

ARISTA

VeloBrain User Guide

VeloCloud SD-WAN 7.0

Version 7.0



Headquarters	Support	Sales
5453 Great America Parkway Santa Clara, CA 95054 USA +1-408-547-5500	+1-408-547-5502 +1-866-476-0000	+1-408-547-5501 +1-866-497-0000
www.arista.com/en/	support@arista.com	sales@arista.com

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VeloCloud VeloBrain User Guide

The VeloCloud VeloBrain User Guide provides step-by-step information on how the VeloBrain chat interface functions.

Overview

Starting with the 6.2.2 release, VeloCloud introduces VeloBrain, an AI operator with a chat interface powered by Generative AI. The chat interface streamlines operation, while Generative AI provides expert-level guidance, context, and automation to help Enterprise, Operator, and Partner users perform various SD-WAN operations.

Contact the Arista Support team to request access to VeloBrain. Starting with the 7.0.0 release, VeloBrain is accessible at the Operator, Partner, and Enterprise levels.

VeloBrain provides the following two main capabilities:

- **VeloBrain Knowledge Assistant:** Provides answers to questions about VeloCloud products, along with relevant references. This chat interface can be accessed from any of the Orchestrator screens.
- **VeloBrain Troubleshooting Assistant:** Provides root causes and resolution steps for selected Events. This chat interface can be accessed from the **Monitor > Events** screen.

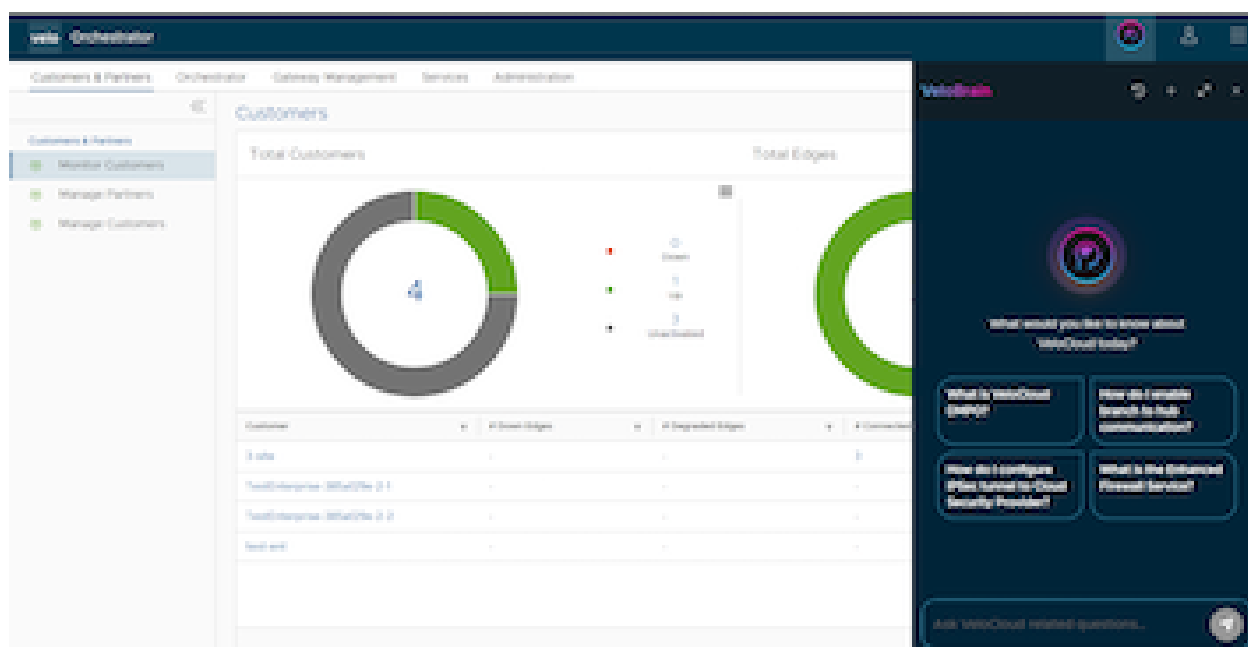
Launch VeloBrain Knowledge Assistant

VeloBrain Knowledge Assistant is a chat interface that curates VeloCloud documents and Knowledge Base articles, and uses them as references when providing answers. It only answers VeloCloud-related questions.

To launch the **VeloBrain Knowledge Assistant**, perform the below steps:

1. Log in to the VeloCloud Orchestrator.
2. Select the VeloBrain icon from the top right of the Orchestrator screen.
The **VeloBrain Knowledge Assistant** appears.

Figure 3-1: VeloBrain Knowledge Assistant



3. To get started, the chat interface displays a few pre-populated questions. Select either one of these or type a question in the textbox.
 - Users can request the response in a particular format. Example: Paragraph, Number of lines, Bullet list, Numbered list, etc.
 - A legal disclaimer appears before the VeloBrain Knowledge Assistant displays a response.
 - The Assistant may take up to 30 seconds to display certain responses.
 - The responses are detailed and include references to the source documents.
 - The Assistant understands the context of the conversation. So, users can have follow-up conversations with it.

Below is an example displaying a question and a follow-up question:

- What is VeloCloud EFS?

- How do I configure it?
4. After typing the question, select the **Send** button next to the textbox, or select **Enter** on the keyboard.
 5. The following additional options are available on the chat interface:

Table 1: Additional Options

Option	Description
Conversation History	Displays the chat history. Users can also filter the messages based on scope and name. Release 7.0.0 introduces a tagging feature that helps users understand the context of the conversation. VeloBrain assigns a tag to each conversation so users can easily find the one they need.
New Conversation	Initiates a new chat session.
Toggle Fullscreen view	Displays the chat interface in full screen.
Hide	Hides the chat interface. This action does not terminate the existing chat. To resume the chat session, select the VeloBrain icon.

Launch VeloBrain Troubleshooting Assistant

The VeloBrain Troubleshooting Assistant helps validate events and provide root causes and remediations. Users can launch it from the **Events** screen of the Orchestrator.

Currently, VeloBrain provides troubleshooting assistance for the following events:

- Link Dead
- Edge Physical Link Down
- DNS Cache Max Limit Reached
- Edge Tunnel CAP Warning
- HA Interface State Changed

To launch the **VeloBrain Troubleshooting Assistant**, follow the steps below:

1. Log in to the **Orchestrator**.
2. Navigate to **Monitor > Events**.
3. The **VeloBrain** icon appears next to the Event names, as shown below:

Figure 4-1: Monitor Events

Event	User	Segment	Edge	Severity	Time	Message
Link dead			Palo Alto Edge	Alert	Mar 14, 2025, 1:23:34 PM	Link GE3 is now DEAD
Link dead			Palo Alto Edge	Alert	Mar 14, 2025, 1:23:34 PM	Link GE4 is now DEAD
Edge Interface Down			Palo Alto Edge	Info	Mar 14, 2025, 1:22:28 PM	Edge interface GE3 is down
Edge Physical Link Down			Palo Alto Edge	Info	Mar 14, 2025, 1:22:28 PM	Edge WAN link GE3 is down
Link alive			Palo Alto Edge	Info	Mar 14, 2025, 1:11:38 PM	Link GE3 is no longer DEAD
Edge Interface Up			Palo Alto Edge	Info	Mar 14, 2025, 1:11:34 PM	Edge interface GE3 is up
Edge Physical Link Up			Palo Alto Edge	Info	Mar 14, 2025, 1:11:28 PM	Edge WAN link GE3 is up
Link alive			Palo Alto Edge	Info	Mar 14, 2025, 1:11:28 PM	Link GE4 is no longer DEAD
High Availability Ready			New York HA Edge	Notice	Mar 14, 2025, 1:02:49 PM	Standby state ready for failover
Link alive			New York HA Edge	Info	Mar 14, 2025, 1:02:48 PM	Link SFPI is no longer DEAD
HA Interface State Changed			New York HA Edge	Alert	Mar 14, 2025, 1:02:47 PM	HA Interface Up
Edge Physical Link Up			New York HA Edge	Info	Mar 14, 2025, 1:02:47 PM	Active Edge VC05200086876 WAN link LAN1 is up
Edge Physical Link Up			New York HA Edge	Info	Mar 14, 2025, 1:02:46 PM	Standby Edge VC05200087023 WAN link LAN1 is up

4. Select the icon. The **VeloBrain Troubleshooting Assistant** appears on the right side of the screen. It first displays a legal disclaimer and then the Event text along with the date and time of occurrence.

Figure 4-2: VeloBrain Troubleshooting Assistant

The screenshot shows the VeloBrain Troubleshooting Assistant interface. The main window displays a list of events with columns: Event, User, Segment, Edge, Severity, Time, and Message. The right sidebar, titled 'VeloBrain > Events', shows the 'Root Causing' section with a list of possible root causes for a selected event. Below this, there are 'Suggested Prompts' with buttons for 'Yes, start analysis' and 'No, terminate the troubleshooting process'. A chat window at the bottom right indicates 'Chat disabled for Event troubleshooting'.

 **Note:** Launching the **VeloBrain Troubleshooting Assistant** from the **Events** screen always creates a new chat session.

5. The **VeloBrain Troubleshooting Assistant** analyses the Event and displays the following information:
 - a. **Event Description:** Provides a brief description of the Event that includes information related to what might have triggered the Event and its possible impact.
 - b. **Activity Status Check:** Checks the following:
 - **Edge Status:** If Edge is active, user can proceed with the next step. If the Edge is inactive, it displays appropriate escalation steps.
 - **Event Status:** If the Event is active, user can proceed with the next step. If Event is inactive, it prompts the user to either ignore the Event or get escalation steps.
 - c. **Background Checks:** Checks past occurrences of Events and correlates with existing Events. It also checks configuration changes.
 - d. **Root Causing:** VeloBrain displays all the possible root causes.
6. To continue, select **Yes, start analysis**.

VeloBrain analyzes each root cause individually and displays the corresponding remediations.

 **Note:** To end the troubleshooting, select **No, terminate the troubleshooting process**.

7. For a helpful remediation, select **Yes, the issue is now resolved**.
8. For the VeloBrain Troubleshooting Assistant to continue analyzing other root causes and remediations, select **No, I need more assistance**. Select this option repeatedly until the remediation is satisfactory.

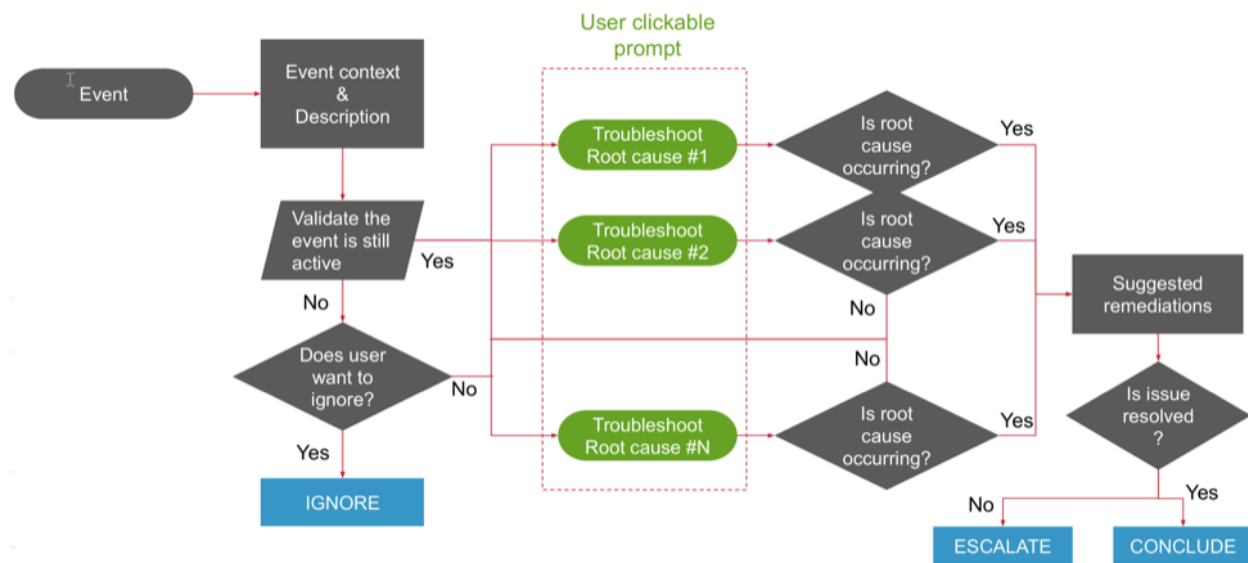


Note: This activity may sometimes take longer than expected. In such cases, it prompts the user to either ignore the Event or proceed to determine the next steps.

9. If assistance is still required after all root causes and remediations are displayed, select **Get escalation steps**. The VeloBrain Troubleshooting Assistant then displays steps to contact the Support team.

The following flowchart depicts the troubleshooting process:

Figure 4-3: Troubleshooting Events Flow Diagram



Best Practices

To get the best results, follow the recommendations listed below:

- To change a topic, always terminate and start a new chat session.
- Sometimes, VeloBrain might not identify your question as VeloCloud-related. In such a case, close the chat session and restart it. Type your question again by adding the term **VeloCloud** in it.
- Provide your feedback by selecting the thumbs-up or thumbs-down icons to help us improve the VeloBrain response.

References

This topic contains the following section:

- [Related Documents](#)

A.1 Related Documents

Arista provides the following documentation for **VeloCloud SD-WAN**:

- *Arista VeloCloud SD-WAN Operator Guide*
- *Arista VeloCloud SD-WAN Administration Guide*
- *Arista VeloCloud SD-WAN Gateway Monitoring Guide*
- *Arista VeloCloud SD-WAN Partner Guide*
- *Arista VeloCloud SASE Global Settings Guide*
- *Arista VeloCloud SD-WAN Troubleshooting Guide*
- *Arista VeloCloud SD-WAN Orchestrator Deployment and Monitoring Guide*
- *Arista VeloCloud SD-WAN Design Guide for Enhanced Firewall Services*
- *Arista VeloCloud SD-WAN 6.4 API*
- *Arista VeloCloud Portal API 6.4*