VeloBrain User Guide

VeloCloud SD-WAN

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Chapter 1

VeloCloud VeloBrain User Guide

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

Chapter 2

Version History

Table 1: Version History

Release	Update	Description
VeloBrain v2.0.0	VeloBrain Diagnostic Bundle Assistant VeloBrain Live Data Assistant	The Diagnostic Bundle Assistant feature in VeloBrain analyzes complex system diagnostic files to provide clear and direct results. For more information, see VeloBrain Diagnostics Bundle Assistant. VeloBrain can now fetch real-time information from the Orchestrator to provide insights into network deployment, configuration, and performance. For more information, see VeloBrain Live Data Assistant.

Chapter 3

Overview

VeloCloud release 6.4 introduces VeloBrain - an AI-powered network operator that brings conversational Generative AI to VeloCloud management.

The VeloBrain chat interface streamlines operations, while Generative AI provides expert-level guidance, context, and automation to help Enterprise, Operator, and Partner users perform a range of SD-WAN operations.

Contact the Arista Support team to request access to VeloBrain. Starting with the 7.0.0 VeloCloud release, VeloBrain is accessible at the Operator, Partner, and Enterprise levels. For VeloCloud releases between 6.4 and later (but less than 7.0), VeloBrain is available only at the Enterprise level. The VeloBrain icon does not appear at the Operator or Partner levels.

The VeloBrain chat interface can be launched by clicking the VeloBrain icon from the top right of any Orchestrator screen. For details on the general features available on the chat interface, see General Features.

The VeloBrain chat interface supports the following important features:

- **VeloBrain Knowledge Assistant**: This feature provides answers to questions about VeloCloud products, along with relevant references. It can be accessed only through the chat interface. For more information, see VeloBrain Knowledge Assistant.
- **VeloBrain Troubleshooting Assistant**: This feature provides root causes and resolution steps for selected Events. It can be accessed through the in-context launch button from the **Monitor** > **Events** screen. For more information, see VeloBrain Troubleshooting Assistant.
- **VeloBrain Diagnostics Bundle Assistant**: Introduced in the 7.0.1 VeloCloud release, this feature analyzes complex system diagnostic files to provide clear and direct results. It can be accessed through the chat interface (on Orchestrator versions 6.4 and later) and the in-context launch button from the **Diagnostic Bundles** screen (on Orchestrator versions 7.0.1 and later). For more information, see VeloBrain Diagnostics Bundle Assistant.
- **VeloBrain Live Data Assistant**: Introduced in the 7.0.1 VeloCloud release, this feature fetches real-time information from the Orchestrator to provide insights into network deployment, configuration, and performance. It can be accessed only through the chat interface on Orchestrator versions 6.4 and later. For more information, see VeloBrain Live Data Assistant.



Note: When a user launches the VeloBrain chat interface and enters a query, VeloBrain routes it to the **VeloBrain Knowledge Assistant**, **VeloBrain Diagnostics Bundle Assistant**, or **VeloBrain Live Data Assistant** based on the query.

Chapter 4

General Features

This topic describes the general features available on the VeloBrain chat interface.

Users can access these features from the chat interface toolbar.

Figure 4-1: VeloBrain Chat Interface

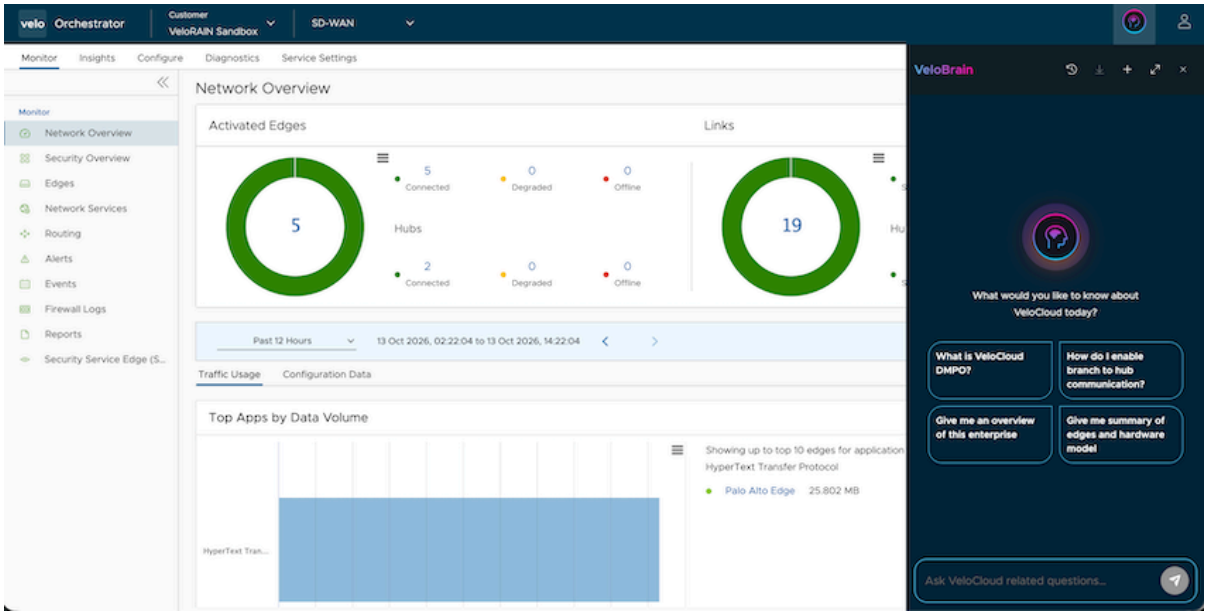


Table 2: VeloBrain Chat Interface - Options and Descriptions

Option	Description
Conversation History	The Conversation History feature allows users to view and manage past chat sessions. • To access the Conversation History, select the Conversation History icon from the chat interface toolbar. A list of past sessions appears, displaying the session title, the time of the last activity, and the scope (such as Enterprise, Partner, or Operator). **Note:** VeloCloud 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. • To resume a past session, select it from the list. The chat interface loads the selected session and displays the full conversation. • To delete a session, select the three-dot menu next to the session and select **Delete**. A confirmation dialog appears before the session is permanently removed.
Filter Conversations	Users can filter the Conversation History by Scope and Name. To filter conversations: 1. Select the filter icon in the Conversation History panel. 2. Use the **Scope** drop-down menu to select one or more scopes: Operator, Partner, or Enterprise. 3. Use the **Name** drop-down menu to search and select specific entity names. The available names are filtered based on the selected scopes. **Note:** The filter option is available only to Operator and Partner users.
New Conversation	To start a new chat session, select the New Conversation icon (plus icon) from the chat interface toolbar. A new conversation starts, and the chat interface displays the landing screen with pre-populated prompt suggestions.
Toggle Fullscreen View	• To expand the chat interface to full screen, select the resize icon from the chat interface toolbar. The chat interface expands to cover the full Orchestrator screen. • To return to the side-panel view, select the resize icon again. The chat interface returns to its default size on the right side of the screen.
Hide	To hide the chat interface, select the close icon (X) from the chat interface toolbar. **Note:** Hiding the chat interface does not terminate the existing chat session. To resume the session, select the VeloBrain icon from the Orchestrator screen.
Copy Response	To copy a VeloBrain response, select the copy icon that appears below the response. The response text is copied to the clipboard, and the icon briefly changes to a check mark to confirm the action.

Option	Description
Download Transcript	To download the full conversation transcript, select the download icon from the chat interface toolbar. VeloBrain downloads the transcript in two formats: • A Markdown file (.md) • An HTML file (.html) Both these files include a metadata header with the session ID, VCO host, scope, and export timestamp, followed by the complete conversation including user prompts, VeloBrain responses, and activity steps.  **Note:** The download icon is disabled when no active session is available.
Provide Feedback	Users can provide feedback on individual VeloBrain responses to help improve the quality of future responses. To provide feedback: • Select the thumbs-up or thumbs-down icon that appears below a VeloBrain response. • An optional text field appears where users can add comments about the response. • Select **Submit** to send the feedback, or **Cancel** to dismiss. • Select the comment icon to view or edit the submitted comments.  **Note:** Submitting feedback shares the contents of the conversation with Arista.
Stop Response	While VeloBrain is generating a response, the Send button changes to a Stop button. Select the Stop button to cancel the in-progress response. The partial response generated up to that point is preserved in the chat.
View Activity Steps	When VeloBrain performs background operations to formulate a response, an activity summary appears above the response, indicating the number of steps being executed (for example, "Running 3 steps..." or "Completed 3 steps"). Select the activity summary to expand it and view the individual steps. Each step can be further expanded to view additional details. This feature provides transparency into the operations VeloBrain performs to generate a response.

Chapter 5

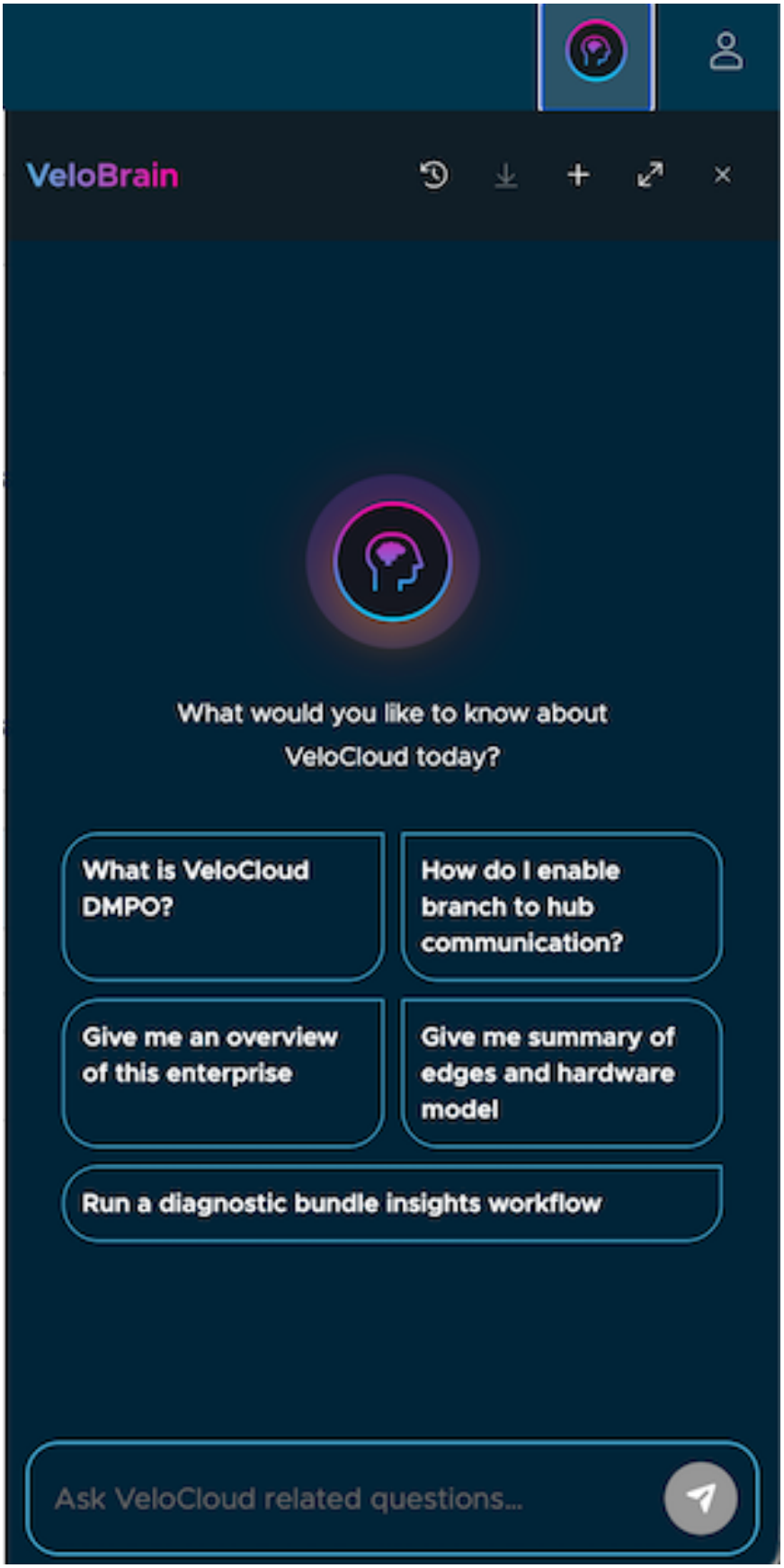
VeloBrain Knowledge Assistant

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 access the **VeloBrain Knowledge Assistant**:

1. Launch the chat interface by clicking the VeloBrain icon from the top right of the Orchestrator screen.

Figure 5-1: VeloBrain Knowledge Assistant



2. 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?
3. After typing the question, select the **Send** button next to the textbox, or select **Enter** on the keyboard.

Chapter 6

VeloBrain Troubleshooting Assistant

The **VeloBrain Troubleshooting Assistant** helps validate events and provide root causes and remediations. Users can launch it through the in-context launch button on the **Monitor** > **Events** screen in the Orchestrator.

Currently, VeloBrain provides troubleshooting assistance for the following events:

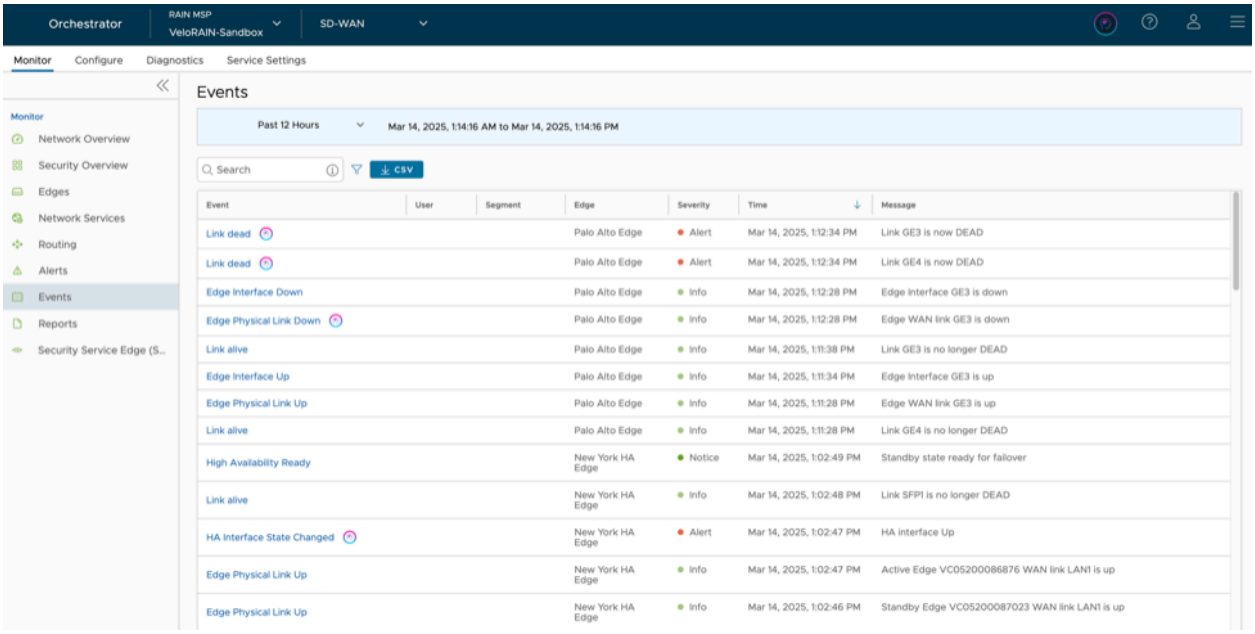
- Link Dead
- Edge Physical Link Down
- DNS Cache Max Limit Reached
- Edge Tunnel CAP Warning
- HA Interface State Changed
- Edge Down
- Edge Non SD-WAN Destination tunnel down
- Edge HA Failover Identified
- Link Flapping
- Severe Link Degradation

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

1. Log in to the **Orchestrator**.
2. Navigate to **Monitor** > **Events**.

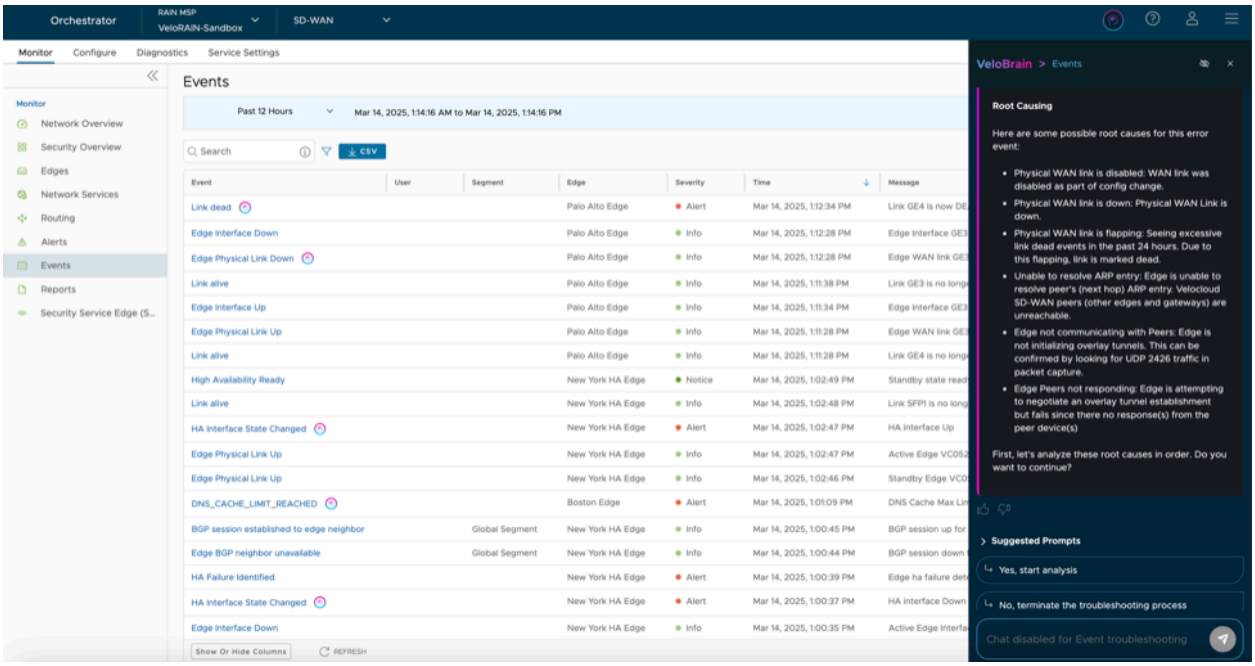
3. The in-context launch button appears next to the Event names, as shown below:

Figure 6-1: Monitor Events



4. Click the in-context launch button. 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 6-2: VeloBrain Troubleshooting Assistant



> **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**.

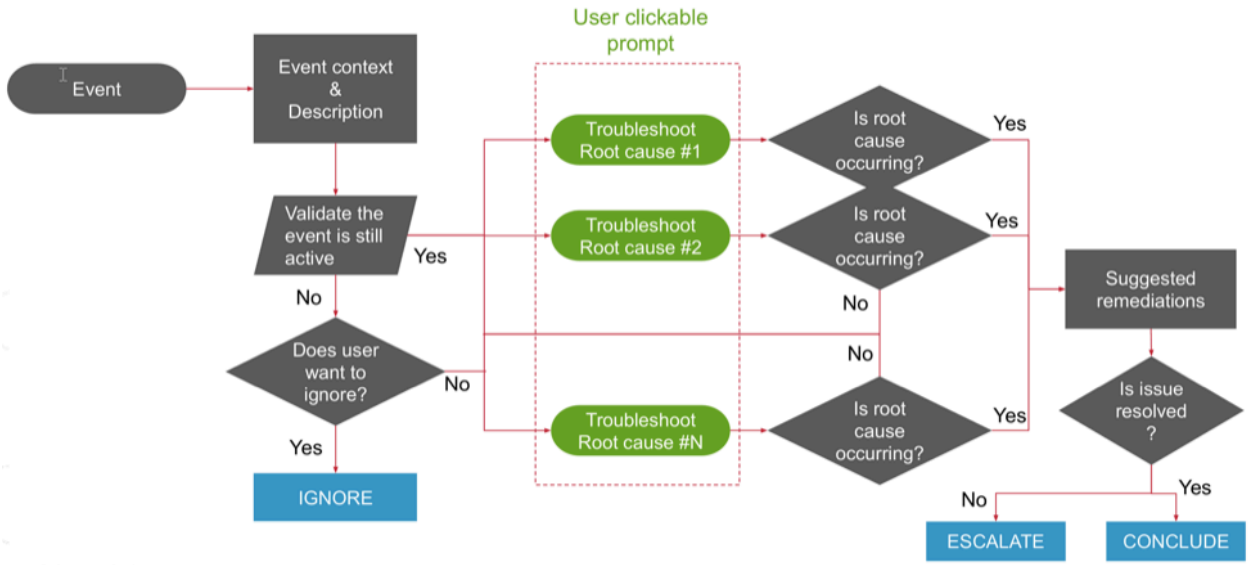
7. For a helpful remediation, select **Yes, the issue is now resolved**.
8. For the VeloBrain Troubleshooting Assistant to continue analyzing other root causes and remediations, select **No, I need more assistance**. Select this option repeatedly until the remediation is satisfactory.

> **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 6-3: Troubleshooting Events Flow Diagram



Chapter 7

VeloBrain Diagnostics Bundle Assistant

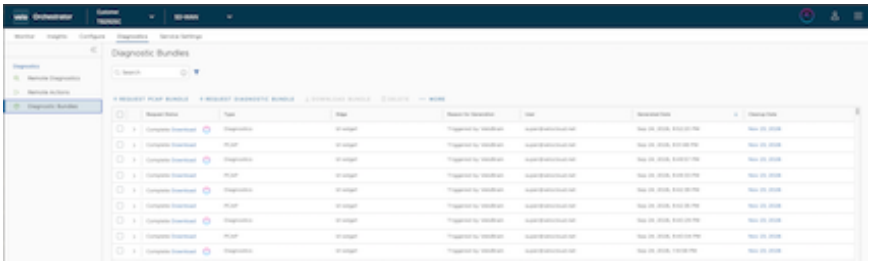
The **Diagnostic Bundle Assistant** feature enables users to run the Diagnostic Bundle analysis through the VeloBrain chat interface.

Diagnostic Bundle Assistant is the VeloBrain capability that turns a raw VeloCloud Diagnostic Bundle from an Edge into a targeted, natural-language diagnosis. Instead of downloading the ZIP, extracting it, and manually scanning through dozens of log and command files, a user can ask a question in VeloBrain, and the Diagnostic Bundle Assistant analyzes the required bundle and provides results.

To perform an analysis, follow the steps below:

1. In the **Operator** or **Partner** portal, click **Diagnostics** > **Diagnostic Bundles**.

   Figure 7-1: Diagnostic Bundles

   The **VeloBrain in-context launch** icon appears next to all completed Diagnostic Bundles, on VeloCloud Orchestrators 7.0.1 and later.

   Note: For Enterprise users or older Orchestrator versions that do not display the **VeloBrain in-context launch** icon, users can perform the analysis through the VeloBrain chat interface landing page by entering the **Bundle Hash** of the Diagnostic Bundle that needs analysis. Users can target a specific bundle by referencing its Bundle Request ID or by using recency-based phrasing such as *Analyze the latest bundle from edge b1-edge1.* Users can specify any descriptive parameter that uniquely identifies the target bundle.

2. To analyze a bundle, click the **VeloBrain in-context launch** icon next to it.

   The VeloBrain chat interface appears, and the analysis begins.

   Note:

   - The analysis might take 5 to 10 minutes, depending on the bundle size.
   - While the analysis is running, users can close the window or return to another query in the Conversation History. This does not disturb the analysis.

3. After the analysis is complete, the screen displays detailed results. Following is an example:

Figure 7-2: Diagnostic Bundle Insights - Results



Bundle Summary

- **Edge Name**: Palo Alto Edge (ID: 5977)
- **Enterprise**: VeloRAIN Sandbox (ID: 1818)
- **Model**: kvm (Virtual Edge)
- **Software Version**: 6.4.2.0 (Build: R6420-20260501-GA-daf1aa649a)
- **Collection Timestamp**: 2026-09-18T12:32:07Z
- **Uptime**: 13:54:23, 4 days

System Health

- **Disk Usage**: Normal (No partitions exceeding 90% capacity).
- **Processes**: All VeloCloud core services (`edged`, `mgd`, `faultmon`, `linkd`, `snmpd`, `bgpd`, `ospfd`, `ospf6d`, `pimd`, `bfdd`, `watchfrr`, `vc_procmon`, `lighttpd`, `l7_health_check`, `handoff_q_monitor`) are running normally. No core dumps detected.
- **Resource Pressure**: No CPU, memory, or temperature high-severity readings found in the fault monitor logs.

Interfaces

- `br-network.1` (LAN): UP
- `GE2` (eth1): DOWN
- `GE3` (eth2) (WAN): UP
- `GE4` (eth3) (WAN): UP

Findings

Both WAN links show severe overlay tunnel instability and physical link flapping alongside significant packet reordering and quality degradation.

WAN Link & Tunnel Flapping Summary

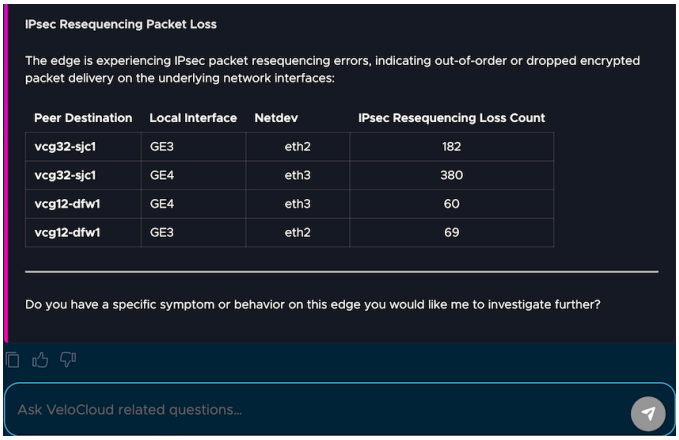
The table below lists the link-level and tunnel-level state transitions (flapping) over short-term (5-minute) and long-term (24-hour) windows:

Link Name	Interface	Short-Term Tunnel Flaps (5-Min)	Long-Term Link Flaps (24-Hr)	Long-Term Tunnel Flaps (24-Hr)
AT&T Fiber	GE3	28	3	215
Century Link Internet	GE4	21	1	181

Path Quality & Underlay Resequencing Issues

The table below lists the specific paths where quality degradation (latency/jitter) or underlay packet reordering (IPSec resequencing loss) was detected:

Peer Destination	Interface	RX Latency	TX Latency	RX Jitter	TX Jitter
Azure-Hub-1	GE3	32.0ms	21.0ms	11.5ms	2.0ms
Azure-Hub-1	GE4	32.0ms	22.0ms	—	—
vcg32-ord1	GE3	31.0ms	19.0ms	6.6ms	2.0ms
vcg32-ord1	GE4	31.0ms	19.0ms	—	—
vcg12-dfw1	GE3	—	—	14.8ms	3.0ms
vcg12-dfw1	GE4	—	—	—	—
vcg32-sjc1	GE3	—	—	—	—
vcg32-sjc1	GE4	—	—	—	—



4. Click the copy button to copy the latest chat results. This does not copy the complete transcript.
5. Click the download icon on the chat interface to download the transcript in ".md" and an HTML files.
6. After studying the results, users can ask any follow-up questions, if required.

> **Note:** During initial bundle analysis, VeloBrain downloads and indexes the bundle as part of its standard preprocessing stage. The outputs of these preprocessing steps (which are query-independent) are cached. If a subsequent request targets a previously processed bundle, VeloBrain reuses the cached preprocessing artifacts rather than re-executing those steps. However, user-submitted queries and user-specific analysis results are explicitly excluded from cross-user caching and remain isolated.

Chapter 8

VeloBrain Live Data Assistant

The **Live Data Analysis** feature enhances VeloBrain's ability to provide real-time insights into network deployment, configuration, and performance.

This feature enables Customers to conduct free-format chats through the VeloBrain Orchestrator to inquire and monitor the network status and performance in real-time, check the network configurations, and detect potential issues at an initial stage. The feature also provides lightweight analytic functions for multi-domain data correlations, which can assist Customers in identifying root causes through interactive conversations.

Customers can raise queries based on the following categories:

Table 3: Live Data Analytics - Categories

Category	Description
Inventory and Deployment Information	Customer information, such as network topology, list of Edges/Gateways/Hubs, Edge models, Edge licenses, Edge serial numbers, and so on.
Operational State Inquiries	• Real-time or historical operational state information of a specific Edge or a set of Edges, Interfaces, and Links • Overlay network connectivity information • Alerts and Events
Traffic Performance Monitoring	• Real-time or historical performance of a specific Edge or a set of Edges • Identify a set of Edges matching specific performance criteria **Note:** Performance data maps directly to traffic at all levels of the network hierarchy, such as Network, Cluster, Edge, Interface, Link, Path, Tunnel, Flow, and Application.
Configuration Inquiries	• Configuration of a specific Edge or a set of Edges • Identify a set of Edges matching specific configuration criteria • Edge level configurations such as Features, WAN/LAN, Link type, Bandwidth configuration, Business Policies, and so on.
Remote Diagnostic Requests	• Validate the Edge configuration • Identify the Edge operational status • Check the network connectivity and performance
Websocket API	• Monitor the route table on Edge • Count the number of ARP entries • Fetch BGP Neighbor summary
Orchestrator Activity Inquiries	• Audit Orchestrator activities • Monitor Orchestrator Events
Multi-Dimensional Inquiries	Fetch multiple categories of information mentioned above, as well as the KB document information
Complex Inquiries Requiring Reasoning	Troubleshooting inquiries that require both analysis and correlations

Below are a few example queries:

- • List the Edges in this Enterprise.
  - List all Edges activated this year.
  - Did any SD-WAN peer paths across connected Edges have degraded QoE in the last 24 hours?
  - Compare voice QoE across my connected Edges' site/location regions over the last 7 days.

- Show me all the license usage in my Enterprise.
- Check the HA (High Availability) status for the Hub and data-center Edges in this Enterprise.
- List Edges with link-down events in the last 24 hours.
- Are there any issues in this Enterprise? Check for any active alerts or recent critical events in the last 24 hours.
- Which Edges have gone offline in the last 7 days?
- Why did an Edge reboot?

Limitation: VeloBrain limits each request to 100 tool calls. Upon receiving an intent, it builds and executes an action plan. Long-running or bulk tasks (such as looping through every device in an Enterprise) can exhaust this limit.

Chapter 9

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 improve the VeloBrain response.

Appendix A

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*