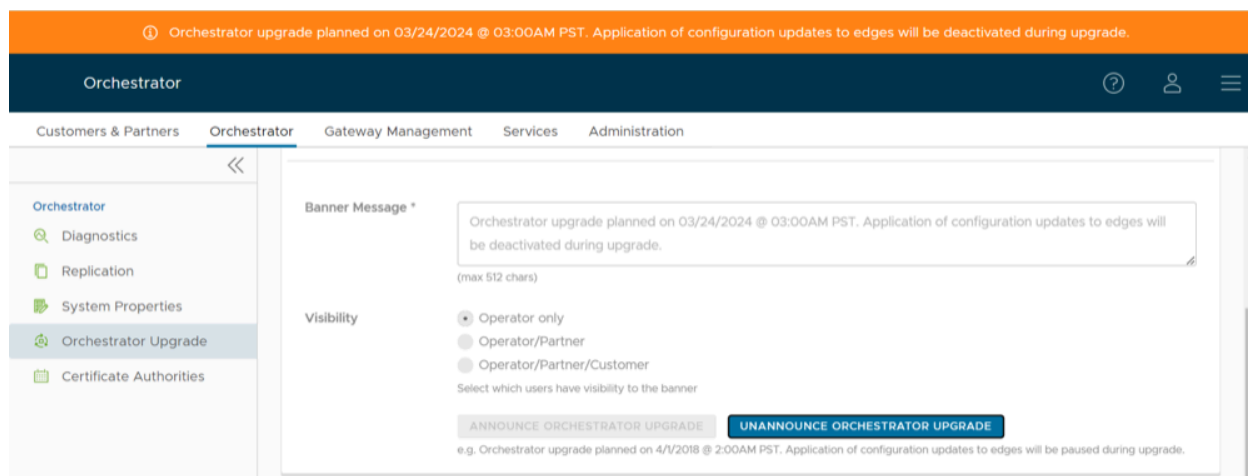
1. From the **Orchestrator**, select **Orchestrator Upgrade** from the navigation panel.
2. In the **Upgrade Announcement** area, type in your message in the **Banner Message** text box.

**Figure 5-2: Type your Banner Message**



3. Select the **Announce Orchestrator Upgrade** button. A pop-up message appears indicating that you have successfully created your announcement, and that your banner message is displayed at the top of the Orchestrator.

**Figure 5-3: Banner Message is Displayed**



4. **(Optional)** You can remove the announcement from the **Orchestrator** by selecting the **Unannounce Orchestrator Upgrade** button.

A pop-up message appears indicating that you have successfully unannounced the **Orchestrator** upgrade. The announcement that was displayed at the top of the **Orchestrator** is removed.

### 5.2.3 Step 3: Before Proceeding with the Orchestrator Upgrade

This section provides important information to consider prior to upgrading the **Orchestrator**, as well as how the image-based upgrade works. Contact Arista Support to assist you with the 5.4 to 6.0 upgrade.

#### Note:



- The **Orchestrator** OS, database, and several other dependent components currently in use have reached their end of life, and will no longer be supported.
- The benefit to upgrading to the 6.0 release is better security due to components with active LTS.
- Starting from the 6.0.0 release, existing events data is migrated from mySQL to ClickHouse, and all the new events data is stored in ClickHouse for a duration of 1 year.

#### Consider the following when upgrading to the 6.0 Release:

- This upgrade work does not modify any existing APIs.
- Just like other releases, there are schema changes with the 6.0 release. However, these changes will not impact the upgrade process.

The OS for the **Orchestrator** virtual appliance specific upgrades include the following:

- The OS version is changing from Ubuntu 18.04 to 22.04.
- Image based upgrade instead of a Debian based upgrade.

#### Important Notes for Upgrading from 5.4 to 6.0

With the 6.0 release, the **Orchestrator** is adopting an image-based upgrade approach, which will introduce the following important differences compared to previous upgrades.

- Any non-supported binaries installed on top of **Orchestrator** will be removed. These can include the off-the-shelf monitoring applications, remote access applications, etc.
- Back up any configurations if you want to continue using them. After the upgrade, you must reinstall them manually and configure them accordingly.
- For a successful upgrade, a reboot of the **Orchestrator** is required.
  - The upgrade process requires a mandatory system-level REBOOT of the Orchestrator.
- After a successful upgrade, the **Orchestrator** does not support rolling back to the previous release. Therefore, ensure you have backups of the entire system, including `/store`, `/store2`, `/store3`, and so forth, before upgrading.
- At least 30GB of free space is required on the physical disk before upgrading the Orchestrator from 5.4.0 to 6.0.0.

---

## Image-based Upgrade Process

This section discusses how the image-based upgrade process works.

- An Ubuntu 22.04-based VCO image is prepared with all required binaries with LVM partitions “/” and “/var/”
- The “/” and “/var/” LVM partitions are "snapshotted" to represent new image **rooftfs**
- These snapshots are packaged with upgrade scripts as shown in the below diagram to serve two primary functions:
  - Transferring specific configurations, notably those associated with mysql, nginx, ssh, and their respective keys, from the existing system to the new snapshots.
  - Adjusting the boot configuration to ensure the system boots using the new LVM partitions, thus ensuring the upgrade is complete and effective.
- As seen in the above diagram, the image-based upgrade replaces the old file system with a new one. As mentioned, this might result some unsupported files and packages being lost. Contact [Arista Support](#) before upgrade to ensure a safe and successful upgrade.

### Best Practices/Recommendations:

Listed below are some upgrade best practices:

- From the **System Properties** page in the **Orchestrator**, make a note of the value of the `edge.heartbeat.spread.factor` system property. Then, change the heartbeat spread factor to a relatively high value for a large **Orchestrator** (e.g. 20, 40, 60). This will help reduce the sudden spike of the resource utilization (CPU, IO) on the system. Make sure to verify that all Gateways and Edges are in a connected state before restoring the previous `edge.heartbeat.spread.factor` value from the **System Property** page in the **Orchestrator**.
- Leave the demoted **Orchestrator** up for a few hours before complete shutdown or decommission.
- Freeze configuration modifications to avoid any additional configuration changes until the upgrade process is completed.

## 5.2.4 Step 4: Proceed with the Orchestrator Upgrade by Contacting Support

Contact [Arista Support](#) for assistance with the **Orchestrator** upgrade.

## 5.2.5 Step 5: Complete the Orchestrator Upgrade

After you have completed the **Orchestrator** upgrade, select the **Complete Orchestrator Upgrade** button. This re-enables the application of the configuration updates of Edges at the global level.

To verify that the status of the upgrade is complete, run the following command to display the correct version number for all the packages:

```
dpkg -l | grep vco
```

When you are logged in as an Operator, the same version number should display at the bottom right corner of the **Orchestrator**.

## 5.3 Orchestrator Disaster Recovery

This section discusses how to set up and upgrade disaster recovery in the Orchestrator .

### 5.3.1 Set Up DR in the VeloCloud Orchestrator

To set up disaster recovery in the **Orchestrator**, perform the following steps:

1. Install a new **Orchestrator** whose version matches the VeloCloud version that is currently the Active **Orchestrator**.
2. Set the following properties on the Active and Standby **Orchestrator**, if necessary.
  - `vco.disasterRecovery.transientErrorToleranceSecs` to a non-zero value (Defaults to 900 seconds in version 3.3 and later, zero in earlier versions). This prevents any transient errors from resulting in an Edge/Gateway management plane update.
  - `vco.disasterRecovery.mysqlExpireLogsDays` (Defaults to 1 day). This is the amount of time the Active **Orchestrator** keeps the myself bin log data.
3. Set up the `network.public.address` property on the Active and Standby to the address contacted by the Edges (Heartbeats).
4. Set up DR by following the usual DR Setup procedure that is described in *Orchestrator Disaster Recovery*.

### 5.3.2 Upgrade the DR Setup

To upgrade a DR-enabled **Orchestrator** pair, follow the steps below.

To upgrade a DR-enabled VCO pair:



**Note:** If the **Orchestrator** upgrade is from 2.X-> 3.2.X, run `dr-standby-schema.sh` on the Standby before starting the upgrade.

1. Prepare for the Upgrade. For instructions, see [Step 1: Prepare for the Orchestrator Upgrade](#).
2. Proceed with the **Orchestrator** Upgrade. For instructions, see [Step 4: Proceed with the Orchestrator Upgrade by Contacting Support](#).

## Troubleshooting Orchestrator

This section discusses Orchestrator troubleshooting.

### 6.1 Orchestrator Diagnostics Overview

The **Orchestrator Diagnostics** bundle is a collection of diagnostic information that is required for Support and Engineering to troubleshoot the **Orchestrator**. For **Orchestrator** on-prem installation, Operators can collect the **Orchestrator Diagnostic** bundle from the **Orchestrator** UI and provide it to the Arista Support team for offline analysis and troubleshooting.

**SD-WAN Orchestrator Diagnostics** includes the following two diagnostic bundles:

- **Diagnostic Bundles Tab:** Request and download a diagnostic bundle. See [Diagnostics Bundle Tab](#).
- **Database Statistics Tab:** Provides a read-only access view of some of the information from a diagnostic bundle. See [Database Statistics Tab](#).

#### 6.1.1 Diagnostics Bundle Tab

Users can request and download a diagnostic bundle in the **Diagnostics Bundle** tab.

##### Columns in the Diagnostics Bundle Tab

The Orchestrator Diagnostics table grid includes the following columns:

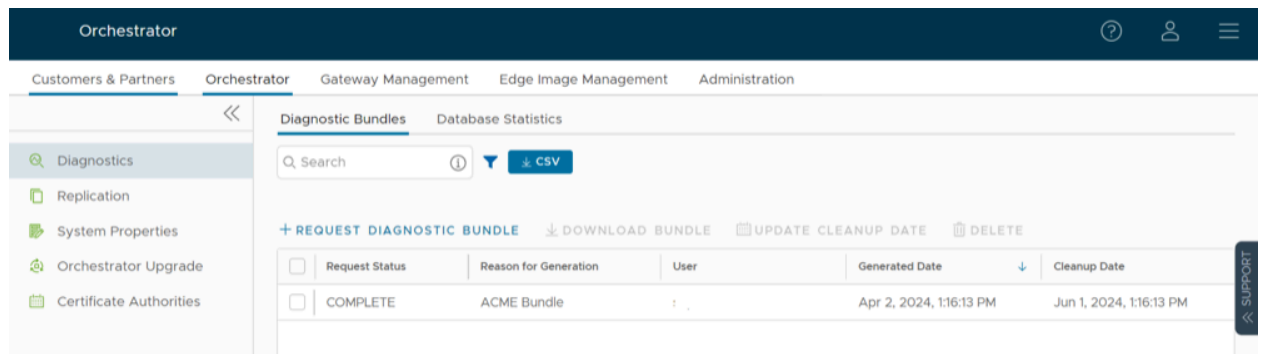
**Table 37: Orchestrator Diagnostics Table Column Descriptions**

Column Name	Description
Request Status	<p>There are two types of status requests:</p> <ul style="list-style-type: none"> <li>• Complete</li> <li>• In Progress</li> </ul> <p>If a bundle has not completed the download, the <b>In Progress</b> status appears.</p>
Reason for Generation	The specific reason given for generating a diagnostic bundle. Select the <b>Request Diagnostic Bundle</b> button to include a description of the bundle.
User	The individual logged into the Orchestrator.
Generated	The date and time when the diagnostic bundle request was sent.
Cleanup Date	The default <b>Cleanup Date</b> is three months after the generated date, when the bundle will be automatically deleted. If you need to extend the Cleanup date period, select the <b>Cleanup Date</b> link located under the <b>Cleanup Date</b> column. For additional information, see the step <i>Update the Cleanup Date</i> .

## Request a Diagnostic Bundle

1. From the **Orchestrator** navigation panel, select **Diagnostics**.

**Figure 6-1: Diagnostic Bundle tab**



2. From the **Request Diagnostic Bundle** tab, select the **Request Diagnostic Bundle** button.
3. In the **Request Diagnostic Bundle** dialog, enter the reason for the request in the appropriate area.

**Figure 6-2: Reason for Generation**

Request Diagnostic Bundle ×

Reason for Generation

CLOSE
SUBMIT

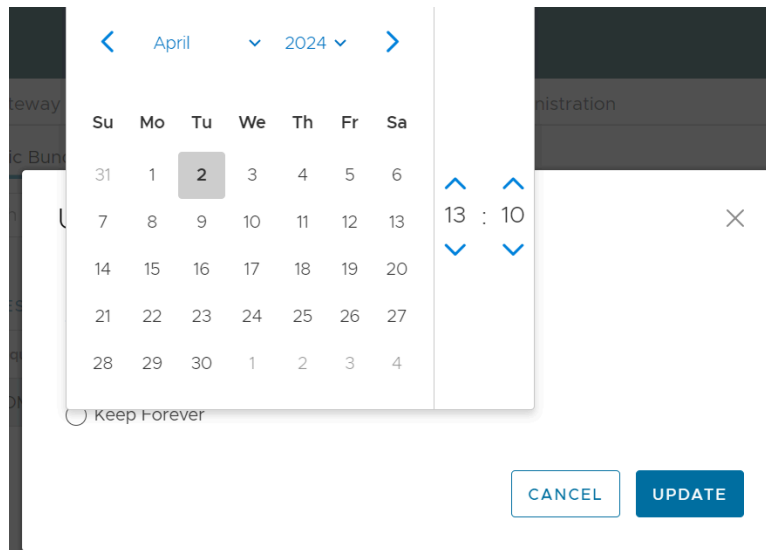
4. Select **Submit**. The bundle request you created displays in the grid area of the **Diagnostic Bundle** screen with an **In Progress** status.
5. Refresh your screen to check the status of diagnostic bundle request. When the bundle is ready for download, a **Complete** status appears.
6. **Download a Diagnostic Bundle**
  - a. Select a diagnostic bundle you want to download.
  - b. Select the **Actions** button, and choose **Download Diagnostic Bundle**. You can also select the **Complete** link to download the diagnostics bundle.
7. **Update the Cleanup Date:** The Cleanup date represents the date when the generated bundle will be automatically deleted, which by default is three months after the Generated date. You can change the Cleanup date or choose to keep the bundle indefinitely.

To update the Cleanup date:

- a. From the **Cleanup Date** column, select the **Cleanup Date** link of your chosen **Diagnostic Bundle**.

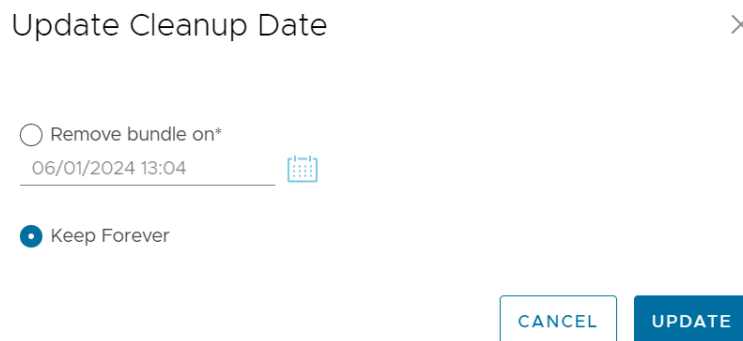
- b. From the **Update Cleanup Date** dialog, select the **Calendar** icon to change the date.

**Figure 6-3: Update the Cleanup Date**



- c. You can also choose to keep the bundle indefinitely by selecting the **Keep Forever** radio button.

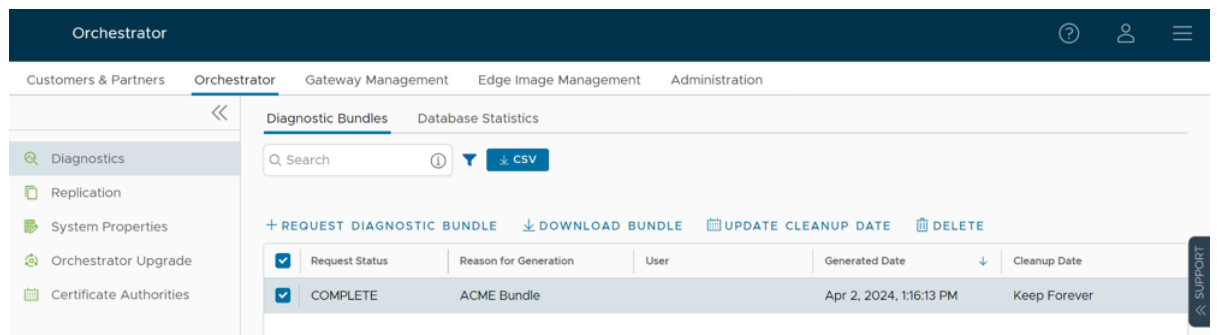
**Figure 6-4: Keep the Bundle Forever**



- d. Select **OK**.

The Orchestrator Diagnostics table grid updates to reflect the changes to the Cleanup Date.

**Figure 6-5: Updated Cleanup Date**



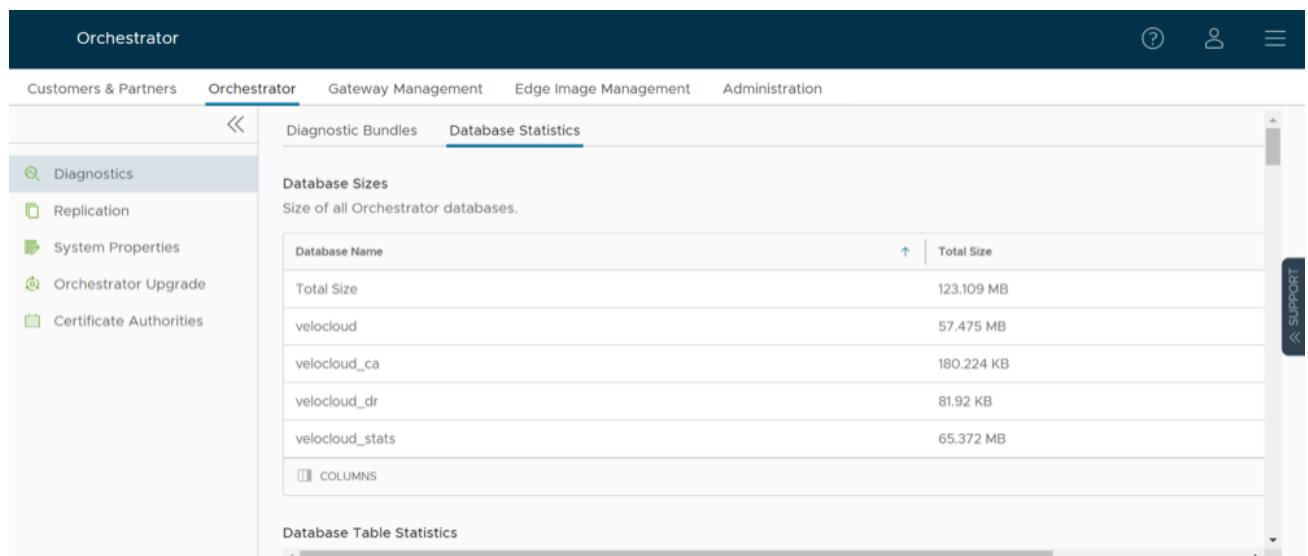
## 6.1.2 Database Statistics Tab

The **Database Statistics** tab provides a read-only access view of some of the information from a diagnostic bundle.

If you require additional information, go to the **Diagnostic Bundles** tab, request a diagnostic bundle, and download it locally. For additional information, see *Request Diagnostic Bundle* in the *Arista VeloCloud SD-WAN Troubleshooting Guide*.

The **Database Statistics** tab displays the following sections: Database Sizes, Database Table Statistics, Database Storage Info, Database Process List, Database Status Variable, Database System Variable, and Database Engine Status.

**Figure 6-6: Database Statistics Tab**



**Table 38: Database Statistics Tab- Options and Descriptions**

Option	Description
Database Sizes	Sizes of the Orchestrator databases.
Database Table Statistics	Statistical details of all tables in the Orchestrator database.
Database Storage Info	Storage details of the mounted locations.
Database Process List	The top 20 records of long-running SQL queries.
Database Status Variable	The status variables of the MySQL server.
Database System Variable	System variables of the MySQL server.
Database Engine Status	The InnoDB engine status of the MySQL server.

## 6.2 System Metrics Monitoring

This section discusses System Metrics Monitoring on the **Orchestrator**.

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## Orchestrator System Metrics Monitoring Overview

The **Orchestrator** comes with a built-in system metrics monitoring stack, which includes a metrics collector and a time-series database. With the monitoring stack, you can easily check the health condition and the system load for the **Orchestrator**.

To enable the monitoring stack, run the following command on the **Orchestrator**:

```
sudo /opt/vc/scripts/vco_observability_manager.sh enable
```

To check the status of the monitoring stack, run:

```
sudo /opt/vc/scripts/vco_observability_manager.sh status
```

To deactivate the monitoring stack, run:

```
sudo /opt/vc/scripts/vco_observability_manager.sh disable
```

## The Metrics Collector

Telegraf is used as the **Orchestrator** system metrics collector, which includes plugins to collect system metrics. The following metrics are enabled by default.

**Table 39: Orchestrator Metrics Collector Descriptions**

Metric Name	Description
inputs.cpu	Metrics about CPU usage.
inputs.mem	Metrics about memory usage.
inputs.net	Metrics about network interfaces.
inputs.system	Metrics about system load and uptime.
inputs.processes	The number of processes grouped by status.
inputs.disk	Metrics about disk usage.
inputs.diskio	Metrics about disk IO by device.
inputs.procstat	CPU and memory usage for specific processes.
inputs.nginx	Ngix's basic status information ( <code>ngx_http_stub_status_module</code> ).
inputs.mysql	Statistic data from the MySQL server.
inputs.clickhouse	Metrics from one or many ClickHouse servers.
inputs.redis	Metrics from one or many redis servers.
inputs.filecount	The number and total size of files in specified directories.
inputs.ntpq	Standard NTP query metrics (requires <code>ntpq</code> executable).
Inputs.x509_cert	Metrics from a SSL certificate.

To activate additional metrics or deactivate some enabled metrics, edit the Telegraf configuration file on the Orchestrator by the following:

- `sudo v/etc/telegraf/telegraf.d/system_metrics_input.conf`

- `sudo systemctl restart telegraf`

### The Time-series Database

Prometheus is used to store the system metrics collected by Telegraf. The metrics data will be kept in the database for three weeks at the most. By default, Prometheus listens on port `9090`. If you have an external monitoring tool, provide the Prometheus database as a source, so that you can view the **Orchestrator** system metrics on your monitoring UI.

## 6.3 Rate Limiting API Requests

When there are too many API requests sent at a time, it affects the performance of the system. You can enable Rate Limiting, which enforces a limit on the number of API requests sent by each user.

The **Orchestrator** makes use of certain defence mechanisms that curb API abuse and provides system stability. API requests that exceed the allowed request limits are blocked and returned with HTTP 429 (Too many Requests). The system needs to go through a cool down period before making the requests again.

The following types of Rate-Limiters are deployed on **Orchestrator**:

- **Leaky bucket limiter** – Smooths the burst of requests and only allows a pre-defined number of requests. This limiter takes care of limiting the number of requests allowed in a given time window.
- **Concurrency limiter** – Limits the number of requests that occur in parallel which leads to concurrent requests fighting for resources and may result in long running queries.

The following are the major reasons that lead to rate limiting of the API requests:

- Large number of active or concurrent requests.
- Sudden spikes in request volume.
- Requests resulting in long running queries on the Orchestrator holding system resources for long being dropped.

Developers that rely on the API can adopt the following measures to improve the stability of their code when the VCO rate-limiting capability is enabled.

- Handle HTTP 429 response code when requests exceed rate limits.
- The penalty time duration is 5000 ms when the rate limiter reaches the maximum allowed requests in a given period. If blocked, the clients are expected to have a cool down period of 5000 ms before making requests again. The requests made during the cool down period of 5000 ms will still be rate limited.
- Use shorter time intervals for time series APIs which will not let the request to expire due to long running queries.
- Prefer batch query methods to those that query individual Customers or Edges whenever possible.



**Note:** Operator Super users configure Rate limits discretely based on the environment. For any queries on relevant policies, contact your Operator.

## Configure Rate Limiting Policies using System Properties

You can use the following system properties to enable Rate Limiting and define the default set of policies:

- `vco.api.rateLimit.enabled`
- `vco.api.rateLimit.mode.logOnly`
- `vco.api.rateLimit.rules.global`
- `vco.api.rateLimit.rules.enterprise.default`
- `vco.api.rateLimit.rules.enterpriseProxy.default`

For additional information on the system properties, see [List of System Properties](#).

## Configure Rate Limiting Policies using APIs

It is recommended to configure the rate limiter policies as global rules using the system properties, as this approach produces the best possible API performance, facilitates troubleshooting, and ensures a consistent user experience across all Partners and Customers. In rare cases, however, Operators may determine that global policies are too lax for a particular tenant or user. For such cases, Arista supports the following operator-only APIs to set policies for specific partners and enterprises.

- `enterpriseProxy/insertOrUpdateEnterpriseProxyRateLimits` – Used to configure Partner-specific policies.
- `enterprise/insertOrUpdateEnterpriseRateLimits` – Used to configure Customer-specific policies.

For additional information on the APIs, see <https://www.arista.com/en/support/product-documentation>.

# Enterprise Deployment and Operations for Orchestrator

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This section provides information about the available options to monitor, backup, and upgrade Enterprise On-Premises deployments in a two-day operation scenario.

### Overview

Even though the enterprise on-premises model has some unique advantages and features, there are considerations that the service provider or customer managing the solution must understand. Some of these considerations are as follows:

- Isolation of the solution: The VeloCloud team will not have access to apply hot fixes and upgrades.
- Restrictions on change management limit the frequency of patching and upgrades.
- Inadequate or insufficient solution monitoring: This situation may happen due to a lack of personnel capable of managing the infrastructure, resulting in functional issues, slower resolution of problems, and customer dissatisfaction.

This approach always requires a significant investment in people and time to manage, operate, and patch properly. The table below outlines some of the elements that must be considered when managing a system on-premises.

**Table 40: Elements to Consider**

System	Description	Arista Hosted Responsibility	On-Premises Responsibility
SD-WAN Orchestration	Application QoS and link steering policy	Yes	Yes
	Security policy for apps and SD-WAN appliances	Yes	Yes
	SD-WAN appliance provisioning and troubleshooting	Yes	Yes
	Handling of SD-WAN alerting & events	Yes	Yes
	Link performance and capacity monitoring	Yes	Yes
Hypervisor	Monitoring / alerting	No	Yes
	Compute and memory resourcing	No	Yes
	Virtual networking and storage	No	Yes
	Backup	No	Yes
	Replication	No	Yes
Infrastructure	CPU, memory, compute	No	Yes
	Switching and routing	No	Yes
	Monitoring & management systems	No	Yes
	Capacity planning	No	Yes
	Software upgrades/patching	No	Yes
	Troubleshooting application/ infrastructure issues	No	Yes
Backup and Infrastructure DR	Backup infrastructure	No	Yes
	Regular testing of backup regime	No	Yes
	DR infrastructure	No	Yes
	DR testing	No	Yes

Two-day operation scenarios for Enterprise On-Premises deployments are explained in the two sections below, respectively (Day One Operations and Day Two Operations).

## Day One Operations

### Subscribe to Security Advisories

Security Advisories document remediation for security vulnerabilities that are reported in VeloCloud products. Please subscribe to the link below to receive an alert if an action is required in an on-prem component.

[Arista Support](#)

### Deactivate Cloud-init on the Orchestrator

The data-source contains two sections: meta-data and user-data. Meta-data includes the instance ID and should not change during the lifetime of the instance, while user-data is a configuration applied on the first boot (for the instance ID in meta-data).

After the first boot up, it is recommended to deactivate the cloud-init file to speed up the **Orchestrator** boot sequence. To deactivate cloud-init, run:

```
./opt/vc/bin/cloud_init_ctl -d
```

It is not recommended to "purge" the cloud-init file with the command `apt purge cloud-init` (this procedure does not cause issues in the VeloCloud Controller). Purging the cloud-init file also erases some essential **Orchestrator** tools and scripts (for instance, the upgrade and backup scripts). In case the "purge" command was used, you can restore the files using the following commands:

- Go to the folder `/opt/vcrepo/pool/main/v/vco-tools`
- Install the **Orchestrator** tool package from the folder: `sudo dpkg -i vco-tools_3.4.1-R341-20200423-GA-69c0f688bf.deb`. The `vco-tools` package name may change depending on your release. Check the correct file name with the command `ls vco-tools`.

## NTP Timezone

The **Orchestrator** and Gateway timezone must be set to "Etc/UTC."

```
vcadmin@vcol-example:~$ cat /etc/timezone Etc/UTC vcadmin@vcol-example:~$
```

If the timezone is incorrect, it can be corrected by executing the following commands:

```
echo "Etc/UTC" | sudo tee /etc/timezone sudo dpkg-reconfigure --frontend noninteractive tzdata
```

## NTP Offset

The expectation is that the NTP offset is  $\leq 15$  milliseconds.

```
vcadmin@vcol-example:~$ sudo ntpq -p remote refid st t when poll reach delay offset jitter
===== *ntp1-us1.prod.v
74.120.81.219 3 u 474 1024 377 10.171 -1.183 1.033 ntp1-eul-old.pr .INIT. 16 u - 1024 0 0.000
0.000 0.000 vcadmin@vcol-example:~$
```

If the offset is incorrect, it can be corrected by executing the following commands:

```
sudo service ntp stop sudo ntpdate <server> sudo service ntp start
```

## Orchestrator Storage

When the **Orchestrator** is initially deployed, three partitions are created: `/`, `/store`, `/store2`, `/store3` (version 4.0 and onwards). The partitions are created with default sizes. Please follow the instructions in the section titled, "Increasing Storage in the Orchestrator" for guidance in modifying the default sizes to match the design.

## Additional Tasks

The **Orchestrator** requires further configuration after its implementation via the following steps:

1. Configure System Properties.

- 
2. Set up the initial Operator Profile.
  3. Set up Operator accounts.
  4. Create Gateways.
  5. Setup **Orchestrator**.
  6. Create the customer account/partner account.

The configurations in the list above are out of this document's scope and can be found in the deployment guides in the Arista documentation. Detailed instructions can be found in the topic [Install Orchestrator](#).

## Day Two Operations

### Orchestrator Backup

This section provides the available mechanisms to periodically backup the **Orchestrator** database to recover from Operator errors or catastrophic failure of both the **Active** and **Standby Orchestrator**.

Remember that the Disaster Recovery feature or DR is the preferred recovery method. It provides a Recovery Point Objective of nearly zero, as all configurations on the **Active Orchestrator** is instantly replicated. For additional details on the Disaster recovery feature, refer to the next section.

### Backup Using the Embedded Script

The **Orchestrator** provides an in-built configuration backup mechanism to periodically Backup the configuration to recover from Operator errors or catastrophic failure of both the **Active** and **Standby Orchestrator**. The mechanism is script-driven and is located at `/opt/vco/scripts/db_backup.sh`.

The script essentially takes a database dump of the configuration data and events, while excluding some of the large monitoring tables during the database dump process. Once the script is executed, backup files are created in the local directory path provided as input to the above script.

The Backup consists of two `.gzs` files, one containing the database schema definition and the other one containing the actual data without definition. The administrator should ensure that the backup directory location has enough disk space for the Backup.

### Best Practices

- Mount a remote location and configure the backup script to it. The remote location should have the same storage as `/store` if flows are also being Backup.
- Before using the Backup Script, check the Disaster Recovery (DR) replication status from the **Orchestrator** replication page. They should be in sync, and no errors should be present.
- Additional to this, execute a MySQL query and check the replication lag.
  - `SHOW SLAVE STATUS \G`
  - In the above query, look at the field `seconds_behind_master`. Ideally, it should be zero, but under 10 would be sufficient as well.
  - For the large **Orchestrators**, it is recommended to use the Standby for the Backup script execution. There will be no difference in the Backup that is generated from both **Orchestrators**.

## Caveats

- The Script only takes a backup of the configuration; flow stats or events are not included.
- Restoring the configuration requires assistance from the Support/Engineering team.

## Frequently Asked Questions

### 1. How long does the Script take to run?

The duration of the Backup depends on the scale of the actual customer configuration. Since the monitoring tables are excluded from the Backup operation, it is expected that the configuration Backup operation will complete quickly. For a large **Orchestrator** with thousands of Edge and lots of historical events, it could take up to an hour, while a smaller **Orchestrator** should be completed within a few minutes.

### 2. What is the recommended frequency to run the Backup script?

Depending on the size and time it takes to complete the initial backup, the Backup operation frequency can be determined. The Backup operation should be scheduled to run during off-peak hours to reduce the impact on **Orchestrator** resources.

### 3. What if the root file system doesn't have enough space for the backup?

It is recommended that other mounted volumes are used to store the backup. Note, it is not a best practice to use the root file system for the backup.

### 4. How does one verify if the Backup operation completed successfully?

The script `stdout` and `stderr` should be sufficient to determine the success or failure of the Backup operation. If the script invocation is automated, the exit code can determine the Backup operation's success or failure.

### 5. How is the configuration recovered?

Currently, Arista requires that the customer work with Arista Support to recover the configuration data. Arista Support will help to recover the customer's configuration. Customers should refrain from making any additional configuration changes until the configuration is restored.

### 6. What is the exact impact of executing this Script?

Even though a backup of the configuration should have little impact on performance, there will be an increase in resource utilization for the MySQL process. It is recommended that the Backup be run during off-peak hours.

### 7. Are any configuration changes allowed during the run of the Backup operation?

It is safe to make configuration changes while the Backup operation is running. However, to ensure up-to-date backups, it is recommended that no configuration operations are done while the Backup is running.

### 8. Can the configuration be restored on the original Orchestrator, or does it require a new Orchestrator?

Yes, the configuration can, and ideally should, be restored on the same **Orchestrator** if it is available. This will ensure that the monitoring data is utilized after the Restore operation is completed. If the original **Orchestrator** cannot be recovered and the **Standby Orchestrator** is down, the configuration can be restored on a new **Orchestrator**. In this instance, the monitoring data will be lost.

### 9. What actions should be taken in case the configuration needs to be restored to a new Orchestrator?

---

Contact Arista Support for the recommended set of actions on the new **Orchestrator** as the steps vary depending on the actual deployment.

**10. Do Edges have to re-register on the newly restored Orchestrator?**

No, Edges are not required to register on the new **Orchestrator**, as all needed information is preserved as part of the Backup.

**Orchestrator Disaster Recovery**

The **Orchestrator Disaster Recovery (DR)** feature prevents the loss of stored data and resumes **Orchestrator** services in the event of system or network failure. **Orchestrator DR** involves setting up an **Active/Standby Orchestrator** pair with data replication and a manually-triggered failover mechanism.



**Note:** DR is mandatory. For licensing and pricing, contact the Arista VeloCloud Sales team for support.

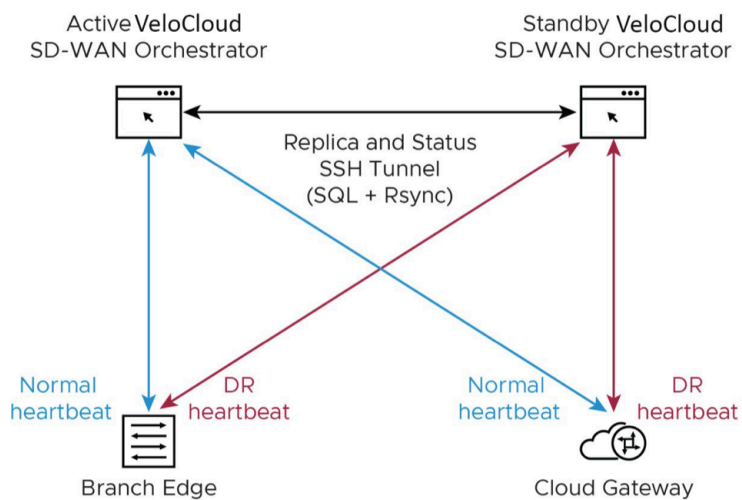
**States**

From the view of an Operator, and of the Edges and Gateways, a **Orchestrator** has one of four DR states:

- Standalone (no DR configured)
- Active (DR configured, acting as the primary **Orchestrator** server)
- Standby (DR configured, acting as an inactive replica **Orchestrator** server)
- Zombie (DR formerly configured and Active, but no longer working as the Active or Standby)

**Table 41: Orchestrator DR States**

Phases	Orchestrator A Role	Orchestrator B Role
Initial	Standalone	Standalone
Pairing	Active	Standby
Failover	Zombie	Standalone

**Figure 7-1: Orchestrator Disaster Recovery Scenario****Best Practices**

- Locate the **Orchestrator DR** in a geographically separate datacenter.

- Before promoting a **Standby Orchestrator** as Active, confirm that the DR replication Status is in Sync. The previously *Active Orchestrator* will no longer be able to manage the inventory and configuration.

**Figure 7-2: Active Orchestrator**

The screenshot displays the 'Active Orchestrator' interface. At the top, it shows the 'Current State' as 'In Sync' with a 'toggle history' link. Below this, it lists 'Last Verified' as 'Tue Nov 08, 10:16 a few seconds ago' and 'Standby Address' as '192.168.22.30'. The main section is titled 'Activity Monitor' and compares the 'Active Orchestrator' and 'Standby Orchestrator'. For the Active Orchestrator, 'Edges' are 4 of 5 (indicated by a green bar with a red segment) and 'Gateways' are 4 of 4 (indicated by a solid green bar). For the Standby Orchestrator, 'Edges' are 4 of 5 (indicated by a green bar with a red segment) and 'Gateways' are 4 of 4 (indicated by a solid green bar). At the bottom, under 'Available Actions', there is a 'Return to Standalone mode:' label followed by an orange button labeled 'Return to Standalone mode' and a blue 'unlock' button.

- If the Standby can communicate with the formerly **Active Orchestrator**, it will instruct that **Orchestrator** to enter a Zombie state. In the Zombie state, the **Orchestrator** communicates with its clients ( Edges, Gateways, UI/API) that it is no longer Active, and they must communicate with the newly promoted **Orchestrator**.
- If the promoted Standby cannot communicate with the formerly **Active Orchestrator**, the Operator should, if possible, manually demote the previously Active.
- Detailed instructions can be found in the official **Orchestrator** documentation under "Configure Orchestrator Disaster Recovery."

### Upgrade Procedure for the Orchestrator

For Enterprise on-prem deployments, contact the Arista Support team to prepare for the **Orchestrator** upgrade as described below:

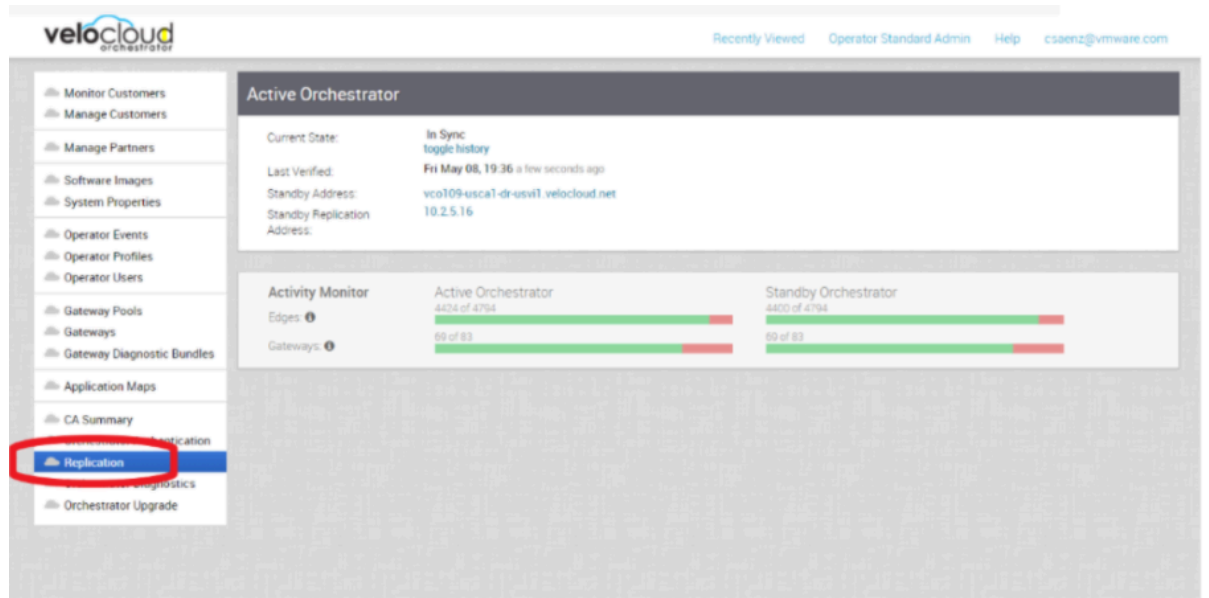
1. Arista Support will assist with the upgrade. Collect the following information before contacting Arista Support.
  - Provide the current and target **Orchestrator** versions, for example, the current version (i.e., 3.4.2), target version (3.4.3).



**Note:** For the current version, this information can be found on the top, right corner of the **Orchestrator** by selecting the Help link and choosing About.

- Provide a screenshot of the replication dashboard of the **Orchestrator**, as shown below.

**Figure 7-3: Replication Dashboard**



- Hypervisor Type and version (i.e., vSphere 6.7)
- Commands from the **Orchestrator** (Commands must be run as root (e.g. `sudo <command>` or `sudo -i`)).
  - LVM layout
    - `pvdisplay -v`
    - `vgdisplay -v`
    - `lvdisplay -v`
    - `df -h`
    - `cat /etc/fstab`
  - Memory information
    - `free -m`
    - `cat /proc/meminfo`
    - `ps -ef`
    - `top -b -n 2`
  - CPU Information
    - `cat /proc/cpuinfo`
  - Copy of `/var/log`
    - `tar -czf /store/log-`date +%Y%M%S`.tar.gz --newer-mtime="36 hours ago" /var/log`

- 
- From the **Standby Orchestrator**:
    - `sudo mysql --defaults-extra-file=/etc/mysql/velocloud.cnf velocloud -e 'SHOW SLAVE STATUS \G'`
  - From the **Active Orchestrator**:
    - `sudo mysql --defaults-extra-file=/etc/mysql/velocloud.cnf velocloud -e 'SHOW MASTER STATUS \G'`
2. Contact [Arista VeloCloud Support](#) at with the above-mentioned information for assistance with the **Orchestrator** upgrade.
  3. ESXi Snapshot guidelines are provided in the next section in case the customer wants a quick rollback solution after an upgrade.

## ESXi Snapshot

The ESXi snapshot capability can be used before the **Orchestrator** upgrades to provide a quick rollback to the previous **Orchestrator** version.

### ESXi Snapshot Best Practices

Before reviewing the step-by-step process, check the following best practices and guidelines about the feature:

- **Standby** and **Active Orchestrator** must be powered off before performing or restoring from the Snapshot to avoid any database inconsistencies.
- All Snapshot-related tasks must be done in the **Standby** and **Active Orchestrator** to avoid any database inconsistencies.
- It is essential to consolidate the Snapshot if the upgrade process was successful. The snapshot file continues to grow when it is retained for a more extended period. This can cause the snapshot storage location to run out of space and impact the system performance.
- Deactivate alerting in the **Orchestrator** while creating snapshots to avoid false alarms.
- Do not use a single snapshot for more than 72 hours.
- It is not recommended to use Snapshots as backups.
- Feature validation was done with ESXi 6.7 and **Orchestrator** version 3.4.4.

Snapshot best practices can be found in the following KB article *Best practices for using ESXi snapshots in the vSphere environment*.

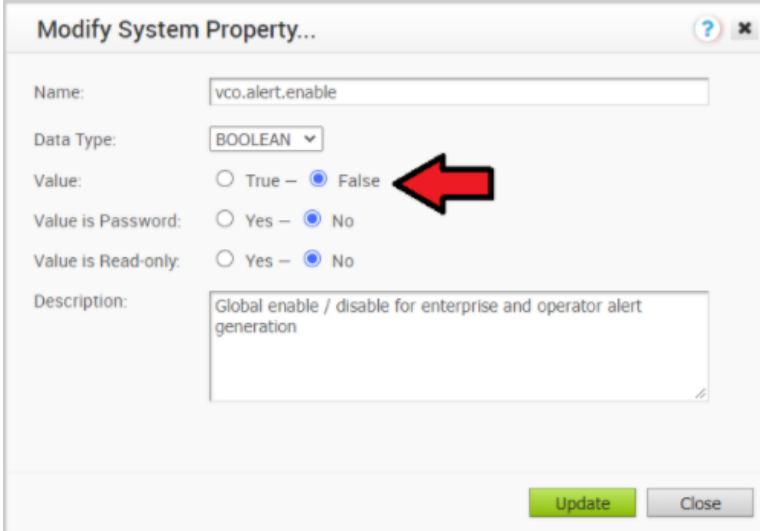
### Create ESXi Snapshot

Follow the instructions below to create an ESXi Snapshot.

1. Deactivate alert, notification, and monitoring **System Properties** on the **Active Orchestrator**. The approximate duration is 10 Minutes.
  - In the **Operator** portal, select **System Properties**. Change the following **System Properties** to false.
    - `vco.alert.enable`

- `vco.notification.enable`
- `vco.monitor.enable`

**Figure 7-4: Modify System Property**



**Modify System Property...**

Name:

Data Type:

Value:  True –  False

Value is Password:  Yes –  No

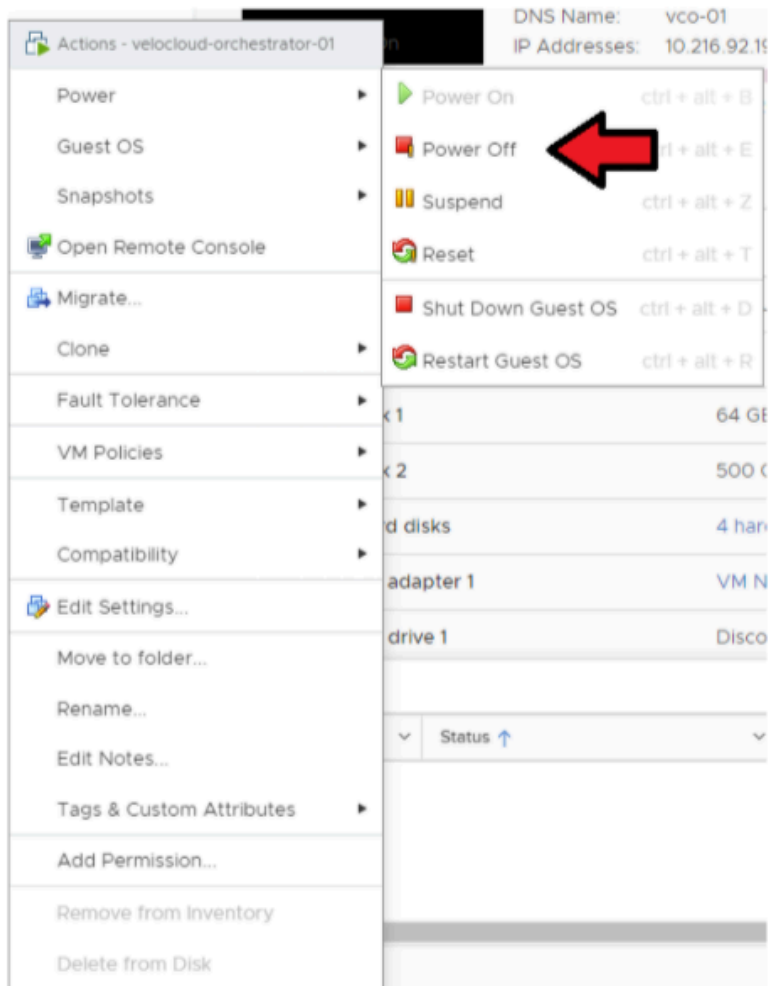
Value is Read-only:  Yes –  No

Description:

2. Deactivate alert, notification, and monitoring **System Property** on the **Standby Orchestrator**.
  - Change the following **System Properties** to false.
    - `vco.alert.enable`
    - `vco.notification.enable`
    - `vco.monitor.enable`
3. Power off the **Active Orchestrator**.

Go to **ESXi/vCenter > Orchestrator VM > Actions > Power > Power Off**.

**Figure 7-5: Power off Active Orchestrator**



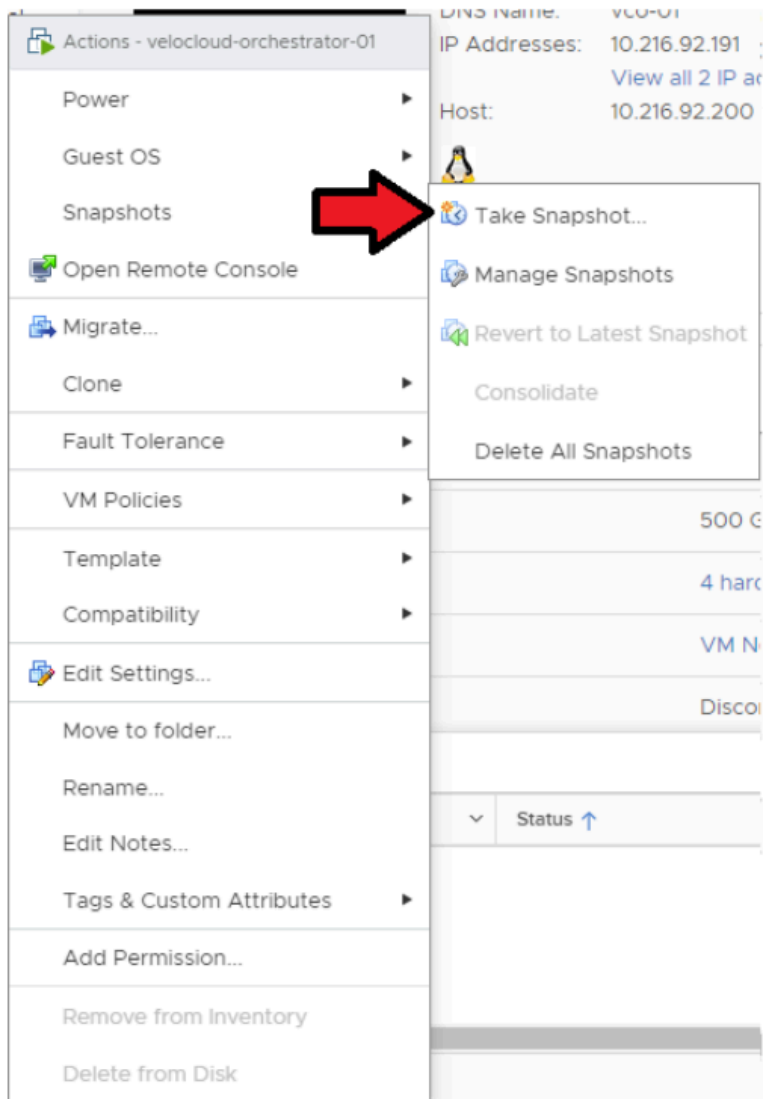
**4. Power off the Standby Orchestrator.**

Go to **ESXi/vCenter > Orchestrator VM > Actions > Power > Power Off**

**5. Take a Snapshot of the Active Orchestrator.** Confirm that the VM is powered off before performing this step.

Go to **ESXi > Orchestrator VM > Actions > Power > Snapshots > Take Snapshot.**

**Figure 7-6: Take Snapshot of Active Orchestrator**



6. Take a Snapshot of **Standby Orchestrator**. Confirm that the VM is powered off before performing this step.

Go to **ESXi > Orchestrator VM > Actions > Power > Snapshots > Take Snapshot.**

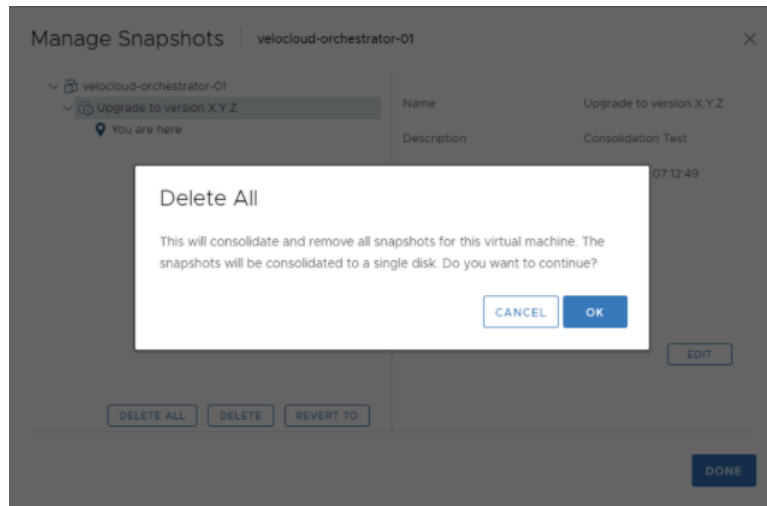
### Consolidation of the ESXi Snapshot

Use the following instructions if you have a successful upgrade. An increased CPU usage of about 5 percent is expected while conducting the consolidation process. The approximate duration is 10 Minutes.

1. After confirming a successful upgrade on the **Active** and **Standby Orchestrators**, you can consolidate the Snapshots starting with the **Active Orchestrator**.

Go to **ESXi > Orchestrator VM > Actions > Snapshots > Snapshot Manager > Delete All.**

**Figure 7-7: Delete All Snapshots**



2. Consolidate the Snapshot in the **Standby Orchestrator.**

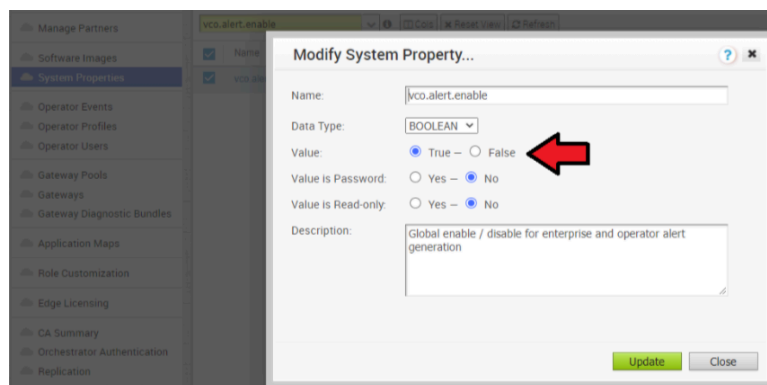
Go to **ESXi > Orchestrator VM > Actions > Snapshots > Snapshot Manager > Delete All.**

3. Re-enable alert, notification, and monitoring **System Properties** on the **Active Orchestrator** and the **Standby Orchestrator.**

In the **Operator** portal, select **System Properties**. Change the following system properties to true.

- `vco.alert.enable`
- `vco.notification.enable`
- `vco.monitor.enable`

**Figure 7-8: Modify System Property**



4. If the **Delete All snapshots** does not work with vSphere 6.x/7.x, you can try to **Consolidate Snapshots**. For additional information, see the **Consolidate Snapshots** section in the *vSphere Product Documentation*.

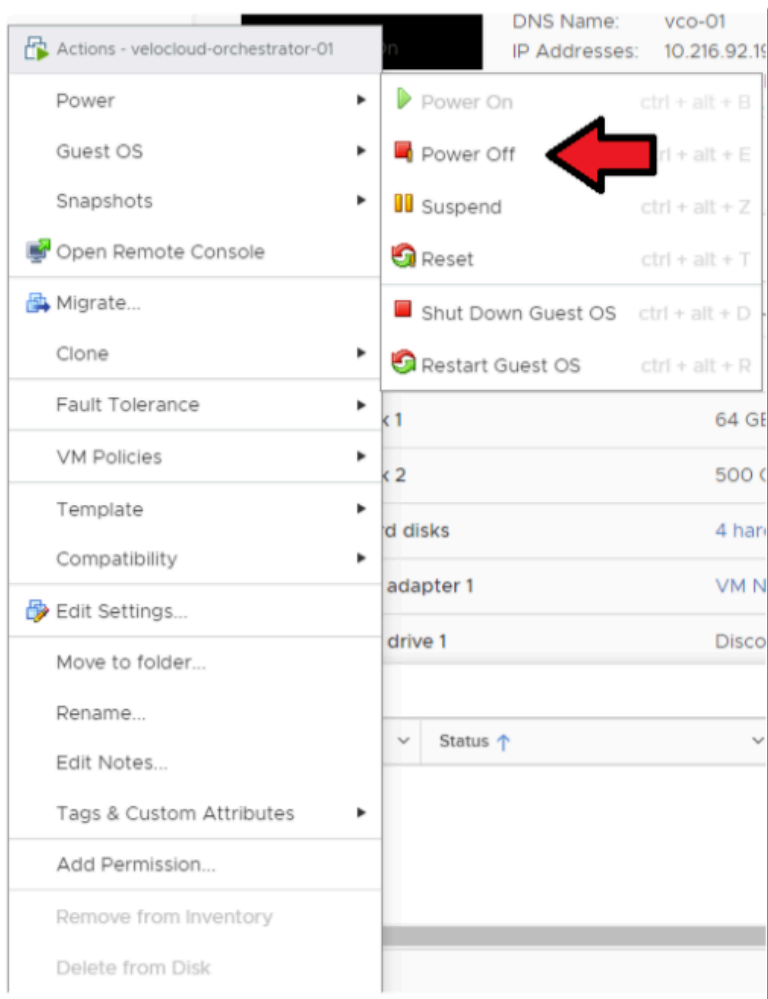
## Restore from the ESXi Snapshot

Perform the instructions below if you want to perform a rollback to the previous **Orchestrator** version. The approximate duration is 10 Minutes

### 1. Power off the **Active Orchestrator**.

Go to **ESXi/vCenter > Orchestrator VM > Actions > Power > Power Off**.

**Figure 7-9: Power off the Active Orchestrator**



### 2. Power off the **Standby Orchestrator**.

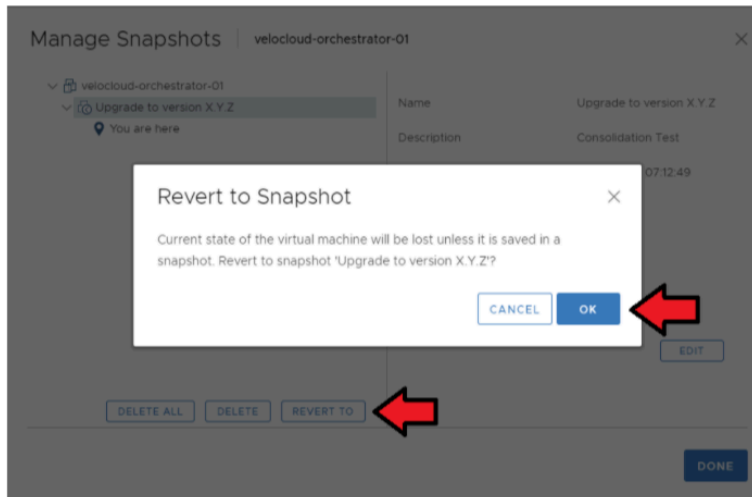
Go to **ESXi/vCenter > Orchestrator VM > Actions > Power > Power Off**.

### 3. Restore the Snapshot of the **Active Orchestrator**.

Go to **ESXi > Orchestrator VM > Actions > Power > Snapshots > Manage Snapshots**.

Select the Snapshot you want to restore the VM → Revert to.

**Figure 7-10: Manage Snapshot**



**4. Restore the Snapshot of Standby Orchestrator.**

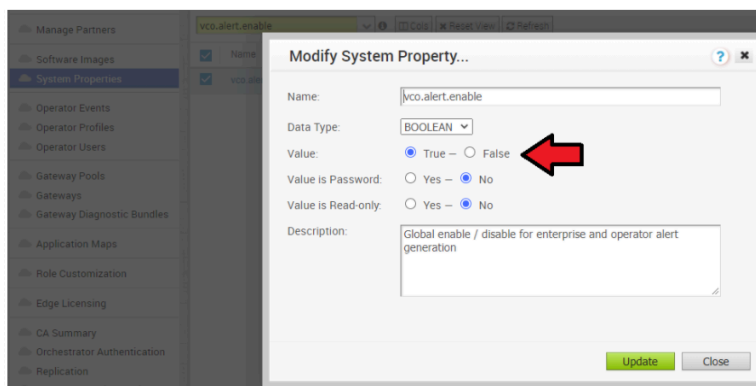
Go to **ESXi > Orchestrator VM > Actions > Power > Snapshots > Manage Snapshots.**

Select the Snapshot you want to restore the **VM > Revert to.**

**5. Re-enable the alert, notification, and monitoring System Properties on the Active Orchestrator and the Standby Orchestrator. In the Operator portal, select System Properties. Change the following System Properties to true.**

- `vco.alert.enable`
- `vco.notification.enable`
- `vco.monitor.enable`

**Figure 7-11: Modify System Property**



**Controller Minor Software Upgrade (Ex. from 3.3.2 P3 to 3.4.4)**

The software upgrade file contains Gateway and system updates. Do NOT run `'apt-get update && apt-get -y upgrade.'`

Before proceeding with the **SD-WAN Controller's** upgrade, ensure that the **Orchestrator** was upgraded before to the same or a higher version.

To upgrade an **SD-WAN Controller**:

1. Download the **SD-WAN Controller** update package.
2. Upload the image to the **SD-WAN Controller** storage (using, for example, the SCP command). Copy the image to the following location on the system: `/var/lib/velocloud/software_update/vcg_update.tar`.
3. Connect to the **SD-WAN Controller** console and run:

```
sudo /opt/vc/bin/vcg_software_update.
```

#### Example:

```
root@VCG:/var/lib/velocloud/software_update# wget -O 'vcg_update.tar' <image location>
Resolving <image location> (<image location>)... Connecting to <image location>
(<image location>)| <ip address>|:443... connected.
HTTP request sent, awaiting response... 200 OK Length: unspecified [application/octet-stream]
Saving to: 'vcg_update.tar' [ <=> ]
325,939,200 3.81MB/s in 82s 2020-05-23 21:59:27 (3.79 MB/s) - 'vcg_update.tar' saved [325939200]
```

### Controller major software upgrade (Ex from 3.3.2 or 3.4 to 4.0)

In version 4.0, multiple changes are included:

- A new system disk layout based on LVM to allow more flexibility in volume management
- A new kernel version
- New and upgraded base OS packages
- Improved security hardening based on the Center for Internet Security benchmarks

Due to these changes, the standard upgrade procedure which uses the upgrade script does not work. A particular upgrade procedure is required. It is in the product manual below. This procedure is to replace the 3.3.2 or 3.4 Gateway VM with the new 4.0 Gateway VM. Refer to the following KB article: *SD-WAN Partner Gateway Upgrade and Migration 3.3.2 or 3.4 to 4.0*.

This upgrade procedure requires **Orchestrator** system property configuration, which only **Orchestrator** Operator accounts can run. Create a support ticket with the Arista Support team to request the System Property change.

### Monitoring

One of the customer's responsibilities on enterprise On-Prem deployments is to monitor the solution. Monitoring gives customer's the visibility required to be one step ahead of possible issues.

- **SD-WAN Controller Monitoring**

You can monitor the status and usage data of Controllers available in the **Operator** portal.

---

The procedure is as follows:

1. In the **Operator** portal, select **Gateways**.
2. The **Gateways** page displays the list of available Controllers.
3. Select the link to a Gateway. The details of the selected Controller displays.
4. Select the **Monitor** tab to view the usage data of the selected Controller.

The **Monitor** tab of the selected Controller displays the required details.

You can choose a specific period to view the Controller's details for the selected duration at the top of the page.

The page displays a graphical representation of usage details of the following parameters for the period of selected time duration, along with the minimum, maximum, and average values.

**Table 42: Usage Details**

Usage	Description
CPU Percentage	Percentage of usage of CPU
Memory Usage	Percentage of usage of memory
Flow Counts	Count of traffic flow
Handoff Queue Drops	Count of packets dropped due to queued handoff
Tunnel Count	Count of tunnel sessions

### **SD-WAN Gateway Controller Recommended Values to Monitor**

The following list shows values that should be monitored and their thresholds. The list below is given as a start point, and it is not exhaustive. Some deployments may require assessing additional components such as flows, packet loss, etc.

Whenever a warning threshold is reached, it is recommended to review the current device scale configuration and add more resources if required. When a critical alarm is triggered, it is crucial to contact Arista Support representatives to check the solution and provide further advice.

**Table 43: SD-WAN Gateway Controller Recommended Values to Monitor**

Service Check	Service Check Description	Warn Threshold	Critical Threshold
CPU Load	Check System Load.	60	80
Memory	Checks the memory utilization buffer, cache, and used memory.	70	80
Tunnels	Number of tunnels from connected Edges.	60% of max Scale	80% of max Scale Note: A sudden loss of all tunnels or an abnormal low quantity should also be a concern.
Handoff Drops	Due to the busy nature of traffic through a Controller, occasional drops are expected.	Consistent drops in specific queues may indicate a capacity problem.	
Disk Space	Current disk utilization	40% Free	20% Free
Controller NTP	Check for Time offset	Offset of 5 Seconds	Offset of 10 Seconds

### Orchestrator Integration with Monitoring Stacks

The **Orchestrator** comes with a built-in system metrics monitoring stack, which can attach to an external metrics collector and a time-series database. With the monitoring stack, you can quickly check the health condition and the system load for the **Orchestrator**.

Before getting started, set up a time-based database and a dashboard/alerting agent. After this is complete, you can enable telegraf in the **Orchestrator**.

- To enable the monitoring stack, run the following command on the Orchestrator:

```
sudo /opt/vc/scripts/vco_observability_manager.sh enable
```

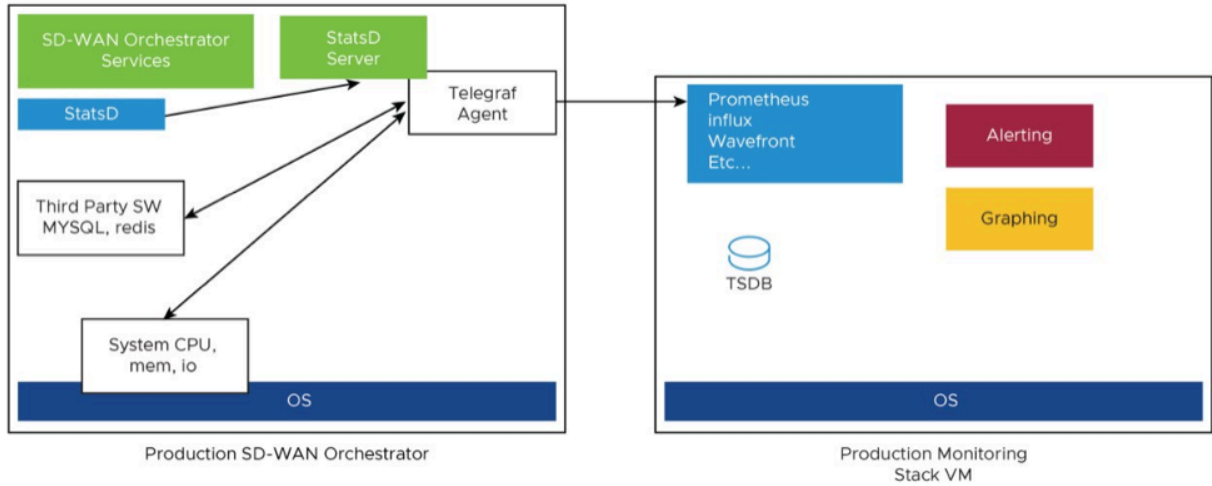
- To check the status of the monitoring stack, run:

```
sudo /opt/vc/scripts/vco_observability_manager.sh status
```

- To deactivate the monitoring stack, run:

```
sudo /opt/vc/scripts/vco_observability_manager.sh disable
```

**Figure 7-12: Orchestrator Integration with Monitoring Stacks**



### The Metrics Collector

Telegraf is used as the **Orchestrator** system metrics collector, which has plenty of plugins to collect different system metrics. The following metrics are enabled by default.

**Table 44: Metrics**

Metric Name	Description	Supported in Version
inputs.cpu	Metrics about CPU usage.	3.4/4.0
inputs.mem	Metrics about memory usage.	3.4/4.0
inputs.net	Metrics about network interfaces.	4.0
inputs.system	Metrics about system load and uptime.	4.0
inputs.processes	The number of processes grouped by status.	4.0
inputs.disk	Metrics about disk usage.	4.0
inputs.diskio	Metrics about disk IO by device.	4.0
inputs.procstat	CPU and memory usage for specific processes.	4.0
inputs.nginx	Nginx's basic status information ( <code>ngx_http_stub_status_module</code> ).	4.0
inputs.mysql	Statistic data from MySQL server.	3.4/4.0
inputs.redis	Metrics from one or many redis servers.	3.4/4.0
inputs.system	API and system metrics.	3.4/4.0 (additional metrics are included in 4.0)
inputs.filecount	The number and the total size of files in specified directories.	4.0
inputs.ntpq	Standard NTP query metrics, requires <code>ntpq</code> executable.	4.0
Inputs.x509_cert	Metrics from a SSL certificate.	4.

To activate more metrics or deactivate some enabled metrics, you can edit the Telegraf configuration file on the **Orchestrator** by:

```
sudo vi /etc/telegraf/telegraf.d/system_metrics_input.conf
sudo systemctl restart telegraf
```

## The Time-series Database

A time Series Database can be used to store the system metrics collected by Telegraf. A time-series database (TSDB) is a database optimized for [time series data](#).

## Dashboard and Alerting Agent

The Dashboard and Alerting Agent allows you to query, visualize, alert, and explore the data stored in the TSDB. The image is an example of a dashboard using Telegraph (a TSDB and a dashboard engine) that can be created to monitor the solution.

**Figure 7-13: Dashboard Using Telegraph Example**



## Time-series Database Setup

Follow the instructions below to setup the time-series database.

1. Add the iptables entry to allow for external monitoring systems to access to telegraf port. The source IP address should be specified for security reasons.
  - a. **Example:** The IP address of the external monitoring system is 191.168.0.200 Add "-A INPUT-p tcp -m tcp --source 191.168.0.200 --dport 9273 -m comment --comment "allow telegraf port" -j ACCEPT" to /etc/iptables/rules.v4

**Figure 7-14: Add the iptables entry**

```
vcadmin@vco-01:~$ cat /etc/iptables/rules.v4
*filter
:INPUT ACCEPT [0:0]
-A INPUT -p tcp -m tcp --source 191.168.0.200 --dport 9273 -m comment --comment "allow telegraf port" -j ACCEPT
-A INPUT -m conntrack --ctstate RELATED,ESTABLISHED -m comment --comment "allow established" -j ACCEPT
-A INPUT -p udp -m udp --source 127.0.0.1 --dport 161 -m comment --comment "allow SNMP port" -j ACCEPT
-A INPUT -p tcp -m tcp --dport 80 -m comment --comment "nginx HTTP" -j ACCEPT
-A INPUT -p tcp -m tcp --dport 443 -m comment --comment "nginx HTTPS" -j ACCEPT
-A INPUT -p tcp -m tcp --dport 22 -m comment --comment "ssh port" -j ACCEPT
-A INPUT -p udp -m udp --sport 123 -m state --state ESTABLISHED -m comment --comment "NTP port" -j ACCEPT
-A INPUT -i lo -m comment --comment "allow local connections" -j ACCEPT
-A INPUT -m comment --comment "block everybody else" -j DROP
:FORWARD ACCEPT [0:0]
:OUTPUT ACCEPT [0:0]
COMMIT
vcadmin@vco-01:~$
```

- b. Restart iptables.
 

```
sudo service iptables-persistent restart (Orchestrator 3.4.x)
```

```
sudo systemctl restart netfilter-persistent (Orchestrator 4.x)
```

- c. Make sure the iptables entry is added.

Figure 7-15: Verify the iptables is added

```
vcadmin@vco-01:~$ sudo iptables -S
-P INPUT ACCEPT
-P FORWARD ACCEPT
-P OUTPUT ACCEPT
-A INPUT -s 191.168.0.200/32 -p tcp -m tcp --dport 9273 -m comment --comment "allow telegraf port" -j ACCEPT
-A INPUT -m conntrack --ctstate RELATED,ESTABLISHED -m comment --comment "allow established" -j ACCEPT
-A INPUT -s 127.0.0.1/32 -p udp -m udp --dport 161 -m comment --comment "allow SNMP port" -j ACCEPT
-A INPUT -p tcp -m tcp --dport 80 -m comment --comment "nginx HTTP" -j ACCEPT
-A INPUT -p tcp -m tcp --dport 443 -m comment --comment "nginx HTTPS" -j ACCEPT
-A INPUT -p tcp -m tcp --dport 22 -m comment --comment "ssh port" -j ACCEPT
-A INPUT -p udp -m udp --sport 123 -m state --state ESTABLISHED -m comment --comment "NTP port" -j ACCEPT
-A INPUT -i lo -m comment --comment "allow local connections" -j ACCEPT
-A INPUT -m comment --comment "block everybody else" -j DROP
vcadmin@vco-01:~$
```

2. Add the time-series database details in the telegraf configuration. Create an output configuration file. Example with prometheus is as follows:

```
/etc/telegraf/telegraf.d/prometheus_out.conf
```

Figure 7-16: Add the time-series database details in the telegraf configuration

```
#####
OUTPUT PLUGINS #
#####
# Configuration for the Prometheus client to spawn
[outputs.prometheus_client]
## Address to listen on
listen = "9273"

## Metric version controls the mapping from Telegraf metrics into
## Prometheus format. When using the prometheus input, use the same value in
## both plugins to ensure metrics are round-tripped without modification.
##
## example: metric_version = 1, deprecated in 1.13
##          metric_version = 2, recommended version
# metric_version = 1
metric_version = 2

## Use HTTP Basic Authentication
# basic_username = "foo"
# basic_password = "bar"

## If set, the IP Ranges which are allowed to access metrics
## ex: ip_range = ["192.168.0.0/24", "192.168.1.0/30"]
# ip_range = []

## Path to publish the metrics on.
# path = "/metrics"

## Expiration interval for each metric. 0 == no expiration
# expiration_interval = "60s"

## Collectors to enable, valid entries are "gocollector" and "process".
## If unset, both are enabled.
# collectors_exclude = ["gocollector", "process"]

## Send string metrics as Prometheus labels.
## Unless set to false all string metrics will be sent as labels.
# string_as_label = true

## If set, enable TLS with the given certificate.
# tls_cert = "/etc/ssl/telegraf.crt"
# tls_key = "/etc/ssl/telegraf.key"

## Set one or more allowed client CA certificate file names to
## enable mutually authenticated TLS connections
# tls_allowed_cacerts = ["/etc/telegraf/clientca.pem"]

## Export metric collection time.
# export_timestamp = false
```

- Orchestrator Recommended Values to Monitor

---

The following list shows a list of values that should be monitored and their thresholds. The list below is given as a starting point, as it is not exhaustive. Some deployments may require assessing additional components such as database transactions, automatic backups, etc.

Whenever a warning threshold is reached, it is recommended to review the current device scale configuration and add more resources if required. When a critical alarm is triggered, it is crucial to contact the Arista Support representatives to check the solution and give further advice.

**Table 45: Orchestrator Recommended Values to Monitor**

Service Check	Service Check Description	Warn Threshold	Critical Threshold
CPU Load	Check System Load – Telegraf input plugin: inputs.cpu.	60	70
Memory	Checks the memory utilization buffer, cache, and used memory – Telegraf input plugin: inputs.memory.	70	80
Disk Usage	Disk Utilization in the different <b>Orchestrator</b> partitions, /, /store, /store2 and /store3 (version 4.0 and onwards) – Telegraf input plugin: inputs.disk (version 4.0 and onwards).	40% Free	20% Free
MySQL Server	Checks MySQL Connections -Telegraf input plugin: inputs.mysql.		Above 80% of max connection define in mysql.conf(/etc/mysql/my.cnf)
Orchestrator Time	Check for Time offset - Telegraf input plugin: inputs.ntpq (version 4.0 and onwards).	Offset of 5 Seconds	Offset of 10 Seconds
Orchestrator SSL Certificate	Checks Certificate Expiration - Telegraf input plugin: inputs.x509_cert (version 4.0 and onwards).	60 Days	30 Days
Orchestrator Internet (not applicable for MPLS only topologies)	Check for Internet access.	Response time > 5 secs	Response time > 10 secs
Orchestrator HTTP	Make sure HTTP on localhost is responding.		The localhost is not responding.
Orchestrator Total Cert Count	Check Total – Example mysql query:  SELECT count(id) FROM VELOCLOUD_EDGE_CERTIFICATE WHERE validFrom <= NOW() AND validTo >=NOW(), 'SELECT count(id) FROM VELOCLOUD_GATEWAY_CERTIFICATE WHERE validFrom <= NOW() AND validTo >=NOW()'	CRL	When Total Cert count exceeds 5000
DR Replication Status	Confirm the <b>Standby Orchestrator</b> is up-to-date.	Review that the DR <b>Orchestrator</b> is no more than 1000 seconds behind the <b>Active Orchestrator</b> .  Seconds_Behind_Master: from mysql command: <b>show slave STATUS\G;</b>	

Service Check	Service Check Description	Warn Threshold	Critical Threshold
DR Replication Edge Gateway delta	<p>Confirm that Edges and Gateways can talk to the <b>DR Orchestrator</b>.</p> <p>Different values between the <b>Active</b> and the <b>Standby Orchestrators</b> can be due to a difference in the timezone in Edges and Gateways.</p>	The same amount of Edges talking with the <b>Active Orchestrator</b> should be able to reach the <b>Standby Orchestrator</b> . This value can be checked on the "replication" tab or via the API.	

## API Best Practices

The **Orchestrator** powers the management plane in the Arista solution. It offers a broad range of configuration, monitoring, and troubleshooting functionality to service providers and enterprises. The main web service with which users interact to exercise this functionality is called the **Orchestrator Portal**.

- **The Orchestrator Portal**

The **Orchestrator Portal** allows network administrators (or scripts and applications acting on their behalf) to manage network and device configuration and query the current or historical network and device state. API clients may interact with the Portal via a JSON-RPC interface or a REST-like interface. It is possible to invoke all of the methods described in this document using either interface. There is no Portal functionality for which access is constrained exclusively to either JSON-RPC clients or REST-like ones.

Both interfaces accept exclusively HTTP POST requests. Both also expect that request bodies, when present, are JSON-formatted -- consistent with *RFC 2616*, clients are furthermore likely to formally assert where this is the case using the Content-Type request header, e.g., Content-Type: application/json.

additional information about the **SD-WAN API** can be found here: <https://www.arista.com/en/support/product-documentation>.

- **Best Practices for enterprises and service providers Using APIs**

Some of the best practices while using APIs are:

- Wherever possible, aggregate API calls should be preferred to enterprise-specific ones. e.g., a single call to `monitoring/getAggregateEdgeLinkMetrics` may be used to retrieve transport stats across all Edges concurrently.
- Arista requests that clients limit the number of API calls in flight at any given time to no more than a handful (i.e., <2-4). If a user feels there is a compelling reason to parallelize API calls, Arista requests that they contact Arista Support to discuss alternative solutions.
- We ordinarily don't recommend polling the API for stats data more frequently than every 10 min. New stats data arrives at the **Orchestrator** every 5 minutes. Due to jitter in reporting/processing, clients polling every 5 minutes might observe "false-positive" cases where stats aren't reflected in API calls' results. Users tend to find the best result using request intervals of 10 minutes or greater in duration.
- Avoid querying the same information twice.
- Use sleep between APIs.
- For complex software automations, run your scripts and evaluate the CPU/Memory impact. Then adjust as required.

## Orchestrator Syslog Configuration

The **Orchestrator** Syslog capability can be configured independently for the following **Orchestrator** processes: portal, upload, and backend.

A short description of each process is listed below:

- **Portal:** The Portal process runs as an internal HTTP server downstream from NGINX. The Portal service handles incoming API requests, either from the **Orchestrator** web interface or from an HTTP/SDK client, primarily in a synchronous fashion. These requests allow authenticated users to configure, monitor, and manage the various services provided by the **Orchestrator**.

This log is very useful for AAA activities as it has all actions taken by users in the **Orchestrator**.

Log files: `/var/log/portal/velocloud.log` (Logs all info, warn, and error logs)

- **Upload:** The Upload process runs as an internal HTTP server downstream from NGINX. The Upload service handles incoming requests from Edges and Gateways, either synchronously or asynchronously. These requests primarily consist of activations, heartbeats, flow statistics, link statistics, and routing information sent by Edges and Gateways.

Log files: `/var/log/upload/velocloud.log` (Logs all info, warn, and error logs)

- **Backend:** Job runner that primarily runs scheduled or queued jobs. Scheduled jobs consist of cleanup, rollout, or status update activities. Queued jobs consist of processing link and flow statistics.

Log files: `/var/log/backend/velocloud.log` (Logs all info, warn, and error logs)

### Orchestrator Syslog Configuration

1. Navigate to **System Properties** in the **Orchestrator**, `log.syslog.<server>` (e.g. `log.syslog.portal`). Go to **Orchestrator** > **System Properties** type “log.syslog” in the search bar.
2. Change the “enable”: *false* value to *true* for one or more of the servers. Change the Host IP and port accordingly to your implementation.

### Increasing Storage in the Orchestrator

For detailed instructions to increase the Storage in the **Orchestrator**, see the topics [Install Orchestrator](#) and [Expand Disk Size](#).

- Best Practices:
  - Make sure that the same LVM distribution is applied to the **Standby Orchestrator**.
  - It is not recommended to reduce the size of the volumes once they were increased. Use thin provisioning instead.
  - In 3.4, when increasing the disk size, the following percentage/value distribution may be used:
    - “/” Volume: This volume is used for the operative system. Production **Orchestrators** are usually set to 140GBs and have from 40% to 60% usage.
    - `/Store` and `/Store2`: The proportion applied in production **Orchestrators** is close to 85% for `/Store` and 15% for `/Store2`.
  - The following guidelines in the table below should be used in the 4.x release and onwards.

**Table 46: Guidelines**

Instance Size	/store	/store2	/store3	/var/log
Small (5000 Edges)	2 TB	500 GB	8 TB	100 GB
Medium (10000 Edges)	2 TB	500 GB	12 TB	125 GB
Large (15000 Edges)	2 TB	500 GB	16 TB	150 GB

## Managing Certificates in the Orchestrator

The **Orchestrator5** uses a built-in certificate server to manage the overall PKI lifecycle of all Edges and **SD-WAN Controllers**. X.509 certificates are issued to the devices in the network.

Detailed instructions to configure the CA can be found in the topics [Install Orchestrator](#) and [Install an SSL Certificate](#).

Certificates issued by the CA are used only for the authentication of the following:

- Management plane TLS 1.2 tunnels between the **Orchestrator** and Edge **SD-WAN Controller**.
- Control and Data plane IKEv2/IPsec tunnels between SD-WAN Edges and between Edge and **SD-WAN Controller**.

## Certificate Revocation List

On Controllers with PKI enabled, revoked certificates are stored in a Certificate Revocation List ("CRL"). If this list grows too long (generally due to an issue with the **Orchestrator's Certificate Authority**), the Controller's performance will be impacted. The CRL should be less than 4,000 entries long.

```
vcadmin@vcg1-example:~$ openssl crl -in /etc/vc-public/vco-ca-crl.pem -text | grep 'Serial Number'  
| wc -l 14 vcadmin@vcg1-example:~
```

## Support Interaction

Our Customer Support organization provides 24x7x365 world-class technical assistance and personalized guidance to Arista customers.

This section provides some guidelines to interact with the Arista Support team.

- Diagnostic Bundles

While investigating an incident, a diagnostic bundle of the **Orchestrator** and **SD-WAN Controller** can be created. The resulting file will assist the Arista Support team to further analyze the events around an issue.

- Share Access with Support

On occasion assistance from Arista Support representatives for the **Orchestrator** and **SD-WAN Controllers** may be required.

Some common ways to grant access are:

- Remote sessions with Support: The customer would either grant remote control to the SSH jump server or follow the Support representative's instructions.

- Creating an account for the Support team in the **Orchestrator**. This helps the Support team gather logs without customer interaction.
- Through the Bastion Host: SSH permissions and keys can be configured to allow the Support engineers to access the on-premises **Orchestrator** and **SD-WAN Controller** using a Bastion Host.

When contacting Arista VeloCloud Support to assist triaging an issue, include the data described in the table below.

**Table 47: Details to be included when contacting Arista Support**

Required	Suggested
Partner Case Number	Issue Start/Stop
Partner Return Email/Phone	Impacted Flow SRC/DST IP
Orchestrator URL	Impacted Flow SRC/DST Port
Customer Name in Orchestrator	Flow Path (E2E, E2GW, Direct)
Customer Impact (High/Med/Low)	SD-WAN Gateway Name(s)
Edge Name(s)	Link to PCAP in the Orchestrator
Link to Diagnostic Bundle in Orchestrator	
Short Problem Statement	
Analysis & Requested Assistance	

# On Premises SD-WAN Deployment Design and Configuration Guide

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This section explains how to deploy and operate an on-premises VeloCloud SD-WAN solution, including the Orchestrator.

### **Overview**

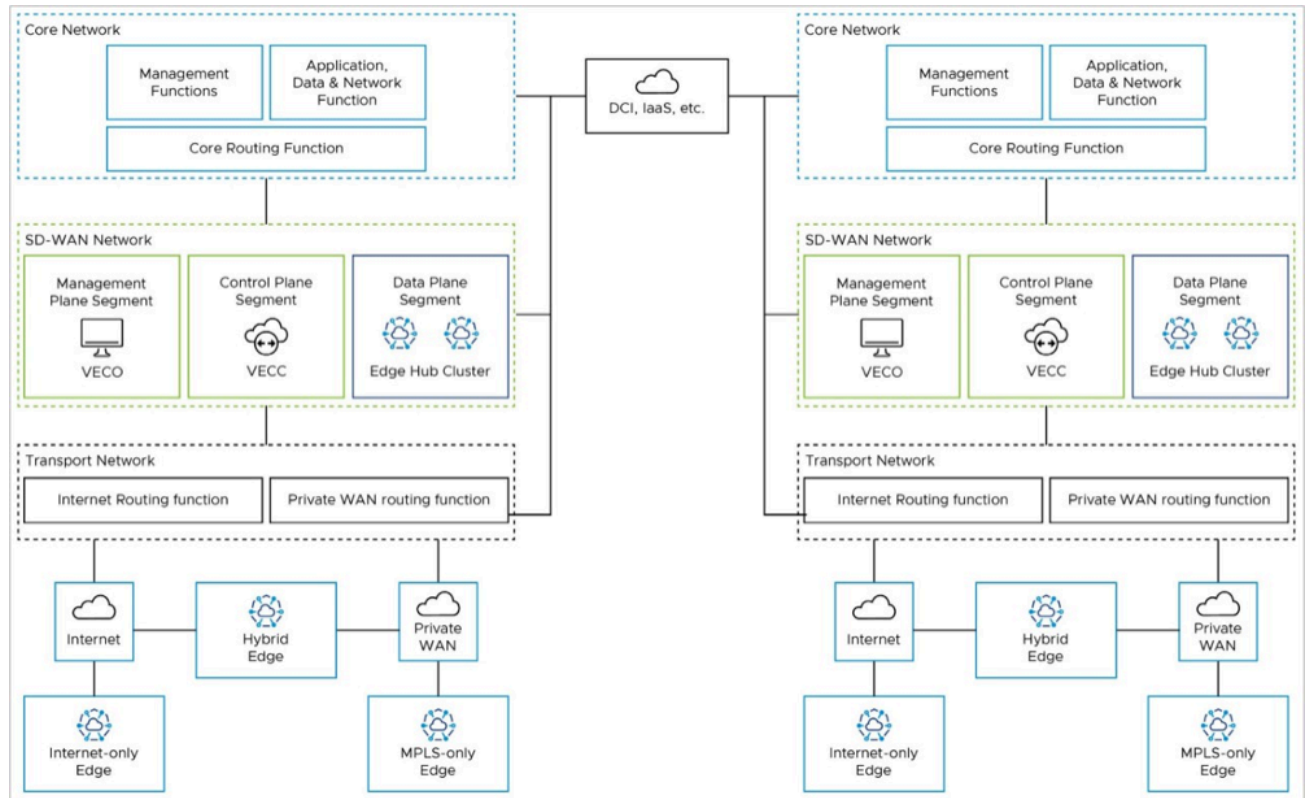
This section explains how to deploy and operate an on-premises VeloCloud SD-WAN solution, which includes the VeloCloud Orchestrator, the VeloCloud Controller, and a co-located Edge Hub Cluster. It includes a reference architecture and the requirements and caveats for an on-premises SD-WAN deployment. It also covers the optional use of an External Certificate Authority and FIPS mode.

### **Reference Architecture**

The reference architecture shows the logical grouping of the different VeloCloud SD-WAN and network functions. It also shows how the different nodes connect and communicate with each other. We expect that most real-world deployments would adapt the reference architecture in some way to accommodate their existing customer network.

The Reference Architecture is a conceptual diagram representing the solution's different functional blocks. These functions may be combined, split from one another, separated by firewalls and/or network segmentation, and so on, as long they maintain the fundamental ability to communicate with one another.

**Figure 8-1: Reference Architecture**



**Note:** In the above diagram, VECO stands for the VeloCloud Edge Cloud Orchestrator, and VECC stands for the VeloCloud Edge Cloud Controller.

## Core Network

The Core Network has applications and resources that users need to access to achieve their business goals. It may also have management functions, such as network monitoring and operations. If you use an External Certificate Authority (ECA), it may reside here. Data Center Interconnect (DCI, if you have it) also ends here from a routing perspective. You may separate these functions into different logical network segments.

## SD-WAN Network

The SD-WAN Network is between the Transport Network and the Core Network. It has the Orchestrator (management plane), the Controller (control & routing plane), and the on-premises Hub Cluster (data plane), if you have one. These are all in the SD-WAN Network, but you may separate the Hub Cluster from the Orchestrator and Controller logically. This way, you can keep the SD-WAN management and control-plane traffic away from the branch data-plane traffic that uses the Hub Cluster to reach the core network resources.

## Transport Network

---

The Transport Network has the WAN transport functions in the network, such as Public WAN (internet) and Private WAN (MPLS).

The Transport Network also has the Wide Area Network routing functions. This is where you would find Public WAN (internet) routers and Private WAN (MPLS CE) routers in an on-prem customer network. You may do NAT between public and private IP addresses here, or on an Edge firewall, depending on your network setup. You can also use wireless WAN (5G, for example) in the Public WAN case.

### **Firewalls**

While not explicitly shown in the reference architecture, firewalls may be present. They may be deployed between the different functional blocks to provide security and traffic inspection or may be used to create different segments or zones within a functional block.

### **Packet Flows**

This section illustrates the packet flow path in the reference architecture for various operations.

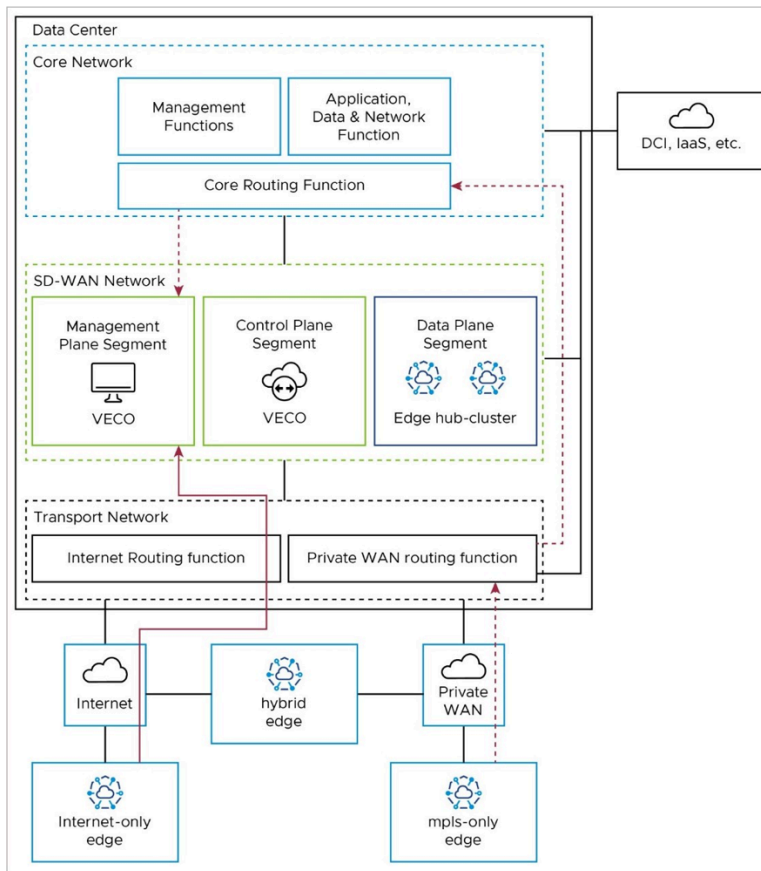
### **Edge Activation**

An internet-only branch location activates via a public WAN through the Internet Routing Function in the Transport Network to the public IP address of the Orchestrator (solid red line).

An MPLS-only branch location activates to the Orchestrator through the Private WAN Routing Function in the Transport Network, then through the Core Routing function in the Core Network, to the Orchestrator's private IP address (dashed red line).

A hybrid Edge location may use either.

**Figure 8-2: Packet flow for Edge Activation**



### Management Plane: Edge to Orchestrator

After activation, Edges use their Loopback IP addresses to connect to the Orchestrator. The Edge puts this connection inside the tunnel to the Controller, using any transport tunnel available. This connection then goes out of the Controller through its eth1 connection to the core network and reaches the Orchestrator. The Controller keeps the Loopback IP address as the source (no SNAT as with 1-arm Controller). The Orchestrator then replies to the Edge with its loopback address, which is dynamically routable via the Controller eth1 interface for symmetric routing.

Activated Edges may also communicate directly with the Orchestrator via the underlay, in which case they would use the same packet flow paths as in the Activation section.

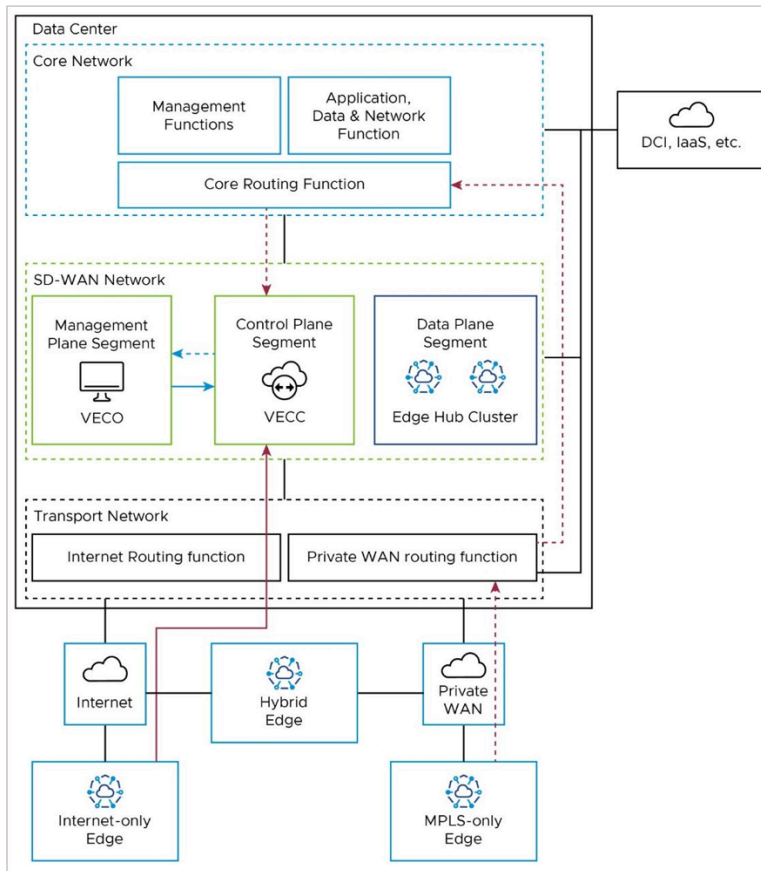
If Edges use the SD-WAN overlay via the Controller (also called the VECC), the path depends on the Edge type. Internet-only Edges use the SD-WAN overlay via Public WAN to the public IP of the Controller (solid red line in the diagram), where they leave the tunnel, and go from the Controller's public IP address to the public IP address of the Orchestrator (solid blue line in the diagram).

MPLS-only Edges take the SD-WAN overlay tunnel to the private IP of the Controller (dashed red line in the diagram). From there, they leave the overlay tunnel, and go to the private IP of the Orchestrator (dashed blue line in the diagram).



**Note:** You do not need NAT in this case because you have end-to-end private IP routing.

**Figure 8-3: Packet Flow for Management Plane – Edge to Orchestrator**



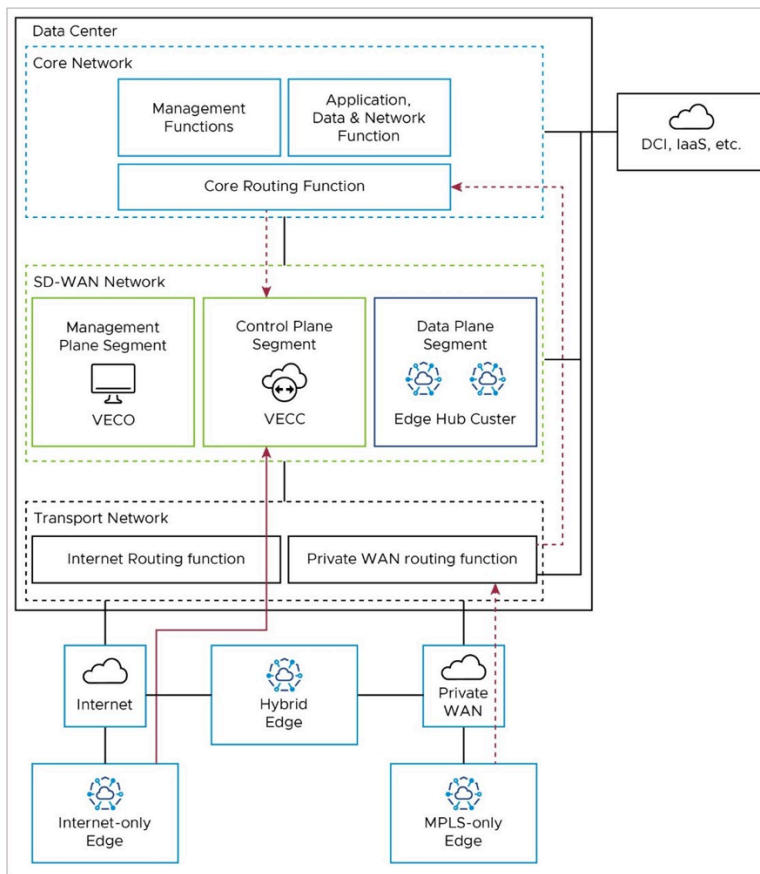
### Control Plane: Edge to Controller (VECC)

All Edges connect to the Controller (also referred to as the VeloCloud Edge Cloud Controller, or VECC) with SD-WAN overlay tunnels. Usually, Edges have a Primary and Secondary Controller for backup. But for simplicity, we only show one Controller in the diagram.

Internet-only Edges connect to the Controller's public IP address with an SD-WAN overlay tunnel over the public internet. They use the Internet routing function in the Transport Network (solid red line in the diagram). MPLS-only Edges also connect to the Controller with an SD-WAN overlay tunnel, but they use the Controller's

private IP address. They use the Private WAN routing function in the Transport Network and the Core Routing function in the Core Network (solid red line in the diagram).

**Figure 8-4: Packet Flow for Control Plane: Edge to Controller (VECC)**

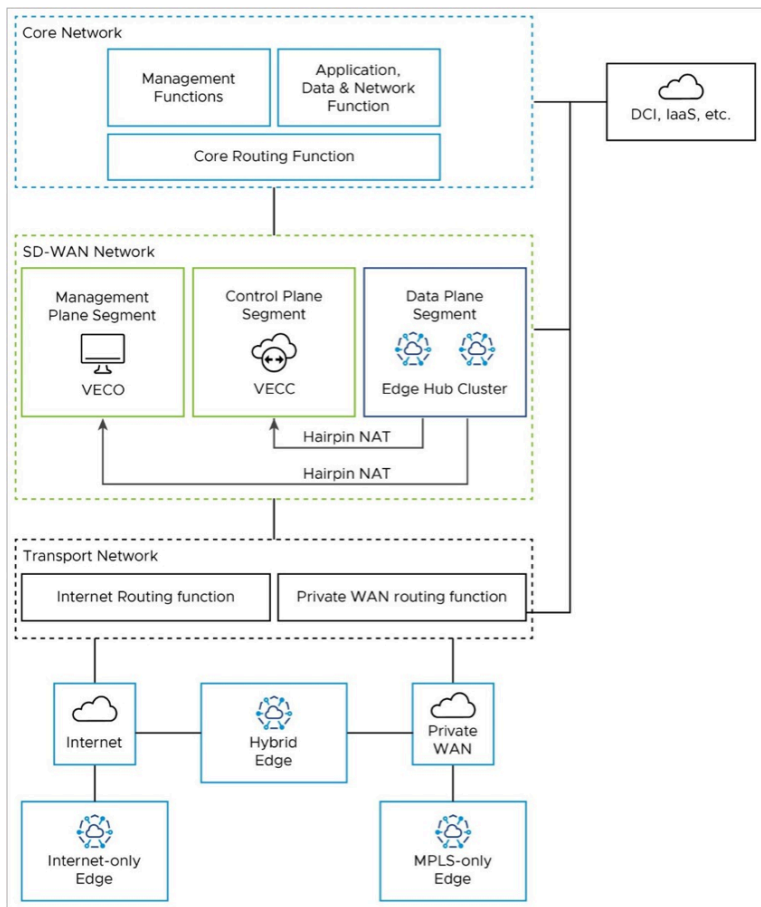


### Hub Cluster to Controller (VECC)/Orchestrator (VECO): Special Case

The on-premises Hub Cluster provides a data path from Edge locations to the Core network, where the applications and resources are hosted. Usually, the Hub connects to a data center and accesses the Orchestrator and Controller remotely. So, the Hub Cluster needs to use public IP addresses to communicate with the Orchestrator/Controller; it cannot use the LAN-side / private IP network. To make the Hub Cluster look like it is at a remote location and access the Orchestrator/Controller over the public internet, you may

need to put the Hub Cluster in a separate network segment (for example, VRF). You may also need hairpin NAT functionality on a network device on the WAN side of the Hub Cluster, Controller, and Orchestrator.

**Figure 8-5: Packet Flow- Hub Cluster to Controller (VECC)/Orchestrator**



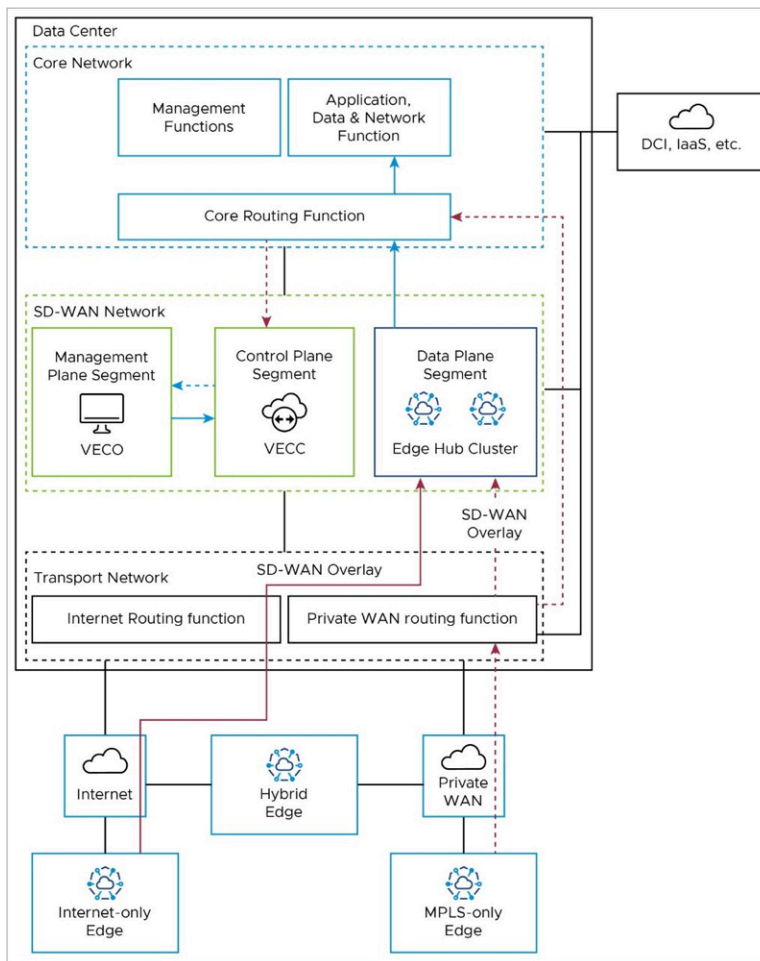
### Edge to Core Network Functions – Data Path

Branch Edges access applications and resources in the datacenter via the on-premises Edge Hub Cluster. Internet-only Edges establish an SD-WAN overlay tunnel to the public WAN IP address of the Hub Cluster via the Internet routing function in the Transport Network (solid red line). Similarly, MPLS-only Edges establish an SD-WAN overlay tunnel to the private WAN IP address of the Hub Cluster via the private routing function in the Transport Network (dashed red line).

Once the data path reaches the Hub Cluster, it is removed from the SD-WAN tunnel and natively routed to applications in the core network via the Core Routing Function (solid blue lines).

This path is shared by all Edge types. Hybrid locations may use a combination of public and private SD-WAN overlays to the Edge Hub Cluster.

**Figure 8-6: Packet Flow for Edge to Core Network Functions- Data Path**

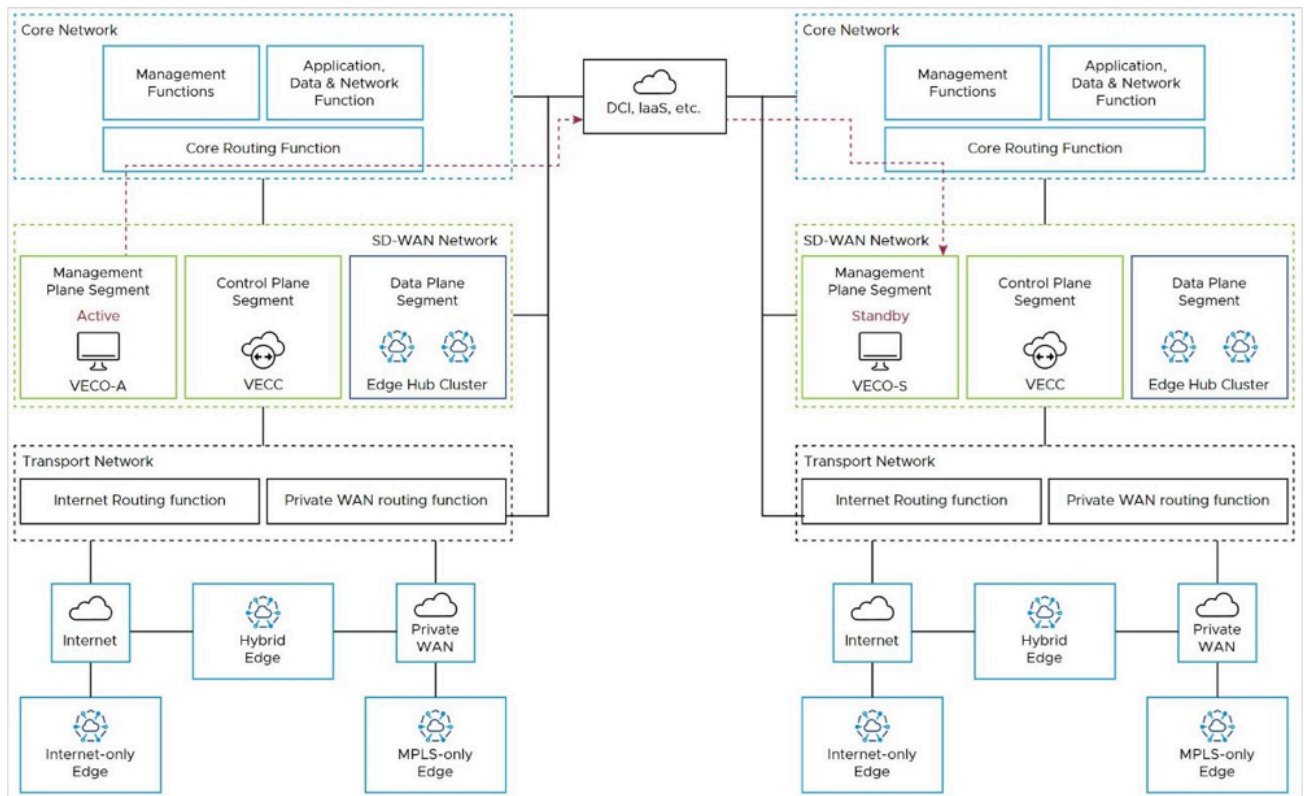


### Orchestrator Disaster Recovery and Synchronization

When two VeloCloud Orchestrators are deployed as an Active-Standby Disaster Recovery (DR) pair in geographically diverse data center locations, there is both a real-time synchronization function (for configurations, alarms, metrics, etc.) between the active and standby, as well as a keep-alive function (to detect the failure of the active Orchestrator). This data path uses the private IP address of the Orchestrator, and uses a Data Center Interconnect to reach the remote DC via Core Routing function (red line).

Additional details on Orchestrator Disaster Recovery can be found in the [Configure Orchestrator Disaster Recovery](#) section.

**Figure 8-7: Disaster Recovery Topology and Packet Flow**



### Controller to Orchestrator

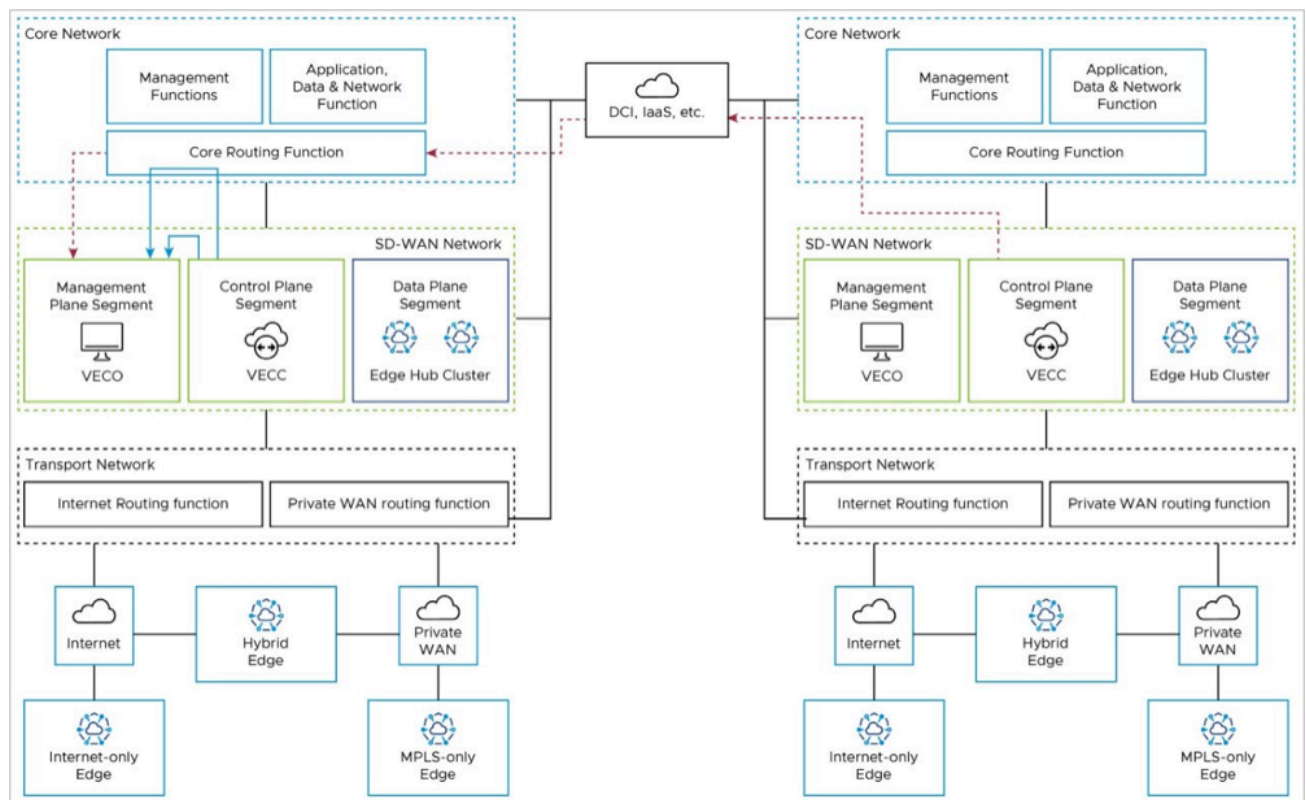
The Orchestrator (management plane node) must communicate with the Controller (control plane node). In an on-premises deployment, this is done using the private IP addresses associated with the core network facing interfaces.

Depending upon the DR configuration and the location of the active Orchestrator (in the local or remote DC), this connectivity may take different paths.

For a co-located Orchestrator and Controller, the nodes may communicate directly within the SD-WAN Network block, or pass to the Core Routing Function (solid blue lines).

For a remote Orchestrator and Controller, the Controller must use the Core Routing function and DCI to reach the DR-active Orchestrator (dashed red lines).

**Figure 8-8: Orchestrator to Controller Packet Flow**



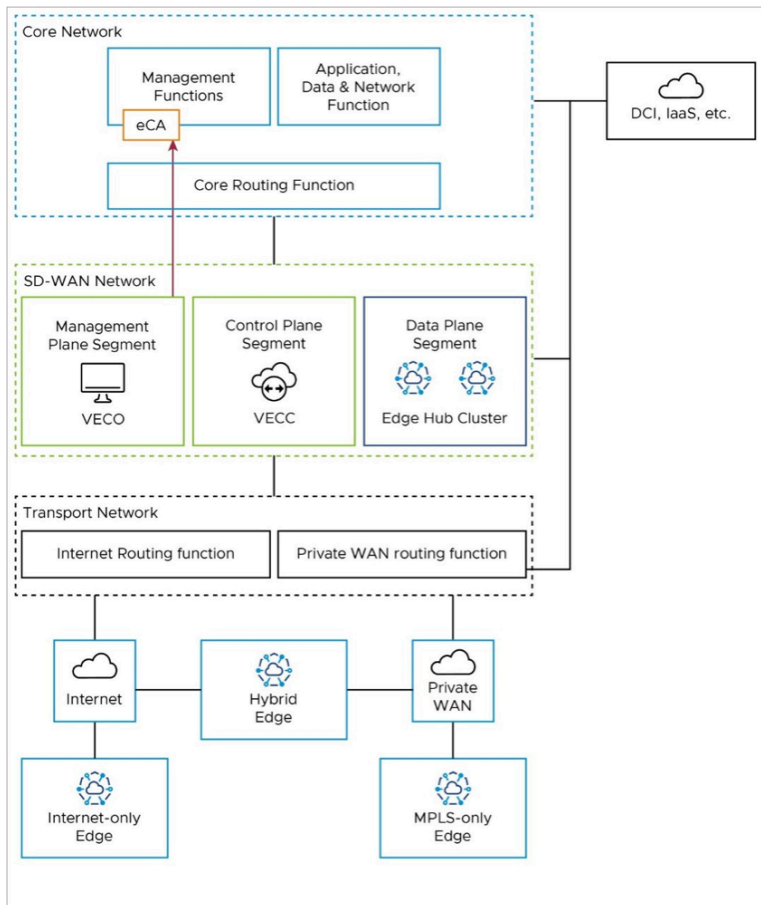
### Controller to External Certificate Authority – Optional

If an External CA (eCA) is used in the deployment, it would most likely reside in the Management Functions of the Core Network. The Orchestrator would use the private IP address of the core network facing interface to reach the eCA via the Core Routing Function.

If the Orchestrator is deployed as an active-standby DR pair, the Orchestrator fail-over may require the Orchestrator to reach the eCA via DCI.

Additional details on External CA may be found here:

**Figure 8-9: Controller to External CA Packet Flow**



### Design Requirements & Assumptions for a Federal Deployment

This section includes requirements, caveats, unique aspects, and best practices specific to an on-premises Federal deployment.

- The solution spans two or more Data Centers.
- For redundancy, the VeloCloud Orchestrator is deployed in Disaster Recovery mode. This means that two Orchestrators are deployed in an active-standby pair, one in each Data Center.
- The paired Orchestrators must have L3 connectivity to one another (for example, via DCI) to maintain data synchronization in the event of a failure of the active Orchestrator.
- Controllers are also present in both data centers. Since either one of the Orchestrators in the DR pair may be active, there must be L3 reachability between the Controllers and Orchestrators at both data centers.
- Internet (public) transport only Sites: Branch Edge locations that have access to only Public WAN (internet) transport networks.
- Private transport only Sites: Branch Edge locations that have access to only Private WAN (MPLS) transport networks.

- Hybrid (public/private) transport mix Sites: Branch Edge locations that have access to both Public and Private WAN transport networks.
- In some networks, no reachability to public prefixes from private transport is allowed. For example, the Orchestrator and Controller are 1.1.1.1 and 2.2.2.2, there is no reachability to those addresses from the private transport. The private transports do not have a route to these addresses, nor can they be advertised, also there is no default route.

### Derived Requirements

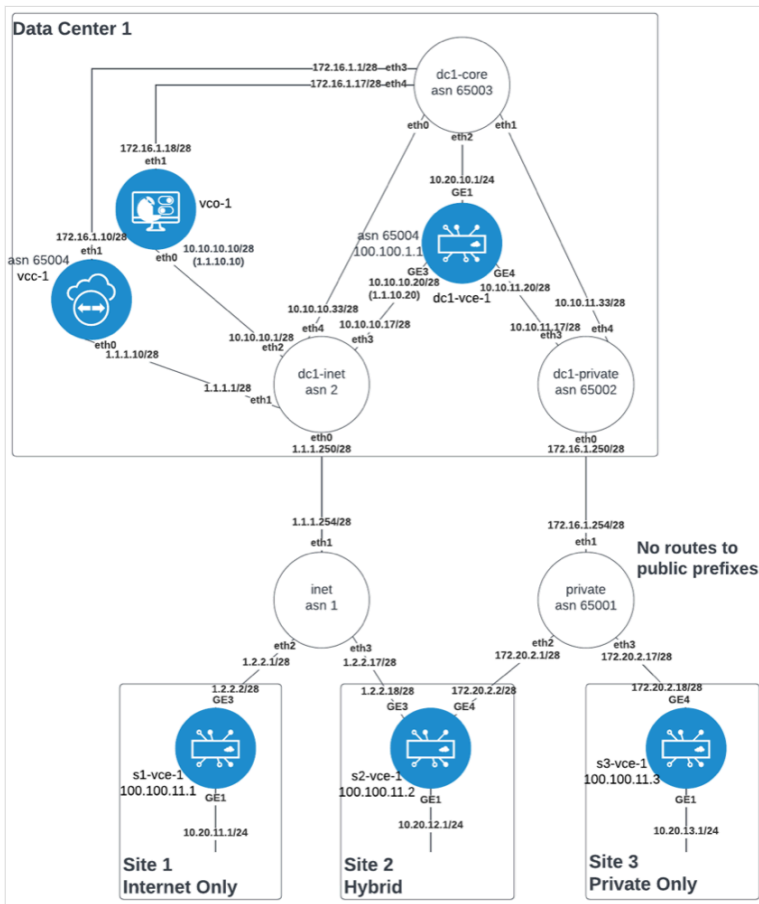
The following requirements follow from the above design requirements and assumptions:

- The VeloCloud Orchestrator must be directly reachable on the public internet.
  - This is achieved through the use of network address translation (NAT).
- The Controller(s) must be directly reachable on the public internet.
- The Controller(s) are deployed in 2-Arm Mode (Partner Controller) to accommodate private transport reachability.
  - The Controller(s) attract Orchestrator communication from the SD-WAN Edge by advertising both the public (NAT) and private IP address of the Orchestrator to the overlay.
  - A Hub Edge uses BGP filters to block these Orchestrator advertisements from being advertised back to the Data Center.
- Edges use loopback interfaces and IP addresses for Orchestrator communication, and place the Orchestrator connection within the Partner Controller tunnel post-activation.
- A Controller in Partner Controller mode establishes BGP peering with the data center to advertise Edge loopback IP addresses being used for Edge-to-Orchestrator traffic to ensure Orchestrator return traffic remains symmetrical within the Partner Controller tunnel to the Edge.
  - BGP filters are used to ensure only the Edge loopback IP addresses are advertised through this peering – block site user prefixes.
- The Orchestrator has 2 interfaces:
  - Eth0 for Edge connections via Controller – routed via the Controller in Partner Controller mode.
  - Eth1 for HTTPS access – routed via the Hub Edge.
- Two Operator Profiles are used:
  - A Public Operator Profile assigns Public IP addresses of the Orchestrator to the Edge.
    - Used for public transport-only Edges.
  - A Private Operator Profile assigns Private IP address of Orchestrator to the Edge
    - Used for private transport-only Edges, and Hybrid Edges

## A Sample Minimal Topology

The Sample Minimal Topology adds detail to the Reference Architecture, providing an example of how the solution may be integrated into an existing network.

**Figure 8-10: Reference Architecture Topology**



**Note:** In the above diagram, VCO stands for the Orchestrator, VCC stands for the Controller, and VCE stands for the Edge.

While most real networks would have a more complex design, the expectation is that this design can be extrapolated to a real network with which it is being integrated.



**Note:** The interfaces and IP addressing in the diagram are for example purposes only, and will be referenced throughout the remainder of this guide.

## Network Address Translation (NAT)

Network Address Translation (NAT) is used at the Hub Edge. It can be avoided if all components (Orchestrator, Controller, and Edges) are provided public IP addresses directly on their interface, but this is uncommon due to security requirements and limited IPv4 addresses in some networks.

In the minimal topology, the Orchestrator and the Edge(s) are placed behind a NAT boundary. The Controller is placed in front of the NAT boundary. In the example, the dc1-inet underlay router eth0 (internet connection) and eth1 (Controller) interfaces are in front of the NAT boundary, eth2 (Orchestrator), eth3 (Edge) and eth4

(data center) are behind the NAT boundary. This placement of components requires the minimal amount of NAT configuration required. The NATs needed are:

1. Orchestrator 1:1 NAT: public IP to private IP translation on all *eth0* inbound traffic. The VCOs publicly reachable IP address is `1.1.10.10`, but its real IP address behind the NAT boundary is `10.10.10.10`. All traffic initiating from and ingressing from the internet with destination IP address of `1.1.10.10` needs to have the destination address translated to `10.10.10.10`. This translation must be bidirectional, in that the return traffic with a source IP address of `10.10.10.10` needs to be translated to a source IP address of `1.1.10.10`.

The same requirement is necessary for inbound traffic on *eth4*, as public (internet only) Edges attempting to communicate to Orchestrator using VCOs public IP address (`1.1.10.10`) will egress the vcc on *eth1* and route through the data center core to the internet edge, inbound on *eth4*.

2. Edge 1:1 NAT: public IP to private IP translation on all *eth0* inbound traffic. The Edges publicly reachable IP address is `1.1.10.20`, but its real IP address behind the NAT boundary is `10.10.10.20`. All traffic initiating from and ingressing from the internet with a destination IP address of `1.1.10.20` needs to have the destination address translated to `10.10.10.20`. This translation must be bidirectional, in that the return traffic with a source IP address of `10.10.10.20` needs to be translated to a source IP address of `1.1.10.20`.
3. Edge SNAT: Source Network Address Translation on all *eth1* outbound traffic. All traffic initiating from the Edge destined to the Controller (egress *eth1*) with a source IP address of `10.10.10.20` needs to have the source IP address translated to `1.1.10.20`. This translation must be bidirectional, in that the return traffic with a destination address to `1.1.10.20` needs to be translated to a destination IP address of `10.10.10.20`.

An example configuration of these NAT rules in vyos:

```
nat { destination { rule 10 { destination { address 1.1.10.10 } inbound-interface eth0 translation { address 10.10.10.10 } } rule 15 { destination { address 1.1.10.10 } inbound-interface eth4 translation { address 10.10.10.10 } } rule 20 { destination { address 1.1.10.20 } inbound-interface eth0 translation { address 10.10.10.20 } } } source { rule 20 { outbound-interface eth1 source { address 10.10.10.20 } translation { address 1.1.10.20 } } rule 999 { outbound-interface eth0 translation { address masquerade } } } }
```

## Routing

You need to designate 4 routing summary blocks:

1. All Hub Edge WAN IP addresses – the sample minimal topology uses `10.10.0.0/16`.
2. All Spoke Edge Private WAN IP addresses – the sample minimal topology uses `172.20.0.0/16`.
3. All Edge Loopbacks – the sample minimal topology uses `100.100.0.0/16`.
4. All Spoke Edge client user subnets – the sample minimal topology uses `10.20.0.0/16`.

## Orchestrator Routing

The VeloCloud Orchestrator operating system needs to have the following routes:

1. Hub Edge WAN IP summary – via *eth0* next hop with metric 0.
2. Spoke Edge Private WAN IP summary – via *eth0* next hop with metric 0.
3. Spoke Edge Public WAN IP summary (default route) – via *eth0* next hop with metric 0.

- 
4. All Edge Loopbacks – via *eth0* next hop with metric 0.
  5. All Spoke Edge client user subnets – via *eth1* next hop with metric 0.
  6. Controller eth1 subnet – via *eth1* next hop with metric 0.

### Controller Routing

The Controller operating system needs to have the following routes:

1. Default route – via *eth0* next hop with metric 0
2. Default route – via *eth1* next hop with metric 5
3. Orchestrator eth1 subnet- via *eth1* next hop with metric 0

### Controller SD-WAN Control Plane Routing

- The Controller control plane injects Orchestrator routes to the overlay for both Orchestrator IPs: `1.1.10.10/32` and `10.10.10.10/32`. This draws connections to Orchestrator from the Edge to use the Controller VCMP tunnels.
- The Controller control plane peers BGP on *eth1* with its next-hop to dynamically advertise Loopback IP addresses of Edges with VCMP tunnels established. This ensures return traffic from the Orchestrator to the Edges will come back to the Controller to be placed back into the VCMP tunnel.

### Connections

#### Orchestrator Connections

- The Orchestrator uses *eth0* for all HTTPS management connections to Edges via the underlay and via the overlay (from Controller tunnels).
- The Orchestrator uses *eth1* for all HTTPS user/administrator GUI.
- The Orchestrator-to-Controller communication uses Controller `eth1-to-Orchestrator eth1` path.

#### Controller Connections

- The Controller uses *eth0* for all public transport VCMP tunnels, and *eth1* for all private transport VCMP tunnels.

#### Edge Connections

- Edges use their WAN IP address for all activations to the Orchestrator. Private transport Edges use `10.10.10.10` to activate, public transport Edges use `1.1.10.10` to activate. Hybrid Edges can use whichever path to the Orchestrator is available.
- Edges then build VCMP tunnels (UDP 2426) using their WAN IP addresses to the Controller. Public transports build to Controller *eth0*, and private transports build to Controller *eth1*.
- Post activation, Edges use their Loopback IP addresses to source all connections to the Orchestrator. The Edge places this connection inside the tunnel to the Controller, using either transport tunnel available. This connection then egresses the Controller through its *eth1* connection to the core network destined for the Orchestrator. The Controller leaves the Loopback IP address as the source in tact (no SNAT as with 1-

arm Controller). The Orchestrator then replies to the Edge destined to its loopback which is dynamically routable via the Controller eth1 interface to ensure symmetric routing.

### Prerequisites

The following are the prerequisites needed to deploy an on-premises SD-WAN solution:

1. ESXi 6.5.0 or higher.
2. Intel Xeon.
3. Hyperthreading disabled (for Edge).
4. SSD storage supporting 10k or higher IOPS
5. Intel NIC with DPDK and SR-IOV support
6. VDS, vswitches, and port groups pre-configured
7. Encrypted disks are optional
8. Plan for 5GB/year/edge
9. Linux (such as Ubuntu VM) with genisoimage and tree installed

### Cloud-init

The Orchestrator, Controller (here referred to as the Gateway), and Edge all boot from a mounted ISO file for their initial bootstrap configuration. This ISO file uses the Linux cloud-init method. Cloud-init consists of YAML files. YAML files are created, and genisoimage is used to create an ISO for each VM.



**Note:** For the Cloud-init section the Controller will be referred to as the Gateway as this is the equivalent name for this component and what a user would see on the Orchestrator User Interface.

#### 1. Create YAML files

On the Linux machine, create 3 YAML files each for Orchestrator and Gateway: meta-data, network-config, and user-data. Create two files for Edge: user-data and meta-data. Arrange in directory structure to match the following:

On the Linux machine, create 3 yaml files each for Orchestrator and Gateway: meta-data, network-config, and user-data. Create 2 files for Edge: user-data and meta-data. Arrange in directory structure to match the following:



**Note:** The acronym VCG matches to the Gateway (Controller) component; VCE matches to the Edge; and VCO matches to the Orchestrator.

```
isos/ | |--VCG | |--meta-data | |--network-config | |--user-data | |--VCE | |--meta-data | |--
user-data | |--VCO | |--meta-data | |--network-config | |--user-data
```

#### a. Orchestrator (VCO) Example:

##### 1. user-data

```
#cloud-config hostname: vco-1 password: Velocloud123 chpasswd: {expire: False}
ssh_pwauth: True velocloud: fips_mode: compliant vco: super_users: list: | admin@lab.loc
al:Velocloud123 remove_default_users: False
```

## 2. network-config

```
version: 2 ethernet: eth0: addresses: - 10.10.10.10/28 routes: - to: 0.0.0.0/0
via: 10.10.10.1 metric: 0 nameservers: addresses: [10.10.10.1] eth1: addresses: -
172.16.1.18/28 routes: - to: 10.20.0.0/16 via: 172.16.1.17 metric: 0 - to: 172.16.0.0/12
via: 172.16.1.17 metric: 0 - to: 192.168.0.0/16 via: 172.16.1.17 metric: 0
```

## 3. meta-data

```
instance-id: vco-1 local-hostname: vco-1
```

### b. Gateway (VCG) Example:

#### 1. user-data

```
#cloud-config hostname: vcc-1 password: Velocloud123 chpasswd: {expire: False}
ssh_pwauth: True velocloud: fips_mode: compliant
```

#### 2. network-config

```
version: 2 ethernet: eth0: addresses: - 1.1.1.10/28 routes: - to: 0.0.0.0/0 via: 1.1.1.1
metric: 0 nameservers: addresses: [1.1.1.1] eth1: addresses: - 172.16.1.10/28 routes: -
to: 0.0.0.0/0 via: 172.16.1.1 metric: 5 - to: 172.16.1.16/28 via: 172.16.1.1 metric: 0
```

#### 3. meta-data

```
instance-id: vcc-1 local-hostname: vcc-1
```

### c. Edge (VCE) Example

#### 1. user-data

```
#cloud-config hostname: vce password: Velocloud123 chpasswd: {expire: False} ssh_pwauth:
True
```

#### 2. meta-data

```
instance-id: vce
```

## 2. Generate ISO

### Example:

```
cd iso cd vco genisoimage -output cdrom.iso -volid cidata -joliet -rock user-data meta-data
network-config cd .. cd vcc genisoimage -output cdrom.iso -volid cidata -joliet -rock user-
data meta-data network-config cd .. cd vce genisoimage -output cdrom.iso -volid cidata -joliet
-rock user-data meta-data cd ..
```

The directory structure should look as follows with cdrom.iso added to each directory:



**Note:** The acronym VCG matches to the Gateway component; VCE matches to the Edge; and VCO matches to the Orchestrator.

```
isos/ | |--VCG | |--cdrom.iso | |--meta-data | |--network-config | |--user-data | |--VCE | |--
cdrom.iso | |--meta-data | |--user-data | |--VCO | |--cdrom.iso | |--meta-data | |--network-co
nfig | |--user-data
```

### 3. Upload the 3 ISO files to the ESXi data store

Figure 8-11: ISO files Location

Name	Size	Modified	Type
cdrom.iso	368 KB	09/25/2023, 10:09:...	ISO Image

### 4. Orchestrator Deployment- ESXi



**Note:** Skip to the next section if using vCenter.

- a. Create/Register VM
- b. Deploy a virtual machine from an OVF or OVA file, **Next**
- c. Provide appropriate name, browse or drag OVA file, **Next**
- d. Select storage, **Next**
- e. Select appropriate port group for the Orchestrator *eth0* interface (VCO also refers to the Orchestrator)
- f. Select **thick provision**
- g. Uncheck **power on automatically**
- h. **Next**
- i. **Finish**
- j. Wait for the OVF import to complete
- k. Select the newly deployed VM
- l. **Edit**
- m. **Add Network Adapter**
- n. Select appropriate port group for Orchestrator *eth1* interface
- o. Expand CD/DVD Drive 1
- p. Change to **Datastore ISO file**
- q. Browse to location of uploaded ISO files, select Orchestrator (or VCO) ISO, **Select**
- r. Check **Connect at Power On**, and **Connect**
- s. **Save**

- 
- t. Power On VM
  - u. Wait for FIPS mode, the VM will automatically reboot after 5-10 minutes
  - v. Login with *vcadmin/Velocloud123*
  - w. Configure NTP at */etc/ntp.conf* (only if private NTP needed, default uses *0.ubuntu.pool.ntp.org*)
    - 1. `sudo vi /etc/ntp.conf`
    - 2. `pool 10.10.10.1 iburst`
    - 3. `escape`
    - 4. `:wq!`
    - 5. `Sudo service ntp restart`
    - 6. `Sudo ntpq -c peers`

## 5. Orchestrator Deployment – vCenter

- a. Actions, Deploy OVF Template.
- b. Choose VCO OVA file from local, Next
- c. Provide appropriate name, select appropriate location
- d. Select appropriate compute resource, Next
- e. **Review**
- f. **Next**
- g. Select storage, **thin provision**
- h. Select appropriate port group for the Orchestrator (or, VCO) eth0 interface, **Next**
- i. Template values, do not use, leave all empty, **Next**
- j. **Finish**
- k. Wait for OVF Deploy/Import tasks to complete
- l. Select VM
- m. **Actions > Edit Settings**
- n. **ADD NEW DEVICE**
- o. Network Adapter
- p. **New Network:** select appropriate port group for the Orchestrator (or, VCO) eth1 interface
- q. Expand CD/DVD Drive
- r. Change to **Datastore ISO file**
- s. Browse to ISO, select it, **OK**

- t. Check box for **Connect at Power on**
- u. **OK**
- v. Power On VM
- w. Wait for FIPS mode, VM will automatically reboot after 5-10 minutes
- x. Login with vadmin/Velocloud123
- y. Configure NTP at `/etc/ntp.conf` (only if private NTP needed, default uses 0.ubuntu.pool.ntp.org)
  - `sudo vi /etc/ntp.conf`
  - `pool 10.10.10.1 iburst`
  - `escape`
  - `:wq!`
  - `Sudo service ntp restart`
  - `Sudo ntpq -c peers`

## 6. Orchestrator Initial Configuration

- a. Login to the Orchestrator at `https://1.1.10.10/ui/operator` with credentials `super@velocloud.net/vcadm!n`; or `admin@lab.local/Velocloud123`; or customized credentials per ISO file are also available if ISO boot was used.
- b. From the top navigation **Select Orchestrator**.
- c. From the left navigation select **System Properties**.
- d. Select `network.public.address`.
- e. Replace `localhost` in value field with `1.1.10.10`, **Save Changes**.
- f. Search the top search bar for `websocket`.
- g. Select `network.portal.websocket.address`.
- h. Value: `172.16.1.18`, **System Properties**.
- i. Search top search bar for `source`.
- j. Select `gateway.activation.validate.source`.
- k. Change value to **False**, **Save Changes**.



**Note:** To configure the **Orchestrator** in a Disaster Recovery (DR) topology, see the topic [Configure Orchestrator Disaster Recovery](#).

## 7. Gateway Staging

- a. From the top navigation select **Gateway Management**
- b. From the left navigation select **Gateway Pools**

- 
- c. Select **Default Pool**
  - d. Change Partner Gateway Handoff to: **Allow**
  - e. **SAVE CHANGES**
  - f. From the left navigation select **Gateways**
  - g. **New Gateway**
    1. Name: **vcc-1**
    2. IPv4 address: **1.1.1.10**
    3. Service State: **In Service**
    4. Gateway Pool: **Default Pool**
    5. **Create**
    6. Select the newly created Gateway *vcc-1*
    7. Gateway Roles: **Partner Gateway**
    8. Partner Gateway (Advanced Hand Off) Details, delete all default Static Routes
    9. Static Routes **+ADD**
    10. Subnet: **10.10.10.10/32**, Cost: **1**, Encrypt: **Check the box**, Handoff: **VLAN**
    11. Subnet: **1.1.10.10/32**, Cost: **1**, Encrypt: **Check the box**, Handoff: **VLAN**
    12. **SAVE CHANGES**
    13. Save the activation key from the yellow bar at the top

## 8. Gateway Deployment- vCenter



**Note:** For a Gateway ESXi install, follow a similar process as outlined in Step 4 for the ESXi Orchestrator.

- a. Deploy OVF Template.
- b. Choose VCG OVA file from local. (VCG is the equivalent for Gateway)
- c. Provide appropriate name, select appropriate location.
- d. Select appropriate compute resource.
- e. **Review**
- f. Select storage, thick provision.
- g. Select appropriate port group for Outside, Inside.
- h. Template values: do not use, leave all empty.
- i. **Next**
- j. **Finish**

- k. Wait for OVF Deploy/Import tasks to complete.
- l. Select VM.
- m. Actions, **Edit Settings**
- n. Expand CD/DVD Drive 1.
- o. Change to **DataStore ISO file**.
- p. Browse to ISO, select, **OK**.
- q. Check Connect at Power On, **OK**.
- r. Power On VM.
- s. Wait for FIPS mode to enable, the instance will reboot automatically.
- t. FIPS is complete when login says Linux 4.15.0-1113-fips x86\_64.

```
vcg-1 login: vcaadmin Password: Welcome to Velocloud OS (GNU/Linux 4.15.0-1113-fips x86_64)
```

- u. Login with *vcaadmin/Velocloud123*
- v. Configure NTP at `/etc/ntp.conf` (only if private NTP needed, default uses `0.ubuntu.pool.ntp.org`).

```
pool 10.10.10.1 iburst sudo service ntp restart sudo ntpq -c peers
```

- w. Ensure offset is less than or equal to 15ms using:

```
sudo ntpq-p
```

- x. Configure `vc_blocked_subnets`

1. `cd /opt/vc/etc`
2. `sudo vi vc_blocked_subnets.json`
3. delete all lines
4. insert `: {}`
5. press the **escape** key
6. `:wq!`

- y. Configure `gatewayd`

1. `cd /etc/config`
2. `sudo vi gatewayd`
3. in the `wan` field (4th line) and `geneve` field (5th line) substitute `eth1` in place of `eth0`

```
"wan": ["eth1"], "geneve": ["eth1"],
```

4. Select the **escape** key.

5. :wq!

z. `sudo reboot`

aa. Manually activate

1. login with *vcadmin/Velocloud123*

2. `sudo su`

3. `cd /opt/vc/bin`

4. `activate.py -I -s 172.16.1.18 <activation key>`

5. a successful activation would output the following:

```
Activation successful, VCO overridden back to 172.16.1.18
```

9. Orchestrator Operator Profile



**Note:** For an ESXi installation, follow a process similar to **Step 4a** for the Orchestrator.

a. Login to the **Orchestrator** User Interface as an Operator.



**Note:** Make sure the URL includes `/operator` at the end.

b. Top navigation: **Edge Image Management**

c. Left navigation: **Software**

d. **Upload Image**

e. Browse to or drop an appropriate Edge image, for example:

```
edge-imageupdate-VC_VMDK-x86_64-5.2.0.2-83770177-R5202-20230725-  
GA-6969b39047
```

f. **Done**

g. Left navigation: **Application Maps**

h. **Upload**

i. Browse to or drop appropriate application map, for example: **r5200\_app\_map.json**

j. **Edit** (do not save)

k. Rename to version, for example: **R5200**

l. **Save Changes**

m. Top navigation: **Administration**

- n. Left navigation: **Operator Profiles**
- o. **NEW**
  - 1. Name: **R5200-PUBLIC**
  - 2. **Create**
  - 3. Select newly created **R5200**
  - 4. Ensure Orchestrator Address: **IP address**
  - 5. Ensure Orchestrator IPv4 Address: `1.1.10.10`
  - 6. Application Map Assignment, JSON File: **R5200**
  - 7. Software Version: **Toggled On**
  - 8. Version: `5.2.0.2`
  - 9. **Save Changes**
- p. Left Navigation: **Operator Profiles**
- q. Check the box next to **R5200**
- r. **DUPLICATE**
- s. Name: *R5200-PRIVATE*, **CREATE**
- t. Select **R5200-PRIVATE**
- u. Change @Orchestrator IPv4 address to: `10.10.10.10`
- v. **SAVE CHANGES**

## 10. Customer Configuration

- a. Login to the **Orchestrator** User Interface as an Operator.



**Note:** Make sure the URL includes `/operator` at the end.

- b. Top navigation: **Customers & Partners**
- c. Left navigation: **Manage Customers**
- d. **+NEW CUSTOMER**
  - 1. Company Name: *cust1*
  - 2. Check the **SASE Support Access** box
  - 3. Check the **SASE User Management Access** box
  - 4. **Next**
  - 5. **Administrative Account**
  - 6. Username: `cust1@lab.local`

- 
7. Password: *Velocloud123*
  8. **Next**
  9. **Services**
  10. Check the **SD-WAN** box
  11. Gateway Pool: Default Pool
  12. Check the **Allow Customer to Manage Software** box
  13. Software Image, **+ADD**
  14. Select **R5200-PRIVATE** and **R5200-PUBLIC**, select the right pointing arrow to move these to the **Selected Images**
  15. Select the radio button to the right of **R5200-PRIVATE**
  16. **Done**
  17. **SD-WAN, Edge Licensing, +ADD**
  18. Search for the term 'POC'
  19. Select **POC | 10Gbps |**, select the right pointing arrow to move this license to **Selected Edge Licenses**
  20. **Save**
  21. Check the box for Feature Access, Stateful Firewall
  22. **ADD CUSTOMER**
    - e. Select the newly created '*cust1*' check box to the left
    - f. At top, select **EDIT CUSTOMER SYSTEM SETTINGS**
    - g. Left navigation, select **Customer Configuration**
    - h. Scroll to the bottom and then expand **SD-WAN Settings**
    - i. Check the box for **Distributed Cost Calculation**
    - j. Check the box for **Use NSD Policy**
    - k. **Save Changes**
  11. **Partner Gateway Configuration**
    - a. Top navigation: customer selected, **Global Settings**
    - b. Left navigation: **Customer Configuration**
    - c. Expand Gateway Pool
    - d. Toggle Partner Hand Off to **ON**
    - e. Configure Hand Off radio button, change to **Per Gateway**

- f. Confirm with **OK**
- g. Under vcc-1 – Global Segment, select **Configure BFD & BGP**
- h. BGP toggle to **ON**
- i. Customer ASN: **65004**
- j. Hand Off Interface, Local IP address: 172.16.1.10/28
- k. Use for Private Tunnels: **Check the box**
- l. Advertise Local IP address via BGP: **Check the box**
- m. BGP, Neighbor IP: 172.16.1.1
- n. Neighbor ASN: 65003
- o. Secure BGP Routes: **Check the box**
- p. BGP Inbound Filters, **+ADD**
- q. Match type: prefix for IPv4, match value: 0.0.0.0/0, Exact Match: **No**, Action Type: **Deny**
- r. BGP Outbound Filters, **+ADD**
- s. Match Type: prefix for IPv4, match value 100.100.0.0/16, Exact Match = No, Action Type: **Permit**, Action Set: **Community: 777:777**, Community Additive: **Activated**
- t. **UPDATE**
- u. **SAVE CHANGES**

## 12. Quick Start Profile Configuration

- a. Dark blue navigation bar, select **Global Settings** drop-down menu, select **SD-WAN**
- b. Top navigation bar, select **Configure**
- c. Left Navigation bar, select **Profiles**
- d. Select **Quick Start Profile**
- e. Select **Firewall** tab
- f. Expand **Edge Access**
- g. Console Access: **Allow**
- h. **SAVE CHANGES**
- i. Select **Device** Tab
- j. Expand **Connectivity > Interfaces**, X out all Edge models not in use
- k. Select **GE1**
- l. Change Capability to **Routed**
- m. Disable **Underlay Accounting**

- 
- n. Disable **Enable WAN Link**
  - o. **IPv4 Settings > Addressing Type**, change to **Static**
  - p. Check the **Advertise** box
  - q. Deselect the **NAT Direct Traffic** box
  - r. **SAVE**
  - s. Repeat steps k-through-r for **GE2**
  - t. **Select GE2**, deselect the **Interface Enabled** box
  - u. **SAVE**
  - v. **SAVE CHANGES**
  - w. Expand **VLAN**, select 1-Corporate, **DELETE**
  - x. **Confirm DELETE**
  - y. Under **Connectivity > Interfaces**, select **GE3**
  - z. **IPv4 Settings > Addressing Type**, change to **Static**. Then select **Save**
  - aa. **Select GE4**
  - ab. **IPv4 Settings > Addressing Type**, change to **Static**.
  - ac. WAN Link: **User Defined**
  - ad. **SAVE**
  - ae. Under VPN Services, Expand Gateway Handoff Assignment, **+SELECT GATEWAYS**
  - af. Check vcc-1, **UPDATE**
  - ag. Under **VPN Services**, toggle **Cloud VPN** to **ON**
  - ah. **SAVE CHANGES**

### 13. Hub Edge Profile

- a. **Configure > Profiles**
- b. Check the box next to **Quick Start Profile**
- c. **DUPLICATE**
- d. Name: Hub, **CREATE**

### 14. Hub Edge Staging

- a. Top navigation: **Configure**
- b. Left navigation: **Edges**
- c. **+ADD EDGE**
- d. Name: *dc1-vce-1*

- e. Model: select as appropriate
- f. Profile: **Hub**
- g. Edge License: **POC**
- h. **NEXT**
- i. **ADD EDGE**
- j. Expand Loopback Interfaces, **+ADD**
- k. Interface ID: 1
- l. IPv4 Address: 100.100.1.1, **ADD**
- m. Expand Management Traffic
- n. Source Interface: **LO1**
- o. Expand Interfaces section
- p. Select **GE1**
- q. IPv4 settings, enter IP address: 10.10.11.1
- r. Set Cidr prefix: 24
- s. **SAVE**
- t. Select **GE3**
- u. IPv4 settings, enter IP address: 10.10.10.20
- v. CIDR Prefix: 28
- w. Gateway: 10.10.10.17
- x. **SAVE**
- y. Select **GE4**
- z. IPv4 settings, enter IP address: 10.10.11.20
- aa. CIDR Prefix: 28
- ab. Gateway: 10.10.11.17
- ac. **SAVE**
- ad. WAN Link Configuration section, **+ADD USER DEFINED WAN LINK**
- ae. Link Type: **Private**
- af. Name: **Private**
- ag. SD-WAN Service Reachable: **Checked**
- ah. SD-WAN Service Reachable Backup: **Deselect the box**

- 
- ai. Interfaces: **GE4**
  - aj. **ADD LINK**
  - ak. **SAVE CHANGES**
  - al. Copy the activation key from the yellow bar at the top

## 15. Hub Edge BGP Configuration



**CAUTION:** You must apply proper route maps to prevent loops to the Orchestrator.



**Important:** The following steps are mandatory and must be done prior to activating the Hub Edge.

- a. **Configure > Edges**
- b. Select *dc1-vce-1*
- c. BGP: Check Override, **Toggle ON**, Expand
- d. Local ASN: **65004**
- e. Filter List: **+ADD**
- f. Filter Name: **outbound**
- g. Filter Rules: **1 Rule**, select the link
- h. Match type: **Prefix for IPv4**
- i. Match value: **10.10.10.10/32**
- j. Exact Match: **check the box**
- k. Action Type: **Deny**
- l. Check first rule, **CLONE**
- m. Match Type: **Prefix for IPv4**
- n. Match Value: **1.1.10.10/32**
- o. Exact Match: **check the box**
- p. Action Type: **Deny**
- q. **+ADD**
- r. Match Type: **Prefix for IPv4**
- s. Match Value: **100.100.0.0/16**
- t. Exact Match: **do not check the box**
- u. Action Type: **Deny**
- v. **+ADD**

- w. Match Type: **Prefix for IPv4**
- x. Match Value: 0.0.0.0/0
- y. Exact Match: **do not check the box**
- z. Action Type: **Permit**
- aa. Action Set: **Community 777:777**
- ab. Community Additive: **Activated checked**
- ac. **SUBMIT**
- ad. RESULT:

**Figure 8-12: Outbound Filter Rules**

Match Type	Match Value *	Exact Match	Action Type	Action Set
Prefix for IPv4	10.10.10.10/32	<input checked="" type="checkbox"/> Yes	Deny	
Prefix for IPv4	1.1.10.10/32	<input checked="" type="checkbox"/> Yes	Deny	
Prefix for IPv4	100.100.0.0/16	<input type="checkbox"/> Yes	Deny	
Prefix for IPv4	0.0.0.0/0	<input type="checkbox"/> Yes	Permit	Community 777:777 Community Additive <input checked="" type="checkbox"/> Activated

- ae. Filter List, **+ADD**
- af. Filter Name: **inbound**
- ag. Filter Rules: **1 Rule**, select the link
- ah. Match type: **Community**
- ai. Match Value: **777:777**
- aj. Exact Match: **No**
- ak. Action Type: **Deny**
- al. **+ADD**
- am. Match Type: **Prefix for IPv4**
- an. Match Value: 0.0.0.0/0
- ao. Exact Match: **check the box**
- ap. Action Type: **permit**
- aq. **+ADD**
- ar. Match Type: **Prefix for IPv4**
- as. Match Value: 0.0.0.0/0

- at. Exact Match: **do not check the box**
- au. Action Type: **Deny**
- av. **SUBMIT**
- aw. RESULT:

**Figure 8-13: Inbound Filter Rules**

Match Type	Match Value *	Exact Match	Action Type	Action Set
Community	777-777	<input type="checkbox"/> Yes	Deny	
Prefix for IPv4	0.0.0.0/0	<input checked="" type="checkbox"/> Yes	Permit	None
Prefix for IPv4	0.0.0.0/0	<input type="checkbox"/> Yes	Deny	

- ax. Neighbors, **+ADD**
- ay. Neighbor IP: 10.10.11.2
- az. ASN: 65003
- ba. Inbound Filter: **inbound**
- bb. Outbound Filter: **outbound**
- bc. **SAVE CHANGES**

## 16. Hub Edge Deployment



**Note:** For an ESXi installation, follow a process similar to Step 4a for the Orchestrator. Mount an ISO instead of using the OVA wizard template and use the `set_wan_config.sh` command to set WAN IP addresses.

- a. Login to vCenter
- b. Deploy OVF Template.
- c. Choose Edge (that is, VCE) OVA file from local
- d. Provide an appropriate name, select an appropriate location
- e. Select an appropriate compute resource
- f. **Review**
- g. Select storage, **thick provision**
- h. Select appropriate port groups:
  1. GE1: dc1-lan-pg
  2. GE2: dc1-lan-pg
  3. GE3: dc1-inet-pg

- i. **Next**
- j. Template values:
  1. Orchestrator address: 10.10.10.10
  2. Activation code: **(paste from previous)**
  3. Check the box to ignore Orchestrator certificate validation errors
  4. Default Users Password: **Velocloud123**
  5. DNS1: 10.10.10.17
  6. DNS2: 10.10.11.17
  7. GE3 interface IPv4 allocation: **STATIC**
  8. GE3 interface IPv4: 10.10.10.20
  9. GE3 interface IPv4 subnet mask: 255.255.255.240
  10. GE3 interface default gateway: 10.10.10.17
  11. GE4 interface IPv4 allocation: **STATIC**
  12. GE4 interface IPv4: 10.10.11.20
  13. GE4 interface IPv4 subnet mask: 255.255.255.240
  14. GE4 interface default gateway: 10.10.11.17
  15. **NEXT**
- k. **FINISH**
  - l. Wait for OVF Deploy/Import tasks to complete
- m. Power On VM
- n. Login with *vcadmin/Velocloud123*
- o. If needed (such as with an ESXi deployment), manually activate:
  - `activate.py -i -s 1.1.10.10 <activation key>`

## 17. Spoke Edge Profile

- a. Dark blue navigation bar, select **Global Settings** drop-down menu, select **SD-WAN**
- b. Top navigation bar, select **Configure**
- c. Left Navigation bar, select **Profiles**
- d. Select the checkbox next to **Hub Profile**
- e. **Duplicate**
- f. Name: **Spoke-Hybrid**
- g. **Create**

- 
- h. Select **Device** tab
  - i. Expand **Connectivity > Interfaces**, select appropriate SD-WAN Edge models
  - j. Under **VPN Services**, check the box next to **Branch to Hub Site** (permanent VPN): Enable Branch to Hubs
  - k. On the right, select **Edit Hubs**
  - l. Select the check box next to *dc1-vce-1*, select the arrow that moves it rightward on the Hubs list
  - m. **UPDATE HUBS**
  - n. **SAVE CHANGES**
  - o. **Configure > Profiles**
  - p. Check the box next to **Spoke-Hybrid**
  - q. **DUPLICATE**
  - r. Name: **Spoke-Public**
  - s. **CREATE**
  - t. On the **Configure > Device** tab
  - u. Expand **Interfaces**
  - v. Select **GE4**
  - w. Change **Addressing Type** to **DHCP**
  - x. Change **WAN Link** to **Auto-Detect**
  - y. **SAVE**
  - z. **SAVE CHANGES**
  - aa. **Configure > Profiles**
  - ab. Check the box next to **Spoke-Hybrid**
  - ac. **DUPLICATE**
  - ad. Name: **Spoke-Private**
  - ae. **CREATE**
  - af. Back on the **Configure > Device** tab
  - ag. Expand the Interfaces section
  - ah. Select **GE3**
  - ai. Change Addressing Type: **DHCP**
  - aj. **SAVE**
  - ak. **SAVE CHANGES**

**18. Public Spoke Staging**

- a. **Configure > Edges**
- b. **+ADD EDGE**
- c. Name: **s1**
- d. Model: select as appropriate
- e. Profile: **Spoke-Public**
- f. Edge License: **POC**
- g. **NEXT**
- h. **ADD EDGE**
- i. Expand **Loopback Interfaces**
- j. **+ADD**
- k. Interface ID: 1
- l. IPv4 address: 100.100.11.1
- m. **ADD**
- n. Expand the **Management Traffic** section
- o. Change Source Interface: **Lo1**
- p. Expand the **Interfaces** section
- q. Select **GE1**
- r. IPv4 Settings, IP Address: 10.20.11.1
- s. Cidr prefix: 24
- t. **SAVE**
- u. Expand the **Interfaces** section
- v. Select **GE3**
- w. IPv4 settings, IP address: 1.2.2.2
- x. CIDR Prefix: 28
- y. Gateway: 1.2.2.1
- z. **SAVE**
- aa. **SAVE CHANGES**
- ab. Copy the activation key from the yellow bar at the top
- ac. **Configure > Edges**
- ad. Check the box next to **s1**

---

ae. **MORE**

af. Select **Assign Operator Profile**

ag. Change to **R5200-PUBLIC**

ah. **ASSIGN**

## 19. Spoke Deployment



**Note:** For an ESXi installation, follow a process similar to Step 4a for the Orchestrator. Mount an ISO instead of using the OVA wizard template and use the `set_wan_config.sh` command to set WAN IP addresses.

- a. Login to vCenter
- b. Deploy OVF Template
- c. Choose the Edge (VCE) OVA file from local
- d. Provide an appropriate name, select an appropriate location
- e. Select an appropriate compute resource
- f. **Review**
- g. Select storage, **thick provision**
- h. Select appropriate port groups
  1. GE1: s1-lan-pg
  2. GE2: s1-lan-pg
  3. GE3: inet-s1-pg
- i. Next
- j. Template Values:
  1. Orchestrator address: 1.1.10.10
  2. Activation code: (paste from section 14 step 21)
  3. Check the box to ignore VCO (Orchestrator) certificate validation errors
  4. Default Users Password: **Velocloud123**
  5. DNS1: 1.2.2.1
  6. DNS2: 1.2.2.1
  7. GE3 interface IPv4 allocation: **STATIC**
  8. GE3 interface IPv4: 1.2.2.2
  9. GE3 interface IPv4 subnet mask: 255.255.255.240
  10. GE3 interface default gateway: 1.2.2.1

## 11. NEXT

### k. FINISH

l. Wait for the OVF Deploy/Import tasks to complete

### m. Actions > Edit Settings

n. Deselect the box for **Connected** for Network Adapter 4

o. Power On VM

p. Login with `vcadmin/Velocloud123`

q. If needed, manually activate as follows:

- `activate.py -i -s 1.1.10.10 <activation key>`

## 8.1 Federal Information Processing Standards (FIPS) Guide

This section provides an overview of the implementation of Federal Information Processing Standard (FIPS) on the Orchestrator and Gateways, encompassing the three operational modes and the procedures necessary to activate FIPS mode.

### Overview

The Federal Information Processing Standards of the United States are a set of publicly announced standards that the National Institute of Standards and Technology (NIST) has developed for use in computer systems of non-military United States government agencies and contractors.

*FIPS 140-2* certification for cryptographic modules enables organizations to meet compliance requirements within the public sector, healthcare, and finance industries. It defines the critical security parameters that must be used for encryption in the products sold into the U.S. public sector. *FIPS 140-2* is, therefore, required under multiple compliance programs, such as Federal Risk and Authorization Management Program, Federal Information Security Management Act of 2002 (FISMA) and the Health Information Technology for Economic and Clinical Health Act (HITECH).

FIPS certification ensures that software has been thoroughly reviewed and tested before being deployed and utilized within an agency or organization requiring data encryption. Industries storing and processing sensitive data that spans outside the public sector space, leading to FIPS-certified software being widely adopted within the payment card industry, healthcare, and other regulated industries.

### System Components

FIPS-validated modules for the SD-WAN Orchestrator and Gateway include the following system components:

- The cryptographic library in the system kernel.
- OpenSSL general purpose cryptographic library that includes TLS implementation.
- OpenSSH client and server applications.

---

## **FIPS Cryptographic Algorithms**

### **Ciphers:**

AES128-CTR, AES192-CTR, AES256-CTR

### **MACS:**

HMAC-SHA2-256, HMAC-SHA2-512

### **Key Exchange:**

EDCH-SHA2-NISTP521, ECDH-SHA2-NISTP384, ECDH-SHA2-NISTP256, Diffie-Hellman-Group-Exchange-SHA256

## **Application Security System**

FIPS-mode operation also enables an application security system on the Orchestrator and Gateway. This includes an allowlist of core applications used by the SD-WAN appliances, and a denylist of processes that should never be allowed.

The application security system also prevents unauthorized access from within existing processes, such as file access, external executable processes, and so forth. Unauthorized access attempts are recorded in an audit log, which can be viewed using the `aa-logprof` CLI command.

## **FIPS Modes of Operation**

### **Non-FIPS Mode**

This is the default mode of operation. SD-WAN appliances are capable of using non-FIPS-approved ciphers such as Triple DES (3DES), and all software packages can be updated.

### **FIPS Compliant Mode**

SD-WAN appliances are capable of only using FIPS-approved ciphers, and the software package can be updated to include a FIPS module that is patched for security vulnerability but not tested by NIST.

### **FIPS Strict Mode**

SD-WAN appliances are capable of only using FIPS-approved ciphers, and only non-cryptographic software packages may be updated. For systems running in “Strict FIPS mode”, FIPS system components will not receive regular security updates. These modules will be updated when new validated FIPS modules are available.

### **Enabling FIPS Mode**

The Orchestrator and Gateways are appliances that run as virtual machines. FIPS mode may be enabled for them during instantiation using a cloud-init file, or after instantiation using a CLI command.



**Important:** Enabling FIPS mode has an impact on system operations. Therefore, it should be enabled before the system is put into production when there are no active Edges or Gateways. This is because the enablement process will install FIPS-compliant software modules and reboot the system to transition into FIPS mode. This requires a cryptographic re-key to be performed after reboot, which is service impacting to any attached Edges or Gateways.

However, there is no impact to an Orchestrator already in FIPS mode if a user transitions it from “Strict” to “Compliant”.

### Enabling FIPS via Cloud-Init File

For both the Orchestrator and Gateways, the mode of operation (FIPS mode versus non-FIPS mode) can be specified in cloud-init during the VM spin up process. If no flags are set, the system will default to non-FIPS mode.

The line “fips\_mode: strict” should be added to the user-data portion of the cloud-init file as shown in the example below:

```
#cloud-config velocloud: fips_mode: strict
```

If no flags are set, the system will instantiate in the “default” mode of “FIPS disabled”.

### Enabling FIPS via the Command Line

FIPS mode can also be enabled via CLI post-deployment (not recommended). Please note that SSH host keys will change.

```
sudo /opt/vc/bin/vc_fips_enable --mode=[strict|compliant] [--no-reboot] [--noninteractive]
```

### Verifying FIPS Mode of Operation on SD-WAN Orchestrator and Gateway

Three CLI commands may be used to verify which mode of operation the SD-WAN Orchestrator and Gateway appliances are operating in. These are shown in the following example:

```
$ cat /opt/vc/etc/fips/fips.json {"fips_mode": "compliant", "prev_fips_mode": "none"} $ cat /proc/sys/crypto/fips_enabled 1 $ dmesg |grep -i "fips mode" [ 0.000000] fips mode: enabled
```

### Orchestrator Upgrade

If the Orchestrator fails to upgrade due to a FIPS error, first check if the `fips.cnf` file exists at `/etc/mysql/conf.d`.

If the file is missing, do the following:

1. With `sudo`, create a file `/etc/mysql/conf.d/fips.cnf` with:

```
[mysqld]
```

```
ssl_fips_mode=1
```

2. `sudo chmod 644 /etc/mysql/conf.d/fips.cnf`
3. `sudo systemctl restart mysql.service`

---

## 8.2 External Certificate Authority Design and Deployment on an On Premises Orchestrator

This guide covers the use of certificates and the expected functions of an external certificate authority (CA). We will cover what an external CA is and what it does, the different types of certificates and the requirements for each, and some tips for troubleshooting if you run into any issues. All these elements are discussed in the context of an Orchestrator deployed on-premises.



**Note:** This guide is intended as a supplement to the "External Certificate Authority" documentation provided in the Operator Guide, which describes how to configure External CA in the Orchestrator.

### The Use of Certificates in VeloCloud SD-WAN

Device certificates are issued to SD-WAN Edges and Gateways and bind a public encryption key to an entity. They are used to establish trust between devices by verifying the authenticity of the public key presented by each device.

In VeloCloud SD-WAN, certificates are used for mutual authentication during the establishment of VCMP overlay tunnels between SD-WAN endpoints. For example, Edge-to-Gateway, Edge-to-Hub, and Edge-to-Edge tunnels. This protects both data plane and management plane traffic traversing the SD-WAN overlay.

To protect management plane traffic, certificates are also inspected by the Orchestrator to authenticate Edge and Gateway client API calls. In Arista's hosted deployment model, the VeloCloud Orchestrator has an integrated Certificate Authority that is used to generate and renew device certificates. However, customers may require that device certificates be generated and maintained using their own CA. An on-prem Orchestrator supports integration with an external CA to address these requirements. The Orchestrator will then act as a pass-through device between the SD-WAN devices and the External CA. Note that integration with an external CA is only supported for Orchestrators deployed on-premises, and not when using Arista's hosted Orchestrators. The private key must be under Arista control to meet security and compliance requirements.

### Expected Functions of an External CA

There are three functions that an External CA is expected to provide:

#### 1. Provide a rooted chain of trust in the form of one or more PEM-encoded certificates.

This chain of certificates is distributed by the Orchestrator to Edges and Gateways to allow for mutual, certificate based authentication during the establishment of SD-WAN overlay tunnels.

The chain of trust is installed on the Orchestrator API Gateway (NGINX) allowing the Gateway to authenticate API calls from Edges and Gateways. All certificates in the chain must have:

- a. Basic Constraint: CA: TRUE
- b. Key Usage: CRITICAL
- c. Include CRL signing
- d. Certificate Signing

The chain must be continuous from a leaf certificate to a self-signed root certificate. The chain need not be rooted by a well-known public issuer, the root can be a private self-signed certificate.

## 2. Provide signed certificate revocation lists (CRLs) to the Orchestrator.

CRLs generated by the customer's external CA are distributed by the Orchestrator to Edges and Gateways. Edges and Gateways do not communicate directly with the external CA. Also, the Orchestrator may be configured to automatically fetch CRLs from a CRL distribution point, or CRLs may be manually updated to the Orchestrator.

**Figure 8-14: Adding External CA**

The screenshot shows a configuration window titled "Add External CA". It contains the following elements:

- A checkbox labeled "Deactivate current issuer CA." which is unchecked.
- An "Assign Grace Period" field with a date picker set to "12/03/2023".
- An "External CA Mode" dropdown menu set to "Manual".
- A "CA Root Certificate" section with a text area containing the placeholder "Paste CA root certificate here". Below the text area is a note: "If this is a chain certificate, paste in order: intermediate, subordinate and root certificates."
- A checked checkbox labeled "Activate VCO to poll for CRL".
- A "CRL Poll Interval Minutes" field set to "1".
- A "CRL Distribution Point" field.
- A "TEST REACHABILITY" button.
- "CANCEL" and "SAVE" buttons at the bottom right.

## 3. Generate certificates on request for SD-WAN Gateways and Edges in response to CSRs generated by those devices.

Edges and Gateways generate RSA key pairs and CSRs when certificate enrollment or renewal is requested. The Orchestrator receives the CSR via the device heartbeat. From the Orchestrator the CSR can be delivered by several mechanisms to the customer CA, receiving a signed certificate in return.

### Certificate Types and Requirements

There are two types of certificates, one for Edges, and the second for Gateways. Only the Common Name (CN) is reserved for SD-WAN use.

#### The Edge Certificate:

- It is composed of the literal string gateway concatenated with no spaces to the Gateway Logical-ID.
- The Gateway Logical-ID is a globally unique identifier the Orchestrator generates to identify the Gateway.
- Example: Subject: CN = gateway6f9589ca-7946-4b85-a2c2-be6e03f8a4c5

Only one CN can be defined. Other fields in the Distinguished Name (DN) are free for use by the external CA. For help in obtaining the Edge and Gateway Logical-IDs, see the section below "Locating Logical-IDs".

#### Gateway and Edge Certificate Requirements

- 2048-bit or 4096-bit RSA keys

- X509v3 Extended Key Usage: Web Server Authentication, TLS Web Client Authentication, Key Usage = TLS Web Server & TLS Web Client
- Certificates must be valid as of the time they are distributed to the Edge or Gateway. The validFrom time must be the current time or earlier.
- Certificate lifetime is delegated to the external CA according to established customer policy.
  - The Orchestrator automatically renews certificates when a configurable fraction of their lifetime has passed.
    - The default value is 33%, meaning that when 1/3 of the certificate's lifetime has passed, the Orchestrator will request that the Edge or Gateway generate a new CSR to trigger the generation of a new certificate.
    - The lifetime fraction for renewal is configurable on the Orchestrator.
    - Renewal can also be windowed so that certificate generation is only done within a defined maintenance window.

**Figure 8-15: Configure Certificate Lifetime for all Edges**

**Modify System Property** [X]

Name \*

Data Type  [v]

Value

Value is Password  Yes  No

Value is Read-only  Yes  No

Description

**Figure 8-16: Configure Certificate Lifetime for all Gateways**

**Modify System Property** [X]

Name \* ca.gateway.certificate.life.threshold

Data Type Number ▾

Value 65

Value is Password  Yes  No

Value is Read-only  Yes  No

Description 

renew gateway certificates when this percentage or less of certificate life

**Example: Certificate and CSR Subject Names (DNs)**

The Edge and Gateway, once activated, build a fixed CSR subject name, with just the CN attribute defined:

- **Edge:**
  - Subject: CN = VC11130031
- **Gateway:**
  - Subject: CN = 00:50:56:81:7e:2d

Integration with an external CA requires flexibility in both the generation of CSR subject names and in the handling of certificate subject names by both the Management Plane and the Data Plane.



**Note:** In generating certificates, the external CA can appropriate the O and OU fields for their own purposes.

**Locating Logical IDs for use in Certificate Creation**

The logical IDs used in certificate generation from CSRs may be obtained from the following locations:

- **Edge Logical ID**

In the Orchestrator, the Edge Logical-ID may be found in the “Logical ID” column by going to **Monitor > Edges**. If it is not displayed, select **Columns** at the bottom of the screen and select it.

**Figure 8-17: Locating the Edge Logical ID**

Name	Status	Secrets Encryption	HA (Mode)	Links	VNF VM Status	VNF Type	Gateways	Certificates	Last Contact	Logical ID
Edge-620	Connected			1			View	1 View	Oct 25, 2023, 11:57:47 AM	3486e844-efcb-4feb-8b71-df852cc71941
Edge-3810	Connected			0			View	2 View	Oct 25, 2023, 11:57:52 AM	b9197a2f-6720-46db-bd44-e1475990e9f0
vEdge-Hub-2	Connected			1			View	1 View	Oct 25, 2023, 11:57:52 AM	6ea2c654-0838-4a6d-88a7-ac5a7b89c775
vEdge-Hub-3	Connected			1			View	1 View	Oct 25, 2023, 11:57:36 AM	d9c564f4-4ac0-46a4-b1f7-46b8fad33896

- **Gateway Logical ID**

The Gateway Logical ID may be found on the Orchestrator UI by logging in as an Operator level user and navigating to **Gateway Management > Gateways**. Select the desired Gateway, then select the drop-down next to the Gateway name to obtain details about the Gateway, including its logical ID.

**Figure 8-18: Locating the Gateway Logical ID**

Organization (O)	Acumen	City (L)		Edges Issued Certificates	1
Organization Unit (OU)	CC	State (ST)		Gateways Issued Certificates	0
Common Name (CN)	AcumenCA	Country (C)	US		

Latest Edge Certificates	2 Total	✓ 2 Valid	⊘ 0 Expired	⚠ 26 Revoked	⊘ 3 CSRs Pending
Latest Gateway Certificates	43086 Total	✓ 1 Valid	⊘ 43085 Expired	⚠ 0 Revoked	⊘ 1 CSR Pending

### Orchestrator to External CA Communication

Two integration mechanisms are supported on the Orchestrator:

- Synchronous API-based integration with an EJBCA CA.
- Manual Mode, where transmission of CSRs and certificates are performed by users or by middleware using Orchestrator API calls.

1. **Expose a rooted chain of trust in the form of one or more PEM-encoded certificates.**

The PEM-encoded chain can be manually configured on the Orchestrator at the time of external CA definition on the Orchestrator, in the Orchestrator UI. The chain can be pulled from the External CA, or from customer middleware by API at the time of External CA definition on the Orchestrator.

## 2. Provision of signed certificate revocation lists.

CRLs may be manually pushed to the Orchestrator via API, manually uploaded to the Orchestrator from the Orchestrator UI, or pulled by the Orchestrator from a CRL distribution point on a configured schedule. The CRL distribution point is defined by an HTTP URL visible to the Orchestrator, and is configured when the CA is defined.

## 3. Certificate Enrollment

Certificate enrollment can be manual:

- The CSR is downloaded by a customer administrator from the Orchestrator UI and delivered to the external CA for certificate generation.
  - While logged in as an Operator-level user, in the Orchestrator UI, navigate to **Certificate Authorities > Certificates Summary**. Here, you can select on **DOWNLOAD EDGE CSRs** or **DOWNLOAD GATEWAY CSRs**.

**Figure 8-19: Manual CSR Download for Edge or Gateway**

The screenshot displays the 'Trusted Certificate Authorities' section of the Orchestrator UI. It shows a table for 'External CA: Manual' with the following details:

Organization (O)	Acumen	City (C)		Edges Issued Certificates	1
Organization Unit (OU)	CC	State (ST)		Gateways Issued Certificates	0
Common Name (CN)	AcumenCA	Country (C)	US		

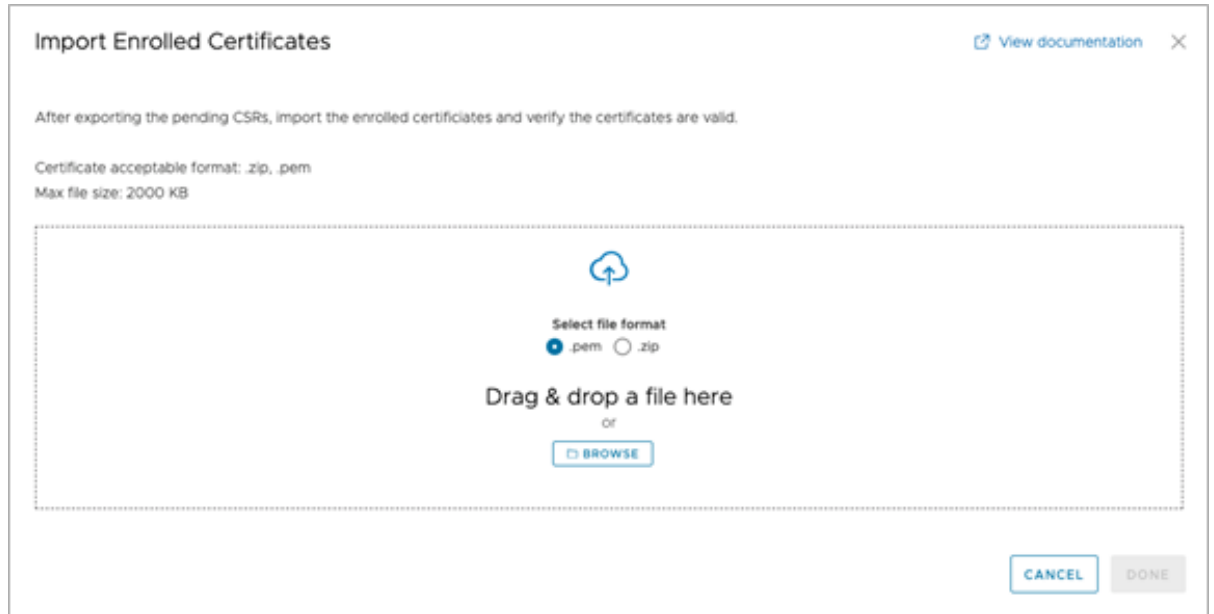
Below this table is a '+ ADDITIONAL CA' button. The 'Certificates Summary' section shows the following statistics:

Certificates Summary		4 CSRs Pending   <a href="#">DOWNLOAD EDGE CSRS</a>   <a href="#">DOWNLOAD GATEWAY CSR</a>   <a href="#">IMPORT CERTIFICATES</a>			
Latest Edge Certificates	2 Total	✓ 2 Valid	⊘ 0 Expired	⚠ 26 Revoked	⊘ 3 CSRs Pending
Latest Gateway Certificates	43086 Total	✓ 1 Valid	⊘ 43085 Expired	⚠ 0 Revoked	⊘ 1 CSR Pending

- These CSRs may then be used to manually create a certificate in the external CA using the criteria described above.
- The certificate generated by the eCA from the CSR is uploaded to the Orchestrator. It is then automatically distributed by the Orchestrator to the Edge or Gateway.

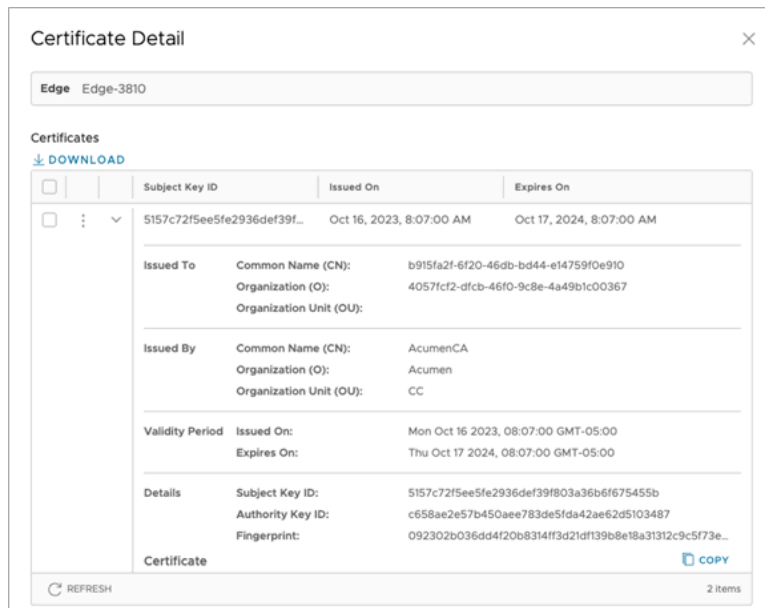
- This is done in the UI by navigating to **Certificate Authorities > Certificates Summary** and selecting **IMPORT CERTIFICATES**.

**Figure 8-20: Import Enrolled Certificates**



- The certificates currently assigned by the Orchestrator to Edges and Gateways may be viewed and downloaded by navigating to **Certificate Authorities > Certificates** and selecting **View Certificate** next to the desired Edge or Gateway.
- Key details of the issued certificate are displayed on that screen.

**Figure 8-21: Certificate Detail for an Edge**



- Selecting **Copy** will copy the raw text of the certificate to the clipboard, if desired.

**4. Certificate enrollment can be automated by customer middleware:**

- Middleware pulls CSR(s) by API.
- Middleware then pushes certificates back by API.

**5. Certificate enrollment can be automated by Arista custom integration with common 3rd party Certificate Authorities:**

- The Orchestrator pushes the CSR to an external CA using 3rd party API integration.
- The Orchestrator receives a certificate on the return of API call.
- PrimeKey EJBCA Enterprise edition is currently the only 'out of the box' integration supported. Microsoft CA Server integration is currently under consideration.

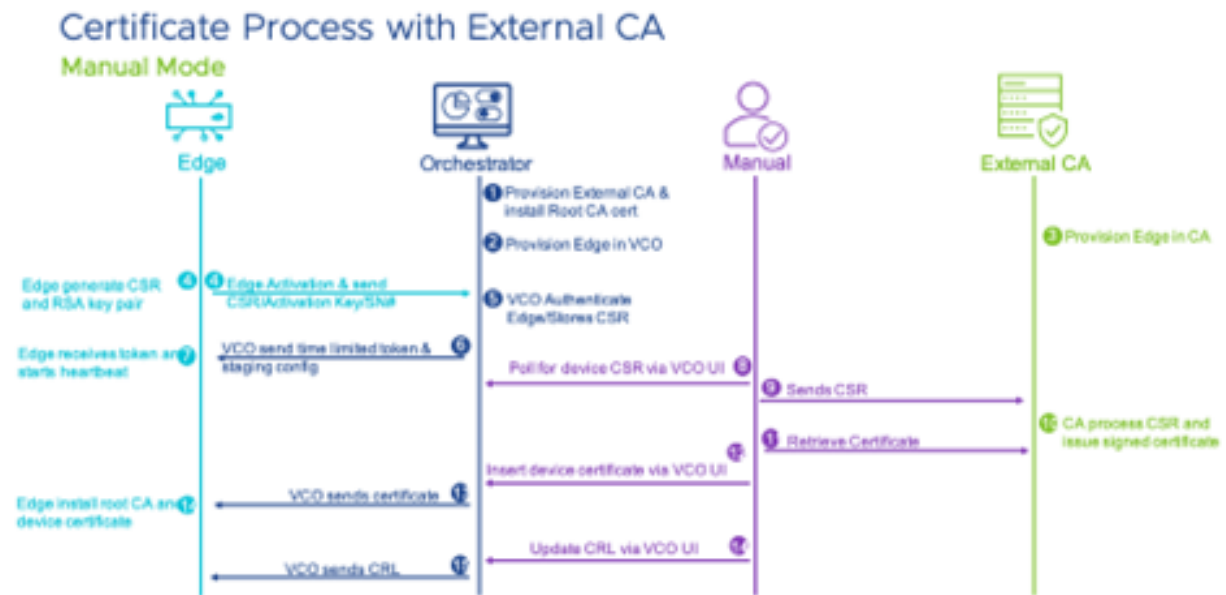
Certificate enrollment can also be automated by a custom integration developed in conjunction with Arista Professional Services.

**External CA Modes**

**Manual Mode**

The Orchestrator presents a UI allowing the user to poll/request CSR, install root CA's certificate and device certificate, and CRLs. This process is very similar to the Middleware mode using Southbound API, but instead of APIs, users interface with Orchestrator through UI.

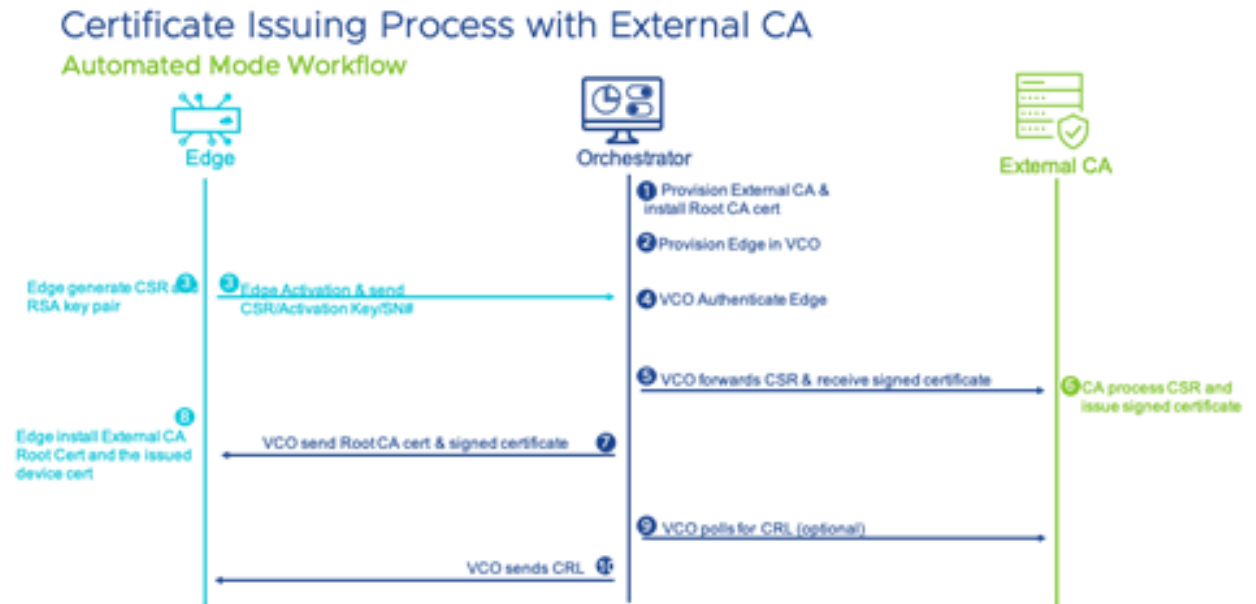
**Figure 8-22: Manual Mode Certificate Process with External CA**



**Automated Mode**

The Orchestrator integrates directly with an external CA (EJBCA, MS CA, etc) through REST APIs for certificate request, renewal, and revocation.

**Figure 8-23: Automated Mode Certificate Process with External CA**



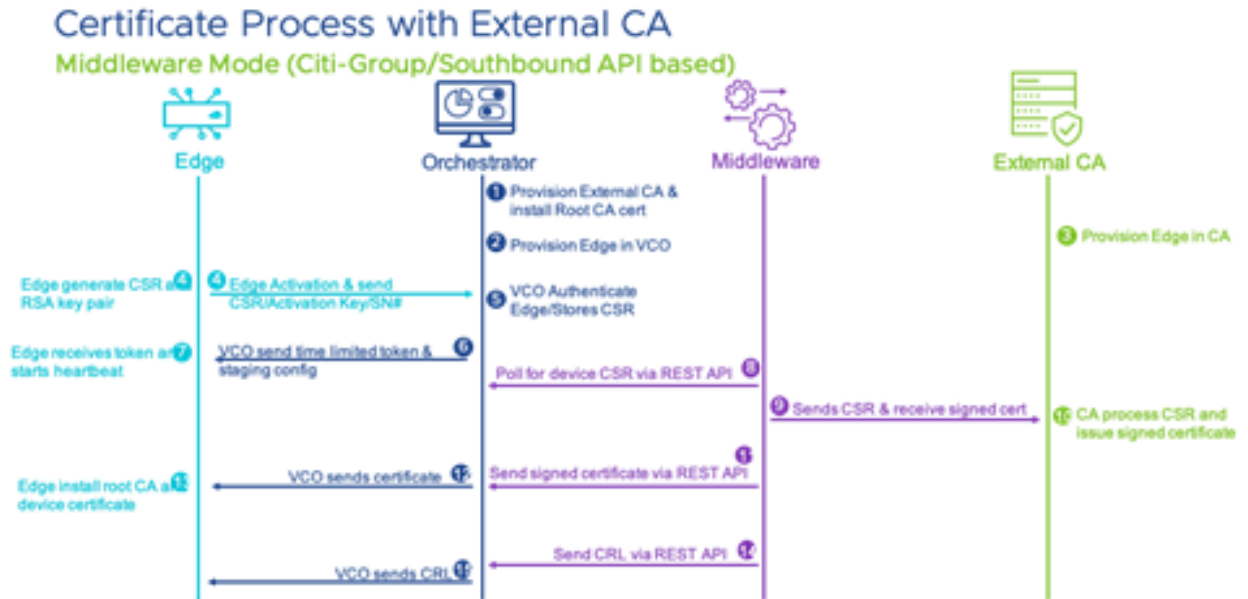
### Middleware (Asynchronous) Mode

The Orchestrator integrates with an automation platform (for example, Cisco NSO), and the automation platform will interface with external CA and Orchestrator for certificate request, renewal, and revocation. There are Northbound and Southbound APIs for integration with middleware and the function varies depending on whether northbound or southbound APIs are used.

- **Southbound API**- This is where the Orchestrator receives REST APIs from the Middleware system for the certificate operations (CSR, issue, renewal, and so forth). The Middleware system in this case will be an

automation engine where the device provisioning and configuration is done, and this includes certificate operations. Citi-group is the customer that uses this process.

**Figure 8-24: Middleware Certificate Process with External CA (Southbound API based)**



- **NorthBound API-** This is where the Orchestrator initiates all certificate operations and uses a Middleware system as a proxy and protocol translation to the External CA server. An example of why a customer would use this method is the External CA does not support REST API and requires the Middleware system for protocol translation from the REST API (from the Orchestrator) to something that an external CA can support.

## Troubleshooting

This section offers guidance on how to resolve common issues experienced when deploying and operating an external CA.

### Edges deployed in High Availability (HA)

When two Edges are deployed in HA, there will be two certificates shown under a single Edge in **Certificate Authority > Certificates > Latest Edge Certificates**. In manual mode, a separate certificate must be generated by the external CA using the CSRs for the Active and Standby Edges.

Edges starting from the 5.1.0 version can enable HA as they are compatible with External CA. Edges running version 5.0.x or earlier software are not supported with external CA.

### Connection errors due to certificate mismatches

If an Edge or Gateway fails to connect, it may be the result of a certificate mismatch. The first step is to check if the Edge or Gateway has **Authentication Mode** set to **Certificate Acquire**. A certificate mismatch can be indicated by logging into the CLI of the Edge or Gateway and viewing the output of the `mgd.log` file using the `sudo tail -f /var/log/mgd.log` command.

The certificates that have been pushed to the Edge and Gateway can also be decoded using the **openssl** utility in Linux and compared to the certificate in the Orchestrator. These certificates, as well as PKI keys derived from them, are stored on the Edge and Gateway in `/etc/vc_private` and `/etc/vc_public`.

### Utility: `debug.py --pki`

The `debug.py --pki` utility may be used from the Edge or Gateway command line interface to view details about PKI settings, the trusted CA list, and the certificate:

**Figure 8-25: Example of the debug utility `debug.py --pki`**

```
edge:Lab-620:~# debug.py --pki
{
  "Identity Certificate": [
    {
      "authorityKeyId": "462BE4BA6D473F3518C5C8881E26E21C082B2D8C",
      "digest": "3D8CBAFFFF90F42D8197090ED5BE7882A0863855",
      "issuerDN": "CN=vcoS8-usv11 OU=OPS O=VeloCloud",
      "notValidAfter": "20240108154225Z",
      "notValidBefore": "20231009154225Z",
      "serialNumber": "00033683382E9566C5",
      "subjectDN": "CN=ecc1ed50-4be3-48ab-b424-2202d5612c37 O=3279487f-2b0c-42f1-9833-07c74629a444 serialNumber=46C7V43 title=edge",
      "subjectKeyId": "8D0832BA311D01BA7AA8993AC9CE8197F00F91D"
    }
  ],
  "Revoked Certificates": {
    "N/A": "N/A"
  },
  "Trusted CA List": [
    {
      "authorityKeyId": "462BE4BA6D473F3518C5C8881E26E21C082B2D8C",
      "digest": "783DE5A42EEDE960362F02037343EE50E010F8D5",
      "issuerDN": "CN=vcoS8-usv11 OU=OPS O=VeloCloud",
      "notValidAfter": "20290129100838Z",
      "notValidBefore": "20190131100838Z",
      "serialNumber": "0008002CC4896C59C1",
      "subjectDN": "CN=vcoS8-usv11 OU=OPS O=VeloCloud",
      "subjectKeyId": "462BE4BA6D473F3518C5C8881E26E21C082B2D8C"
    }
  ],
  "pkiSettings": {
    "crlNumber": "1698103056419",
    "endpointIgnoreVCOCertificateErrors": false,
    "endpointPkialg": "RSA",
    "endpointPkialgKeyLength": "2048",
    "endpointPkimode": "CERTIFICATE_OPTIONAL",
    "endpointTrustedIssuerVersion": "1549015718734"
  }
}
```

### Utility: `debug.py --ike_sa`

The `debug.py --ike_sa` utility can be used to show the details of current security associations. In the example below, the three existing security associations correspond to the Orchestrator and Primary and Secondary Gateways, respectively:

**Figure 8-26: Example of the debug utility `debug.py --ike_sa`**

```
edge:Lab-620:~# debug.py --ike_sa
IKE SA
-----
Index  IkeSaId  Cookie  IKE  Flags  DLR  NAT  Auth  DH.Group  PFS  Ike Spt/Cookie  PeerAddr  State  Secs
185  bbc79564  0x3466  v2  01000000  responder  local peer  RSA  14  disabled  {d09e88982309429 661f913a64feff7} 2005.07.08:1.301:32[2426]  MAIN_R  29077/86400
186  bbc79566  0x3468  v2  01000000  responder  local peer  RSA  14  disabled  {d8d512bfe21893a8 f788267f5726776} 216.221.27.32[2426]  MAIN_R  29073/86400
187  bbc79568  0x346f  v2  01000000  responder  local peer  RSA  14  disabled  {c326a4cc889799fb 0b796f32c348a6a6} 152.65.199.30[2426]  MAIN_R  24637/86400
```

### Utility: `debug.py --ike_spd`

Details of security protocols and encryption methods used per peer can be found using the `debug.py --ike_spd` utility:

**Figure 8-27: Example of the debug utility `debug.py --ike_spd`**

```
edge:Lab-628:~# debug.py --ike_spd
Security Policy
```

Index	SpdId	Cookie	Flags	Mode	SecuProto	Auth	Encr	Tunnel	Traffic
1	6911	0x3466	0000000d	Transport	ESP	null	aes-128-gcm-128	N/A	2600:1700:1d50:5a6d:f77:f53e:297b <-> 2605:a7c8:1:3011:32
2	6a43	0x34ff	0000000d	Transport	ESP	null	aes-128-gcm-128	N/A	192.168.1.70 <-> 152.65.199.30
4	6915	0x3468	0000000d	Transport	ESP	null	aes-128-gcm-128	N/A	192.168.1.70 <-> 216.221.27.32

## Decoding Certificates using OpenSSL

The details and contents of certificates may be viewed by using the Linux `openssl` tool. It will show you the details of the certificate like Version, Serial Number, Signature Algorithm, Issuer, Validity, Subject, Public Key Algorithm and many more.

Some examples:

- The full certificate may be seen by using the following command, where `cert.pem` is the file name of the certificate to be parsed out:
  - `openssl x509 -text -noout -in cert.pem`
- Specific fields within the certificate may be verified by piping the command to `grep`. For example:

```
openssl x509 -text -noout -in cert.pem | grep -al Basic openssl x509 -text -noout -in
ICA_from_Acumen.pem | grep -al "Subject Key" openssl x509 -text -noout -in ICA_from_Acumen
en.pem | grep -al "Authority Key" openssl x509 -text -noout -in ICA_from_Acumen.pem | grep -
al X509v3
```

## Certificate Authority Renewal

In the event of a CA compromise or the normal renewal of a CA, the Orchestrator includes the ability to renew the External CA. This is done by using the **+ Add CA** function.

When the new CA is added the user has the option to retain the existing CA for continuity purposes for a period of time. When configuring a new CA, Edges and Gateways will be provisioned certificates from the newer CA and, depending upon the renewal interval, all Edges and Gateways will have certificates from the new CA. At this point the original.png CA can be decommissioned from the **CA Summary** section of the Orchestrator UI.

## References

---

### 9.1 Related Documents

The following documentation is available for ***Arista VeloCloud SD-WAN***:

- *Arista VeloCloud SD-WAN Operator Guide*
- *Arista VeloCloud SD-WAN Administration Guide*
- *Arista VeloCloud SD-WAN Partner Guide*
- *Arista VeloCloud SD-WAN Gateway Monitoring Guide*
- *Arista VeloCloud SD-WAN Troubleshooting Guide*
- *Arista VeloCloud SASE Global Settings Guide*
- *Arista VeloCloud SD-WAN Design Guide for Enhanced Firewall Services*
- *Arista VeloCloud SD-WAN API*
- *Arista VeloCloud Portal API*