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Citrix SD-WAN Orchestrator for On-premises 14.4

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Alarms

Release Notes for SD-WAN Orchestrator for On-premises 14.4 Release

December 6, 2024

This release notes document describes the enhancements and changes, fixed and known issues that exist for the Citrix SD-WAN Orchestrator for On-premises release Build 14.4.

Notes

This release notes document does not include security related fixes. For a list of security related fixes and advisories, see the Citrix security bulletin.

Known Issues

The issues that exist in release 14.4.

Publishing SD-WAN software in Citrix SD-WAN Orchestrator for On-premises might fail with the following error:

Failed to fetch software details from Citrix cloud.

Workaround: Log out and login back to Citrix Cloud through Citrix SD-WAN Orchestrator for On-premises, then publish the SD-WAN software.

[SDW-24980]

Release Notes for SD-WAN Orchestrator for On-premises 14.3 Release

June 29, 2022

This release notes document describes the enhancements and changes, fixed and known issues that exist for the Citrix SD-WAN Orchestrator for On-premises release Build 14.3.

Notes

This release notes document does not include security related fixes. For a list of security related fixes and advisories, see the Citrix security bulletin.

What's New

The enhancements and changes that are available in Build 14.3.

Configuration and Management

QoS policies

The QoS policies page is revamped to enhance the user experience. The options such as Custom Application Rules, Application Rules, HDX Rules, Application Group Rules, IP Rules, and Default IP-Protocol Rules are enhanced with a new look and feel.

[SDW-11029]

Platform and systems

Management IP / In-band IP enhancements:

The **Management IP** and the **Device Access** columns on the following UI screens are enhanced to display either the in-band IP address or the management IP address based on the type of IP address that the device is using to communicate with Citrix SD-WAN Orchestrator for On-premises:

- Provider > Reporting > Inventory > Details
- Customer > Configuration > Network Home > Actions > View Details
- Customer > Reporting > Inventory > Details
- Site > Dashboard > Devices

[SDW-23353]

Export report as CSV

With the **Export as CSV** capability, you can download the path graph points (virtual/member path) for any time series (hourly, weekly, and so on) as an excel Comma-separated Value (CSV) file and be able to plot all distinct points of data for a particular site report.

[SDW-20988]

Certificate authentication

Citrix SD-WAN Orchestrator for On-premises supports appliance authentication for static and dynamic virtual paths using Public Key Infrastructure (PKI) as an additional security feature. Enabling the feature extends the existing virtual path authentication mechanism by distributing PKI certificates over the data path, by the appliance initiating the exchange. The PKI enhancement also supports Certificate Revocation List (CRL) management for centralized revocation of compromised certificates.

[SDW-19295]

SD-WAN Orchestrator

View configuration (Preview)

Citrix SD-WAN Orchestrator for On-premises introduces the **View Configuration** page at the site level. This page provides a detailed summary of a site's configuration across multiple sub-systems.

[SDW-22284]

Network-level realtime statistics, Site-level realtime statistics

The **Firewall Connection** is now renamed to **Firewall Statistics**. NAT and Filter Policies are newly added under the statistics type drop-down list. Also, the Real-time statistic options are restructured and divided into the following categories:

- Network statistics
- Application statistics
- Route statistics

[SDW-20966]

Mobile broadband settings and Mobile broadband status

You can now connect the Citrix SD-WAN appliance from your site to a network using a broadband Internet connection. This mobile broadband status and configuration support is available for Internal modems. You can also view the status of the broadband configuration of your device and the active SIM.

[SDW-10907]

Fixed Issues

The issues that are addressed in Build 14.3.

Configuration and Management

The PKI certificate was not being displayed on the Citrix SD-WAN Orchestrator for On-premises UI. This issue occurred because the **Organizational Unit** field was mandatory on the PKI certificate.

[SDW-23726]

Miscellaneous

Some sites are unable to connect to the Citrix SD-WAN Orchestrator for On-premises UI.

[SDWANHELP-2601]

Known Issues

The issues that exist in release 14.3.

The Applications and Application categories graphs are empty on the **Reports** > **Usage** > **Applications** page of the Citrix SD-WAN Orchestrator for On-premises UI.

[SDW-23817]

The software version previously selected on the **Deployment** > **Settings** > **Partial Site Upgrade** > **Software Version** page of the UI is not being retained when the users come back to this page.

Workaround: Select the partial site upgrade software version manually for each site by clicking navigating to **Deployment** > **Select Sites**.

[SDW-22374]

Sometimes, the UI displays an error after a configuration of management interface settings is performed. However, the configuration is successful and a refresh is required for the updated settings to appear on the UI.

[SDW-22139]

In a provider managed setup, the announcements added by the provider administrators are not getting displayed to customers at their login.

[SDW-18491]

Release Notes for SD-WAN Orchestrator for On-premises 13.2.1 Release

March 14, 2022

This release notes document describes the enhancements and changes, fixed and known issues that exist for the Citrix SD-WAN Orchestrator for On-premises release Build 13.2.1.

Notes

This release notes document does not include security related fixes. For a list of security related fixes and advisories, see the Citrix security bulletin.

Fixed Issues

The issues that are addressed in Build 13.2.1.

Platform and systems

Citrix SD-WAN Orchestrator for On-premises sends TCP synchronization packets to the AWS endpoint.

[SDW-23477]

Known Issues

The issues that exist in release 13.2.1.

Miscellaneous

Some sites are unable to connect to the Citrix SD-WAN Orchestrator for On-premises UI.

Workaround: Use a different subnet other than the 172.17.x.x subnet.

[SDWANHELP-2601]

In some scenarios, after deploying Cloud Direct for the sites and pushing the configurations (Staging and activation), the Cloud Direct service does not come up.

Workaround: Enable Cloud Direct service manually for each site.

[SDW-22493]

The software version previously selected on the **Deployment** > **Settings** > **Partial Site Upgrade** > **Software Version** page of the UI is not being retained when the users come back to this page.

Workaround: Select the partial site upgrade software version manually for each site by navigating to **Deployment** > **Select Sites**.

[SDW-22374]

Sometimes, the UI displays an error after a configuration of management interface settings is performed. However, the configuration is successful and a refresh is required for the updated settings to appear on the UI.

[SDW-22139]

In a provider managed setup, the announcements added by the provider administrators are not getting displayed to customers at their login.

[SDW-18491]

Platform and systems

The UI of one of the Citrix SD-WAN appliances is not accessible because the network statistics provider is reusing a session and this caused the HTTPD process to behave improperly (in rare cases).

[SDW-23392]

On the Citrix SD-WAN 210 appliance, if you remove the SE add-on license, the services get disabled.

Workaround: Before removing an SE add-on license (or) moving from an AE to an SE license, remove the firewall policies that have the security profile, configure the appliance as out-of-band management (If In-band management is configured) and then proceed with the stage and activation process to convert the appliance to standard edition.

[SDW-18031]

Release Notes for SD-WAN Orchestrator for On-premises 13.2 Release

February 10, 2022

This release notes document describes the enhancements and changes, fixed and known issues that exist for the Citrix SD-WAN Orchestrator for On-premises release Build 13.2.

Notes

This release notes document does not include security related fixes. For a list of security related fixes and advisories, see the Citrix security bulletin.

What's New

The enhancements and changes that are available in Build 13.2.

Configuration and Management

Restore previous version

Citrix SD-WAN Orchestrator for On-premises introduces the Restore previous version functionality. When the **Restore previous version** option is selected, Citrix SD-WAN Orchestrator for On-premises initiates a network wide activation of the previous configuration and restores the previously activated configuration / software) on your network.

[SDW-22042]

Licensing Enhancements

After the licenses are retrieved and upgraded to production, the **Upgrade to Production** button label changes to **Upgraded to production** indicating that the license upgrade is already done.

[SDW-20674]

API - Site address resolution:

When a site is created using an API, the site address is automatically obtained using the latitude and longitude values, passed as part of site creation, using Google Maps API.

[SDW-20654]

Network menu restructure

The Citrix SD-WAN Orchestrator for On-premises Global Configuration menu has been restructured to aid better categorization and discoverability of the key functions of Citrix SD-WAN. Also, each delivery service is now available in both the delivery channels and in every key function page to cater admin configuration from global or per function context. For example, an admin can configure Citrix SIA service globally under a delivery channel on Day 0 and can also perform Day N functions under Security under Cloud Security Services to make any changes.

The configuration pages at the network level are enhanced as follows:

- Network Config Home is renamed to Network Home.
- Delivery Services under Configuration > Delivery Channels is now renamed to Service Definitions.
- Under Configuration > Security, the Network Encryption page is renamed to Network Security.
- The pages under Configuration > Security are logically grouped as follows for easy discoverability:

Group	Menu options
SD-WAN Overlay Security	Network Security
	Virtual Path IPsec
Base Firewall	Firewall Zone
	Firewall Defaults
	Firewall Policies
IPsec & GRE	Certificates

Group	Menu options
	IPsec Encryption Profiles
	IPsec Service
	GRE Service
Wi-Fi Security	RADIUS Profiles
	SSID Profiles

- You can configure the following services either from **Configuration > Delivery Channels > Ser**vice Definition or from Configuration > Security:
 - IPsec
 - GRE
- The ECMP Groups page is moved under Configuration > Routing.
- You can configure BGP, OSPF, Multicast Groups, and VRRP at the network level under Configuration > Routing. You can select a site and click Go. It takes you to the specific configuration page at the site level. Previously, these configurations were available only at the site level.
- You can configure the Cloud Direct service either from Configuration > Delivery Channels > Service Definition or from Configuration > Routing > SaaS & Cloud On Ramp
- The Application and DNS settings page is renamed to App Settings and Groups.
- DPI related settings which were earlier under Configuration > App & DNS Settings > Application Settings is moved under Configuration > App Settings & Groups > DPI Settings.
- Network Location Service page which was under Configuration > Delivery Services is placed directly under Configuration.

[SDW-14698]

Rollback on error

During network deployment (activation), sites that fail to connect to Citrix SD-WAN Orchestrator for On-premises are rolled back to the previous version to try and restore the connectivity. Rollback in such sites is initiated post being offline for a certain specified time (currently 30 mins).

If any one of the sites in the network is trying to rollback, then a pop-up box appears with two options to either Rollback the entire network or ignore those sites and end the deployment.

The Rollback on Error feature must be enabled before initiating a network deployment.

[SDW-11153]

Miscellaneous

IP Rules

The Override Service option is added under the **IP Rules > Virtual Path Traffic Policy** section. When the **Traffic Policy** is selected as **Override Service**, you can select the service type as Intranet, Internet, pass-through, or Discard to which the virtual path service overrides.

[SDW-22213]

Configuration Difference

A **Config Diff** feature is newly added at the Network level under **Configuration**. The **Config Diff** capability helps you to review the difference between any two versions of configuration checkpoints. You can also view the configurations both at the global and site levels.

[SDW-4563]

Appliance settings

Citrix SD-WAN Orchestrator for On-premises introduces an option to configure the management network priority. You can select In-Band or Out-of-Band as the management interface for your network. This option is available only if the SD-WAN appliance is running a software version of 11.4.2 or later.

[NSSDW-35774]

Platform and systems

Certificate authentication

Citrix SD-WAN Orchestrator for On-premises supports appliance authentication for static and dynamic virtual paths using Public Key Infrastructure (PKI) as an extra security feature. Enabling the feature extends the existing virtual path authentication mechanism by distributing PKI certificates over the data path, by the appliance initiating the exchange. The PKI enhancement also supports Certificate Revocation List (CRL) management for centralized revocation of compromised certificates.

[SDW-19295]

Provider audit log and Network audit log enhancements

The **Provider Audit logs** and **Network Audit logs** pages are enhanced with the following options:

- **Source IP** This field displays the IP address of the endpoint from which an SD-WAN feature is configured. This field is displayed on the **Audit logs** page and the **Audit Info** page.
- Export as CSV This option enables you to export the audit logs to a CSV format.
- What changed This section displays the logs of all the changes made to the features through the UI. Enable the Log Payloads toggle button to view this section on the Audit Info page. Currently, this section is available on the Network Audit Info page.

[SDW-19219]

Custom Ports, Protocol Configuration for Domain Name Based Applications

The Domain name-based applications now support configurable ports and protocol in Citrix SD-WAN Orchestrator for On-premises. When you select the **Configure Port** check box, you can edit, add, or delete any port or the port range as required. Also, you can change/select the protocol as TCP, UDP, or Any. Previously (and with the configure port check box disabled), only ports 80 and 443, and protocol **Any** were supported for domains grouped under an application.

[NSSDW-29930]

Fixed Issues

The issues that are addressed in Build 13.2.

Miscellaneous

The Citrix SD-WAN Orchestrator for On-premises UI is inaccessible. This issue occurs when services running in {page.productname}} fail to respond to heartbeat requests and the restart limit has exceeded.

[SDWANHELP-2544]

Upload of the software upgrade package fails on Citrix SD-WAN Orchestrator for On-premises. This issue occurs when a user moves away from the upload page when the upload of the software package is in progress.

[SDWANHELP-2495]

Platform and systems

An SD-WAN appliance running a software version of 11.4.1 goes into Grace mode when licenses are assigned to the appliance from Citrix SD-WAN Orchestrator for On-premises.

[SDW-23171]

Known Issues

The issues that exist in release 13.2.

Configuration and Management

On a newly imported Citrix SD-WAN Orchestrator for On-premises instance, staging gets stuck in the **Preparing package** state. This issue occurs when the staging process is initiated shortly after creating a new virtual machine.

Workaround: Retry the staging process.

[SDW-20863]

Miscellaneous

The service state of an SD-WAN appliance running a software version of 11.4.2 is displayed as **BAD** on the Citrix SD-WAN Orchestrator for On-premises UI. The error message displayed is **No Response from Orchestrator URL**. This issue occurs when a custom domain is configured in Citrix SD-WAN Orchestrator for On-premises.

Workaround: Reboot the SD-WAN appliance.

[SDW-23322]

The **Restore previous version** operation fails with the **Activation Failed(ER101)** error message for the sites in PSU when the partial site upgrade list is modified and a change management (stage and activate) is performed on a network.

Workaround: Perform another round of change management before applying the **Restore previous version** action.

[SDW-23227]

In some scenarios, after deploying Cloud Direct for the sites and pushing the configurations (Stage and activate), the Cloud Direct service does not come up.

Workaround: Enable Cloud Direct service manually for each site.

[SDW-22493]

The software version previously selected on the **Deployment** > **Settings** > **Partial Site Upgrade** > **Software Version** page of the UI is not being retained when the users come back to this page.

Workaround: Select the partial site upgrade software version manually for each site by clicking navigating to **Deployment** > **Select Sites**.

[SDW-22374]

Sometimes, the UI displays an error after a configuration of management interface settings is performed. However, the configuration is successful and a refresh is required for the updated settings to appear on the UI.

[SDW-22139]

In a provider managed setup, the announcements added by the provider administrators are not getting displayed to customers at their login.

[SDW-18491]

Platform and systems

Customer is not able to send push notification to their own HTTP Server.

[SDW-23134]

Release Notes for SD-WAN Orchestrator for On-premises 12.3 Release

October 18, 2021

This release notes document describes the enhancements and changes, fixed and known issues that exist for the Citrix SD-WAN Orchestrator for On-premises release Build 12.3.

Note

This release notes document does not include security related fixes. For a list of security related fixes and advisories, see the Citrix security bulletin.

What's New

The enhancements and changes that are available in Build 12.3.

Miscellaneous

Purge settings

Citrix SD-WAN Orchestrator for On-premises enables you to clear historical data older than the purge statistics interval days (30 days by default). When the data is cleared, the historical data older than the selected number of days is removed and is no longer available. The purging process happens sometime around 12:48 AM daily based on the time zone set on your SD-WAN appliance.

[SDW-20402]

Zero-touch Deployment Interface

You can enable a Zero Touch Deployment (ZTD) interface on Citrix SD-WAN Orchestrator for On-premises. The ZTD Interface that is secured by two-way authentication provides a secure communication interface for SD-WAN appliances and Citrix SD-WAN Orchestrator for On-premises.

[SDW-19152]

Virtual path settings for the link

You can customize bandwidths for virtual paths and dynamic virtual paths associated with a WAN link. This feature is useful when some sites display performance degradation signs due to bandwidth issues.

[SDW-9760]

SD-WAN Orchestrator

Syslog server settings

Citrix SD-WAN Orchestrator for On-premises supports the configuration of Syslog server settings for SD-WAN appliances. By enabling Syslog settings, you can send system alerts and event details of the SD-WAN appliances to an external syslog server.

[SDW-13990]

Fixed Issues

The issues that are addressed in Build 12.3.

Miscellaneous

Under certain conditions, the SD-WAN appliance fails to communicate with Citrix SD-WAN Orchestrator for On-premises over In-band management when In-band management is enabled and the Out-ofband management is plugged in.

[SDWANHELP-2368]

The UI incorrectly displays an error when the dynamic virtual paths value is set to more than 8, although the maximum allowed limit is 32. This issue is observed on VPXL and 4100 SE appliances.

[SDWANHELP-2354]

The **Software Version** drop-down list under Partial Site Upgrade settings shows all the supported software versions instead of showing only those versions that are published under **Infrastructure** > **Orchestrator Administration** > **Software Images** > **Appliance**.

If a software version listed in Partial Site Upgrade is not available for publish under **Infrastructure** > **Orchestrator Administration** > **Software Images** > **Appliance**, then Partial Site Upgrade cannot be performed for that release.

[SDW-20992]

Known Issues

The issues that exist in release 12.3.

Configuration and Management

On a newly imported Citrix SD-WAN Orchestrator for On-premises instance, staging gets stuck in the **Preparing package** state. This issue occurs when the staging process is initiated shortly after creating a new virtual machine.

Workaround: Retry the staging process.

[SDW-20863]

Miscellaneous

Citrix SD-WAN Orchestrator for On-premises running VMware ESXi 13 fails to reboot and goes into a bad state.

Workaround: Use VMware ESXi version 9.

[SDWANHELP-2182]

In some scenarios, after deploying Cloud Direct for the sites and pushing the configurations (Stage and activate), the Cloud Direct service does not come up.

Workaround: Enable Cloud Direct service manually for each site.

[SDW-22493]

The Staging process fails intermittently when users perform a partial site upgrade. The UI displays the error message **Staging failure due to exception**.

Workaround: Retry the staging process.

[SDW-22398]

The software version previously selected on the **Deployment** > **Settings** > **Partial Site Upgrade** > **Software Version** page of the UI is not being retained when the users come back to this page.

Workaround: Select the partial site upgrade software version manually for each site by clicking navigating to **Deployment** > **Select Sites**.

[SDW-22374]

Sometimes, the UI displays an error after a configuration of management interface settings is performed. However, the configuration is successful and a refresh is required for the updated settings to appear on the UI.

[SDW-22139]

Users are unable to delete the Citrix SD-WAN Orchestrator for On-premises **tar.gz** image file uploaded on the **Infrastructure** > **Orchestrator Administration** > **Software Images** page of the UI. The error message displayed is **Error occurred while deleting the software package**.

Workaround: Upload a new software package. The previously uploaded file gets automatically deleted.

[SDW-22137]

On the **Configuration** > **Network Config Home** page of the UI, the Orchestrator connectivity status for a secondary SD-WAN appliance appears online immediately after the configuration file is uploaded. However, the correct status is displayed after the configuration is saved for the site.

[SDW-20913]

In a provider managed setup, the announcements added by the provider administrators are not getting displayed to customers at their login.

[SDW-18491]

When the database backup of an appliance is restored on another appliance having the same release of Citrix SD-WAN Orchestrator for On-premises, the user details are not restored. On the restored appliance, if you create a user with the same user name as in the backed-up database, the following error is displayed:

User has a role already assigned.

Workaround: Create a user with a different user name that did not exist on the backed-up database.

[SDW-15984]

Platform and systems

In the Citrix SD-WAN 210 appliance, if you remove the add-on license, the services get disabled.

Workaround: Remove the firewall policy having security profile, stage, and activate the changes to convert the appliance to standard edition.

[SDW-18031]

Release Notes for SD-WAN Orchestrator for On-premises 11.4.0a Release

September 2, 2021

This release notes document describes the enhancements and changes, fixed and known issues that exist for the Citrix SD-WAN Orchestrator for On-premises release Build 11.4.0a.

Notes

- Citrix SD-WAN Orchestrator for On-premises 11.4.0a addresses the issue described in SDWANHELP-2317 and replaces release 11.4.
- This release notes document does not include security related fixes. For a list of security related fixes and advisories, see the Citrix security bulletin.

What's New

The enhancements and changes that are available in Build 11.4.0a.

Configuration and Management

HTTP Proxy

You can configure HTTP proxy settings on Citrix SD-WAN Orchestrator for On-premises. This feature centralizes the management of all the outgoing requests made to Citrix Cloud. The administrators can route the outgoing requests from Citrix SD-WAN Orchestrator for On-premises to Citrix Cloud through an HTTP proxy server.

[SDW-20247]

Cloud Direct service

Citrix SD-WAN Orchestrator for On-premises supports Cloud Direct service.

Cloud Direct service delivers SD-WAN functionalities as a cloud service through reliable and secure delivery for all internet-bound traffic regardless of the host environment (data center, cloud, and Internet).

Cloud Direct service improves network visibility and management. It enables partners to offer managed SD-WAN services for business critical SaaS applications to their end customers.

[SDW-16396]

Storage management - General Availability

The Storage management feature now supports General Availability.

Citrix SD-WAN Orchestrator for On-premises supports migrating the configuration and data from one disk to another. You can perform disk migration either to increase the disk space or for disaster recovery.

- Add a new disk: You can add a new disk with a storage size at least twice as that of the current data consumed by Citrix SD-WAN Orchestrator for On-premises.
- **Disaster recovery**: In the event of a disaster, you can attach the disk containing the Citrix SD-WAN Orchestrator for On-premises configuration and data to a new instance of Citrix SD-WAN Orchestrator for On-premises virtual machine.

[SDW-21316]

Cloud brokered zero-touch deployment - General Availability

The Cloud brokered zero-touch deployment feature now supports General Availability.

Cloud brokered zero-touch deployment is an automated process that involves Citrix SD-WAN Orchestrator for On-premises as a broker to establish connectivity between Citrix SD-WAN Orchestrator for On-premises and the Citrix SD-WAN appliances.

[SDW-21312]

Citrix SD-WAN 11.4.1 release

Citrix SD-WAN 11.4.1 release is supported on Citrix SD-WAN Orchestrator for On-premises 11.4.

[SDW-21082]

Platform and systems

ICMP probing

Citrix SD-WAN Orchestrator for On-premises supports ICMP probing. It enables administrators to determine the Internet reachability to/from the SD-WAN appliance and the destination host. The following ICMP services are introduced in the UI:

- Determine Internet reachability from link using ICMP probes
- IPv4 ICMP endpoint address
- Probe Interval (in seconds)
- Retries

[SDW-19292]

Override global transit node settings

You can now override the global transit node settings and choose to enable or disable spoke to spoke forwarding and route export only on selected control transit nodes.

[SDW-19276]

Member path statistics API (Preview):

Member path statistics API is modified to allow the API client to specify the fields of interest. The specified fields are returned in the response payload.

[SDW-18903]

Site Reports: VRRP

The VRRP report provides a real-time report of the configured VRRP groups.

[SDW-12082]

Site Reports: IGMP

The IGMP reports table provides a real-time report of the IGMP statistics and IGMP Proxy groups.

[SDW-12077]

Site Reports: IPsec

The IPsec reports provide the real-time report of the IPsec tunnel configurations on your network.

[SDW-12076]

Site Reports: Routing Protocols

The **Routing Protocols** report provides the details of the parameters associated with the routing protocols. You can choose the protocol from **View** drop-down list a routing domain from **Routing Domain** drop-down list as needed. To view the current data, click **Retrieve Latest Data**.

[SDW-12075]

Provider audit logs, Network audit logs

The provider level and network level audit log pages have been enhanced with the following capabilities:

- Search: Ability to search for an audit activity based on a keyword.
- **Filtering**: Run an audit log search by filtering based on user, feature, and time range. For network level logs, you can also filter by the site.
- Audit Info: Select the info icon on the Action column to navigate to the Audit info section. This section provides the following information:
- **Method**: HTTP request method of the invoked API.
- Status: Result of the API request. You see an error message when the API request fails.
- Payload message: Body of the request message sent through API.
- URL: HTTP URL of the revoked API.
- Log payloads: By default, this option is disabled. When enabled, the request body of the API message is displayed in the **Audit Info** section.

[SDW-18937]

Site selection component

Usability of the site selection component in the following configurations is improved for its usability:

- 1. Partial site upgrade
- 2. Network location service
- 3. Routing policies
- 4. QoS Policies
- 5. Import route filters
- 6. Export route filters
- 7. Proxy Auto Config
- 8. Intrusion prevention
- 9. Firewall policies
- 10. Application settings

[SDW-16895]

Fixed Issues

The issues that are addressed in Build 11.4.

Miscellaneous

Cloud brokered ZTD feature has a dependency on SD-WAN Orchestrator service, for it to work. This will be addressed in an upcoming SD-WAN Orchestrator release. However, customers need not upgrade their Citrix SD-WAN Orchestrator for On-premises.

[SDW-20307]

SD-WAN cloud ZTD configuration fails to work for HA Sites if the cloud ZTD is already configured on a primary site.

[SDW-20208]

Citrix SD-WAN Orchestrator for On-premises displays the status as **Not Connected** although the SD-WAN appliance is connected to Citrix SD-WAN Orchestrator for On-premises.

[SDW-18280]

Known Issues

The issues that exist in release 11.4.

Configuration and Management

On a newly imported Citrix SD-WAN Orchestrator for On-premises instance, staging gets stuck in the **Preparing package** state. This issue occurs when the staging process is initiated shortly after creating a new virtual machine.

Workaround: Retry the staging process.

[SDW-20863]

Miscellaneous

The Staging process fails when users running Citrix SD-WAN Orchestrator for On-premises 11.4 upgrade their Citrix SD-WAN appliances to the 11.4.1 version. The UI displays the status as **Staging Failed (Failed to download script files)**. This issue occurs when the bandwidth between the Citrix SD-WAN appliance and Citrix SD-WAN Orchestrator for On-premises is less.

[SDWANHELP-2317]

Citrix SD-WAN Orchestrator for On-premises running VMware ESXi 13 fails to reboot and goes into a bad state.

Workaround: Use VMware ESXi version 9.

[SDWANHELP-2182]

The UI displays an incorrect SD-WAN appliance software version on the **Configuration** > **Network Config Home** and the **Configuration** > **Deployment** pages. This issue occurs on Citrix SD-WAN Orchestrator for On-premises instances that are newly installed and before users perform a change management.

[SDW-21018]

The UI fails to display an error message when the Cloud Direct site operation fails.

[SDW-21009]

The **Software Version** drop-down list under Partial Site Upgrade settings shows all the supported software versions instead of showing only those versions that are published under **Infrastructure** > **Orchestrator Administration** > **Software Images** > **Appliance**.

If a software version listed in Partial Site Upgrade is not available for publish under **Infrastructure** > **Orchestrator Administration** > **Software Images** > **Appliance**, then Partial Site Upgrade cannot be performed for that release.

[SDW-20992]

On the **Configuration** > **Network Config Home** page of the UI, the Orchestrator connectivity status for a secondary SD-WAN appliance appears online immediately after the configuration file is uploaded. However, the correct status is displayed after the configuration is saved for the site.

[SDW-20913]

In a provider managed setup, the announcements added by the provider administrators are not getting displayed to customers at their login.

[SDW-18491]

When the database backup of an appliance is restored on another appliance having the same release of Citrix SD-WAN Orchestrator for On-premises, the user details are not restored. On the restored appliance, if you create a user with the same user name as in the backed-up database, the following error is displayed:

User has a role already assigned

Workaround: Create a user with a different user name that did not exist on the backed-up database.

[SDW-15984]

Release Notes for Citrix SD-WAN Orchestrator for On-premises 11.1 Release

July 9, 2021

This release notes document describes the enhancements and changes, fixed and known issues that exist for the Citrix SD-WAN Orchestrator for On-premises release 11.1.

Notes

This release notes document does not include security related fixes. For a list of security related fixes and advisories, see the Citrix security bulletin.

What's New

The enhancements and changes that are available in release 11.1.

Citrix SD-WAN 11.4.0a Release

Citrix SD-WAN 11.4.0a release is supported in Citrix SD-WAN Orchestrator for On-premises.

[SDW-19785]

Citrix SD-WAN 11.3.2 Release

Citrix SD-WAN 11.3.2 release is supported in Citrix SD-WAN Orchestrator for On-premises.

[SDW-19038]

Route summarization

Citrix SD-WAN Orchestrator for On-premises introduces an enhancement to the route summarization functionality. With this enhancement, you can add summary routes without specifying the gateway IP address.

[SDW-19404]

ECMP load balancing

Equal Cost Multi-Path (ECMP) groups allow you to group multiple routes, with the same cost, destination, and service type. ECMP load balancing ensures:

- Distribution of traffic over multiple equal-cost connections.
- Optimal usage of available bandwidth.
- Dynamic transfer of traffic to other ECMP member route, if a route becomes unreachable.
- ECMP groups can be formed over Virtual Paths and Intranet services.

[SDW-17452]

Storage management (Preview)

Citrix SD-WAN Orchestrator for On-premises supports migrating the configuration and data from one disk to another. You can perform disk migration either to increase the disk space or for disaster recovery.

- Add a new disk: You can add a new disk with a storage size at least twice as that of the current data consumed by Citrix SD-WAN Orchestrator for On-premises.
- **Disaster recovery**: In the event of a disaster, you can attach the disk containing the Citrix SD-WAN Orchestrator for On-premises configuration and data to a new instance of Citrix SD-WAN Orchestrator for On-premises virtual machine.

[SDW-16404]

Cloud brokered zero-touch deployment (Preview)

Cloud brokered zero-touch deployment is an automated process that involves Citrix SD-WAN Orchestrator for On-premises as a broker to establish connectivity between Citrix SD-WAN Orchestrator for On-premises and the Citrix SD-WAN appliances.

[SDW-11614]

Transit node enhancements

Enabling hub-and-spoke communication as part of global settings allows all the sites to use the control nodes as transit nodes, by default, for site-to-site communication. Site-specific preferences for virtual overlay transit nodes allow you to override the global virtual overlay transit node settings for all the sites in your network. You can also choose a non-control node as the primary transit node for a site.

[SDW-12443]

IPv6 data plane support

Citrix SD-WAN Orchestrator for On-premises supports IPv6 addresses for the following Citrix SD-WAN appliance configurations with Citrix SD-WAN software version 11.3.1 or above:

- DNS server
- Flows
- Firewall connections
- IP groups
- Regions
- DHCP client
- IP rules and Application rules
- Network address translation
- GRE service
- Interfaces
- Internet service
- Neighbor discovery protocol
- Prefix delegation group
- IPsec service
- HA settings
- IP routes
- In-band management
- DNS settings
- DHCP server, DHCP relay, and DHCP options set

[SDW-19194]

Fixed Issues

The issues that are addressed in release 11.1.

SD-WAN appliance versions lower than 11.2.0 cannot connect to Citrix SD-WAN Orchestrator for Onpremises versions lower than 11.1. Citrix SD-WAN Orchestrator for On-premises 11.1 is the recommended version if users want to connect their SD-WAN appliances running a software version lower than 11.2.0. [SDW-20220]

When there is a failure in upgrading a customer's account to production, the UI does not display the failure message.

[SDW-19574]

Upgrade to production fails in Citrix SD-WAN Orchestrator for On-premises, for prepaid customers having only perpetual licenses.

[SDW-19558]

Assigning perpetual licenses to sites fails in Citrix SD-WAN Orchestrator for On-premises.

[SDW-19556]

When there is a failure in assigning licenses, the UI does not display the failure message under **Admin**istration > Licensing.

[SDW-19238]

Even though the customer administrator does not have access to delete the remote authentication servers, the UI displays the delete icon. However, when the customer administrator tries to perform the delete operation, the following error is displayed:

User is not authorized to perform this operation.

[SDW-18945]

From the provider level **Administration** > **Announcements** page, if you choose a customer from the top menu bar, a blank page with **Network Administration** as the heading is displayed.

[SDW-18944]

After importing valid production entitlements, the **Upgrade to production** option is made available under **Licensing** even before assigning the license to the appliance.

[SDW-18721]

Known Issues

The issues that exist in release 11.1.

Cloud brokered ZTD feature has a dependency on SD-WAN Orchestrator service, for it to work. This will be addressed in an upcoming SD-WAN Orchestrator service release. However, customers need not upgrade their Citrix SD-WAN Orchestrator for On-premises.

[SDW-20307]

When Citrix SD-WAN Orchestrator for On-premises is upgraded to the 11.1 version, the audit logs collected during the previous releases display **sdwan-onprem-sp** as the user and the log payloads toggle button is enabled on the UI. These logs are cleared after 92 days.

[SDW-20305]

SD-WAN cloud ZTD configuration fails to work for HA Sites if the cloud ZTD is already configured on a primary site.

Workaround:

- Delete the primary site cloud ZTD configuration by navigating to Administration > ZTD Settings
 > Cloud Brokered ZTD.
- 2. Reconfigure the cloud ZTD site for both primary and secondary sites at the same time.

[SDW-20208]

Licensing feature is not supported in the provider managed setup of Citrix SD-WAN Orchestrator for On-premises. Providers can continue with the trial licenses. A grace period of 60 days is provided.

[SDW-18831]

When an appliance loses connectivity to Citrix SD-WAN Orchestrator for On-premises for more than 20 minutes and goes into the re-registration phase, it sends an incorrect serial number in the registration request.

Workaround: Reboot the appliance.

[SDW-18781]

In a provider managed setup, the announcements added by the provider administrators are not getting displayed to customers at their login.

[SDW-18491]

Citrix SD-WAN Orchestrator for On-premises displays the status as **Not Connected** although the SD-WAN appliance is connected to Citrix SD-WAN Orchestrator for On-premises.

Workaround: Navigate to **Configuration** > **Network Config Home** and verify the connectivity status of the appliance on the Citrix SD-WAN Orchestrator for On-premises UI.

[SDW-18280]

When the database backup of an appliance is restored on another appliance having the same release of Citrix SD-WAN Orchestrator for On-premises, the user details are not restored. On the restored appliance, if you create a user with the same user name as in the backed-up database, the following error is displayed:

User has a role already assigned

Workaround: Create a user with a different user name that did not exist on the backed-up database.

[SDW-15984]

Citrix SD-WAN Orchestrator for On-premises running VMware ESXi 13 fails to reboot and goes into a bad state.

Workaround: Use VMware ESXi version 9.

[SDWANHELP-2182]

Release Notes for Citrix SD-WAN Orchestrator for On-premises 10.3 Release

July 12, 2021

This release notes document describes the enhancements and changes, fixed and known issues that exist for the Citrix SD-WAN Orchestrator for On-premises release 10.3.

Notes

This release notes document does not include security related fixes. For a list of security related fixes and advisories, see the Citrix security bulletin.

What's New

The enhancements and changes that are available in release 10.3.

Configuration and Management

Dynamic Routing

From Citrix SD-WAN 11.3.1 release onwards, you can configure one router ID for the entire protocol and also one router ID per routing domain. With this enhancement, you can enable stable dynamic routing across multiple instances with different router IDs converging in a stable manner.

[SDW-17097]

Retry staging

Retry staging option is now available to reinitiate staging at the sites where the staging process has failed.

[SDW-16538]

Custom application

The **Enable Reporting** check box is newly added for the IP Protocol-based custom applications. Now you can also view the IP protocol and domain name-based custom application-defined traffic under

the **Reports > Usage** page. The custom application option is also added as a type under the **Applica-tion quality configuration** page.

[SDW-10862]

Miscellaneous

Fallback configuration

Fallback configuration ensures that the appliance remains connected to the zero-touch deployment service if there is a link failure, configuration mismatch, or software mismatch. Fallback configuration is enabled by default on the appliances that have a default configuration profile. If the fallback configuration is disabled at a site, you can enable it through Citrix SD-WAN Orchestrator for On-premises.

[SDW-13978]

Flows

You can now use the Appliance settings **Flows** section to perform the following action:

- Enable/disable Citrix Virtual WAN service
- Restart dynamic routing
- Enable/disable virtual paths
- Enable/disable WAN links

[SDW-13977]

Network Admin and Security Admin roles (Preview)

Citrix SD-WAN Orchestrator for On-premises supports the following roles:

- **Provide-Network-Admin**: An administrator who can only view and edit the network related information.
- **Provider-Security-Admin**: An administrator who can only view and edit the security related information.
- **Customer-Network-Admin**: A customer administrator who can only view and edit network related information.
- **Customer-Security-Admin**: A customer administrator who can only view and edit security related information.

[SDW-13845]

Appliance Settings

You can now configure date and time, at the site level, through Citrix SD-WAN Orchestrator for Onpremises. You can either configure the date and time manually or through an NTP server and also set the time zone.

[SDW-13321]

Provider level support

Citrix SD-WAN Orchestrator for On-premises supports multitenancy. With the multitenancy feature, multiple customer accounts can be managed using a single Citrix SD-WAN Orchestrator for On-premises instance. You can have one of the following types of setups.

- **Provider managed setup**: Customers consume a managed Citrix SD-WAN Orchestrator for Onpremises service from Citrix partners using the multitenancy feature.
- **Customer managed setup**: Customers manage their Citrix SD-WAN Orchestrator for Onpremises as a self-managed service for their enterprise.

As part of provider managed setup support, the following capabilities are introduced:

- **Roles**: The following provider level roles are added:
 - Provider-Master-Admin-All
 - Provider-Master-Admin-Tenant
 - Provider-Master-ReadOnly-All
- **Dashboard**: A new UI page is added that provides a birds eye view of all the SD-WAN customers managed by a provider.
- **Connectivity with SD-WAN appliances**: In a provider managed setup, only providers have the ability to enable authentication type and regenerate the Citrix SD-WAN Orchestrator for Onpremises certificate. Customers have the ability to upload the appliance certificate.
- Site profile templates and WAN link templates: The templates enable the creation of site profiles and WAN link profiles at a customer level.
- **Publish software**: Citrix SD-WAN Orchestrator for On-premises allows provider administrators to download Citrix SD-WAN appliance software version required for all the appliances in your network. Providers can publish the downloaded software version. The published software is downloaded and stored in Citrix SD-WAN Orchestrator for On-premises. Customer administrators can deploy the published software to all the appliances managed by Citrix SD-WAN Orchestrator for On-premises.
- Administration: Provider administrators can configure management IP, DNS, NTP servers, and remote authentication servers.
- **Announcements**: Providers can use the **Announcements** option to send out announcements or notifications to their customers.
- **Reports**: The **Provider Reports** provide visibility into alerts, usage trends, and inventory aggregated across all the customers managed by a Provider.

[SDW-12589]

Zero Touch Deployment - Batch Sites

You can now import a CSV file to add multiple sites simultaneously for Zero Touch Deployment. A sample downloadable template is available in the UI, download it and provide all the site details.

[SDW-12249]

Platform and systems

Site Reports: WAN Link Metering

The **WAN Link Metering** reports provide details about the metered WAN link usage. You can view the reports to get insights into the data consumption of the metered WAN links.

[SDW-8892]

Known Issues

The issues that exist in release 10.3.

Configuration and Management

For In-band HA, the GUI does not have an option to select the direction of the Destination Rule with Service Type as Any resulting in failure of outbound rules. The error message [EC818] At Site site-name: service type 'any'may not be used when direction is outbound.

[SDW-16968]

Miscellaneous

Even though the customer administrator does not have access to delete the remote authentication servers, the GUI displays the delete icon. However, when tried to perform the delete operation, the following error is displayed:

User is not authorized to perform this operation

[SDW-18945]

From the provider level **Administration > Announcements** page, if you choose a customer from the top menu bar, a blank page with **Network Administration** as the heading is displayed.

[SDW-18944]

You cannot restore the database backup taken in a provider managed setup on a customer managed setup. Similarly, you cannot restore the database backup taken in a customer managed setup on a provider managed setup.

[SDW-18904]

When the customer-security-admin role having read-only access to the site configuration tries to edit the configuration, instead of displaying unauthorized access, a red banner with an error message is displayed.

[SDW-18840]

Licensing feature is not supported in the provider managed setup of Citrix SD-WAN Orchestrator for On-premises. Providers can continue with the trial licenses. A grace period of 60 days will be provided.

[SDW-18831]

When an appliance loses connectivity to Citrix SD-WAN Orchestrator for On-premises for more than 20 minutes and goes into the re-registration phase, it sends an incorrect serial number in the registration request.

Workaround: Reboot the appliance.

[SDW-18781]

After importing valid production entitlements, **Upgrade to production** option is made available under Licensing even before assigning the license to the appliance.

Workaround: Click **Upgrade to Production** only after the license is assigned to the appliance.

[SDW-18721]

Network Address Translation (NAT) is not supported between Citrix SD-WAN Orchestrator for On-premises and the appliance.

[SDW-18703]

In a provider managed setup, the announcements added by the provider administrators are not getting displayed to customers at their login.

[SDW-18491]

The CLI allows users to create a password out of the allowed 8–128 length range but the GUI login fails if the password length is out of the allowed range.

Workaround: On logging into the GUI, the user is forced to change the length of the password to the allowed range.

[SDW-16068]

When a user tries to log in, a red banner might display at the top of the page for a fraction of a second before displaying the login page.

[SDW-16024]

When the database backup of an appliance is restored on another appliance having the same release of Citrix SD-WAN Orchestrator for On-premises, the user details are not restored. On the restored appliance, if you create a user with the same user name as in the backed-up database, the following error is displayed:

User has a role already assigned

Workaround: Create a user with a different user name that did not exist on the backed-up database.

[SDW-15984]

Release Notes for Citrix SD-WAN Orchestrator for On-premises 9.6 Release

July 12, 2021

This release notes document describes the enhancements and changes, fixed and known issues that exist for the Citrix SD-WAN Orchestrator for On-premises release 9.6.

Note

This release notes document does not include security related fixes. For a list of security related fixes and advisories, see the Citrix security bulletin.

What's New

The enhancements and changes that are available in release 9.6.

Configuration and Management

Dynamic Routing

From Citrix SD-WAN 11.3.1 release onwards, you can configure one router ID for the entire protocol and also one router ID per routing domain. With this enhancement, you can enable stable dynamic routing across multiple instances with different router IDs converging in a stable manner.

[SDW-17097]

Miscellaneous

HTTPS Certificate
HTTPS Certificate is required for establishing secure management HTTPS connection to Citrix SD-WAN Orchestrator for On-premises. You can use the default certificate available on the Citrix SD-WAN Orchestrator for On-premises GUI or upload a custom HTTPS certificate generated from any other framework such as OpenSSL. Custom HTTPS certificate allows you to have control over the security and the other subject parameters related to the certificate.

[SDW-16359]

Interfaces

From Citrix SD-WAN 11.3.1 release onwards, you can enable or disable a virtual interface using the **Enabled** check box.

[SDW-15993]

Fixed Issues

The issues that are addressed in release 9.6.

Configuration and Management

For Citrix SD-WAN 6100 SE appliance, the UI does not display **LAG** page under **Configuration > Ad-vanced Settings**.

[SDWANHELP-1895]

Miscellaneous

Citrix SD-WAN Orchestrator for On-premises GUI prompts the users to log in every one hour even when the GUI is in continuous use and not left idle.

[SDWANHELP-1902]

When you create a site by cloning an existing site **Deploy Config/Software > Verify Config** fails.

[SDW-16103]

Known Issues

The issues that exist in release 9.6.

Miscellaneous

If you open Citrix SD-WAN Orchestrator for On-premises GUI in a new tab while authentication token refresh is in progress, all existing sessions in the browser get logged out.

[SDW-17719]

If the disk is resized to more than 1.8 TB, resizing of the disk does not happen.

[SDW-16404]

The CLI allows users to create a password out of the allowed 8–128 length range. However, the GUI login fails if the password length is out of the allowed range.

Workaround: On logging into the GUI, the user is forced to change the length of the password to the allowed range.

[SDW-16068]

When a user tries to log in, a red banner might display at the top of the page for a fraction of a second before displaying the login page.

[SDW-16024]

When the database backup of an appliance is restored on another appliance having the same release of Citrix SD-WAN Orchestrator for On-premises, the user details are not restored. On the restored appliance, if you create a user with the same user name as in the backed-up database, the following error is displayed:

User has a role already assigned

Workaround: Create a user with a different user name that did not exist on the backed-up database.

[SDW-15984]

Release Notes for Citrix SD-WAN Orchestrator for On-premises 1.0 Release

July 12, 2021

Citrix SD-WAN Orchestrator for On-premises is a self-hosted, management service available as separate instance for each customer. It provides a single-pane of glass management platform that enables you to configure, monitor, and analyze all the SD-WAN appliances on your SD-WAN network.

Citrix SD-WAN Orchestrator for On-premises is recommended for customers with strong regulatory requirements around data sovereignty and data privacy.

The following are some of the key capabilities:

- Authentication: Supports local and RADIUS / TACACS+ authentication.
- **Centralized configuration**: Centralized configuration of SD-WAN networks, with guided work-flows, visual aids, and profiles.
- Zero touch provisioning: Seamless bring up of the network and connections.
- **Application-centric policies**: Application based traffic steering, Quality of Service (QoS), and Firewall policies, configurable globally or per site.
- **Hierarchical summarization of health**: Ability to centrally monitor the health, usage, quality, and performance of a network as a whole, with the ability to drill down into individual sites and associated connections.
- **Troubleshooting**: Device & Audit Logs, Diagnostic utilities such as Ping, Traceroute, Packet Capture to troubleshoot network connectivity issues.

Prerequisites

- **Appliances**: A minimum of two appliances. Each SD-WAN appliance or virtual instance must have an IP address configured.
- **Citrix SD-WAN Orchestrator service account**: To use Citrix SD-WAN Orchestrator for Onpremises, you must have an account in the Citrix SD-WAN Orchestrator service. For more information, see Onboarding Citrix SD-WAN Orchestrator service.

Citrix SD-WAN Orchestrator for On-premises 1.0.1

Fixed Issues

- **SDW-16456**: Any to any routing domain is not supported in Citrix SD-WAN Orchestrator for Onpremises.
- **SDW-16063**: At the network level, the Wi-Fi summary reports are unavailable.
- **SDW-16054**: If a customer account is created outside of the US region on the Citrix SD-WAN Orchestrator service, then the API token obtained by the Identity and Management (IDAM) page from Citrix Cloud does not work. The customer's login to Citrix SD-WAN Orchestrator for Onpremises fails with the following error message: "Invalid Customer ID, Client ID, or Client Secret"

You can now select the **POP** in which your cloud account was on-boarded, on booting up the Citrix SD-WAN Orchestrator for On-premises for the first time.

Known issues

- **SDW-16068**: The CLI allows users to create a password out of the allowed 8–128 length range but the GUI login fails if the password length is out of the allowed range.
 - **Workaround**: On logging into the GUI, the user is forced to change the length of the password to the allowed range.
- **SDW-16024**: When a user logs in to the UI, a red banner might display at the top of the page for a fraction of a second before displaying the login page.
- **SDW-15984**: When the database backup of an appliance is restored on another appliance having the same release of Citrix SD-WAN Orchestrator for On-premises, the user details are not restored. On the restored appliance, if you create a user with the same user name as in the backed-up database, the following error is displayed:

User has a role already assigned

- **Workaround**: Create a user with a different user name that did not exist on the backed-up database.
- SDW-16103: When you create a site by cloning an existing site, Deploy Config/Software > Verify Config fails.
 - Workaround: Do not create a site by cloning an existing site.
- **SDW-16404**: If the disk is resized to more than 1.8 TB, resizing of the disk does not happen.

System requirements and installation

August 5, 2022

Before you install Citrix SD-WAN Orchestrator for On-premises on a Virtual Machine (VM), ensure that you must understand the hardware and software requirements and have met the prerequisites.

Note

The system requirements are common for both single-region network and multi-region network.

Hardware requirements

The following are the hardware requirements for Citrix SD-WAN Orchestrator for On-premises to store data of 1 month or statistics for two WAN links per site on an average:

Number of sites	Processor	RAM	Storage
2000	256 vCPUs 3 GHz or higher	512 GB	2 TB
1000	128 vCPUs 3 GHz or higher	256 GB	1 TB
500	64 vCPUs 3 GHz or higher	128 GB	500 GB
256	32 vCPU 3 GHz or higher	64 GB	256 GB
128	8 vCPUs 3 GHz or higher	16 GB	256 GB

Software

Citrix SD-WAN Orchestrator for On-premises VPX can be configured on the following platforms:

Hypervisor

- VMware ESXi 7.0 Update 1.
- VMware ESXi server, version 6.5.
- Citrix XenServer 6.5 or higher.

Browsers must have cookies enabled, and JavaScript installed and enabled.

Citrix SD-WAN Orchestrator for On-premises Web Interface is supported on the following browsers:

- Google Chrome 40.0+
- Microsoft Internet Explorer 11+
- Mozilla Firefox 41.0+

Prerequisites

Following are the prerequisites for installing and deploying Citrix SD-WAN Orchestrator for Onpremises:

- The SD-WAN Master Control Node (MCN) and existing client nodes must be upgraded to the latest Citrix SD-WAN software version.
- It is recommended to have a DHCP server available and configured in the SD-WAN network.
- You must have the Citrix SD-WAN Orchestrator for On-premises installation files.

Note

You cannot customize or install any third party software on Citrix SD-WAN Orchestrator for Onpremises. However, you can modify the vCPU, memory, and storage settings.

Download Citrix SD-WAN Orchestrator for On-premises software

Download the Citrix SD-WAN Orchestrator for On-premises Management Console software installation files, for the required release and platform, from the Downloads page.

Citrix SD-WAN Orchestrator for On-premises installation files use the following naming convention:

- ctx-sdw-onprem-build.extension
- ctx-onprem-build.extension
- ctx-onprem-build.extension

Platform	Extension
Citrix XenServer	.xva
VMware ESXi	-vmware.ova

Installation and configuration checklist

This section provides a checklist of the information you need to complete your Citrix SD-WAN Orchestrator for On-premises installation and deployment.

Gather or determine the following information:

- The IP address of the ESXi server and XenServer that hosts the Citrix SD-WAN Orchestrator for On-premises Virtual Machine (VM).
- A unique name to assign to the Citrix SD-WAN Orchestrator for On-premises VM.
- The amount of memory to allocate for the Citrix SD-WAN Orchestrator for On-premises VM.
- The amount of disk capacity to allocate for the virtual disk for the VM.
- The Gateway IP Address the Citrix SD-WAN Orchestrator for On-premises use to communicate with external networks.
- The subnet mask for the network in which the Citrix SD-WAN Orchestrator for On-premises VM is installed.

Note

Citrix recommends taking snapshots of the VM & SD-WAN configurations periodically.

Difference between SD-WAN Orchestrator for On-premises and Citrix SD-WAN Orchestrator service

August 23, 2021

Features

Faatures	Citrix SD-WAN Orchestrator	Citrix SD-WAN Orchestrator for
Features	Service	On-premises
Advanced Edition Platform	Yes	No
Premium Edition Platform	Yes	No
Zscaler Service	Yes	No
Azure Virtual WAN Service	Yes	No
Citrix Secure Internet Access	Yes	No
Hosted Firewall	Yes	No
Application Routing on preset DPI apps and custom apps (FQDN or IP based)	Yes	Yes
Application Routing on apps that require dynamic signature updates (Like Office 365, Citrix Cloud, and newly supported apps).	Yes	No
Orchestrator - High Availability	Yes	No

Requirements

Requirements	Citrix SD-WAN Orchestrator service	SD-WAN Orchestrator for On-premises
SD-WAN Factory Image required	All (Factory Shipping release)	Citrix SD-WAN 10.2.7, 11.1.1, 11.2.0, 11.2.2, 11.3.0 and
		above.*

Requirements	Citrix SD-WAN Orchestrator service	SD-WAN Orchestrator for On-premises
Appliance Deployed in the Network	All	Citrix SD-WAN 11.2.2, 11.3.0 and above.*
SD-WAN appliance internet connectivity	Required	Not Required
Firewall ports to be open	443	443, 22, ICMP
Licensing	Postpaid and Prepaid models	Prepaid model only

• The supported Citrix SD-WAN software version depends on the SD-WAN Orchestrator for Onpremises software version.

Install and configure SD-WAN Orchestrator for On-premises on ESXi Server

December 23, 2021

Install the VMware vSphere client

Following are the basic instructions for downloading and installing the VMware vSphere client that you use to create and deploy the Citrix SD-WAN Orchestrator for On-premises Virtual Machine (VM).

To download and install the VMware vSphere Client, do the following:

- 1. Open a browser and navigate to the ESXi server that hosts your vSphere Client and Citrix SD-WAN Orchestrator for On-premises virtual machine instance. The VMware ESXi Welcome page appears.
- 2. Click the **Download vSphere Client** link to download the vSphere Client installation file.
- 3. Install the vSphere Client.

Run the vSphere Client installer file that you downloaded, and accept each of the default options when prompted.

4. After the installation completes, start the vSphere Client program.

The VMware vSphere Client login page appears, prompting you for the ESXi server login credentials.

5. Enter the ESXi server login credentials:

- **IP address/Name**: Enter the IP Address or Fully Qualified Domain Name (FQDN) for the ESXi server that hosts your Citrix SD-WAN Orchestrator for On-premises virtual machine instance.
- User name: Enter the server administrator account name. The default is root.
- **Password**: Enter the password associated with this administrator account.

6. Click Login.

The vSphere Client main page appears.

] localhost.localdomain					
CPU FREE: 37.2 GHz Conter Server Software Softwar					
▼ Hardware		▼ Configuration			
Manufacturer	Cisco Systems Inc	Image profile	ESXi-6.7.0-8169922-standard (VMware, Inc.)		
Model	UCSC-C220-M5SX	vSphere HA state	Not configured		
> 🔲 CPU	40 CPUs x Intel(R) Xeon(R) Gold 6230 CPU @ 2.10GHz > vMotion		Not supported		
Memory	255.66 GB				
Mersistent Memory	Aemory 0 B Date/time on host Friday, May 21, 2021, 07:31:14 LI		Friday May 21 2021 07:31:14 LITC		
Virtual flash	0 B used, 0 B capacity		Monday July 13, 2020, 08:56:18 UTC		
🕶 🧕 Networking		Asset tag	Unknown		
Hostname	localhost localdomain	, abort tag			
Recent tasks					
Task v T	Target v Initiator v Queue	d v Started v I	Result ▲ ∨ Completed ▼ ∨		
c					

Creating the Citrix SD-WAN Orchestrator for On-premises virtual machine using the OVF template

After installing the VMware vSphere client, create the Citrix SD-WAN Orchestrator for On-premises virtual machine.

1. If you have not already done so, download the Citrix SD-WAN Orchestrator for On-premises OVF template file (.ova file) to the local PC.

For more information, see System requirements and installation.

2. In the vSphere Client, click **Create/Register VM**, and then select **Deploy a virtual machine from an OVF or OVA file** from the list. Click **Next**.

vm ware [*] ESXi ^{**}			root@10.105.48.3 ◄	· Help →	Q Search -
T Navigator	🚯 localhost.localdomain - Virtual Mach	ines			
Novigator Nost Manage Monitor Virtual Machines Storage Networking Networking	 Navigator Host Manage Monior Vew virtual machine Storage Storage Networking 	Select creation type How would you like to create a Virtual Machine? Create a new virtual machine Deploy a virtual machine from an OVF or OVA file Register an existing virtual machine	This option guides you through the process of creating a virtual machine from an OVF and VMDK files.	CPU V MHz HHz HHz HHz HHz HHz HHz HHz HHz HHz	ch Hoat memory ↓ 16.08 GB 4.76 GB 4.76 GB 4.77 GB 2.00 GB 0 MB 4.04 GB 16.21 GB 16.21 GB 16.22 GB 15.51 GB 8.06 GB 2.97 GB
	vm ware [.]		Back Next Finish Cancel]	A ne 20 13 items / I Completed + V

- 3. Enter a unique name for the new virtual machine.
- 4. Click inside the box and select the Citrix SD-WAN Orchestrator for On-premises OVF template (.ova file) that you want to install or you can drag the file inside the box.
- 5. Click Next.

Thew virtual machine - Onprem-orchestrator			
 1 Select creation type 2 Select OVF and VMDK files 3 Select storage 4 License agreements 5 Deployment options 6 Additional settings 7 Ready to complete 	Select OVF and VMDK files Select the OVF and VMDK files or OVA for the VM you would like to deploy Enter a name for the virtual machine. Onprem-orchestrator Virtual machine names can contain up to 80 characters and they must be unique within each ESXI instance.		
vm ware	× 🚾 ctx-sdw-onprem-10.3.0.202_vmware.ova		
	Back Next Finish Cancel		

6. Click Next.

The Storage page appears.

7. Accept the default storage resource by clicking **Next**.

1 New virtual machine - Onprem-orch	estrator						
 1 Select creation type 2 Select OVF and VMDK files 3 Select storage 4 License agreements 5 Deployment options 6 Additional settings 7 Ready to complete 	Select storage Select the storage type and datastore Standard Persistent Memory Select a datastore for the virtual machine's of	configuration file	s and all of its' v	virtual disks.			
	Name ~ datastore1	Capacity ~ 1.63 TB	Free × 937.81 GB	Type × VMFS6	Thin pro… ∽ Supported	Access Single	~
						1 item	15
vmware			Bad	ck Nex	t	h C	ancel

8. On the EULA page, click **I Agree**, and click **Next**.

1 New virtual machine - Onprem-orchestrator				
 1 Select creation type 2 Select OVF and VMDK files 3 Select storage 4 License agreements 5 Deployment options 	License agreements Read and accept the license agreements Licensing agreement			
6 Ready to complete	CITRIX LICENSE AGREEMENT This is a legal agreement ("AGREEMENT") between the end-user customer ("you"), and the providing 1. PRODUCT LICENSES. a. End User Licenses. The PRODUCT is made available by CITRIX under the license models ider Your license to the PRODUCT will be activated by license keys that allow use of the PRODUCT in j b. Partner Demo. If the PRODUCT is labeled "Partner Demo," notwithstanding any term to the c. Evaluation. If the PRODUCT is labeled "Evaluation," notwithstanding any term to the cont d. Archive Copy. You may make one (1) copy of the PRODUCT in machine-readable form solely 1 2. MAINTENANCE. The MAINTENANCE plan applicable to this PRODUCT is identified at http://www 3. DESCRIPTION OF OTHER RIGHTS, LIMITATIONS, AND OBLIGATIONS. You may not transfer, rent, t ALL RIGHTS IN THE PRODUCT NOT EXPRESSLY GRANTED ARE RESERVED BY CITRIX OR ITS LICENSORS. CITRIX 4. INFRINGEMENT INDEMNIFICATION. In the event of any claim, suit, or proceeding brought age 5. LIMITED WARRANTY AND DISCLAIMER. CITRIX warrants that for a period of ninety (90) days 1 TO THE EXTENT PERMITTED BY APPLICABLE LAW AND EXCEPT FOR THE ABOVE LIMITED WARRANTY, CITRIX AND			
vm ware*	I agree			
	Back Next Finish Cancel			

9. On the Deployment option page, select the VM Network from the drop-down list and accept the default settings for other fields. Click **Next**.

🔁 New virtual machine - Onprem-orchestrator						
 1 Select creation type 2 Select OVF and VMDK files 3 Select storage 	Deployment options Select deployment options					
4 License agreements 5 Deployment options 6 Ready to complete	Network mappings	VM Network VM Network	'n		¥	
	Disk provisioning Power on automatically	Thin O Thick				
vmware						
			Back	Next	Finish	Cancel

10. On the Ready to Complete page, click **Finish** to create the virtual machine.

Note

Decompressing the disk image onto the server can take several minutes.

1 New virtual machine - Onprem-orchestrator			
 1 Select creation type 2 Select OVF and VMDK files 3 Select storage 	Ready to complete Review your settings selection before fin	shing the wizard	
 4 License agreements 5 Deployment options 6 Ready to complete 	Product VM Name Disks Datastore	Citrix SD-WAN Onprem Onprem-orchestrator ctx-sdw-onprem-10.3.0.202_vmware.vmdk datastore1	
	Network mappings Guest OS Name	VM Network: VM Network Unknown	
vm ware	Do not refresh your brow	ser while this VM is being deployed.	
		Back Next Finish Cancel	

View and record the management IP address on the ESXi server

The management IP address is the IP address of the Citrix SD-WAN Orchestrator for On-premises virtual machine, use this IP address to log into the Citrix SD-WAN Orchestrator for On-premises Web UI.

To display the management IP address, do the following:

- 1. On the vSphere client Inventory page, select the new Citrix SD-WAN Orchestrator for Onpremises virtual machine.
- 2. On the Citrix SD-WAN Orchestrator for On-premises page, under Recent Tasks, wait for the result to show completed.

VMIWARE" ESXI"									root@10.105.48.3		1	Search
VM Onprem-orchestrator succes	sfully imported - dismiss all - Virtual Ma											×
✓ ☐ Host Manage	🎲 Create / Register VM 🛒 Co	nsole 🕨 Power on 🛛	Power off	Suspend	C Refr	esh 🏠 Ac	tions				, Searc	1
Monitor	□. Virtual machine ▲	~	Status 🗸	Used space	~	Guest OS	~	Host nam	ie v	Host CPU	~	Host memory ~
🚽 🖓 Virtual Machines 🛛 🚺	. 🐴 10_3_0_202_onprem_base		Normal	21.45 GB		Debian GNU/L	Linux 6 (64	sdwan-or	nprem	313 MHz		16.08 GB
Storage	🗆 🌆 BW1		Normal	8.47 GB		Oracle Solaris	: 10 (64-bit)	BW1		3.8 GHz		4.76 GB
Networking 13	🗆 👘 BW2		Normal	8.47 GB		Oracle Solaris	; 10 (64-bit)	ns		3.1 GHz		4.76 GB
	🗆 👘 BW3		🥑 Normal	8.47 GB		Oracle Solaris	i 10 (64-bit)	BW3		4 GHz		4.77 GB
	🗆 👘 DR		🥑 Normal	18.11 GB		Ubuntu Linux	(64-bit)	Unknown		95 MHz		2.03 GB
	. B onprem_9_6_1_170_base		🥑 Normal	6.03 GB		Debian GNU/L	Linux 6 (64	Unknown		0 MHz		0 MB
	. 👘 Onprem-orchestrator		🥑 Normal	Unknown		Debian GNU/L	Linux 6 (64	Unknown		0 MHz		0 MB
	🗋. 🍈 UbuntuDsktop		Normal	24.11 GB		Ubuntu Linux	(64-bit)	Unknown		15 MHz		4.04 GB
	🗋. 👘 VPXL_802.1x		Normal	20.19 GB		Debian GNU/L	Linux 6 (64	sdwan		8.1 GHz		16.21 GB
	. BVPXL_dot1x_HA_secondar	у	Normal	20.19 GB		Debian GNU/L	Linux 6 (64	sdwan		15.3 GHz		16.22 GB
	. 🗇 VPXSDWAN		Normal	19.28 GB		Debian GNU/L	Linux 6 (64	sdwan		1 GHz		15.51 GB
	🗆 🍈 Win10Dsktp		Normal	48.11 GB		Microsoft Win	dows 10 (6	Unknown		12 MHz		8.06 GB
	i Win2016ser		Normal	68.01 GB		Microsoft Win	dows Serve	Unknown		26 MHz		7.97 GB
			-									
	🕄 Recent tasks											
	Task	 Target 	 ✓ Initia 	itor 🗸	Queued	~	Started	~	Result 🛦		~	Completed v
	Power On VM	Conprem-orchestrator	root		05/21/2021	20:22:25	05/21/2021 20:22	2:25	Completed succes	ssfully		05/21/2021 20:22:27
	Upload disk - ctx-sdw-onprem-10.3.0.202_v	Onprem-orchestrator	root		05/21/2021	20:11:27	05/21/2021 20:1	1:27	Completed succes	ssfully		05/21/2021 20:29:09
	Import VApp	Resources	root		05/21/2021	20:04:36	05/21/2021 20:04	1:36	Completed succes	ssfully		05/21/2021 20:22:25
			_			_		_				

3. Select the **Console** tab, and then click anywhere inside the console area to enter console mode.

Note

To release console control of your cursor, press the <Ctrl> and <Alt> keys simultaneously.

4. Press **Enter** to display the console login prompt.

	OnpremOrch	hestrator			Actions 🔕
	/usr/bii	n∕cgroup	ofs-mou	unt rc=0	
	loading	docker	image	download.126.tar.gz done	
1	loading	docker	image	edge-proxy.44.tar.gz done	
	loading	docker	image	logging.71.tar.gz done	
	loading	docker	image	minio.tar.gz done	
	loading	docker	image	postgres.tar.gz done	
	loading	docker	image	redis.tar.gz done	
	loading	docker	image	sdwan-applmgr.304.tar.gz done	
1	loading	docker	image	sdwan-change-management.138.tar.gz done	
	loading	docker	image	sdwan-config-compiler.362.tar.gz done	
	loading	docker	image	sdwan-config.598.tar.gz done	
	loading	docker	image	sdwan-home.56.tar.gz done	
	loading	docker	image	sdwan-licensing.97.tar.gz done	
	loading	docker	image	sdwan-policy.432.tar.gz done	
D	loading	docker	image	sdwan-reporting.230.tar.gz done	
	loading	docker	image	sdwan-saasgw.75.tar.gz done	
	loading	docker	image	sdwan-scheduler.24.tar.gz done	
	loading	docker	image	sdwan-statistics-collector.257.tar.gz done	
	loading	docker	image	sdwan-trust.999.tar.gz done	
	loading	docker	image	sdwan-ui-standalone.628.tar.gz done	
	loading	docker	image	traefik.tar.gz done	
	/bin/tai	r xuzf l	local s	stack	
	install	onprem	orches	strator done	
2					
	sdwan-or	nprem lo	og i n :		

5. Log into the virtual machine console.

The default login credentials for the new Citrix SD-WAN Orchestrator for On-premises virtual machine are as follows:

- Login: admin
- Password: password

Note

It is mandatory to change the default admin user account password on a first time logon. This change is enforced using both CLI and UI.

OnpremOrchestrator		📮 🖬 🛄 🏰 Actions 🛞
sdwan-onprem login: adm Password:	in	
You are required to chan Changing password for a Current password: Yew password: Retype new password: Last login: Mon Nov 23 (Console to Citrix acquir	nge your password immediately Inin. 98:13:43 on tty1 red	(administrator enforced)
3DWORCH>management_ip		
IP Address: Subnet Mask: Satewau IP Address:	(Not Configured) (Not Configured) (Not Configured)	
Altoway II Harless "set interface s for IP Address, Subnet "clear" - Clear "main_menu" - Ru	do? <ip address=""> <subnet mask=""> <ga t Mask, and Gateway IP Address the management interface IP s eturn to the Main Menu</ga </subnet></ip>	teway>" - Stage New Setting s settings
set_management_ip>_		

6. Record the Citrix SD-WAN Orchestrator for On-premises virtual machine's management IP address, which is shown as the Host IP address in a welcome message that appears when you log on.



Note

- The DHCP server must be present and available in the SD-WAN network, or this step cannot be completed.
- In the console, enter the CLI command set_dns to confirm the current DNS server setting and reconfigure the DNS server if the existing DNS server is unable to provide the DNS service. For more information about the usage of the set_dns command, see Citrix SD-WAN Orchestrator for On-premises log-in.

If the DHCP server is not configured in the SD-WAN network, you have to manually enter a static IP address.

To configure a static IP address as the management IP address:

- 1. When the virtual machine is started, click the **Console** tab.
- 2. Log into the virtual machine. The default login credentials for the new Citrix SD-WAN Orchestrator for On-premises virtual machine are as follows:
 - Login: admin
 - Password: password
- 3. In the console enter the CLI command management_ip.
- 4. Enter the command set **interface** <ipaddress> <subnetmask> <gateway>, to configure management IP.

5. Are you sure you want to change your Management Interface IP settings?

You may lose connectivity to the appliance. <y/n>?

Press "y" to change the IP and access the new management IP configured after nearly 6–7 minutes.

Install and configure SD-WAN Orchestrator for On-premises on XenServer

January 20, 2021

Before installing the Citrix SD-WAN Orchestrator for On-premises virtual machine on a XenServer server, gather the necessary information as described in Installation and configuration checklist.

Install the XenServer server

To install the Citrix XenServer server on which you deploy the Citrix SD-WAN Orchestrator for Onpremises virtual machine, you must have XenCenter installed on your computer. If you have not already done so, download and install XenCenter.

To install a XenServer server:

- 1. Open the XenCenter application on your computer.
- 2. In the left tree pane, right-click on **XenCenter** and select **Add**.



3. In the Add New Server window, enter the required information in the following fields:

- **Server**: Enter the IP Address or Fully Qualified Domain Name (FQDN) of the XenServer server that hosts your Citrix SD-WAN Orchestrator for On-premises virtual machine instance.
- **User name**: Enter the server administrator account name. The default is root.
- **Password**: Enter the password associated with this administrator account.

😣 Add New S	erver	?	\times
Enter the hose and your use	st name or IP address of the server you want er login credentials for that server.	t to add	
<u>S</u> erver:	10.102.29.2		~
User login c	redentials		
<u>U</u> ser name:	root		
Password:	•••••		
	Add	Can	cel

4. Click Add.

The new server's IP address appears in the left pane.

Create the Citrix SD-WAN Orchestrator for On-premises virtual machine using the XVA file

The Citrix SD-WAN Orchestrator for On-premises virtual machine software is distributed as an XVA file. If you have not already done so, download the .xva file. For more information, see System requirements and installation.

To create the Citrix SD-WAN Orchestrator for On-premises virtual machine:

1. In XenCenter, right-click **XenServer** and click **Import**.



2. Browse to the downloaded .xva file, select it, and click **Next**.

S Import		- 🗆 X
Locate the file y	ou want to import	8
Import Source	Enter the pathname of an exported VM or template, an OV	F/OVA package or a virtual hard disk image file or
Location	click browse to find the file you want.	
Storage	Filename:	Browse
Networking		
inish		
TRIX		

3. Select a previously created XenServer server as the location to which to import the virtual machine, and click **Next**.

😣 Import XVA	– 🗆 X
Select the location wi	here the imported VM will be placed 🕜
Import Source Home Server Storage Networking	Click on a server to nominate it as the home server for the imported VM or for any new VMs to be based on the imported template. The home server will be used by default to start up the VM and to provide resources such as local storage. Click on a pool if you do not want to nominate a home server: the most suitable available server will be used.
Finish	Renserver-29.2
CITRIX	Add New Server
	< Previous Next > Cancel

4. Select a storage repository where the virtual disk for the new virtual machine is stored, and click

Import.

For now, you can accept the default storage resource. Or you can configure the datastore.

S Import XVA		-		×
Select target storage				?
Import Source	Select a storage repository where virtual disks for the new VM will be stored			
Home Server	Cocal storage on xenserver-29.2 758.09 GB free of 909.01 GB			
Storage				
Networking				
Finish				
CİTRİX				
	< Previous Imp	ort >	Can	cel

The imported Citrix SD-WAN Orchestrator for On-premises virtual machine appears in the left pane.

5. Select a network to which to connect the virtual machine, and click **Next**.

😣 Import XVA				_		×
Select network t	to connect VM				•	?
Import Source Home Server Storage Networking	The default virt modify or delet When you have Virtual network	ual network interfaces for the te e virtual network interfaces, if r finished, click "Next" to contin interfaces installed on the new	emplate you have selected ar equired. we to the next page. virtual machines:	e listed below. You c	an add,	
Finish	Name interface 0	MAC Address 62:c9:d5:e6:f9:3b	Network Network 0			•
CITRIX.				Add	Delete	
			< Previo	Next >	Cancel	I

6. Click Finish.

View and record the management IP address on XenServer

The management IP address is the IP address of the Citrix SD-WAN Orchestrator for On-premises virtual machine, use this IP address to log into the Citrix SD-WAN Orchestrator for On-premises Web UI.

Note

The DHCP server must be present and available in the SD-WAN network.

To display the management IP Address:

- 1. In the XenCenter interface, in the left pane, right-click the new Citrix SD-WAN Orchestrator for On-premises virtual machine and select **Start**.
- 2. When the virtual machine is started, click the **Console** tab.

```
sdwan-onprem login: admin

Password:

You are required to change your password immediately (administrator enforced)

Changing password for admin.

Current password:

New password:

Retype new password:

Last login: Wed Nov 25 09:13:56 on tty1

Console to Citrix acquired

SDWORCH>management_ip

IP Address: 10.105.59.125

Submet Mask: 255.255.0

Gateway IP Address: 10.105.59.1

Which would you like to do?

"set interface <ip address> <submet mask> <gateway>" - Stage New Setting

s for IP Address, Submet Mask, and Gateway IP Address

"clear" - Clear the management interface IP settings

"main_menu" - Return to the Main Menu

set_management_ip>_
```

3. Make a note of the management IP address.

Note

The DHCP server must be present and available in the SD-WAN network, or this step cannot be completed.

4. Log into the virtual machine. The default login credentials for the new Citrix SD-WAN Orchestrator for On-premises virtual machine are as follows:

Login: admin

Password: password

Note

It is mandatory to change the default admin user account password on a first time logon. This change is enforced using both CLI and UI.

If the DHCP server is not configured in the Citrix SD-WAN network, you have to manually enter a static IP address.

To configure a static IP address as the management IP address:

- 1. When the virtual machine is started, click the Console tab.
- 2. Log into the virtual machine. The default login credentials for the new Citrix SD-WAN Orchestrator for On-premises virtual machine are as follows:

Login: admin

Password: password

3. In the console enter the CLI command management_ip.

- 4. Enter the command set **interface** <ipaddress> <subnetmask> <gateway>, to configure management IP.
- 5. Are you sure you want to change your Management Interface IP settings?

You may lose connectivity to the appliance. <y/n>?

Press "y" to change the IP and access the management IP configured after nearly 6–7 minutes.

Onboarding SD-WAN Orchestrator for On-premises

May 17, 2021

Here is an overview of the Citrix SD-WAN Orchestrator for On-premises onboarding process:

- Onboarding provider and tenants: Our customers can consume a managed SD-WAN service from Citrix partners, enabled by the multitenant Citrix SD-WAN Orchestrator service.
- Onboarding "Do It Yourself" (DIY) Enterprises: Citrix SD-WAN Orchestrator service is also available as a self-managed service for enterprises.

Onboarding provider and tenants

This section describes the onboarding process for Citrix partners and their tenants. Here is a summary of the onboarding process:

- 1. A prospective partner sign up as a Citrix Partner.
- 2. Citrix Partner registers as a Citrix SD-WAN Reseller.

Partner signs up for a Citrix partnership program

A prospective partner would need to sign up for the Citrix Service Provider Program (CSP) - CSP signup.

A partner can also sign up for the Citrix SD-WAN Managed Service Provider Program, which has been specially crafted for Citrix SD-WAN partners - SD-WAN MSP Sign Up.

Citrix SD-WAN Orchestrator for On-premises 14.4

\leftrightarrow \rightarrow \mathbb{C} $$ citrix.c	com/en-in/partner-programs/managed-service-provider.html	* 0 :
citrix	Products Downloads Support Partners	୍ Contact us ∨ EN ∨ ଥ
Partner	with Citrix	1 800 102 2489 Become a Partner
Overview	Partner Programs A Partner Insig	hts
	Solution Advisor	
	Service Provider	
Dali	Citrix SD-WAN Managed Service Provider	al of
Dett	System Integrator	
busi	Independent Software Vendor	and
aon	Citrix Ready Partner	with CD
gen	Distributor	; WILLI SD-
1AW	Authorized Learning Center	
As enterprises cloud, new bra	with geographically dispersed locations cor nch locations are just outside the traditional	tinue to migrate applications to the leased-line service footprints.

A Citrix Cloud (CC) account is created for the partner as part of the registration process. For more information, see Signing Up for Citrix Cloud.

Partner registers as a Citrix SD-WAN reseller

Partner logs into the Citrix Cloud account.

Citrix Cloud [™]	Enter your Citrix credentials. (Citrix.com, My Citrix, or Citrix Cloud)
Move Faster, Work Better, Lower IT Costs	(Investmention PRICE/Dimension)
A single place to simplify delivery of Citrix technologies. Provide secure access to apps, data and IT tools. Deploy on any cloud or infrastructure.	
	Sign In
	Remember me
	Forgot your username or password? Contact Support
Don't have an account?	Sign in with my company credentials
Sign up and try it free	

A menu of all the available services offered on Citrix Cloud is displayed on the home page. The **Citrix SD-WAN Orchestrator service** tile can be found in the **Available Services** section. The partner clicks **Resell SD-WAN** on the tile to register themselves as a Citrix SD-WAN reseller or service provider.



The Citrix SD-WAN Orchestrator service tile now shows up under My Services.

	Customers View Details	Library Offerings View Library	Resource Location	Domains	Dotifications	Open Tickets Open a Ticket	
My Services (1)							
SD-WAN Orch Centralized cloud manag SD-WAN	estrator ement service for I						
Manag How to Resell L	e earn more						

Onboarding DIY Enterprise Customers

This section describes the process to onboard DIY enterprise customers and the procedure to invite administrators to manage their SD-WAN network.

Onboarding DIY customers

1. Customer logs into Citrix Cloud account.

Citrix Cloud [™]	Enter your Citrix credentials. (Citrix.com, My Citrix, or Citrix Cloud)
Move Faster, Work Better, Lower IT Costs	aridexi.kedpcitrix.com
A single place to simplify delivery of Citrix technologies. Provide secure access to apps, data and IT tools. Deploy on	
any cloud or infrastructure.	Sign In
	Remember me
	Forgot username? Forgot password?
	Contact Support
Don't have an account?	Sign in with my company productiols
Sign up and try it free	Sign in with hy company credentiats

A menu of all the available services offered on Citrix Cloud is displayed on the home page. The **Citrix SD-WAN Orchestrator service** tile can be found in the **Available Services** section.

Note

Ensure that you sign up for Citrix Cloud using only one official account. The company name and email-id used must be associated with only one Citrix Cloud account.

2. The customer clicks Request Trial.



The customer's SD-WAN account gets provisioned.



3. The Citrix SD-WAN Orchestrator service tile now shows up under My Services.



Citrix SD-WAN Orchestrator for On-premises log-in

July 9, 2021

This article describes how a customer can first time log in to the Citrix SD-WAN Orchestrator for Onpremises.

Following are the prerequisites that you need to have before login to the Citrix SD-WAN Orchestrator for On-premises:

• You must have a Citrix Cloud Account. For more information, see Customer accesses SD-WAN Orchestrator.

- To use Citrix SD-WAN Orchestrator for On-premises, you must have an account in the Citrix SD-WAN Orchestrator service. For more information, see Onboarding Citrix SD-WAN Orchestrator service.
- Create an administrator with custom privileges.
- Create a client from the API Access page to get the customer ID, ID, and Secret detail. These details are needed during the Citrix SD-WAN Orchestrator for On-premises log in

Note

Without the Cloud login, you cannot proceed to the local login.

Create Administrator

A provider or an enterprise customer can invite an administrator to manage their SD-WAN network. Perform the following steps to invite an administrator:

1. Log in to the Citrix Cloud and navigate to Identity and Access Management.



2. Go to Administrators page and select Citrix Identity from the identity provider drop-down list.

'n	Identity and Access Management						
	Authentication Administrators	API Access Domains Reco	overy				
	Select an identity provider						
	Add administrators from	~				Bulk Actions	\sim
	Citrix Identity						
	🗌 Туре↓	Display Name	Email	Status	Access	Identity Provider	
	User	Apama Swain	apama.swain@citrix.com	Active	Full	Citrix Cloud	•••

3. Enter the new administrator email id and click Invite.

Identity and Access Management

	Authenticati	on Administrators	API Access Domains Recov	rery				
[Select an ide	entity provider htity	✓ Invite				Bulk Actions	~
	<u>г</u> л	/pe↓	Display Name	Email	Status	Access	Identity Provider	
	Us	er	Apama Swain	apama.swain@citrix.com	Active	Full	Citrix Cloud	

4. You can choose either Full access or Custom access. It is recommended to set the custom access for the administrator managing only SD-WAN services. When the Custom access radio button is selected, you must also select the Secure Client check box from the General Management section and SD-WAN check box.

	will be added to Citrix
	Systems Inc.
	Before sending the invite, set the access for this administrator.
\bigcirc	Full access Full access allows administrators management control of Citrix Cloud and its services, as well as adding or removing other administrators.
	Custom access (i) Switching to custom access will remove management access to certain services. Custom access allows you to determine exactly which part of Citrix Cloud your administrators can manage.
	Select all Deselect All
	General Management
	Domains Library
	Notifications
	Resource Location
	Secure Client
	Workspace Configuration
	SD-WAN
	Customer Admin: Full Access
	Customer: Read Only Access

5. Click Send Invite.

Once you created the administrator account, login through the administrator account to generate the **API** keys.

Note

If you already have a custom administrator role, then you can use it to create the API token.

Generate API token

Perform the following steps to log in to Citrix SD-WAN Orchestrator for On-premises.

1. Log in to the Citrix Cloud and navigate to **Identity and Access Management**.

×	Citrix Cloud	SD-W			
Home					
My Se	My Services 🗸 🗸				
Library	1				
Licens	License & Usage				
Identit	Identity and Access Management				
Resou	Resource Locations				
Works	Workspace Configuration				
Suppo	Support Tickets				
Notific	Notifications				

2. Go to **API Access** page.

Identity and Access Management

lacinity and Access Ma	inagement		
Authentication Administrators	Access Domains Recovery		
Secure Clients Product Registratio	ons		
Secure Clients are used to interact of parameter.	with Citrix Cloud APIs. To use this secu Create Client	re client in a silent connector install or to a	ccess any of our APIs, use the customer ID nishantgus as the customer
		How does it work?	
	°		3°\$P
	Create your clien	t Download client to get your ID and Secret	Manage client

3. Create a client. Note down the **Customer ID** that you need later to login to Citrix SD-WAN Orchestrator for On-premises.

	Authentication Administrators	API Access Domains Reco	very			
	Secure Clients Product Regis	strations				
Secure Clients are used to interact with Citrix Cloud APIs. To use this secure client in a silent connector install or to access any of our APIs, use the customer ID use the customer parameter.						ner ID as the
Ľ	Name ↓	ID	Created By	Creation Date	Last Used Date	Actions
	test_athanasial	1452540-475-41.	attanacia (stradjettik cart			Û
	rbac-test	(70294) 400-44.	raunak agarwalijit tris cam			Û
	rbac	4250340-022-41.	sdeambacl.dgmail.com			0
	rbac	x300x171-4535-4a.	sharbadgeaton			Û
	rbac	207129a Said-4.	sdearthach@gmail.com			Û
	rbac	54250° 201+4.	steambe 20gmail.com			Ð

4. On click of **Create Client**, it provides you the **ID** and a **Secret key** that you can copy and save, or download.

	×
ID and Secret have been created successfully	
Download the ID and secret to store in a safe place. You cannot access the secret after you exit this modal.	t.
ID: TeelTible ISee also also files all to Copy	
Secret: Copy	
Close Download	

- 5. Go to your Citrix Hypervisor (XenServer/VMware) and boot up Citrix SD-WAN Orchestrator for On-premises.
- 6. Once the Citrix SD-WAN Orchestrator for On-premises is booted up, provide the default user name (admin) and Password (password).

Note

It is mandatory to change the default admin user account password on a first time logon. This change is enforced using both CLI and UI.

- 7. If the DHCP server is not configured in the SD-WAN network, you have to manually enter a static IP address. To configure a static IP address as the management IP address:
 - In the console, enter the CLI command management_ip.

Enter the command set interface <ipaddress> <subnetmask> <gateway
 .

Note

- The management IP address is the IP address of the Citrix SD-WAN Orchestrator for On-premises virtual machine, use this IP address to log into the Citrix SD-WAN Orchestrator for On-premises Web UI.
- The management interface can be configured via the two methods –CLI and DHCP.
- 8. Once the Citrix SD-WAN Orchestrator for On-premises is booted up, by default it is configured with DNS servers 9.9.9.9 and 149.112.112.112 as primary and secondary respectively. If necessary, you can change the DNS server IP address using the following commands:
 - In the console, enter the CLI command set_dns.
 - Enter the command set primary <ipaddress> and then enter y to confirm the change.
 - Enter the command set secondary <ipaddress> and enter y to confirm the change.

SDWORCH>set_dns	
Primary :	nameserver 9.9.9.9
Seconday :	nameserver 149.112.112.112
Which would you like to	do?
"set primary <i,< td=""><td>p address>" - Stage New Primary DNS IP Address</td></i,<>	p address>" - Stage New Primary DNS IP Address
"set secondary	<ip address="">" - Stage New Primary DNS IP Address</ip>
"clear" - Clear	all DNS IP Address
"main_menu" - Ro	eturn to the Main Menu
set_dns>set primary 8.8	.8.8
Are you sure you want to y	o change your Domain Name Server IP settings? <y n="">?</y>
Primary :	nameserver 8.8.8.8
Seconday :	nameserver 149.112.112.112
Which would you like to	do?
"set primary <iq< td=""><td>p address>" - Stage New Primary DNS IP Address</td></iq<>	p address>" - Stage New Primary DNS IP Address
"set secondary	<ip address="">" - Stage New Primary DNS IP Address</ip>
"clear" - Clear	all DNS IP Address
"main_menu" - Ra	eturn to the Main Menu
set_dns>set secondary 9	.9.9.9
Are you sure you want to y	o change your Domain Name Server IP settings? <y n="">?</y>
Primary :	nameserver 8.8.8.8
Seconday :	nameserver 9.9.9.9
Which would you like to	do?
"set primary <i;< td=""><td>p address>" - Stage New Primary DNS IP Address</td></i;<>	p address>" - Stage New Primary DNS IP Address
"set secondary -	<ip address="">" - Stage New Primary DNS IP Address</ip>
"clear" - Clear	all DNS IP Address
"main_menu" - Ra	turn to the Main Menu

9. Open a new browser using the management IP. The following screen appears:

citrix	C. Enter your Citrix	credentials
Customer Id *		
Client Id *		
		•
Client Secret *		
***********		۲
POP		
US1 \vee		
US1		Sign In
US2 FU1		
AP1		
AP2		

10. Provide the **Customer ID, Client ID,** and **Client Secret** that you saved or downloaded earlier while creating the client from the cloud Orchestrator. Select the POP in which your cloud account was on boarded. You cannot change the POP after a successful login.

Note

This screen appears once in 15 days. For the subsequent log on/out, you see only the local login page.

11. Provide the default user name and password on the local login page.

citrix. sign	in to your ac	count
Username *		
admin		ů.
Password *		
		۲
	×	Sign In

You can see that the Citrix SD-WAN Orchestrator for On-premises Dashboard page appears.
Image: DASHBOARD Network Dashboard Image: December of the second se	SD-WAN Orchestrator for O	n-Premis	es Customer Citrix Systems	Incint4b241c4c	/ All Sites 🗸				? 🗘 🌡
Image: REPORTS Image	🗭 dashboard		Network Dashboard	S		Relative Time $\ \lor$	Interval: Last 1	1 Hour V Site Group:	: All ~
Image: Configuration Image: Configuration <td< th=""><th>REPORTS</th><th>></th><th>약 ALERTS See All</th><th>() UPTIME</th><th><u>See Details</u></th><th>TOP APPS</th><th>See All</th><th>© TOP SITES</th><th><u>See All</u></th></td<>	REPORTS	>	약 ALERTS See All	() UPTIME	<u>See Details</u>	TOP APPS	See All	© TOP SITES	<u>See All</u>
Image: Street Berry Street Country Image: Street Country Street C	CONFIGURATION	>	33 Critical	Overlay 100.0%	Underlay 50.0%	ica_pri icmp 996.11 MB 850 КВ	ica_pri 400 КВ	branch_2100 0.64 %	mcn_2000 0.32 %
ADMINISTRATION > ADMINISTRATION > INFRASTRUCTURE > INFRASTRUCTURE > INFRASTRUCTURE > INFRASTRUCTURE >		>	+ New Site Map	List	ct Continent 💊 Select C	ountry V Search Q			2 Total Sites Normal
Reing Sea of Chabask Bering Sea of Chabask B		>	Map Satellite					Clusterin	g OFF
stan Mongolia (24 no 16		>	the second	Les .	Sea of Okhotsk	Bering	Sea 		AB SK.
Sta of Japan China South Korea Japan P Istan North Pacific Ocean Myomar	<		stan Mon Kraystan n India Myanmar	jolia ina Sout East Ch	Sea of Japan h Korea Japan ana Sea		North Pacific Ocean		WA NIT О ⁰ ID WV NI UT Ution С.А. IM А.2 IM Ме

Citrix SD-WAN Orchestrator for On-premises licensing

July 9, 2021

Citrix SD-WAN Orchestrator for On-premises licensing is applicable for Do It Yourself (DIY) customers –Direct Enterprise Customers.

As a prerequisite for Citrix SD-WAN Orchestrator for On-premises licensing ensure that you are logged into the Citrix Cloud. For more information, see Citrix SD-WAN Orchestrator for On-premises login.

Citrix SD-WAN Orchestrator for On-premises deployment is available free of charge, but the customer needs to bear the cost of management server infrastructure and maintenance.

Trial Mode

The customer's Citrix SD-WAN Orchestrator for On-premises account is provisioned in trial mode. The trial mode continues for a default period of 60 days.

After the trial period expires, the customer's data paths are brought down. Additional changes cannot be deployed until valid licenses are uploaded. The customer's Citrix Cloud entitlement for Citrix SD-WAN Orchestrator for On-premises changes from Trial to Production when the first valid license is hosted on it. Based on the number and type of licenses uploaded, an equivalent number of sites can come up with the right bandwidth entitlements. A persistent message **Your Trial has expired. Upgrade to Production by retrieving at least one valid license entitlement on the Orchestrator** **to restore the network functionality and continue the usage.** is displayed for prepaid customers. For more information, see Retrieve and assign entitlements for prepaid billing model.

Prepaid Billing Model

A prepaid billing model is provided for Citrix SD-WAN Orchestrator for On-premises customers. The following three types of prepaid billing models are available:

- **Prepaid annual subscription**: The prepaid subscription has a 1-year and a 3-year plan. The subscription expires on the expiry date. All the appliances in the customer network have a prepaid annual subscription. Maintenance licenses are included in the subscription package and provide the ability to upgrade appliances to newer software versions.
- **Prepaid perpetual**: With prepaid perpetual the licenses have no time limit, restricted duration, or expiration. However, the hardware maintenance license is available as a paid add-on and must be purchased separately. All the appliances in the customer network have a prepaid perpetual subscription.

To view the billing model in Citrix SD-WAN Orchestrator for On-premises, at the network level navigate to **Administration** > **Licensing** > **Select Billing Model**. The billing model is displayed as **Prepaid Annual and Perpetual**.

Upload the licenses to all the customer sites. For more information, see Retrieve and assign entitlements for prepaid billing model.

Retrieve and assign entitlements for prepaid billing model

You can retrieve the license entitlements using the Access Code provided by Citrix via email. Alternatively, the customer can also view the Access Code in the license management portal within Citrix Cloud. The customer can have either **Prepaid Perpetual**, or **Prepaid Annual Subscription** billing model in the network.

Prerequisite: Ensure that the Citrix SD-WAN Orchestrator for On-premises licenses are not allocated by logging into the license management portal. If the licenses are allocated, release/de-allocate the licenses before using the License Access Codes in the Citrix SD-WAN Orchestrator for On-premises product.

1. In the Citrix SD-WAN Orchestrator for On-premises UI navigate to **Administration** > **Licensing** and click **Select Billing Model**. Select a billing model and click **Submit**.

Please C	onfirm Billing N	lodel					
Pre	paid Annual A	And Perpetua	l v				
Prep	aid Annual And	l Perpetual					
					Car	ncel	Submit
lick Re	etrieve I	icenses	5.				
License Vier	etrieve I dministratio	Licenses	5. Ig Production				Licensing Model:
Click Re Network A Retrieve	etrieve I administratio	Licenses	5. Ig Production				Licensing Mode
License Vier SDWAN Entit	etrieve I dministratio	Licenses	5. Ig Production				Licensing Model

3. Click + License Access Code, enter the required number of access codes to retrieve the entitlements and click **Submit**.

eve Licenses			
License Access Code			
License Access Cc			
r License Access Cc			
	_		
		Submit	Cancel

The Citrix SD-WAN Orchestrator for On-premises retrieves the entitlements and populates the license table.

License View	Site View							
								Search
SDWAN Entitle	ements							
Device Model	Software Edition	Bandwidth	Expiration Date	License Type	Activation Code	Licenses Available	Assigned To Sites	Actions
CB210	SE	20	PERPETUAL	SD-WAN software Perpetual		1	1	Assign/Unassign
CB210	SE	20	PERPETUAL	SD-WAN software Perpetual		1	1	Assign/Unassign
CB210	SE	20	PERPETUAL	SD-WAN software Perpetual		1	1	Assign/Unassign
CB210	SE	50	PERPETUAL	SD-WAN software Perpetual		1	1	Assign/Unassign
CB210	SE	50	PERPETUAL	SD-WAN software Perpetual		1	1	Assign/Unassign
CB210	SE	50	PERPETUAL	SD-WAN software Perpetual		1	1	Assign/Unassign
CB210	SE	20	PERPETUAL	SD-WAN software Perpetual		1	1	Assign/Unassign
CB210	SE	50	PERPETUAL	SD-WAN software Perpetual		1	1	Assign/Unassign
CB1100	SE	200	PERPETUAL	SD-WAN software Perpetual		1	1	Assign/Unassign
CB1100	SE	200	PERPETUAL	SD-WAN software Perpetual		1	1	Assign/Unassign
CB210	SE	20	PERPETUAL	SD-WAN software Perpetual		1	1	Assign/Unassign
CB210	SE	20	PERPETUAL	SD-WAN software Perpetual		1	1	Assign/Unassign
CB210	SE	20	PERPETUAL	SD-WAN software Perpetual		1	0	Assign/Unassign
CB210	SE	20	PERPETUAL	SD-WAN software Perpetual		1	0	Assign/Unassign
CB210	SE	50	PERPETUAL	SD-WAN software Perpetual		1	1	Assign/Unassign
CB210	SE	50	PERPETUAL	SD-WAN software Perpetual		1	1	Assign/Unassign
CB210	SE	50	PERPETUAL	SD-WAN software Perpetual		1	1	Assign/Unassign
CB210	SE	20	PERPETUAL	SD-WAN software Perpetual		1	1	Assign/Unassign

4. Click **Assign/Unassign** and select **All Unlicensed**. All the unlicensed sites with configured bandwidth equal to or less than the license bandwidth is displayed.

Details o	of UnLicensed Sites				
View:	All Licensed All Unlicense	d			
	Site	Device		Platform	Configured Bandwidth
	Test_MCN	primary		VPX	200
			Page Size: 25 🗸	Showing 1 - 1 of 1 items	Page 1 of 1
				Cancel	Assign

5. Select the sites, click **Assign** and then click **Upgrade to Production**.

In the **All Licensed** view, a list of licensed sites is displayed. You can choose to unassign the licenses and release it back to the pool.

Details	of Licensed Site	S				
View:	• All Licensed 🔵 A	ll Unlicensed				
	Site	Device	Platform	Configured Bandwidth	Expiration Date	
\checkmark	Test_MCN	primary	VPX	200		
\checkmark	Test_Branch1	primary	VPX	20		
			Page Size: 25 🗸	Showing 1 - 2 of 2	titems Page 1 of 1	
				С	ancel UnAssign	

Under **Site View**, the sites are automatically matched with licenses based on the configured bandwidth and license bandwidth, enabling you to allocate licenses quickly.

Note To assign a license to the appliance, an appliance must have a verified serial number. License View Site View HA Role License Expiration Software License Type Maintainence Action License Status Device Model Configured Bandwidth Licensed Bandwidth PERPETUAL Test_MCN Active primary CBVPX 200 200 May 25, 2020 5:... SD-WAN softwar... Unassign 20 200 PERPETUAL May 25, 2020 5:... Test_Branch1 CBVPX SD-WAN softwar... Unassign Active primary Page Size: 25 V Showing 1 - 2 of 2 items Page 1 of 1

License Expiry

When the license expires, a grace period of 30 days is granted. The partner/customer is expected to renew their licenses during this time. After the grace period expires, the customer's network data paths are brought down, and additional changes cannot be deployed until the licenses are renewed.

Connectivity with Citrix SD-WAN appliances

May 24, 2022

After configuring sites on Citrix SD-WAN Orchestrator for On-premises, establish connectivity between

Citrix SD-WAN appliances on the sites with Citrix SD-WAN Orchestrator for On-premises. You can establish connectivity in one of the following ways:

- **One-way Authentication**: The SD-WAN appliance authenticates Citrix SD-WAN Orchestrator for On-premises. On enabling one-way authentication, you must download the Citrix SD-WAN Orchestrator for On-premises certificate and upload it on the SD-WAN appliance.
- **Two-way Authentication**: The SD-WAN authenticate each other using the exchanged certificates. On enabling two-way authentication, you must upload the SD-WAN appliance certificate on Citrix SD-WAN Orchestrator for On-premises and also Citrix SD-WAN Orchestrator for On-premises certificate on the SD-WAN appliance.
- **No Authentication**: The connectivity is established between the Citrix SD-WAN Orchestrator for On-premises and SD-WAN appliances with no authentication. You need not use the SD-WAN Appliance or Citrix SD-WAN Orchestrator for On-premises Certificate. You can use No Authentication when you have a secure network such as MPLS.

Note

It is recommended to use only **one-way authentication** or two-way authentication. In the case of no Authentication, you have to choose the secure DNS server.

You can configure connectivity with each site manually or use the automated zero-touch deployment.

Note

Citrix SD-WAN 11.3.0 is the minimum software version required for an appliance to connect to Citrix SD-WAN Orchestrator for On-premises.

Zero-touch deployment

Zero-touch deployment is an automated process to configure connectivity between the appliances and Citrix SD-WAN Orchestrator for On-premises. You can establish the connectivity automatically using non-cloud zero-touch deployment or cloud brokered zero-touch deployment settings.

Non-Cloud zero-touch deployment

Non-Cloud zero-touch deployment settings allow you to configure Citrix SD-WAN Orchestrator for Onpremises information on SD-WAN appliances. The NITRO API running in the back-end handles download and upload of certificates. It downloads the certificate from Citrix SD-WAN Orchestrator for Onpremises, logs in to the SD-WAN appliance, and uploads the certificate. It also downloads the SD-WAN appliance certificate and uploads it on Citrix SD-WAN Orchestrator for On-premises.

Non-Cloud zero-touch deployment is supported on SD-WAN appliances running with the 11.3.0 release or later.

Zero-touch deployment supports only **one-way authentication** and **two-way authentication**. **No authentication** is not supported. If **Authentication Type** is enabled on **Administration > Certificate Authentication** page, then two-way authentication is established. If **Authentication Type** is disabled, then one-way authentication is established.

You can either add sites manually or import a CSV file to add multiple sites simultaneously.

To configure Non-cloud zero-touch deployment settings, navigate to **Administration** > **ZTD Settings** > **Non-Cloud ZTD**, and click + **Site**.

Non-Cloud ZTD Cloud B	okered ZTD (Preview)		
Non-Cloud ZTI and above rele Multiple sites of <u>Click here</u> to d) Settings helps to configure On-prem SI ases. can also be added by importing a .csv file ownload a sample .csv file.	D-WAN Orchestrator Information on SD-WAN App	oliances running 11.3.0
Ion-Cloud ZTD Settings			
+ Site Impor	t Delete All $\widehat{\mathcal{S}}$ Ref	resh Search Q	
Site Name	Management IP	Configuration Status	Actions
		Page Size: 50 × Showing 0 - 0 of 0 iter	ms Pagel of 1

Note

You can also access Non-cloud zero-touch deployment settings for each site from **Network Configuration Home** page. Click the action icon for the site and select **Non-cloud ZTD**.

(0	DASHBOARD		Network	Configuratio	on: Home				Site Gro	ap: All	~
:	ííľ	REPORTS	>	Software Ve	ersion : 11.3.1.5	53 🗸						
	Ô	CONFIGURATION	~	+ Add Si	te Batch Add	Sites Deploy Config/Software	Back Up/	Review Check	More Actions	Search		Q
			_	Availability	Orchestrator Connectivity	Site Name	Site Role	Device Model	Serial No	Bandwidth Tier	Actions	
		Network Config Home		•	Online	MCNvpx	MCN	VPX-SE	4FF8B377-F0C2-88C9-539	100	Clone	6
		Delivery Services	>	•	 Online 	BranchVPX	Branch	VPX-SE	8E4D2DCD-BD6B-9068-747	100		
		Routing	· 、								Delete	۲
>		Lisk Cattless	(Pi	age Size: 50 V Showing 1-	2 of 2 items	Reboot	U
		Link Settings									D	-
		QoS	>								Reset	.5
		Security	>								Update Passwor	rd 🔒
		Site & IP Groups	>								Non-Cloud ZTD	
		App & DNS Settings	>									
		Profiles & Templates										

Select a site from the **Site Name** drop-down list and enter the **Management IP** address of the Citrix SD-WAN appliance.

Enabling the **Use ZTD Interface** option ensures that the ZTD interface is used for Non-cloud ZTD, if the ZTD interface is enabled on SD-WAN Orchestrator for On-premises.

Note

- Ignore the **Use ZTD Interface** option, if ZTD interface is not enabled on SD-WAN Orchestrator for On-premises.
- Enable the **Use ZTD Interface** option when SD-WAN appliance can access the ZTD interface IP address but cannot access the Management IP address.
- Not selecting the Use ZTD Interface option after enabling ZTD interface, does not mean that the Management Interface IP address is used for communication between SD-WAN appliance and SD-WAN Orchestrator for On-premises. The Use ZTD Interface option is used only for initial configuration of the appliance using Non-Cloud ZTD.

Provide the appliance user name and Password. Select the **Freshly Provisioned** check box if you are adding a newly provisioned site on which the default password has not been changed. Provide the **New Password**. The default password is changed to the new password during this zero-touch deployment process.

Note

For a newly provisioned site, it is mandatory to change the default password at the time of first login.

Add Sites											
• The 'Use ZTD Interface' checkbox will allow the initial transport and all the subsequent requests via ZTD interface if configured. By default, the behavior does not use ZTD interface for initial communication to the appliance											
Site Name	Management IP	Use ZTD Interface	Username	Freshly Provisioned	Password	New Password					
BRANCHVPX 🗸	10.102.29.220		admin			New password					
Add Cancel											

Click + to continue to add more sites.

You can also import a CSV file to add multiple sites simultaneously. A sample downloadable template is available in the UI. Download it and provide the site details.

Click here o download a sample .csv file.	
---	--

					onpreni-orchestrator-sample-te	implate - Excel			
Fil	e Ho	me Insert Page	⊇Layout Formulas Data F	leview View 🖓 Tel	I me what you want to do			Prave	en Kumar 🛛 🔎 Share
Paste	Clipboard	Calibri B I	• 11 • A* A* = = U • □ • ∞ • A • Font 5	Nerge of Alignment	ext General & Center & * % General Gener	Conditional Format as O Formatting * Table * Sty Styles	Cell Insert Delete Format Yeles Cells	∑ AutoSum × A ↓ Fill × Clear × Sort & Find & Filter × Select Editing	
K13		* I X V	fx						~
	А	В	с	D	E	F	G	н	J 🔺
1	no	applianceName	applianceUserName	appliancePassword	applianceManagementIP	isPasswordExpired ap	plianceNewPassword	isPrimaryAppliance	
2	1	l Site1Primary	site1admin	site1password	10.102.78.154	FALSE		TRUE	
3	2	Site1Secondary	site1admin	site1password	10.102.78.155	TRUE sit	e1newpassword	FALSE	
4	3	3 Site2	site2admin	site2password	10.102.78.156	FALSE		TRUE	
5									
6									
7									
8									
9									

- **Appliance Name**: The site name configured during site configuration. For more information, see Site Configuration.
- Appliance Username: The user name configured on the site appliance.
- Appliance Password: The corresponding password for the site appliance.
- **Is password expired**: Determines if the appliance is freshly provisioned. If the value is **True**, provide the **Appliance New Password**.
- Appliance New Password: The password for freshly provisioned appliances. If the Is password expired value is True, provide the Appliance new password.
- Is Primary Appliance: If High Availability (HA) is configured, the active appliance must have the

value True and standby appliance must have the value False. If HA is not configured, the value must be True.

Click Import, select the CSV file and click Upload.

Non-Cloud Z1	D Settings								
+ Site	Import	Delete All	\mathcal{Z} Refresh	Search		Q			
Site Name	Management Configuration	Actions							
BR0_110	10.105.1 Site is	<u>ا</u>							
MCN_211	10.102 Initiate	<u>ا</u>							
					Page Size:	50 🗸	Showing 1-2 of 2 items	Page1 of1	• •
Import Sites									
Click be	ere to select the file or d	rag and drop the selec	ted file						
Allowed	d file type is .csv								
L									
onprem-o	rchestrator-sample-temp	plate.csv							
Upload	d								
Canc	el								

The configuration status of the sites is displayed, you can choose to delete sites individually or Delete All if sites are not required for zero-touch deployment.

+ Site Import Delete	All C Refresh Search	Q	
Site Name	Management IP	Configuration Status	Actions
MCN_23	10.102.78.154	Site is configured successfully	Ŵ
Site1	10.102.78.156	Site is configured successfully	Î
		Page Size: 50 V Showing 1-2 of 2 items	Page1 of1

Cloud brokered zero-touch deployment

Cloud brokered zero-touch deployment uses Citrix SD-WAN Orchestrator service as a broker between Citrix SD-WAN Orchestrator for On-premises and the Citrix SD-WAN appliances. Citrix SD-WAN Orchestrator for On-premises sends a cloud zero-touch deployment configuration package to Citrix SD-WAN Orchestrator service. The cloud zero-touch deployment configuration package consists of the following information:

- On-prem identity information
- Authentication type
- On-prem certificate
- Appliance details (List of serial numbers)

Citrix SD-WAN Orchestrator service stores the information received from Citrix SD-WAN Orchestrator for On-premises. When an appliance contacts the Citrix SD-WAN Orchestrator service with its serial number, the acquired intelligence of Citrix SD-WAN Orchestrator service determines that the appliance has to be managed by Citrix SD-WAN Orchestrator for On-premises. Citrix SD-WAN Orchestrator service passes on the Citrix SD-WAN Orchestrator for On-premises details to the appliance. Citrix SD-WAN appliance sends its certificate to Orchestrator service. Citrix SD-WAN Orchestrator service receives and stores the appliance certificate.

Citrix SD-WAN Orchestrator for On-premises periodically fetches the appliance certificate from Citrix SD-WAN Orchestrator service. Once a secure connection is established between Citrix SD-WAN Orchestrator for On-premises and the appliance, the Citrix SD-WAN Orchestrator for On-premises pushes the configuration and relevant files to the appliances.

Cloud brokered zero-touch deployment settings are available only for customers in a customer managed setup. Provider managed setup does not support cloud brokered zero-touch deployment settings.

Prerequisites

- Appliances need access to the following domain names to establish connection with Citrix SD-WAN Orchestrator service:
 - sdwanzt.citrixnetworkapi.net
 - download.citrixnetworkapi.net
 - trust.citrixnetworkapi.net
 - sdwan-home.citrixnetworkapi.net
- Ensure that Citrix SD-WAN Orchestrator for On-premises always has connectivity to Citrix SD-WAN Orchestrator service to onboard SD-WAN appliances.
- Ensure that Citrix SD-WAN appliance has connectivity to SD-WAN Orchestrator service during the initial on-boarding process and if factory reset is done on the SD-WAN appliance.

To configure Cloud brokered zero-touch deployment settings:

- 1. In Citrix SD-WAN Orchestrator for On-premises, create and define sites using the guided workflow. For more information, see Site configuration.
- 2. Verify and compile the configuration using the deployment tracker. For more information, see the Deployment Tracker section in Network configuration topic.
- 3. Navigate to Administration > ZTD Settings > Cloud Brokered ZTD and click + Site.

Non-Cloud ZTD Cloud Brokered ZTD

Non-Cloud ZTD	Cloud Brokered ZTD	
Cloud Brokered ZT	D Status	
Cloud Brokered ZT	D Status Pull Appliance Certificates Delete Cloud Brokered ZTD Settin	Igs
Cloud Brokered ZT + Site Site Name	D Status Pull Appliance Certificates Delete Cloud Brokered ZTD Settin Configuration Status	Igs Actions

4. From the drop-down list select a site name and click **Add**. The sites are listed based on your configuration. You can select a single site or multiple sites.

Add Sites	
Site Name*	~
Add Cancel	

5. The cloud zero-touch deployment configuration is created and sent to Citrix SD-WAN Orchestrator service.

loud Brokered Z	TD Status		
+ Site	Pull Appliance Certificates	Delete Cloud Brokered ZTD Settings	
Site Name		Configuration Status	Actions
Site1		Cloud ZTD Site Configuration is created	till and the second sec
MCN_23		Cloud ZTD Site Configuration is created	Ē

- 6. Cable up and power on the SD-WAN appliances at the Data Center and branch sites.
- 7. The appliances contact the Citrix SD-WAN Orchestrator service with their serial number.
- 8. The Citrix SD-WAN Orchestrator service acts as broker between Citrix SD-WAN Orchestrator for On-premises and the appliances. It allows exchange of certificates and Citrix SD-WAN appliance establishes a secure connection with Citrix SD-WAN Orchestrator for On-premises. Once

zero-touch deployment is successful, the configured site comes online and is displayed in the **Orchestrator Connectivity** column under **Configuration > Network Config Home**.

- 9. Activate and Stage the configuration to push the configuration and software to the appliances.
- 10. Once the configuration/software is applied, virtual paths get established and the **Availability** column under **Configuration > Network Config Home** gets updated with the appropriate virtual path status.

NOTE

Citrix SD-WAN Orchestrator for On-premises takes about 30 minutes to fetch the appliance certificate and onboard the appliances completely. To pull the appliance certificates immediately (without waiting for 30 minutes), click **Pull Appliance certificates**.

If necessary, you can choose to click **Delete Cloud Brokered ZTD Settings**. It removes information related to all sites. If you need to delete a particular site information, then click the delete icon corresponding to that site.

ite Name Configuration Status	
	ctions
Site1 Cloud ZTD Site Configuration is created	
MCN_23 Cloud ZTD Site Configuration is created	

Limitations

- SD-WAN appliances cannot connect to multiple instances of Citrix SD-WAN Orchestrator for Onpremises that share cloud login credentials. For example, an SD-WAN appliance remains connected to Citrix SD-WAN Orchestrator for On-premises configured for the first time. The Citrix SD-WAN Orchestrator for On-premises details that are configured next are not pushed to the SD-WAN appliance.
- SD-WAN appliances connected over LTE cannot establish a connection with Citrix SD-WAN Orchestrator for On-premises hosted on a private network.

ZTD Interface Settings

You can enable a Zero Touch Deployment (ZTD) interface on SD-WAN Orchestrator for On-premises. The ZTD Interface that is secured by two-way authentication provides a secure communication interface for SD-WAN appliances and SD-WAN Orchestrator for On-premises.

After enabling the ZTD Interface, new D-WAN appliances deployed through Non–Cloud ZTD and Cloud-Brokered ZTD use the ZTD Interface IP address to communicate with SD-WAN Orchestrator for Onpremises.

As a prerequisite, ensure that SD-WAN Orchestrator for On-premises Virtual Machine has an additional interface, apart from the Management Interface.

Genera	Memor	y Storage	Networking	Console	Performance	Snapshots	Search		
Virtu	Virtual Network Interfaces								
Netv	vorks								
D	evice 🔺	MAC	Limit	Netwo	ork	IP Addre	-55	4	Active
Å 0		7a:2b:48:ed:1	14:7b	Netwo	ork 0	10.105.17	2.131, fe80::782b:48ff:feed:147b	Ye	es
41		0e:01:54:f4:a	d:95	ZTD_lr	nterface_Netwo	rk Unknowr	1	Y	'es

Note

For the VMware ESXi Virtual Machine, ensure that the Virtual Machine is rebooted after adding an extra interface for ZTD.

 Hardware Configuration 	
▶ 🔲 CPU	8 vCPUs
Memory	16 GB
Hard disk 1	64.97 GB
Network adapter 1	VM Network (Connected)
Network adapter 2	VM Network (Connected)
▶ 🛄 Video card	4 MB
▶ 💿 CD/DVD drive 1	Remote device CD/DVD drive 0
▶ 🛅 Others	Additional Hardware

Enabling ZTD Interface

In SD-WAN Orchestrator for On-premises GUI, navigate to **Administration** > **ZTD Settings** and select **Enable ZTD Interface** to enable ZTD interface. Provide the ZTD interface IP address, Subnet Mask, and Gateway IP address.

Select **Use Management Interface for Existing Sites** to ensure that SD-WAN appliances already deployed through the Non-Cloud ZTD or the Cloud Brokered-ZTD continue to connect with SD-WAN Orchestrator for On-premises using the Management Interface IP address.

Warning

If **Use Management Interface for Existing Sites** is not selected, SD-WAN appliances that are already deployed through the Non-Cloud ZTD or the Cloud Brokered-ZTD, lose connection to SD-WAN Orchestrator for On-premises.

Ashboard	A	Network Administration: ZTD Settings
REPORTS	>	Non-Cloud ZTD Cloud Brokered ZTD <u>ZTD Interface Settings</u>
CONFIGURATION	>	ZTD Interface Settings
	>	Enable ZTD Interface
	~	Selecting the below option will allow the previously configured sites to continue using already configured Management IP on eth0. Deselecting it would cause the previously configured sites to lose management connectivity with OnPrem Orchestrator.
User Administration		IPv4 Interface
ZTD Settings		IP Address "
Certificate Authenticati Domain Name HTTPS Certificate	on	172.13.187.57 Subnet Mask * 255.255.255.0
A infrastructure	>	Gateway IP Address * 172.13.187.1

Configuring Non-Cloud ZTD using ZTD interface If the **Use Management Interface for Existing Sites** option is selected, the appliances that are already deployed using Non-Cloud ZTD continue to use the Management Interface IP address to connect with SD-WAN Orchestrator for On-premises. Initiate Non-Cloud ZTD on the appliances to establish a connection with SD-WAN Orchestrator for Onpremises using the ZTD Interface IP address.

Note

You can disable the Use Management Interface for Existing Sites option after all SD-WAN appliances have established connection with SD-WAN Orchestrator for On-premises through the ZTD Interface IP address.

If the **Use Management Interface for Existing Sites** option is not selected, SD-WAN appliances already deployed using Non-Cloud ZTD loses the connection to SD-WAN Orchestrator for On-premises. Initiate Non-Cloud ZTD on SD-WAN appliances to restore connection with SD-WAN Orchestrator for On-premises using the ZTD Interface IP address.

Configuring Cloud Brokerd ZTD using ZTD Interface If the **Use Management Interface for Existing Sites** option is selected, the appliances that are already deployed using Cloud Brokered ZTD continue to use the Management Interface IP address to connect with SD-WAN Orchestrator for Onpremises. To establish a connection with SD-WAN Orchestrator for On-premises using the ZTD Interface IP address, do one of the following:

• On the SD-WAN appliances, update the IP address and certificate of SD-WAN Orchestrator for On-premises.

Note

Update the certificate only if the certificates are regenerated manually, you need not update the certificate if the appliances already have the certificates.

• Perform a factory reset and initiate Cloud Brokered-ZTD on the appliances, to establish a connection with SD-WAN Orchestrator for On-premises using the ZTD Interface IP address.

Note

You can disable the **Use Management Interface for Existing Sites** option after all SD-WAN appliances have established connection with SD-WAN Orchestrator for On-premises through the ZTD Interface IP address.

If the **Use Management Interface for Existing Sites** option is not selected, SD-WAN appliances that are already deployed using Cloud brokered ZTD lose the connection to SD-WAN Orchestrator for On-premises. To restore connection with SD-WAN Orchestrator for On-premises using the ZTD Interface IP address, do one of the following:

- On the SD-WAN appliances, update the IP address and certificate of SD-WAN Orchestrator for On-premises.
- Perform a factory reset and initiate Cloud Brokered-ZTD on the appliances, to establish a connection with SD-WAN Orchestrator for On-premises using the ZTD Interface IP address.

Manual Connectivity Configuration

While configuring connectivity manually, you must download the Citrix SD-WAN Orchestrator for Onpremises certificate and upload it on each appliance in the network. It involves logging into each appliance manually for uploading the certificates.

To configure connectivity manually-

1. Navigate to Administration > Certificate Authentication and enable Authentication Type.

When Authentication Type is enabled, the SD-WAN appliance can connect to Citrix SD-WAN Orchestrator for On-premises only through Two-way Authentication. When Authentication Type is disabled, the SD-WAN appliance can connect to Citrix SD-WAN Orchestrator for On-premises either through No Authentication, One-way Authentication, or Two-way Authentication.

In a provider managed setup, only providers can enable authentication type and regenerate the Citrix SD-WAN Orchestrator for On-premises certificate.

- 2. Click Regenerate and Download the Citrix SD-WAN Orchestrator for On-premises certificate.
- 3. Choose an appliance from the **Appliance Certificate** section and upload the corresponding certificate downloaded from the SD-WAN appliance. For detailed information on downloading the appliance certificate, see Citrix SD-WAN Orchestrator on-premises configuration on SD-WAN appliance.

NOTE

- Only .pem file type is supported.
- Only customer administrators can upload the appliance certificate.
- Log on to the SD-WAN appliance UI, navigate to Configuration > Virtual WAN > On-prem SD-WAN Orchestrator. Upload the certificate downloaded from Citrix SD-WAN Orchestrator for On-premises. For detailed information, see Citrix SD-WAN Orchestrator for On-premises configuration on SD-WAN appliance.

Authentication Type	
On-prem Orchestrator Certificate	
Certificate Details:	
Certificate Fingerprint:	F2:3F: E:9F
Start Date:	January 09 05:45:54 2021 GMT
End Date:	January 07 05:45:54 2031 GMT
Regenerate Download	
Appliance Certificate	
Select an appliance 🗸	
Click here to select the file or drag and drop the selected file Allowed file type is .pem	2.
Upload	

Verify Connectivity

To verify the connectivity status of the appliance, navigate to **Configuration > Network Configuration Home**, and check the **Cloud Connectivity** column corresponding to your site.

etwork Da	ishboard 📿			Relative	Time $ \smallsetminus $	Interval: Last 1	1 Hour \checkmark Site Group	: All ~
우 ALERTS O Critical	<u>See All</u>	() UPTIME No Statistics Available	See Details	TOP APPS No Statisti	cs Availat	<u>See All</u> Je	© TOP SITES No Statistics Av	<u>See All</u> /ailable
H New Site ■	Map L	ist Select Continent	∽ Select Cou	ntry 🗸 Sea	rch Q			1 Total Sites Inactive
Availability	Cloud Connectivity	Site Name	Site Role	Devic	e Model	Serial Number	Bandwidth Tier	Management IP
•	Online	test	Branch	210			20	Unknown
		-		Pa	ge Size:	25 V Showing	1-1 of 1 items F	Pagel of1

You can publish the desired software to upgrade the appliances under **Infrastructure > Orchestrator Administration > Software Images > Appliance**. For more information, see Publish software.

Fallback configuration

Fallback configuration ensures that the Citrix SD-WAN Orchestrator for On-premises connectivity that you have established with the Citrix SD-WAN appliance is retained through the appliance's in-band management IP.

You can enable fallback configuration on Citrix SD-WAN Orchestrator for On-premises at the site level by navigating to **Configuration > Appliance Settings > Fallback** and click **Enable Fallback Configuration**.

C DASHBOARD	Administrator Interface NetFlow Host Settings	Network Adapters AppFlow Host Settings	SNMP Fallback	DateTime Syslog	Flows Mobile Broadb	and Status						
REPORTS >												
	'Day 0' Default / 'Day N' Fallback Config											
⊘ CONFIGURATION ∨	The fallback configuration provides basic network functionality when a critical failure occurs and the system can no longer function.											
Site Configuration	C Enable Faltback Configuration Resot											
Appliance Settings	LAN Settings											
WAN-OP Settings	VLAN ID	IP Address										
	0	192.168.101.1/24										
C TROUBLESHOOTING >	Enable DHCP Server											
	DHCP Start	DHCP End										
	192.168.101.50	192.168.101.250										
	Dynamic DNS Servers											
	DNS Server	Alt DNS Server										
	Internet Access											

For detailed information about fallback configuration, see Inband management.

If you are using an appliance other than Citrix SD-WAN 110 SE, ensure that you are running SD-WAN 11.2 or a later version to enable default fallback configuration.

The following table provides the details of pre-designated WAN and LAN ports for fallback configura	э-
tion on different platforms:	

Platform	WAN Ports	LAN Ports
110	1/2	1/1
110-LTE	1/2, LTE-1	1/1
210	1/4, 1/5	1/3
210-LTE	1/4, 1/5, LTE-1	1/3
VPX	2	1
410	1/4, 1/5, 1/6	1/3 (FTB)
1100	1/4, 1/5, 1/6	1/3 (FTB)

Port Settings								
Port		Mode						
1	O WAN	• LAN	O Disabled					
2	• WAN	\bigcirc LAN	O Disabled					
3	⊖ WAN	\bigcirc LAN	• Disabled					
4	⊖ WAN	\bigcirc LAN	• Disabled					
5	⊖ WAN	\bigcirc LAN	• Disabled					
6	⊖ WAN	\bigcirc LAN	• Disabled					
7	⊖ WAN	\bigcirc LAN	• Disabled					
8	⊖ WAN	\bigcirc LAN	• Disabled					
MGT	⊖ WAN	\bigcirc LAN	• Disabled					
Unassigned Port Bypa	Unassigned Port Bypass Mode							
Fail to Block	\sim							

Provider level configuration

July 16, 2020

Profiles

A profile is a **live configuration template**. A regular template is meant to aid the creation of a new entity. But once the template is created, subsequent changes in the template do not apply to the new entities created using the base template. A profile serves as the live central master entity, which all child entities inherit from, not only during creation but also throughout the life of a profile. All the children entities associated with the profile, automatically inherit any changes made in a profile.

For example, An admin creates a site configuration profile called **the small retail store** and applies it to all the small retail stores owned by a company. Now, any changes made to the small retail store profile at any given time would be applied automatically to all the stores inheriting this profile. Based on what's common across all the entities, and what's not, certain parameters in the profile configuration can be left unset. Such parameters would be customizable and can vary across the entities inheriting the same profile.

Profile templates for service providers

Partners can create profile templates, which their customers can use while creating profiles.

For example, a provider can create four site profile templates –Small Branch, Medium Branch, Large Branch, and Data Center. These templates are automatically made available to the customer accounts associated with the partner. Customers can use these templates while creating profiles.

For instance, let's say a customer decides to create a profile for small branch configuration. The customer can select one of the templates shared by the partner, made available through a drop-down list as part of the profile configuration. The customer can customize it to their network needs before saving the profile. The profile template is not a live entity. It just aids the creation of profiles at the customer level. Profiles can be created only at a customer level, and are meant to be live entities serving as master configuration records.

The provider can create configuration profiles, which can be shared with some or all customers, as needed. Site and WAN profiles are supported currently.

Site profile templates

Site profile templates are site configuration templates created by service providers, to enable the creation of site profiles at a customer level.

To create profile templates, navigate to **Configuration** > **Site Profile Templates** and click **+ Site Pro-file Template**.

Provider Configuration: Site Profile Templates



To create a site profile template, you need to configure the **Site Details**, **Interfaces**, and **WAN Links**. For detailed description of configuring sites, see <u>Site details</u>.

Provider Configuration: Site Profile Templates

Profile Inform	nation					
Site Profile Templat	te Name *					
Site & Device	Details					
evice Model *		Device Edition *		Sub-Model *	:	Site Role *
210	\sim	SE	\sim	BASE	~	Select Site Role $$

Assign an interface for the site by clicking the **+ Interface** option. To add an interface, you need to fill the **Interface Attributes**, **Physical Interface**, and **Virtual Interfaces** fields. For detailed description of configuring interfaces, see Interfaces.

	rfaces 03 WAN L	inks		
Interface Attributes				
Deployment Mode * Inte Edge (Gateway) ~	erface Type *	Security* Trusted	Interface Name	
1/1 1/2 1/3 1/4 1/5	ÿ			_
Virtual Interfaces				
Virtual Interfaces VLAN ID* 0	Virtual Interface Na VIF-1-LAN-1	me	DHCP Client	
Virtual Interfaces VLAN ID* 0 Routing Domain* Default_RoutingDomain	Virtual Interface Na	me Firewall Zones <default></default>	DHCP Client	~

Provide **WAN Link Attributes**, **Access Interfaces**, and **Services** with **Advanced Options**. For detailed description of configuring WAN links, see WAN Links.

Provider Configuration:Site Profile Templates

Access Type *	ISP Name *	Custom Internet Category	
Public Internet 🗸 🗸	Verizon Comm	✓ Broadband	\sim
Link Name *	Public IP Address	Auto Detect	
Broadband-Verizon_Comm-1			
Egress	Ingress	S	
Speed *	Mbps ∨ Speed*	Mbps	~
100	100		
Access Interfaces			
Access Interface Name	Virtual Interface *	Virtual Path Mode *	
AIF-1	VIF-1-LAN-1	✓ Primary	\sim
		Save	e
			•
Advanced WAN Options			
Advanced WAN Options			
Advanced WAN Options Enable Metering Congestion Threshold (µs)	Provider ID	Frame Cost (Bytes)	
Advanced WAN Options Enable Metering Congestion Threshold (µs) 20000	Provider ID	Frame Cost (Bytes)	
Advanced WAN Options Enable Metering Congestion Threshold (µs) 20000 Standby Mode	Provider ID MTU (Bytes)	Frame Cost (Bytes)	

WAN link templates

WAN profile templates are WAN link configuration templates created by service providers, to enable the creation of WAN link profiles at a customer level.

Provider Configuration:WAN Link Templates

+ Wan Link Template
Wan Link Templates

To create a WAN link template, click **+ WAN Link Template**. You need to fill the WAN link information such as **Profile Name**, **Access Type**, **Internet Category**, **LAN to WAN Rate** and so on. For detailed description of configuring WAN links, see WAN Links.

Network home

February 8, 2022

The **Network Home** page acts as an anchor for network configuration, offers enterprise network level configuration capabilities, and serves as the starting point for configuring the SD-WAN network of an enterprise.

The **Network Home** page displays the total sites within the network and also segregates the sites based on their connectivity status. Select the numbered links to view the sites based on the following status categories:

- **Critical** –Sites that have all the associated virtual paths down.
- Warning Sites that have at least one virtual path down.
- Normal All virtual paths and associated member paths of the site are up.
- **Inactive** Sites are in the undeployed and inactive state.
- **Unknown** Status of the site is unknown.

Clicking the status filters the sites based on their status and displays the details. You can also use the **Search** bar to view the details of a site based on the site name, role, overlay connectivity, model, bandwidth tier, and the serial number parameters.

You can export the filtered results in to a CSV or PDF file by using the **Export as CSV** and **Export as PDF** options. The CSV and PDF file name is prefixed with **SiteList** followed by the date and time when the file is exported.

Configuration	/ Netv	vork Home								Verify Conf	iguration Software Version :	11.411-0.4
Networl	k Sites								Site Group:	All 🗸	Add Site Mo	ore
5 TOTAL SITES	1 critical	1 warning	3 NORMAL	0 INACTIVE	O UNKNOWN				Sea	rch	Export as CSV Ex	Q.
Site Name						Role	Overlay Connectivity	Model	Bandwidth Tier	Orchestrator Connectivity	Serial No	Actions
myLTE						Branch	CRITICAL	210-SE	20	PRIMARY ACTIVE ONLINE	0	•••
SantaClara						MCN	WARNING	VPX-SE	50	PRIMARY ACTIVE ONLINE	0	•••
Boston						Branch	NORMAL	VPX-SE	50	PRIMARY ACTIVE ONLINE	0	•••
Kansas						Branch	NORMAL	VPX-SE	20	PRIMARY ACTIVE ONLINE	© «C797332 7994 .	•••
Dallas						Branch	NORMAL	VPX-SE	20	PRIMARY ACTIVE ONLINE	0	•••
									Page Size:	50 V Showing 1-5 of 5	items Page1 of1	•

On the top right corner of the screen, you can view the current software version. Click **Verify Configuration** to validate any audit errors. For more details, see Verify Configuration.

You can filter the sites based on the group/region to which they belong by using the **Site Group** dropdown list.

Configuration	/ Netw	ork Home								Verify Con	figuration Software Version :	: 11GA
Network	Sites								Site Group:	All	Add Site Mo	ore
5 TOTAL SITES		1 WARNING	3 NORMAL	0 INACTIVE	O UNKNOWN				Sea	rch		Q
											Export as CSV Ex	port as PDF
Site Name						Role	Overlay Connectivity	Model	Bandwidth Tier	Orchestrator Connectivity	Serial No	Actions
myLTE						Branch	CRITICAL	210-SE	20	PRIMARY ACTIVE ONLINE	C	
SantaClara						MCN	WARNING	VPX-SE	50	PRIMARY ACTIVE ONLINE	Ō	
Boston						Branch	NORMAL	VPX-SE	50	PRIMARY ACTIVE ONLINE	0	
Kansas						Branch	NORMAL	VPX-SE	20	PRIMARY ACTIVE ONLINE	6	•••
Dallas						Branch	NORMAL	VPX-SE	20	PRIMARY ACTIVE ONLINE	0	•••
									Page Size:	50 V Showing 1-5 of 5	items Page1 of1	•

Clicking the site name in the filtered result takes you to the **Site Configuration** screen. If the site is in a high availability setup, then the **Orchestrator Connectivity** column displays the status of both primary and secondary appliances. The **Serial No** column displays the serial number of the appliance.

In a high availability setup, both primary and secondary appliance serial numbers are displayed. You can copy the serial number of the appliance using the copy icon.

Using the **Actions** column, you can view details, edit, clone, delete, reset, and update the password of the site. You can also reboot the devices associated with a site.

Network Sites				Site Group:	All 🗸	Add Site	More
5 1 1 3 NORMAL INACTIVE UNKNOWN	۷			Sear	rch		Q
						Export	as CSV Export as PDF
Site Name	Role	Overlay Connectivity	Model	Bandwidth Tier	Orchestrator Connectivity	Serial No	Actions
myLTE	Branch	CRITICAL	210-SE	20	PRIMARY ACTIVE ONLINE	© x co	(45)
SantaClara	MCN	WARNING	VPX-SE	50	PRIMARY ACTIVE ONLINE	4 4 4	View Details Edit
Boston	Branch	NORMAL	VPX-SE	50	PRIMARY ACTIVE ONLINE	C 3EBF	Clone
Kansas	Branch	NORMAL	VPX-SE	20	PRIMARY ACTIVE ONLINE	C 75F3	Reboot
Dallas	Branch	NORMAL	VPX-SE	20	PRIMARY ACTIVE ONLINE	⁽¹⁾ ⁽²⁾	Reset Update Password
				Page Size:	50 V Showing 1-5 of 5	items Pag	e1 of1 🔹 🕨

You can perform other actions such as upload configuration, add sites in a batch, download JSON, and so on using the **More** ... option.

Network	Sites								Site Group:	All V	Add Site	More
												Deploy config/software
5	1	1	3	0	0				Sear	ch		Upload Config
TOTAL SITES	CRITICAL	WARNING	NORMAL	INACTIVE	UNKNOWN							Backup Config
											Exp	Download JSON
Site Name						Role	Overlay	Model	Bandwidth	Orchestrator Connectivity	Serial No	Download DB
							Connectivity		Tier			Batch Add Sites
myLTE						Branch	CRITICAL	210-SE	20	PRIMARY ACTIVE ONLINE	C en	Add Region
SantaClara						MCN	WARNING	VPX-SE	50	PRIMARY ACTIVE ONLINE	6	Add Group
Boston						Branch	NORMAL	VPX-SE	50	PRIMARY ACTIVE ONLINE	G	Upload Config DB
Kansas						Branch	NORMAL	VPX-SE	20	PRIMARY ACTIVE ONLINE	6	3317094
Dallas						Branch	NORMAL	VPX-SE	20	PRIMARY ACTIVE ONLINE	0	004-063
									Page Size:	50 V Showing 1-5 of 5	items Pa	age1 of1 🔹 🕨

Add site

Use the **+ Add Site** option to add a new site. For more information on site configuration workflow, see Site Configuration.

Deploy configuration and software

The **More > Deploy Config/Software** option takes you to the **Deployment** section that helps verify, stage, and activate the configuration across the network. For more information on deploying configuration and software, see Deployment.

Upload Configuration

The **More > Upload Configuration** option allows you to browse and upload one of the previously saved configurations. The newly uploaded configuration serves as the active configuration for the network.

010030110				
Browse	No File Selected			
/alid Extension: json				

Back Ups/Checkpoints

The **More > Backup Config** option takes you to the **Back Ups / Checkpoints** page and provides the ability to back-up and restore the configuration, or review the saved checkpoints.

BackUps / Checkpoints @			
Back Ups / Checkpoints			
Back Up Current Config			
Config Checkpoint Name	Time of Creation	Comments	Actions
Autosaved_Running_Config	2022-4-22 12:27pm	Autosaved_Running_Config	***
Autosaved_Running_Config	2022-3-28 3:45pm	Autosaved_Running_Config	
Autosaved_Running_Config	2022-3-25 4:40pm	Autosaved, Running, Config	***
Autosaved_Running_Config	2022-3-211:02pm	Autosaved_Running_Config	

Click Verify Config to validate any audit error.

Click **Back Up Current Config** to back up the current configuration as a checkpoint for future use.

Configuration / BackUps / Checkpoints			Verify Configuration Software Version : 11.5.0.4005-HOTFIX
BackUps / Checkpoints 🛈			
Back Ups / Checkpoints			
Back Up Current Config			
Config Checkpoint Name	Time of Creation	Comments	Actions
22Dec2021	2021-12-22 1:22pm		
20_Dec_2021	2021-12-20 2:43pm	with the change in firmware to 12.x	
07Dec2021	2021-12-7 2:28pm		
My_Manual_Config	2021-11-25 11:36am		
25Nov2021	2021-11-25 9:22am		•••
Autosaved_Running_Config	2021-9-7 2:49pm	Autosaved_Running_Config	
Autosaved_Running_Config	2021-9-1 6:08pm	Autosaved_Running_Config	
Autosaved_Running_Config	2021-6-17 4:16pm 🖏	Autosaved_Running_Config	
Autosaved_Running_Config	2021-6-16 10:47pm	Autosaved_Running_Config	
Autosaved-Running-Config	2021-6-2 10:15pm	Auto-generated	

Click Load Config (under Actions) to load a saved configuration. Click Proceed.

view the differences bet nfigured, as a quick sanit	ween the current configuration and the configu ty check. Are you sure you want to load the sele	ration checkpoint you're trying to load, in terms of the configuration checkpoint?	e sites
iite	Current Config	Saved Checkpoint About To Be Load	led
BR3	\checkmark	\checkmark	
BR1	\checkmark	\checkmark	
BR2	\checkmark	\checkmark	
HQ	\checkmark	\checkmark	
		Cancel	beed

Click **Copy** (under **Actions**) to create a similar copy of an existing configuration. You can also download, edit, and delete the saved configuration checkpoints. These operations are available under **Ac-tions**.

Download JSON

The **More > Download JSON** option allows you to download and export the current configuration in JSON format, for offline review.

Download DB

The **More > Download DB** option allows you to download and export the current configuration in DB format.

Add sites in a batch

The **More > Batch Add Sites** option allows you to quickly add several sites in a batch. You can also select a site profile to be used for each site, leaving you only with unique parameters such as IP addresses that remain to be configured for each site.

Sites 10 + Site Profile : None	Show Lat/Lng			
ite Name	Site Address	Site Profile (Optional)		Actio
Enter a Site Name	Search for a Site Address	None	~	Ŵ
Enter a Site Name	Search for a Site Address	None	~	Î
Enter a Site Name	Search for a Site Address	None	~	
Enter a Site Name	Search for a Site Address	None	~	Ē
Enter a Site Name	Search for a Site Address	None	~	Ŵ
Enter a Site Name	Search for a Site Address	None	~	Ē
Enter a Site Name	Search for a Site Address	None	~	Ē
Enter a Site Name	Search for a Site Address	None	~	Ē
Enter a Site Name	Search for a Site Address	None	~	Ē
Enter a Site Name	Search for a Site Address	None	~	Û

Add Region

The **More > Add Region** option allows you to create a region and takes you to the **Site & IP Groups > Regions** page. For more information, see Regions.

Add Group

The **More > Add Group** option takes you to the **Site & IP Groups > Custom Groups** page where you can create a region. For more information, see Custom Groups.

Update password

You can change the password of the SD-WAN appliances at different sites, across the network, through the Citrix SD-WAN Orchestrator for On-premises.

To change the password, for an appliance that is online click the more icon and select **Update Password**.

Network	Sites					Site Group:	All ~	Add Site	More
5 TOTAL SITES		3 NORMAL	O INACTIVE	O unknown			Search		Q
								Export	as CSV Export as PDF
Site Name			Role	Overlay Connectivity	Model	Bandwidth Tier	Orchestrator Connectivity	Serial No	Actions
myLTE			Branch	CRITICAL	210-SE	20	PRIMARY ACTIVE ONLINE	(C)	(45)
SantaClara			MCN	WARNING	VPX-SE	50	PRIMARY ACTIVE ONLINE	C 4	View Details Edit
Boston			Branch	NORMAL	VPX-SE	50	PRIMARY ACTIVE ONLINE	10 3F	Clone
Kansas			Branch	NORMAL	VPX-SE	20	PRIMARY ACTIVE ONLINE	6 3	Reboot
Dallas			Branch	NORMAL	VPX-SE	20	PRIMARY ACTIVE ONLINE	۵ ;c	Reset
						Page Size:	50 × Showing 1.5 of 5 i	toma Pag	ol of l
						Fage Size.	Showing 1-5 01 5	rdg	eron

Provide the values for the following fields:

- **User Name**: Select a user name for which you want to change the password from the list of users configured at the site.
- Current Password: Enter the current password. This field is optional for admin users.
- **New Password**: Enter a new password of your choice.
- Confirm Password: Reenter the password for confirmation.

Update Devi	ce Password		
User Name *			
admin	\sim		
Current Password *			
•••••			
New Password *			
•••••			
Confirm Password *			
•••••			
	Cancel	Sav	/e

Configuration difference

January 27, 2022

The **Config Diff** capability helps you to review the difference between any two versions of configuration checkpoints. The **Config Diff** option is available at the Network level, under **Configuration** > **Config Diff**.

Image: Star Features Regions Qo E Configuration Qo E Profile Qo S Profiles Qo S Profiles Service Allocation (configuration Qi starternal Vigitatioh: false, (configuration Qi starternal Vigitatioh: false, (configuration (configuration)	Diff [©]	
Regions (Qo E Configuration 1 regions: (Qo E Profile 2 (Qo S Profile 3 allowExternalVipMatch: false, Qo S Profiles 4 forceInternalVipMatch: false, Config 6 anaber: *, Properties 8 - Service Allocation 1 - I - "Thirwartur" I - "Thirwartur" I - "Thirwartur" I - "Thirwartur"	Iobal Features Site Features	Centg Check Ruise 1* Centg Check Ruise 2: Centg Check Ruise 2: Centg Check Ruise 2: Currently Leaded -2021-12-20 09:15:19
Qo E Configuration 2 (2 Qo E Profile 2 4 5 Config Config Properties Service Allocation 1	Regions	{
Qo E Profile 2 { Qo E Profile 3 allowExternalVipMatch: false, Qo S Profiles 4 forceInternalVipMatch: false, Config 5 isDefault: [true, Properties 6 name: ", Service Allocation 6 * "Thirwarwi", 1 * "Thirwarwi", * 1 * "Thirwarwi", * 2 1 * 3 >	Qo E Configuration	1 regions:
Oc Profile 3 allocaternal/uptation: false, Oo S Profiles 4 fore=fine=nal/uptation: false, Config 5 isbefault: [true, Properties 6 name: ', Service Allocation 10 - "Thirwartur", 11 + "Thirwartur", 12 - "Thirwartur", 13 >	On E Drofile	2 (
Qo S Profiles s isDefault: (true), Config 6 name: ", Properties 6 name: ", Service Allocation 9 * "Thirwether", 1 * "Thirwether",	QUE Pronie	4 forceInternalVipMatch: false,
Config 6 Babe: **, Properties 7 site/itames (Service Allocation 8 • * Thirwarur*, 10 • * Thirwarur*, 11 • * Thirwarur*, 12 • * Thirwarur*, 13 • * Thirwarur*,	Qo S Profiles	5 isDefault: true,
Properties 0 * "Thirwarur", Service Allocation 0 * "Thirwarur", 10 * "Thirwarur", 11 * "Thirwarur", 12 1 13 >	Config	6 Dames **,
Service Allocation 10 *	Properties	7 siteNames: [
Service Allocation 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	· · · · · · · · · · · · · · · · · · ·	• "Thisworker".
11 + "Thirwarur" 12 13)	Service Allocation	10 - "Thirwothur",
12 J 13)		11 + "Thirwarer"
13)		12]
		13)

During deployment, you can save a configuration with a suitable name. The saved configurations are known as checkpoints. While comparing the difference between the two configurations, you need to select the required configurations from the **Config Check Point 1/2** drop-down lists.

You can view the list of saved configurations backups/check points under **Configuration** > **Network Home** > select **Backup Config** from the **More** drop-down list.

Network Sites				Site Group:	All V	ld Sites 🗸 🗸	More Deploy config/software
2 TOTAL SITES ORTICAL WAINING NORMAL INACTIVE UNKNOWN			Sec	irch		Exes	Upload Config Backun Config Download Config
Site Name	Role	Overlay Status	Model	Bandwidth Tier	Orchestrator Connectivity	Serial No	Download DB Batch Add Sites
Thiruvarur	MCN	UNKNOWN	VPX-SE	500 Mbps	PRIMARY ACTIVE OFFLINE	C DE406C	Add Region
Thiruvothur	Branch	UNKNOWN	VPX-SE	20 Mbps	PRIMARY ACTIVE OFFLINE	© 0A12686	Add Group Upload Config DB

When a deployment happens, the configuration is backed up automatically every time. You can also backup the current configuration manually. To do that, click the **Back Up Current Config** option.

Configuration / BackUps / Checkpoints			Verify Configuration Software Version : 11.5.0.4005-HOTFIX
BackUps / Checkpoints ①			
Back Ups / Checkpoints			
Back Up Current Config			
Config Checkpoint Name	Time of Creation	Comments	Actions
22Dec2021	2021-12-22 1:22pm		
20_Dec_2021	2021-12-20 2:43pm	with the change in firmware to 12.x	
07Dec2021	2021-12-7 2-28pm		
My_Manual_Config	2021-11-25 11:36am		
25Nov2021	2021-11-25 9:22am		
Autosaved_Running_Config	2021-9-7 2:49pm	Autosaved_Running_Config	
Autosaved_Running_Config	2021-9-1 6:08pm	Autosaved_Running_Config	
Autosaved_Running_Config	2021-6-17 4:16pm	Autosaved_Running_Config	
Autosaved_Running_Config	2021-6-16 10:47pm	Autosaved_Running_Config	
Autosaved-Running-Config	2021-6-2 10:15pm	Auto-generated	

Provide a name to save your configuration along with comments (optional). Click **Save**.

lackup Current Config As			
Enter a name for this backup			
comments (Optional)			
Enter any comments			
	le		
	Cancel	s	ave

Diff ①

You can save/create a maximum of five configuration backups. Creating a new backup automatically deletes the oldest backup configuration.

There are two types of configurations available:

• **Global level**: Under global category, you can view a list of global features updated such as Regions, Properties, and Configuration.

		Config Check Point 1*
Ē	>	20_Dec,2021-2021-12-20.09:13:54 \lor
		Config Check Point 2*
L,	•	My, backup-2022-01-05 05:45:17 V
Global Eastures Site Eastures		
Site realities		
Regions		,
negions		x x
Config	1 1	egions: [
	2	
Properties	3	allowExternalVipMatch: false,
Constant Manager	4	forceInternalVipMatch: false,
Service Allocation	5	isDefault: true,
	6	name: **,
	7	siteNames: [
	1	"Thiruwarur",
	9 +	"Thiravothur",
	10 _	"Thiravothur",
	11 +	"Thiruvarur"
	12	
	13	
	14 1	

• **Site level**: Under site category, you can select the site from the drop-down list and view the modified details such as Site, WAN Links, and DNS Services.

Diff @	
	Config Check Print 1° 20_Dec_2021-020142-02 09:13:54 Config Check Print 2° Config Check Print 2° My_backup-2022-01-05 05:48:17 V
Global Features Site Feature Sites List*	
Dns Services	(
Site	1 dns5ervices: [
Vrrp	3 + dnsServiceType: "dynamic service",
Was Lisks	4 serviceInstance: 'internet',
Wall Links	5 • serviceName: "illi",
	servicetype: "laterast"
	• • (
	dnsServiceType: "static_service",
	<pre>10 * primaryOns: "\$,\$,\$,\$,*.</pre>
	11 secondaryDas:
	12 · BOLATCHVIRGI "STATTO DUR PELATCO.
	14

A deleted value appears in red background with minus symbol and the updated/added value appears in green back ground with plus symbol.

Diff ^①			
C,	Config Check Paint 1* 20_Dec. 2021-2021-12-20 09:13:54 Config Check Paint 2* My_backup-2022-01-05 05:45:17	✓✓	
Global Features Site Features			
Regions		(
Config 1	<pre>- applianceSoftwareVersion: "R12_0_0_100_888881", + applianceSoftwareVersion: "R11_5_0_4005_888881",</pre>		
	apprinterorererererererererererererererererere		

Deployment

May 4, 2022

After the sites are configured, the **Deployment** page allows you to change the software version, stage, and deploy the configuration across the network.

You can upgrade the SD-WAN software on all the appliances across the network, by selecting an appliance software version in the **Software Version** field.



A confirmation message appears. Click **Proceed**.

Are you sure you want to change the software across the network to 11.4.0.123-GA ? The change will be reflected on next deployment. Please confirm Proceed Cancel	(j) SOFTW	ARE UPGRADE							
Proceed Cancel	Are you sure you w 11.4.0.123-GA ? Th confirm	vant to change the software e change will be reflected o	e across the network to on next deployment. Please						
		Proceed	Cancel						
Verify Config Current Deployment Deployment History Change Management Settings Site Details									
---	-----------------	---------------	---------------------	-------------------	-----------	---------	-------------	------------------	--------------------------
Software Version : 11.4.0.123-GA \vee									
Stage Activate Ignore Incomplete Settings									
				3/7 Staged App	liances				
				3/7					
Activated Appliances									
Total Appliances		Ready For Act	vation	Activated		Failed		Offline	
7		0		3		0		4	
					20	orob			0
					38	arch			4
								Expor	t as CSV Export as PDF
Online	Site		Status			HA Stat	te	Software Version	Actions
Yes	Sanjose		Activation Complete	2		Not Co	onfigured	11.4.0.123.88888	si 🔊
No	branchHaNew (pr	imary)	Staging Pending			Unkno	wn	10.1.0.151	5
No	branchHaNew (se	condary)	Staging Pending			Unkno	wn	10.1.0.151	5
Yes	Home210		Activation Complete			Not Co	onfigured	11.4.0.123.88888	si 🔊
No	LosAngeles		Staging Pending			Unkno	wn	10.1.0.151	5
Yes	Raleigh		Activation Complete			Not Co	onfigured	11.4.0.123.88888	sı 🔊
No	testvm		Staging Pending			Unkno	wn	10.1.0.151	5
					Page Size	: 50 ~	Showing 1-7	of 7 items Pag	re1 of1

Rollback on Error

With **Rollback on Error** feature enabled, sites that fail to connect to Citrix SD-WAN Orchestrator for Onpremises post performing network activation (as part of deployment), triggers an automatic rollback to the previous version (last staged package) to try to restore the connectivity.

Note

The automatic rollback is only for the site that failed to connect to Citrix SD-WAN Orchestrator for On-premises and not for the entire network.

The rollback only triggers if the appliance loses Citrix SD-WAN Orchestrator for On-premises connectivity, not in other scenarios such as, virtual path status goes down or so on.

If at least one site in the network initiates a rollback, a warning message displays a list of sites that are trying to rollback and an option to initiate a network-wide rollback of all the online sites. You can check the progress of these sites and choose the appropriate action.

To enable the rollback on error feature, navigate to **Configuration > Deployment > Settings > Rollback on Error**.

Deployment (i)							
Current Deployment	Deployment History	Change Management Settings	Site Details				
Software Version :	11.4.1.27-GA V						
Stage 🗸	Activate	×		lgnore incomplete	Stage All Failed Sites		
			Staged Appliances		Partial Site Upgrade 2/2		
			Staged Appliances		Rollback On Error		
0/2		Α	ctivated Appliances				
Total Appliances	Ready Fo	r Activation Activat	ed	Failed	Offline		

You can select the **Rollback on Error** check box to enable automatic rollback of sites which have failed to connect to Citrix SD-WAN Orchestrator for On-premises post activation. The **Rollback on Error** feature must be enabled before you start the deployment to enable its functionality.

For a site to trigger automatic rollback, it must stay offline for at least 30 minutes (currently nonchangeable) post activation. If in case the site can connect to Citrix SD-WAN Orchestrator for Onpremises within 30 minutes, then rollback does not get triggered.

Deployment (i)



Note

Rollback on sites is only performed when the site loses connectivity after activation. Rollback is not triggered in cases where site is online and activation has failed.

Click **Done** once you set the **Rollback on Error** enabled.

Use case 1: Non-hitless Upgrade

A site waits for activation to complete for a specified time with a status as **Activation in progress**.

	4				2/2
		Staged Applia	nces		
		1/2			
		Activated Appli	ances		
Total Appliances	Ready For Activation	Activated	Failed	Offline	
2	0	1	0	0	
	3		Search		Q
	_			Export as	CSV Export as PDF
Online Site	St	atus	HA State	Software Version	Actions

Post that timeout, if the Site is still offline, Citrix SD-WAN Orchestrator for On-premises waits for another 30 mins (rollback initiation timeout) to give a chance to the site to connect back. At this stage the status shows as **Activation Timeout**, **Waiting to Initiate Rollback (remaining time in mins)**.

			Staged Applian	es		
			1/2			
			Activated Applia	nces		
otal Applianc	ces	Ready For Activation	Activated	Failed	Offline	
2		0	1	0	0	
				Search		Q
					Export as	CSV Export as PDF
nline	Site		Status	HA State	Software Version	Actions
ło	test_mcn		Activation Timedout, Waiting 🕅	Unknown	11.4.1.27.888881	5
Yes	test_210		Activation Complete	Not Configured	11.4.1.27.888881	5

Post the 30 minutes waiting period, the appliance triggers an automatic rollback to the previous configuration or (and) software to try and restore Citrix SD-WAN Orchestrator for On-premises connectivity. Citrix SD-WAN Orchestrator for On-premises wait for 20 mins (non-configurable setting) for the appliance to connect to Citrix SD-WAN Orchestrator for On-premises and during this period, status is shown as **Rollback in progress (remaining time in mins)**.

		ces	Staged Applia			
			1/2			
		nces	Activated Appli			
	Offline	Failed	n Activated	Ready For Activation		otal Appliances
	0	0	1	0		2
Q		Search				
CSV Export as PDF	Export as			_		
Actions	Software Version	HA State	Status	St	Site	nline
5	11.4.1.27.888881	Unknown	Rollback in Progress(19 Mins)	R	test_mcn	No
5	11.4.1.27.888881	Not Configured	Activation Complete	A	test_210	(es

If the appliance fails to connect back, in this 20 minutes, Citrix SD-WAN Orchestrator for On-premises marks the rollback operation as failed and status is shown as **Device Rollback Failed**.

In the network, if at least one device has initiated the automatic rollback, a banner is presented to the user as follows:

Current Deployment Deployment History	Change Management Settings Site Details						
Software Version : 11.4.1.27-GA 🗸							
One (or more) Sites in the Network have lost connectivity to Orchestrator after Activation and are attempting to Rollback to the previous configuration or (and) software to try and restore the connection. The view these Site(s) and take appropriate action <u>Click here</u> You can also select the below operations directly.							
Stage 🗸 Activate	×	ignore incomplete	Settings				
					2/2		
		Staged Appliances					
0/2		Activated Appliances					
Total Appliances	Ready For Activation	Activated	Failed	Offline			
2	0	0	2	0			

Based on the stage in Network Activation, the displayed options perform the following operations:

- Ignore Network Rollback:
 - For non-Hitless upgrade scenario: End the current deployment.
 - First step in Hitless upgrade scenario: Deployment proceeds to second step of Activation.
 - Second step in Hitless upgrade scenario: End the current deployment.
- Rollback entire Network:
 - For non-Hitless upgrade scenario: Trigger rollback on all online sites in the network.

- **First step in Hitless upgrade scenario**: Trigger rollback on all online standby devices in the network.
- **Second step in Hitless upgrade scenario**: Trigger rollback on all online sites (active and standby). Near-hitless software upgrade for high availability devices is not applicable in this scenario.

You can click the more **Click Here** hyperlink to view the list of sites for which rollback is in progress or completed and take the above actions for that page.

You can also wait until the sites that have triggered rollback to either succeed or fail before deciding on triggering the network-wide rollback.

De	ployment	(i)								
Curr	ent Deployment	Deployment Histo	ry Change Manag	gement Settings Site De	tails					
6	Deploymen	t Page								
0	The following Sites in the Network have lost connectivity to the Orchestrator as part of this deployment and are attempting to Rollback to try and restore the connection. The following options are available for this deployment, depending on the state of Network Rollback : 1. Ignore Network Rollback : For non-Hitless upgrade scenario: This will end the current Deployment. First tep in Hitless upgrade scenario: This will proceed to Second step of Activation Second step in Hitless upgrade scenario: This will trigger Rollback on all Online sites in the network. First tep in Hitless upgrade scenario: This will trigger Rollback on all Online Standby devices in the network. Second step in Hitless upgrade scenario: This will trigger Rollback on all Online sites (Active and Standby). Near-hitless software upgrade for HA devices will not be applicable in this scenario Note: You can go back to the Deployment page to check the progress of the Sites and decide on the operation.									
	Search		Q							
	Online			Site		Status		HA State	Software Version	
	Yes			GeoMCN_194_21		Device Rolledback Succesfully		Not Configured	11.4.2.42.888881	
							Showing 1-1 of 1 items	Page 1 of 1	✓ ▷ 5 rows	~
	Ignore Netw	ork Rollback	Rollback entire N	letwork						

If you select the **Rollback entire Network** option, the following pop-up box appears.

Rollback entire Network	
This operation will trigger a Rollback (Activa version) on all Online Sites. Note: Near-hitless software upgrade for HA applicable in this scenario Proceed	ite the Staged devices will not be Cancel

Note

The Near-hitless software upgrade for high availability appliance is not applicable in this sce-

nario, that is if there are any high availability sites in the network, triggering a network-wide rollback activates both the high availability appliances of that site at once which can cause some network downtime.

Click **Proceed** to start the network-wide rollback on all the online sites.

Use case 2: Hitless Upgrade

In the case of Hitless upgrade, the standby appliances would be activated first followed by the active and non-high availability appliances. As part of the first step if the standby appliance goes offline post activation and initiates a rollback, the following options are available:

- **Ignore Network Rollback**: Ignore the standby appliances which are offline and proceed with the activation of the active appliances.
- **Rollback entire Network**: Rollback all the online standby appliances which have completed the activation and end the ongoing deployment. No activation of active and non-high availability appliance is done in this case.

The next step of the hitless upgrade that is activation of active and non-high availability appliance, the same rollback on error workflow is followed as mentioned in the above non-hitless upgrade section. In this scenario, if you choose **Rollback entire Network**, the rollback triggers for all the (both active and standby) appliance.

Once the site completes rollback and connects back to Citrix SD-WAN Orchestrator for On-premises, the status for that site shows **Device Rollback Successfully** and the sites are online.

							8/8		
			Staged Appliances						
					6/8				
			Activated Appliances						
Total Appliant	ces	Ready For Activation	Activated	Failed		Offline			
8		1	6	0		0			
_									
	Configuration Changes did not affect 2 sites.								
Sit	Sites displayed in the below table are being staged and the rest would just receive a timestamp update.								
				Search			q		
						Export as 0	SV Export as PDF		
Online	Site	Status			HA State	Software Version	Actions		
Yes	GeoMCN_194_21	Device Rolledback Succesfully			Not Configured	11.4.2.42.888881	5		
Yes	MCN_194_20 (primary)	Activation Complete			Active	11.4.2.42.888881	10		
Yes	MCN_194_20 (secondary)	Activation Complete			Standby	11.4.2.42.888881	10		
Yes	RCN_194_23	Staging Complete			Not Configured	11.4.2.42.888881	10		
Yes	BR_194_22 (primary)	Activation Complete			Standby	11.4.2.42.888881	5		
Yes	RCN_BR_194_26 (primary)	Activation Complete			Active	11.4.2.42.888881	5		

Limitations

Autocorrection for Rolling back or Rolled back appliances and network is not supported.

Note

Automatic site rollback is only a backup mechanism to try and restore the lost connectivity to Citrix SD-WAN Orchestrator for On-premises. If the appliance still fails to connect to Citrix SD-WAN Orchestrator for On-premises, check the network configuration of this appliance.

You can export the filtered results in to a CSV or PDF file by using the **Export as CSV** and **Export as PDF** options. The CSV and PDF file name is prefixed with **Deployment Site List** followed by the date and time when the file is exported.

• **Stage**: Once the verification of configuration is successful, click **Stage** to distribute the configuration files to all the appliances in your network. By default Citrix SD-WAN Orchestrator for On-premises the waits for all the Control nodes (MCN, RCN, Geo MCN, Geo RCN) and the online branch appliances to get staged before allowing the user to activate.

If the staging process fails at any site, use the **Retry Staging** option, under the **Actions** column, to reinitiate the staging process.

- Activate: Click Activate to activate the staged configuration on all the sites across the network.
- **Ignore Incomplete**: When selected, the **Activate** check box is enabled only after all the online control nodes (MCN, RCN, Geo MCN, Geo RCN) get staged. You can choose to activate even if some of the online branch appliances are not staged. The online branch appliances that fail to get staged are ignored.
- **Partial Site Upgrade Setting**: The **Partial Site Upgrade** option is added to upgrade or downgrade the selected sites with a different version. The **Partial Site Upgrade** feature provides the ability to test a new version before deploying to the entire network.

With the **Partial Site Upgrade** feature, upgrades can be staggered and thereby reducing the impact of software upgrades during business hours.

Note

Partial Site Upgrade can be performed only when all the sites in the network are running Citrix SD-WAN software version 11.2.2 or above.

Any configuration changes for the **Partial Site Upgrade** need a change management for the changes to take effect. The **Partial Site Upgrade** picks the lower version and generates the configuration for the same. Any new features cannot be tested while the network is in the **Partial Site Upgrade** mode.

When you are downgrading from a newer to older version using the **Partial Site Upgrade**, if a feature which is supported only in the newer version (with the similar configuration present both in the new and older version), audit errors occur. For example, a new platform is selected which is only supported on the newer version then this will throw audit errors.

To perform the partial site upgrade:

1. Click the **Setting** ... icon and select the **Partial Site Upgrade** option.



2. Select the Partial Site Upgrade check box, choose the software version, and click **Select Sites** to add new sites.

	Verify Config	Current Deployment	Deployment History	Change Management Settings	Site Details	
✓ Partial !	Site Upgrade					
Software Ver	sion*					
			~			
Partial Site	e Upgrade Settii	ngs will be applied to the	e sites listed below			Select Sites
			No S	Sites have been Selected		
Cance	el Don	e				

3. Select the sites and click **Save**.

Site Selector		
Browse or search the list of sites, regions and groups below. subset of its members to add/remove.	You can add/remove e	ntire Regions and Groups, or click into them and choose a
Search		Q
Filter By Region / Custom Groups		
		· · ·
Available (2 sites)		Selected (1 sites)
Branch_2 MCN_1	$\begin{array}{c} \rightarrow \\ \hline \leftarrow \end{array}$	Branch_1
Save		

	Verify Config	Current Deployment	Deployment History	Change Management Settings	Site Details	
🗸 Partial	Site Upgrade					
Software Ve	rsion*					
			\sim			
Partial Sit	te Upgrade Setti	ngs will be applied to the	e sites listed below			Select Sites
Sites (1)						
LosAr	ngeles					
Cano	cel Dor	ne				

In the case of a configuration-only update, only the sites that have configuration changes are staged and activated. For the remaining sites, the timestamp is updated and processed.

If the software version is being changed, both configuration and software package are staged and activated on all the sites in the network.

The **Deployment History** section helps to review the previous deployment operations and results.

Verify Config	Current Deployment	Deployment History	Change Management	Settings Site Details	
Started At	Total Appliances	Total Activated	Total Failed	Not Needed	Offline
February 15, 2021 3:	9	6	0	0	3
February 15, 2021 12	9	6	0	0	3
February 12, 2021 3:	9	6	0	0	3
February 11, 2021 4:	9	3	0	3	3
February 11, 2021 3:	9	7	0	0	2
February 10, 2021 6:	9	7	0	0	2
February 10, 2021 3:	9	3	0	4	2
February 10, 2021 11:	9	3	0	4	2
February 9, 2021 4:	9	3	0	4	2
February 9, 2021 3:1	9	7	0	0	2
February 8, 2021 3:	9	7	0	0	2

HA near-hitless software upgrade

During software upgrade (11.0.x and earlier versions), the staging, and activation of all the appliances in the net work are done at the same time. This includes the High Availability (HA) pair, leading to network downtime. With the HA near-hitless software upgrade feature, the Citrix SD-WAN Orchestrator

for On-premises ensures that the downtime during the software upgrade (11.1.x and above) process is not more than the HA switch over time.

Note

The HA near-hitless software upgrade is applicable for the following:

- The sites that are deployed in High Availability (HA) mode. It is not applicable for Non-HA sites.
- Citrix SD-WAN Orchestrator for On-premises based deployments only and not for the networks that are managed using the SD-WAN Center or MCN.
- Software upgrade only and not configuration updates. If there is configuration change along with the software as part of the upgrade, the Citrix SD-WAN Orchestrator for Onpremises does not perform HA near-hitless software upgrade and continues to upgrade in the earlier fashion (single-step upgrade).

The upgrade sequence summary:

- 1. Citrix SD-WAN Orchestrator for On-premises checks for the HA state of all the appliances in the network.
- 2. Upgrades all the secondary appliances that are in the **Standby** state.
- 3. HA switch-over is triggered and the state of the **Active** and **Standby** appliances are switched.
- 4. Upgrades the primary appliances that are now in **Standby** state.

The HA near-hitless software upgrade is a two-step upgrade process:

Step-1: During software upgrade, after the 11.1 release, the Citrix SD-WAN Orchestrator for Onpremises first performs software upgrade on all the appliances that are in the **Standby** state across the network. The network is still up and running with the **Active appliances** in place.

After all the **Standby** appliances are upgraded to the latest software, the HA switch-over is triggered across the network. The **Standby** appliances (with the latest software) become **Active**.

Step-2: The current **Standby** appliances with an old software version are upgraded to the latest software and will continue to run in **Standby** mode.

During this software upgrade process, all other Non-HA sites will also be activated with the latest software.

For more information, see the FAQs.

You can view the upgrade status by navigating to **Deployment Tracker > Current deployment**.

~	ly Config Cur	rrent Deployment	Deployment History	Change Management Settings	Site Details	
Software Vers	ion :					
Stage	~	Activate	Rest	tore previous version	Ignore Incomplete	Settings
				Staged Appliances		M
				Activated Appliances		vi
Total Appliance	6	Staged	Activated	Failed	Offline	Not Needed
3		1	1	0	0	2
Configuration Changes did not affect 2 sites. Sites displayed in the below table are being staged and the rest would just receive a timestamp update.						
Online	Site		Status		HA State	Software Version
Yes	mcn1		Activation Complete	0	Not Config	jured 11.3.2.25.888881

- **Stage**: Click **Stage** to distribute the configuration files to all the appliances in your network. By default the Citrix SD-WAN Orchestrator for On-premises waits for all the Control nodes (MCN, RCN, Geo MCN, Geo RCN) and the online branch appliances to get staged before allowing the user to activate.
- Activate: Click Activate to activate the staged configuration on all the sites across the network.
- **Restore previous version**: Click **Restore previous version** to roll back to the previously activated configuration on your network. The HA near-hitless software upgrade is applicable when you restore the previous version if the previously active version is just a software version change and not a configuration change. For more information about this functionality, see Restore previous version.
- **Ignore Incomplete**: When selected, the **Activate** check box is enabled only after all the online control nodes (MCN, RCN, Geo MCN, Geo RCN) get staged. You can choose to activate even if some of the online branch appliances are not staged. The online branch appliances that fail to get staged are ignored.

In the case of a configuration-only update, only the sites that have configuration changes are staged and activated. For the remaining sites, the timestamp is updated and processed. The **Not Needed** column lists the number of sites that do not have any configuration change.

If the software version is being changed, both configuration and software package are staged and activated on all the sites in the network.

Restore previous version

In the restore previous version functionality, Citrix SD-WAN Orchestrator for On-premises initiates a network wide activation of the previous configuration and restores the previously activated configu-

ration (and/or software) on your network.

When you select the **Restore previous version** option, the following confirmation message is displayed:

Ø Warning	
Are you sure you want to Restore previous	s version ?
Proceed	Cancel
Proceed	Cancel

Note

The Restore previous version action can be performed when the network is not in the staged state. This option is disabled for staged networks.

Auto-correction for configuration and software upgrade

In the Citrix SD-WAN Orchestrator for On-premises, the auto-correction feature is implemented in the change management workflow.

When the staging failed for one site, and if the site that had failed staging is a control node, you need to restage after getting the staging failure message. The **Activate** button will not be enabled if the staging fails for the control nodes. If the site that had failed staging is a branch node, you are still allowed to move ahead with the activation. But to bring that branch in sync with the network, perform another round of change management.

Note

- The auto-correction check starts only after the **Activate** button has been clicked and stops once the next stage is issued from the Citrix SD-WAN Orchestrator for On-premises UI.
- The maintenance mode functionality is only applicable for the auto-correction feature. If you initiate a **Staging** and **Activation**, the appliance with the maintenance mode enabled also gets updated with the software and configuration changes.

With the auto-correction feature enhancement, when a staging failure happens, the auto-correction mechanism pushes the expected software and configuration version to the failed branch and tries to bring it up in sync with the current network. The auto-correction feature is applicable for staging failure on the branch node and activation failure on any node.

The following are the two trigger points when the auto-correction starts:

- In the Citrix SD-WAN Orchestrator for On-premises deployment tracker UI, once you get a **Staging Failed** or **Activation Failed** message, the auto-correction starts running in the background. The auto-correction check starts once the activation is completed.
- In the case of a software and configuration mismatch, where the appliance didn't come up with the expected software and configuration version, the Citrix SD-WAN Orchestrator for Onpremises starts pushing the actual required software and configuration copy down to the appliance for activation.

To troubleshoot an appliance manually, enable the maintenance mode check box under the **Change Management Settings**. This check box is used to control if the device needs to be checked for autocorrection or not. Once the maintenance mode check box is cleared, auto-correction brings the appliance in sync with the network software and configuration version.

Verify Config	Current Deployment	Deployment History	Change Management Settings		
Scheduling Information					
Site Name	HA State	Scheduling Informatio	in	Maintenance Mode	Actions
HQ (Primary)	Active	2021-02-09 at 21:20	0:00 (Maintenance window of 1 hours and repeated every 1 day)		Ø
HQ (Secondary)	Standby	2021-02-09 at 21:2	0:00 (Maintenance window of 1 hours and repeated every 1 day)		Ø
BR2	Not Configured	2021-02-09 at 21:2	0:00 (Maintenance window of 1 hours and repeated every 1 day)		Ø
BR1 (Primary)	Standby	2021-02-09 at 21:20	0:00 (Maintenance window of 1 hours and repeated every 1 day)		Ø
BR1 (Secondary)	Active	2021-02-09 at 21:20	0:00 (Maintenance window of 1 hours and repeated every 1 day)		Ø
BR3	Not Configured	2021-02-09 at 21:20	0:00 (Maintenance window of 1 hours and repeated every 1 day)		ø

Site details

The **Site Details** tab under the Deployment Tracker provides information about all the devices in the network. The table contains the appliance name, Citrix SD-WAN Orchestrator for On-premises connectivity, High Availability (HA) state, and currently running software version.

	Verify Config	Current Deployment	Deployment History	Change Management Settings	Site Details		
Online	Site					HA State	Software Version
Yes	site1(prin	hary)				Standby	11.2.1.56.864672
Yes	site1(sec	ondary)				Active	11.2.1.56.864672
Yes	mcn1					Not Configured	11.2.1.56.864672

Verify Configuration

You can click **Verify Config** to validate the network configuration and check for any audit error or warning. When you click **Verify Config**, the **Configuration results** page is displayed. This page contains details of audit errors and warnings. The configuration results display the total number of audit errors and warnings. The results are also filtered based on the audit type (error or warning) and displayed with different color codes. You can click the numbers links to view the filtered results.

The **Type** column displays an icon to indicate whether it is an error or a warning. The **Audit Scope** column specifies if the error or warning is for a site or at the network level. If the error or warning is specific to a site, then the name of the site is displayed. If the error or warning is at the global level, then **Global Error** or **Global Warning** is displayed respectively. The **Audit Message** column contains the error code and the error message.

You can use the search bar to search for any specific errors or warnings based on the type, error code, site name, or error message.

iration results	s X
	ų
AGES ERRORS	4. WARNINGS
Audit Scope	Audit Message
SantaClara	(EC723) At Site 'SantaClara', Dynamically learned routes will not be imported into Virtual WAN route table since no route learning filters exist to include routes.
Global Warning	(EC450) in Virtual Path Default Set 'Standard' -> add Rule [Src IP:0.0.0.0/0 Dst IP:20.20.20.0/24]: if Protocol is TCP-based or not set, cannot set 'Transmit Mode'='Load Balance Paths' and 'Retransmit Lost Packets'=no. 'Retransmit Lost Packets' has been set to yes.
Kansas	(EC723) At Site 'Kansas', Dynamically learned routes will not be imported into Virtual WAN route table since no route learning filters exist to include routes.
Global Warning	(EC450) in Virtual Path Default Set 'test' -> add Rule [Src IP:0.0.0.0/0 Dst IP:20.20.20.0/24]: if Protocol is TCP-based or not set, cannot set 'Transmit Mode'='Load Balance Paths' and 'Retransmit Lost Packets'=no. 'Retransmit Lost Packets' has been set to yes.
	AGES O AGES ERRORS Audit Scope SantaClara Global Warning Kansas Global Warning Kansas

When you click **Verify Config** for the second time, the **Configuration results** page opens up displaying the same results when the configuration was last verified along with the date and time stamp. If necessary, you can click **Verify Again** to rerun the validation.

Last ver July 28, 202	r ified result 21 4:54 PM	Verify Again X
Search		Q
4 TOTAL MESSA	AGES ERRORS	4 warnings
Туре	Audit Scope	Audit Message
	SantaClara	(EC723) At Site 'SantaClara', Dynamically learned routes will not be imported into Virtual WAN route table since no route learning filters exist to include routes.
Δ	Global Warning	(EC450) in Virtual Path Default Set 'Standard' -> add Rule [Src IP:0.0.0.0/0]Dst IP:20.20.20.0/24]: if Protocol is TCP-based or not set, cannot set 'Transmit Mode'='Load Balance Paths' and 'Retransmit Lost Packets'=no. 'Retransmit Lost Packets' has been set to yes.
	Kansas	(EC723) At Site 'Kansas', Dynamically learned routes will not be imported into Virtual WAN route table since no route learning filters exist to include routes.
Δ	Global Warning	(EC450) in Virtual Path Default Set 'test' -> add Rule [Src IP:0.0.0.0/0]Dst IP:20.20.20.0/24]: if Protocol is TCP-based or not set, cannot set 'Transmit Mode'='Load Balance Paths' and 'Retransmit Lost Packets'=no. 'Retransmit Lost Packets' has been set to yes.

Service definitions

February 8, 2022

Delivery Channels are broadly categorized into Services Definitions and Bandwidth Allocation.

Delivery services are delivery mechanisms available on Citrix SD-WAN to steer different applications or traffic profiles using the right delivery methods based on the business intent. You can configure delivery services such as the Internet, Intranet, Virtual Paths, IPsec, and LAN GRE. The delivery services are defined globally and are applied to WAN links at individual sites, as applicable.

Each WAN link can apply all or a subset of the relevant services, and setup relative shares of bandwidth (%) among all the delivery services.

Virtual Path service is available on all the links by default. The other services can be added as needed. To configure Delivery Services, at the customer level, navigate to **Configuration** > **Delivery Channels** > **Service Definitions**.

Delivery Services

Delivery Services empower enterprises to flexibly choose an intent centric steering of On premises, Virtual, Cloud and SaaS Business applications using apt SD-WAN delivery methods

Delivery Services can be broadly categorized as the following:

- Virtual Path Service: The dual-ended overlay SD-WAN tunnel that offers secure, reliable, and high-quality connectivity between two sites hosting SD-WAN appliances or virtual instances. Set the minimum reserved bandwidth for each virtual path in Kbps. This setting is applied to all the WAN links across all sites in the network.
- **Internet Service**: Direct channel between an SD-WAN site and public Internet, with no SD-WAN encapsulation involved. Citrix SD-WAN supports session load-balancing capability for Internet-bound traffic across multiple Internet links.
- **Intranet Service**: Underlay link based connectivity from an SD-WAN site to any non-SD-WAN site. The traffic is unencapsulated or can use any non-virtual path encapsulation such as IPsec, GRE. You can set up multiple Intranet services.

Internet service

Internet Service is available by default as part of the Delivery services. To configure an Internet service, from the customer level, navigate to **Configuration** > **Delivery Channels** > **Service Definitions**. In the **SD-WAN Services** section, select the **Direct Internet Breakout** tile and then click **Add**.





Direct Internet Breakout at Branch with Integrated Firewall

You can configure the following Internet services:

- Preserve route to Internet from link even if all associated paths are down: You can configure the Internet service route cost relative to other delivery services. With this service, you can preserve the route to the Internet from the link even if all the associated paths are down. If all paths associated with a WAN link are dead, then the SD-WAN appliance uses this route to send/receive Internet traffic.
- Determine Internet reachability from link using ICMP probes: You can enable ICMP probes for specific Internet WAN links to an explicit server on the Internet. With the ICMP probe setting, the SD-WAN appliance treats the Internet link as up when either the link's member paths are up or when the ICMP probe response is received from the server.
- IPv4 ICMP endpoint address: The destination IPv4 address or the server address.
- **Probe interval (in seconds)**: Time interval at which the SD-WAN appliance sends probes on the Internet configured WAN links. By default, the SD-WAN appliance sends probes on the configured WAN links every 5 seconds.
- **Retries**: Number of retries that you can attempt before determining whether the WAN link is up or not. After 3 consecutive probe failures, the WAN link is considered dead. Maximum retries allowed are 10.

S Edit Internet Service		
Service Name	Cost	
internet	21	
Advanced Settings		
Preserve route to Internet from link even if all associated paths are down		
Enable Primary Reclaim		
Determine Internet reachability from link using ICMP probes		
IPv4 ICMP endpoint Address		
Probe Interval(in seconds)	Retries	
5	5	
Save Cancel		

Supported deployment modes

Internet service can be utilized in the following deployment modes:

• Inline Deployment Mode (SD-WAN Overlay)

Citrix SD-WAN can be deployed as an overlay solution in any network. As an overlay solution, SD-WAN generally is deployed behind existing edge routers and/or firewalls. If SD-WAN is deployed behind a network firewall, the interface can be configured as trusted and Internet traffic can be delivered to the firewall as an Internet gateway.

• Edge or Gateway Mode

Citrix SD-WAN can be deployed as the edge device, replacing existing edge router and/or firewall devices. Onboard firewall feature allows SD-WAN to protect the network from direct internet connectivity. In this mode, the interface connected to the public internet link is configured as untrusted, forcing encryption to be enabled, and firewall and Dynamic NAT features are enabled to secure the network.

Intranet service

You can create multiple intranet services. To add an Intranet service, from the customer level, navigate to **Configuration** > **Delivery Channels** > **Service Definitions**. In the **Intranet Services** section, click **Add**.



Once the intranet service is created at the global level, you can reference it at the WAN Link level. Provide a **Service Name**, select the desired **Routing Domain** and **Firewall Zone**. Add all the intranet IP addresses across the network, that other sites in the network might interact. You can also preserve the route to intranet from the link even if all the associated paths are down.

S Edit Intranet Service						
Note: Make sure to allocate bandwidth globally or specific to site						
Non SDWAN Sites						
Service Name	Routing Domain	Firewall Zone				
Non_SDWAN_Sites	Default_RoutingDomain ~	<default></default>	~			
Intranet Subnets on a given Non SDWAN Site Add Network Network IP / Prefix	Cost	,	Actions			
Advanced Settings Preserve route to Intranet from Link even if all associated paths are down Enable Primary Reclaim Cancel						
Gare						

GRE service

You can configure SD-WAN appliances to terminate GRE tunnels on the LAN.

To add a GRE service, from the customer level, navigate to **Configuration** > **Delivery Channels** > **Service Definitions**. You can also navigate to **GRE services** configuration page from **Configuration** > **Security**.

In the IPsec & GRE section, navigate to IPsec Services and click Add.



GRE details:

- Service Type: Select the service that the GRE tunnel uses.
- Name: Name of the LAN GRE service.
- Routing Domain: The routing domain for the GRE tunnel.
- **Firewall Zone**: The firewall zone chosen for the tunnel. By default, the tunnel is placed into the Default_LAN_Zone.
- **MTU**: Maximum transmission unit —the size of the largest IP datagram that can be transferred through a specific link. The range is from 576 to 1500. Default value is 1500.
- **Keep alive**: The period between sending keep alive messages. If configured to 0, no keep alive packets is sent, but the tunnel stays up.
- **Keep alive Retries**: The number of times that the Citrix SD-WAN Appliance sends keep alive packets without a response before it brings the tunnel-down.

• **Checksum**: Enable or disable Checksum for the tunnel's GRE header.

← Edit GRE Service

GRE Details						
Name	Service Type		Routing Domain		Firewall Zone	
GRE1	LAN		V Default_RoutingDomain	~	<default></default>	~
MTU*		Keepalive (sec)*		Keepalive Retries (sec)*		
1500		30		10		
Checksum						

Site bindings:

- **Site Name**: The site to map the GRE tunnel.
- **Source IP**: The source IP address of the tunnel. This is one of the Virtual Interfaces configured at this site. The selected routing domain determines the available Source IP addresses.
- Public Source IP: The source IP if the tunnel traffic is going through NAT.
- Destination IP: The destination IP address of the tunnel.
- Tunnel IP/Prefix: The IP address and Prefix of the GRE Tunnel.
- Tunnel Gateway IP: The next hop IP Address to route the Tunnel traffic.
- LAN Gateway IP: The next hop IP Address to route the LAN traffic.

Add Bindings		
Site Name	Source IP *	Public Source IP
C82100site V		
Destination IP*	Tunnel IP/Prefix*	Tunnel Gateway IP*
LAN Gateway IP		
Add Cancel		

IPsec service

Citrix SD-WAN appliances can negotiate fixed IPsec tunnels with third-party peers on the LAN or WAN side. You can define the tunnel end-points and map the sites to the tunnel end-points.

You can also select and apply an IPsec security profile that define the security protocol and IPsec settings.

To configure Virtual Path IPsec Settings:

- Enable Virtual Path IPsec Tunnels for all Virtual Paths where FIPS compliance is required.
- Configure message authentication by changing the IPsec Mode to AH or ESP+Auth and use a FIPS approved hashing function. SHA1 is accepted by FIPS, but SHA256 is highly recommended.
- IPsec lifetime should be configured for no more than 8 hours (28,800 seconds).

Citrix SD-WAN uses IKE version 2 with pre-shared-keys to negotiate IPsec tunnels through the Virtual Path using the following settings:

- DH Group 19: ECP256 (256-bit Elliptic Curve) for key negotiation
- 256-bit AES-CBC Encryption
- SHA256 hashing for message authentication
- SHA256 hashing for message integrity
- DH Group 2: MODP-1024 for Perfect Forward Secrecy

To configure IPsec Tunnel for a third party:

- Configure FIPS approved DH Group. Groups 2 and 5 are permissible under FIPS, however groups 14 and above are highly recommended.
- Configure FIPS approved hash function. SHA1 is accepted by FIPS, however SHA256 is highly recommended.
- If using IKEv2, configure a FIPS approved integrity function. SHA1 is accepted by FIPS, however SHA256 is highly recommended.
- Configure an IKE lifetime, and max lifetime, of no more than 24 hours (86,400 seconds).
- Configure IPsec message authentication by changing the IPsec Mode to AH or ESP+Auth and use a FIPS approved hashing function. SHA1 is accepted by FIPS, but SHA256 is highly recommended.
- Configure an IPsec lifetime, and max lifetime, of no more than eight hours (28,800 seconds).

Configuring an IPsec tunnel

From the customer level, navigate to **Configuration** > **Delivery Channels** > **Service Definitions**. You can also navigate to **IPsec services** page from **Configuration** > **Security**.

In the IPsec & GRE > IPsec Services section, click Add. The Edit IPsec Service page is displayed.

IPsec & GRE

IPsec Services Add | Manage Encryption IPsec Profiles



- 1. Specify the service details.
 - Service Name: The name of the IPsec service.
 - Service Type: Select the service that the IPsec tunnel uses.

- **Routing Domain**: For IPsec tunnels over LAN, select a routing domain. If the IPsec Tunnel uses an intranet service, the intranet service determines the routing domain.
- **Firewall Zone**: The firewall zone for the Tunnel. By default, the Tunnel is placed into the Default_LAN_Zone.
- Enable ECMP: When the Enable ECMP check box is selected, ECMP load balancing is enabled for the IPsec tunnel.
- **ECMP Type**: Select the type of ECMP load balancing mechanism as required. For more details about ECMP types, see ECMP load balancing.
- 2. Add the tunnel end-point.
 - **Name**: When **Service Type** is Intranet, choose an Intranet Service the tunnel protects. Otherwise, enter a name for the service.
 - Peer IP: The IP address of the remote peer.
 - IPsec Profile: IPsec security profile that define the security protocol and IPsec settings.
 - **Pre Shared Key**: The pre-shared key used for IKE authentication.
 - Peer Pre Shared Key: The pre-shared key used for IKEv2 authentication.
 - Identity Data: The data to be used as the local identity, when using manual identity or User FQDN type.
 - **Peer Identity Data**: The data to be used as the peer identity, when using manual identity or User FQDN type.
 - **Certificate**: If you choose Certificate as the IKE authentication, choose from the configured certificates.
- 3. Map sites to the tunnel end-points.
 - Choose Endpoint: The end-point to be mapped to a site.
 - **Site Name**: The site to be mapped to the end-point.
 - Virtual Interface Name: The virtual interface at the site to be used as the end-point.
 - Local IP: The local virtual IP address to use as the local tunnel end-point.
 - Gateway IP: The next hop IP address.
- 4. Create the protected network.
 - **Source Network IP/Prefix**: The source IP address and Prefix of the network traffic that the IPsec tunnel protects.
 - **Destination Network IP/Prefix**: The destination IP address and Prefix of the network traffic that the IPsec tunnel protects.
- 5. Ensure that the IPsec configurations are mirrored on the peer appliance.

S Edit IPsec Service								
Service Details								
Name	Service Type			Routing Domain		Firewall Zone		
ipsec2	Intranet		~	Default_RoutingDomain	~	Internet_Zone		~
ECMP Type*								
Enable ECMP Session		~						
Tunnel End Points Across Network Add Endpoint								
Name		Peer IP			IPsec Protile		4	Actions
endpoint2		1.1.1.1			ipsec_profile2			a
Map Sites to Tunnel End Points Add Endpoint Mapping								
Name			No of Sites					Actions
endpoint2			1					ê

Save Cancel

For more information about FIPS compliance, see Network security.

Note

Citrix SD-WAN Orchestrator for On-premises supports connectivity to Oracle Cloud Infrastructure (OCI) through IPsec.

IPsec encryption profiles

To add an IPsec encryption profile, at the customer level, navigate to **Configuration > Delivery Channels > Service Definitions**. You can also navigate to **IPsec encryption profiles** configuration page from **Configuration > Security**.

In the IPsec & GRE section, select Manage Encryption IPSec Profiles.



IPsec provides secure tunnels. Citrix SD-WAN supports IPsec virtual paths, enabling third-party devices to terminate IPsec VPN Tunnels on the LAN or WAN side of a Citrix SD-WAN appliance. You can secure site-to-site IPsec Tunnels terminating on an SD-WAN appliance by using a 140-2 Level 1 FIPS certified IPsec cryptographic binary.

Citrix SD-WAN also supports resilient IPsec tunneling using a differentiated virtual path tunneling mechanism.

IPsec profiles are used while configuring IPsec services as delivery service sets. In the IPsec security profile page, enter the required values for the following **IPsec Encryption Profile**, **IKE Settings**, and **IPsec Settings**.

Click Verify Configuration to validate any audit error.

IPsec encryption profile information:

- **Profile Name**: Provide a profile name.
- MTU: Enter the maximum IKE or IPsec packet size in bytes.
- Keep Alive: Select the check box to keep the tunnel active and enable route eligibility.
- IKE Version: Select an IKE protocol version from the drop-down list.

Manage Encryption	n IPSec Profiles	
IPSec Encryption Profi	ile Information	
Profile Name*	MTU	
zscalerService	1500	Keep Alive
IKE Version		
IKEv2	~	

IKE settings

- **Mode**: Select either Main mode or Aggressive mode from the drop-down list for the IKE Phase 1 negotiation mode.
 - **Main**: No information is exposed to potential attackers during negotiation, but is slower than Aggressive mode. **Main** mode is FIPS compliant.
 - Aggressive: Some information (for example, the identity of the negotiating peers) is exposed to potential attackers during negotiation, but is faster than Main mode. Aggressive mode is Non-FIPS compliant.
- Authentication: Choose the authentication type as Certificate or Pre-shared Key from the dropdown menu.
- Peer Authentication: Choose the peer authentication type from the drop-down list.
- Identity: Select the identity method from the drop-down list.
- Peer Identity: Select the peer identity method from the drop-down list.
- **DH Group**: Select the Diffie-Hellman (DH) group that are available for IKE key generation.

- **DPD timeout (s)**: Enter the Dead Peer Detection timeout (in seconds) for VPN connections.
- **Hash Algorithm**: Choose a hashing algorithm from the drop-down list to authenticate IKE messages.
- **Integrity Algorithm**: Choose the IKEv2 hashing algorithm to use for HMAC verification.
- Encryption Mode: Choose the Encryption Mode for IKE messages from the drop-down list.
- Security Association Lifetime (s): Enter the amount of time, in seconds, for an IKE security association to exist.
- Security Association Lifetime (s) Max: Enter the maximum amount of time, in seconds, to allow an IKE security association to exist.

IKE Settings

Authentication				Peer Authentication			
Pre-Shared Key			\sim	Mirrored			\sim
Identity		Peer Identi	ty		DH Grouj	p	
User FQDN	~	Disab	led	~	Gro	up2(MODP1024)	\sim
DPD timeout (s)	Hash Alg	orithm		Integrity Algorithm		Encryption Mode	
300	SHA	-256	~	SHA-256	\sim	AES 256-Bit	~
Security Association Lifeti	ime (s)			Security Association I	Lifetime (s) Max	
3600				86400			

IPsec settings

- **Tunnel Type**: Choose **ESP**, **ESP+Auth**, **ESP+NULL**, or **AH** as the tunnel encapsulation type from the drop-down list. These are grouped under FIPS compliant and Non-FIPS compliant categories.
 - **ESP**: Encrypts the user data only
 - **ESP+Auth**: Encrypts the user data and includes an HMAC
 - ESP+NULL: Packets are authenticated but not encrypted
 - AH: Only includes an HMAC
- **PFS Group**: Choose the Diffie-Hellman group to use for perfect forward secrecy key generation from the drop-down menu.
- Encryption Mode: Choose the Encryption Mode for IPsec messages from the drop-down menu.
- Hash Algorithm: The MD5, SHA1, and SHA-256 hashing algorithms are available for HMAC verification.

- **Network Mismatch**: Choose an action to take if a packet does not match the IPsec Tunnel's Protected Networks from the drop-down menu.
- Security Association Lifetime (s): Enter the amount of time (in seconds) for an IPsec security association to exist.
- Security Association Lifetime (s) Max: Enter the maximum amount of time (in seconds) to allow an IPsec security association to exist.
- Security Association Lifetime (KB): Enter the amount of data (in kilobytes) for an IPsec security association to exist.
- Security Association Lifetime (KB) Max: Enter the maximum amount of data (in kilobytes) to allow an IPsec security association to exist.

IPSec Settings				
Tunnel Type	PFS Group			Encryption Mode
ESP 🗸	None		~	AES 256-Bit GCM 128-Bit/
Hash Algorithm			Network Mismatch	
SHA-256	`	~	Drop	~
Security Association Lifetime (s)			Security Association Li	ifetime (s) Max
3600			86400	
Security Association Lifetime (KB)			Security Association Li	ifetime (KB) Max
0			0	

Static virtual path

The virtual path settings are inherited from the global wan link auto-path settings. You can override these configurations and add or remove the member path. You can also filter the virtual paths based on the site and the applied QoS profile. Specify a tracking IP address for the WAN Link that can be pinged to determine the state of the WAN Link. You can also specify a reverse tracking IP for the reverse path that can be pinged to determine the state of the state of the reverse path.

To configure static virtual paths, from the customer level, navigate to **Configuration > Delivery Channels**, and click the **Static Virtual Path** tile.

Static VP	Cost: 5
Static Virtu	ial Path

The following are some of the supported settings:

- On-demand Bandwidth List:
 - **Override global on-demand bandwidth limit**: When enabled, the global bandwidth limit values are replaced by site-specific values.
 - Maximum total WAN-to-LAN bandwidth, as a percentage of bandwidth provided by non-standby WAN links in the Virtual Path (%): Update the maximum bandwidth limit, in %.
- Global Default per Link: Relative Bandwidth Provisioning across Virtual Paths:
 - Enable Auto-Bandwidth Provisioning across Virtual Paths: When enabled, the bandwidth for all the services are automatically calculated and applied according to the magnitude of bandwidth consumed by the remote sites.
 - Minimum Reserved Bandwidth for each Virtual Path (Kbps): The maximum bandwidth to be reserved exclusively for each service on every WAN link.

🕤 Edit Static Virtual Path

On-Demand Bandwidth Limit

Override globa	l on-demand bandwidth limit	
Maximum total WAN-t	o-LAN bandwidth, as a percentage of bandwidth provided by non-standby WAN links in the Virtual Path (%) *	
120		
Global Default p	er Link: Relative Bandwidth Provisioning across Virtual Paths	
Enable Auto-B	andwidth Provisioning across Virtual paths	
Minimum Reserved Ba	indwidth for each Virtual Path (Kbps) : *	
80		
Save	Cancel	

Dynamic virtual path settings

The global dynamic virtual path settings allow admins to configure dynamic virtual path defaults across the network.

A dynamic virtual path is instantiated dynamically between two sites to enable direct communication, without any intermediate SD-WAN node hops. Similarly, the dynamic virtual path connection is removed dynamically too. Both the creation and removal of dynamic virtual paths are triggered based on bandwidth thresholds and time settings.

To configure dynamic virtual paths, from the customer level, navigate to **Configuration** > **Delivery Channels** > **Service Definitions**, and click the **Dynamic Virtual Path** tile.



The following are some of the supported settings:

- Provision to enable or disable dynamic virtual paths across the network
- The route cost for dynamic virtual paths
- The QoS Profile to be used –**Standard** by default.
- Dynamic Virtual Path Creation Criteria:
 - Measurement interval (seconds): The amount of time over which the packet count and bandwidth are measured to determine if the dynamic virtual path must be created between two sites –in this case, between a given Branch and the Control Node.
 - Throughput threshold (kbps): The threshold of total throughput between two sites, measured over the Measurement interval, at which the Dynamic Virtual Path is triggered. In this case the threshold applies to the Control Node.
 - **Throughput threshold (pps)** The threshold of total throughput between two sites, measured over the **Measurement interval**, at which the Dynamic Virtual Path is triggered.
- Dynamic Virtual Path Removal Criteria:
 - **Measurement interval (minutes)**: The amount of time over which the packet count and bandwidth are measured to determine if a Dynamic Virtual Path must be removed between two sites –in this case, between a given Branch and the Control Node.

- **Throughput threshold (kbps)** The threshold of total throughput between two sites, measured over the **Measurement interval**, at which the Dynamic Virtual Path is removed.
- **Throughput threshold (pps)** The threshold of total throughput between two sites, measured over the **Measurement interval**, at which the Dynamic Virtual Path is removed.
- Timers
 - Wait time to flush dead virtual paths (m): The time after which a DEAD Dynamic Virtual Path is removed.
 - Hold time before the recreation of dead virtual paths (m): The time after which a Dynamic Virtual Path removed for being DEAD can be recreated.
- On-demand Bandwidth List
 - **Override global on-demand bandwidth limit**: When enabled, the global bandwidth limit values are replaced by site-specific values.
 - Maximum total WAN-to-LAN bandwidth, as a percentage of bandwidth provided by non-standby WAN links in the Virtual Path (%): Update the maximum bandwidth limit, in %.

← Edit Dynamic Virtual Path

C Enable Dynamic Virtual Paths Across the Network		
Route Cost	Max Paths Per Site	QOS Profile
5	4	Standard-HDX-Multistream
Dynamic Virtual Path Creation Criteria		
Measurement interval (s)	Throughput threshold (kbps)	Throughput threshold (pps)
1	600	45
Dynamic Virtual Path Removal Criteria		
Measurement interval (m)	Throughput threshold (kbps)	Throughput threshold (pps)
2	45	35
Timers		
Wait Time to flush dead virtual paths (m)	Hold Time before recreation of dead virtual paths (m)	
1	10	
On-Demand Bandwidth Limit		
Maximum total WAN-to-LAN band	width, as a percentage of bandwidth provided by non-standby WAN links in the Virtual Path (%)	
Override global on-demand bandwidth limit 120		
Save Cancel		

Click Verify Configuration to validate any audit error.

Routing

February 8, 2022

The **Routing** section provides the following options:

- Routing Policies
- Route Summarization
- Routing Domains
- Import Route Profiles
- Export Route Profiles
- Transit Nodes

Routing policies

Routing policies help to enable traffic steering. Based on the selection (Application routes and IP Routes) you can use different ways to steer traffic.

	Verify Config Ap	plication Routes	Routes				
Cost Rang	ges: Custom Applicatio	n (1-20) Application (2	21-40) Application Group (41	I-60) IP (1-65535)			
+ Ap	oplication Route		Search for R	oute	Q		
No	Match Type	Name	Delivery Service	Routing Domain	Sites	Cost	Actions
1	Application	FashionGuide.co	Local	Any	Branch	21	
2	Application	News24.com	Internet Breakout	Any	Global	21	Û
3	Application	Facebook Live	Internet Breakout	Any	RCN	21	Ŵ
4	Application	lbay.com.mv	Virtual Path-RCN	Any	Branch2_Cloned	21	Û
5	Application	Youtube.com	Internet Breakout	Any	Branch	23	Ŵ
6	Application Group	Default Cloud Dir	Cloud Direct Service	Any	Global	45	Ŵ
7	Application Group	03650ptimize_In	Internet Breakout	Any	Global	50	Û
8	Application Group	Citrix_Cloud_and	Internet Breakout	Any	Global	50	Ŵ

Application Routes

Click + **Application Route** to create an application route.

- Custom Application Match Criteria:
 - Match Type: Select the match type as Application/Custom Application/Application Group from the drop-down list.
 - Application: Choose one application from the list.
 - Routing Domain: Select a routing domain.
- Scope: You can scope the application route at the global level or site and group specific level.
- Traffic Steering;
 - **Delivery Service**: Choose one delivery service from the list.

- **Cost**: Reflects the relative priority of each route. Lower the cost, the higher the priority.
- Eligibility Based on Path:
 - **Add Path**: Choose a site and WAN links. If the chosen path goes down, then the application route does not receive any traffic.

Verify Config Application Ro	utes IP Routes		
Cost Ranges: Custom Application (1-20) A	Application (21-40) Application Group (41-60)	IP (1-65535)	
Application Match Criteria			
Match Type	Application *	Routing Domain	
Application ~	King Digital Entertainment	Any	~
Scope			
Global Route Site / Group Specific F	Route		
Traffic Steering			
Delivery Service	Cost*		
Internet Breakout	21		
Cancel Save			

If a new application route gets added, then the route cost must be in the following range:

- Custom application: 1–20
- Application: 21–40
- Application group: 41–60

IP Routes

Go to **IP Routes** the tab and click + **IP Route** to IP Route policy to steer traffic.

Citrix SD-WAN Orchestrator for On-premises 14.4

Cost Ranges: Custom Application (1-20) Application (21-40) Application Group (41-60) IP (1-65535) IP Protocol Match Criteria
IP Protocol Match Criteria Destination Network* Use IP Group Routing Domain
Destination Network* Use IP Group Routing Domain
Scope
● Global Route O Site / Group Specific Route
Traffic Steering
Delivery Service Cost* Internet Breakout 5
Eligibility Criteria
Export Route

• IP Protocol Match Criteria:

- **Destination Network**: Add the destination network that helps to forward the packets.
- Use IP Group: You can add a destination network or enable the Use IP Group check box to select any IP group from the drop-down list.
- Routing Domain: Select a routing domain from the drop-down list.
- Scope: You can scope the IP route at the global level or site and group specific level.
- Traffic Steering:
 - Delivery Service: Choose one delivery service from the drop-down list.
 - Cost: Reflects the relative priority of each route. Lower the cost, the higher the priority.

If a new IP route gets added, then the route cost must be in the 1–20 range.

- Eligibility Criteria:
 - Export Route: If the Export Route check box is selected and if the route is a local route, then the route is eligible to be exported by default. If the route is an INTRANET/INTERNET based route, then for the export to work, WAN to WAN forwarding has to be enabled. If the Export Route check box is cleared, then the local route is not eligible to be exported to other SD-WAN and has local significance.
- Eligibility based on Path:

- **Add Path**: Choose a site and WAN links. If the added path goes down, then the IP route does not receive any traffic.

Click Verify Config to validate any audit error.

Route Summarization

Route summarization reduces the number of routes that a router must maintain. A summary route is a single route that is used to represent multiple routes. It saves bandwidth by sending a single route advertisement, reducing the number of links between routers. It saves memory because only one route address is maintained. The CPU resources are used more efficiently by avoiding recursive lookups. You can add summary routes without specifying the gateway IP address.

Routing domains

Verify Config

 \triangle

Routing Domains are used for segregate traffic through VLAN. Once the routing domains are created, you can reference them at the global level (for Intranet services) or interface level.

You can also select the default routing domain that applies to all the sites.

Routing Domain		
+ Routing Domain		
Name	Default	Actions
Default_RoutingDomain	۲	

Routing Domains

To match routes from a specific routing domain, click **+ Routing Domain** and choose one of the configured Routing Domains from the drop-down list. Click **Save**.

Verify Config Routing Domain Routing Domain Name i site1 VirtualInterface-1
Routing Domain Routing Domain Name
Routing Domain Name
site1
site1 VirtualInterface-1
VirtualInterface-1
MCN-2100
MCN-DC1
ServerVPX197
DC-410

Click Verify Config to validate any audit error.

For more information, see Routing Domain.

Inter-routing domain service

Citrix SD-WAN Orchestrator for On-premises provides Static Inter-Routing Domain Service, enabling route leaking between Routing Domains within a site or between different sites. This eliminates the need for an edge router to handle route leaking. The Inter-VRF routing service can further be used to set up routes, firewall policies, and NAT rules.

For more information see, Inter-routing domain service.

To configure the Inter-Routing Domain service through the Citrix SD-WAN Orchestrator for Onpremises:

- 1. At the network level, navigate to **Configuration > Routing > Routing Domains > Inter-Routing Domain Service**.
- 2. Click + Inter-Routing Domain and enter values for the following parameters:
- Name: The name of the Inter-Routing Domain Service.
- Routing Domain 1: The first Routing Domain of the pair.
- Routing Domain 2: The second Routing Domain of the pair.
- Firewall Zone: The Firewall Zone of the Service.
 - **Default**: The **Inter_Routing_Domain_Zone** firewall zone is assigned.
 - **None**: The service behaves like a conduit, which has no Zone and maintains the original zone of the packet.
 - All Zones configured in the network might be selected.

Routing Domains (i)

Routing Domain				
+ Routing Domain				
Name	Default	Actions		
Default_RoutingDomain	۲			
Domain1		1		
Inter Routing Domain Servi	ice			
Name	Routing Domain	1	Routing	, Domain2
Interroutedomain1	Default_F	loutingDomain 🗸 🗸	Dor	nain1
Cancel Save				

To create routes using the Inter-routing domain service, create a route with Service type as Inter-Routing Domain Service and select the inter-routing domain service. For more information on configuring Routes, see Routing policies.
Routing Policies ③								
Application Routes IP Routes								
Cost Ranges: Custom Application (1-20) Application (21-40) Application Group (41-60) IP (1-65535)								
IP Protocol Match Criteria								
Destination Network Duse IP Group Routing Domain 172.16.18.0/24 Domain1								
Scope								
Global Route Site / Group Specific Route								
Traffic Steering								
Delivery Service Service Name* Cost* Inter Routing Domain 5								
Eligibility Criteria								
Export Route								
Cancel Save								

Also add a route from the other Routing Domain pair, to establish connection to and fro between the two routing domains.

You can also configure firewall policies to control the flow of traffic between routing domains. In the firewall policies, select Inter-Routing domain service for the source and destination services and select the required firewall action. For information on configuring Firewall Policies, see Firewall policies.

Firewall Policies (i)

Policy Information						
Policy Name *		Active Deliev				
poliicy1		Active Folicy				
Firewall Type						
Built-in Firewall	~					
Match Criteria						
Match Type		Routing Domain				
Apps & Domains	\sim	Default_RoutingDo	main	\sim		
upps & Domains * <u>+ Ne</u>	v Domain App					
Base virtual protocol	\sim					
Filtering Criteria						
ource Zone				Destination Zone		
Any X			\sim	Any X		~
ource Service Type	Source S	ervice Name *		Source IP		Source Port
Inter Routing Domain	, inter	routedomain1	\sim	Any		Any
est Service Type	Dest Serv	ice Name *		Dest IP		Dest Port
Inter Routing Domain	inter	routedomain1	\sim	Any		Any
P Protocol	DSCP					
Any	Any		~	Allow Fragments	Reverse Also	Match Established
Actions						
Action						
Allow	,					
Connection State Tracking						
Log Connection Start & End E	/ents					
✓ Log Packet Statistics Ev	ery 5 mins	~				
Cancel Done						

You can also choose Intranet service type to configure Static and Dynamic NAT policies. For More information on configuring NAT policies, see Network Address Translation.

Import route profiles

You can configure Filters to fine-tune how route-learning takes place.

Import filter rules are rules that have to be meet before importing dynamic routes into the SD-WAN route database. By default, no routes are imported.

Verify Config Import Route Profiles	
+ Import Filter Profile	
Profile Name	Actions
Default	Ē
one	i

Add an **Import Filter Profile** with the **Import Profile Name**, **Profile Availability**, and **Import Filters** along with the following fields:

- **Protocol** Select the protocol from the list.
- **Routing Domain** To match routes from a specific routing domain, choose one of the configured Routing Domains from the list.
- **Source Router** Enter the IP address and netmask of the configured network object that describes the route's network.
- **Destination IP** Enter the destination IP address.
- **Prefix** To match routes by prefix, choose a match predicate from the list and enter a Route prefix in the adjacent field.
- Next Hop Enter the next hop destination.
- Route Tag Fill the route tag.
- **Cost** The method (predicate) and the SD-WAN Route Cost that are used to narrow the selection of routes exported.

Verify Config Import Route Profiles

Import Filter P	rofile							
Import Profile Nam	ne*							
Sample-imp	oort-filter-profile							
Import Filters								
Protocol Ro	outing Domain	Source Router	Destination IP	Use IP Group	Prefix	Next Hop	Route Tag	
Any 🗸 [Default_RoutingDomain	*	*		eq 🗸 *	*	*	
Include	Export I	Route to Citrix SD-WAN	I Appliances					
Citrix SD-WAN Cos	st * Service Type							
6	Local	~						
^P rofile Availab	ility							
Import Filter P	rofile Settings will be	applied to the sites li	sted below				Select Sites	
Sites (2)								
Boston Dallas								
Boston Dallas								
Boston Dallas								

Click Verify Config to validate any audit error.

Export route profiles

Define the rules that have to meet when advertising SD-WAN routes over dynamic routing protocols. By default, all routes are advertised to peers. Verify Config Export Route Profiles

Export Filter Profile					
Export Profile Name *					
sample-export-filter-profile					
Export Filters					
Routing Domain	Network Address/Mask 🛛 🗸 Use IP Group	Prefix	Cost	Service Type	Gateway IP Address
Default_RoutingDomain \lor	ipg1 ~	eq 🗸 *	eq 🗸 *	Local V	*
Export OSPE Route Type	Export OSPE Route Weight				
Type 5 AS External 🗸	Weight	V motado			
Cancel Done					
Profile Availability					
Export Filter Profile Settings will be a	applied to the sites listed below			Select Sites	
Sites (1)					
Boston					

Click Verify Config to validate any audit error.

Transit nodes

Virtual overlay Transit Node

Transit nodes are the sites that are able to forward traffic between one or more branches within a region.

The traffic between two nodes can be influenced to pick transit node as an intermediate hop by adjusting the route cost. Transit nodes are used to route data to non-adjacent nodes. For example, if three nodes are connected in series A-B-C, then data from A to C can be routed via B. You can specify the transit node and the sites to be routed through the transit node in the Citrix SD-WAN Orchestrator service. The virtual paths are chosen in the ascending order of cost. Lower the cost, higher the priority.



Default global virtual overlay transit nodes You can specify the control nodes (MCN/RCN) and the geo-control nodes (Geo-MCN/RCN) to act as the default global virtual overlay transit nodes in a network. Enabling spoke-and-spoke communication through Hub as part of global settings allows all the sites to use the configured control nodes as transit nodes, by default, for site-to-site communication.

Global Transit Node Settings			
Enable Spoke-to-Spoke communication via Hu	ıb by default across the network (Re	ecommended)	${\mathcal C}$ Restore Default
Control Transit Node Settings			
(i) This section hosts the configuration to over related Geo control nodes)	ride the global transit node settings	on a specific or a set of control transit nodes in the ne	etwork. (MCN/RCN and
+ Add Node		+ Add Geo-Node	
Transit on Control Node	Default Virtual Path Cost (Site to Control Node)	Transit on Geo-Control Node	Default Virtual Path Cost (Site to Geo-Control Node)
Site1 Coverride Global Transit Settings Spoke to Spoke Forwarding Route Export	6	S3 Verride Global Transit Settings Spoke to Spoke Forwarding Route Export	6
SiteRCN Override Global Transit Settings Spoke to Spoke Forwarding Route Export	6	SiteRegion2 ~	6
Save			

Add the control node and geo-control nodes that you want to use as virtual overlay transit nodes and specify the virtual path cost. The control nodes and geo-control nodes have 6 and 7 as the respective default virtual path costs. You can choose to change the virtual path cost as per your network requirement. Click **Restore Default** to restore the default virtual path costs for the default transit nodes.

Note

You can add a maximum of 3 control nodes and 3 geo-control nodes as transit nodes.

By default, WAN-to-WAN forwarding is enabled on all the paths associated with the selected control and geo-control nodes. WAN-to-WAN forwarding allows a site to act as an intermediate hop between two adjacent sites for any site-to-site, internet or intranet traffic and to act as a mediator for Dynamic Virtual Paths.

You can override the global transit node settings and choose to enable or disable spoke-to-spoke forwarding only on selected control transit nodes. When **Spoke to Spoke Forwarding** is enabled, the transit control node exports routes across the sites connected to it. Site-to-Site communication and Dynamic Virtual path across sites connected to the transit node alone gets enabled.

Enabling **Route Export** enables virtual path-to-virtual path forwarding and route exporting (WAN-to-WAN forwarding) on all the site paths. Disabling the toggle button enables only virtual path-to-virtual path forwarding and disables route exporting on all the site paths. Route Export can be enabled only when **Spoke to Spoke Forwarding** is enabled.



Site specific preferences for virtual overlay transit nodes Site-specific preferences for virtual overlay transit nodes allow you to override the global virtual overlay transit node settings for all the sites in your network. You can also choose a non-control node as the primary transit node for a site.

Choose a control node or geo-control node as the secondary and the tertiary transit nodes. If the primary transit node is down, the sites use the secondary transit node. If both primary and secondary transit nodes are down, the sites use the tertiary transit node. Specify the cost for the transit nodes and select the sites to which the site-specific virtual overlay transit node settings are applied.

Site Specific Preferences for Virtual Overlay Transit Nodes									
Primary Transit Node * Cost	Secondary Transit Node	Cost	Tertiary Transit Node	Cost					
Germany_Masternode 🗸 6	London_Site 🗸	7	Greece_Site_Clone 🗸	8					
Sites to be Routed via Intermediate Node									
Select Region/Groups	Select Sites								
Select All	Select All								
✓ default	∠ London_Site								
Cancel Review		Showing 1 - 2 of 2 it	iems Page 1 of 1						

Internet Transit Node

You can add sites as Internet transit sites to enable Internet access to the sites. Sites that need direct internet connectivity, must have at least one link with Internet service enabled. That means, at least one link set to a non-zero bandwidth share %.

Each transit site can be assigned a route cost. The sites with internet service available access the internet directly since the direct route would be the lowest cost routing path. Sites without internet service can route to the internet through the configured transit sites. When the internet transit sites are configured, routes to the internet through these transit sites are automatically pushed to all the sites. Internet transit sites are the sites with Internet service enabled.

For example, if San Francisco and New York are configured as internet transit sites. Routes to the internet via San Francisco and New York automatically get pushed to all the sites.

The virtual overlay transit node with Internet service enabled acts as the primary internet transit node. If internet service is not enabled on the virtual overlay transit node the secondary / backup internet transit node provides a route to the internet.

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Verify Config Virtu	al Overlay Transit Nodes Internet Transit Nodes Intranet Transit Nodes
Primary Default Internet Trans	it Node for the Network
Transit Node	Description
Virtual Overlay Transit Node	Virtual Overlay Transit routing node for each site doubles up as the primary Internet transit node, if Internet service is enabled on the Virtual Overlay Transit node. If not, the secondary / backup transit nodes provide a route to the Internet
Secondary / Backup Internet T	ransit Nodes for the Network
Service Name	~
Transit Node Settings will be app	blied to the sites listed below Select Sites
	No Sites have been Selected
Save	

Intranet Transit Node

The intranet transit node enables all the non-intranet sites to access the configured intranet networks. Each transit site can be assigned a route cost. The available sites with intranet service, accesses the intranet networks directly since the direct route would be the lowest cost routing path. Sites without intranet service can route to the intranet networks through the configured transit sites. When the transit sites are configured, routes to intranet networks through these transit sites are automatically pushed to all the sites.

For example, if 10.2.1.0/24 is an intranet network, and Austin and Dallas are the configured transit sites. Routes to that network address through Austin and Dallas automatically get pushed to all the sites.

The virtual overlay transit node with Intranet service enabled acts as the primary intranet transit node. If intranet service is not enabled on the virtual overlay transit node the secondary / backup intranet transit node provides a route to the intranet.

Citrix SD-WAN Orchestrator for On-premises 14.4

Verify Config Virtu	ual Overlay Transit Nodes Internet Transit Nodes Intranet Transit Nodes
Primary Default Intranet Trans	it Node for the Network
Transit Node	Description
Virtual Overlay Transit Node	Virtual Overlay Transit routing node for each site doubles up as the primary Intranet transit node, if Intranet service is enabled on the Virtual Overlay Transit node. If not, the secondary / backup transit nodes provide a route to the Intranet
Secondary / Backup Transit No	odes to reach the subnets selected
Service Name Non_SDWAN_Sites	~
Transit Node Settings will be app	blied to the sites listed below Select Sites
	No Sites have been Selected
Save	

BGP

You can configure BGP settings for a site by selecting the required site from the drop-down list and clicking **GO**. This takes you to the site level BGP configuration page. For detailed information on configuring BGP, see BGP.

BGP (i)

Note: BGP settings are available as part of site config. Please choose a site from below dropdown and click Go. This will take you to site level page								
Select Site:	branchvpx	∨ Go						

OSPF

You can configure OSPF settings for a site by selecting the required site from the drop-down list and clicking **GO**. This takes you to the site level OSPF configuration page. For detailed information on configuring OSPF, see OSPF.

OSPF ③
Note: OSPF settings are available as part of site config. Please choose a site from below dropdown and click Go. This will take you to site level page
Select Site: branchvpx Go

Multicast groups

You can configure multicast routing for a site by selecting the required site from the drop-down list and clicking **GO**. This takes you to the site level multicast groups configuration page. For detailed information on configuring multicast routing, see <u>Multicast groups</u>.

Multica	Multicast Groups 🛈								
Note: Multic	Note: Multicast Groups settings are available as part of site config. Please choose a site from below dropdown and click Go. This will take you to site level page								
Select Site:	branchvpx	~	Go						

VRRP

You can configure virtual router redundancy protocol (VRRP) for a site by selecting the required site from the drop-down list and clicking **GO**. This takes you to the site level VRRP configuration page. For detailed information on configuring multicast routing, see VRRP.

VRRP (i)

Note: VRRP	Note: VRRP settings are available as part of site config. Please choose a site from below dropdown and click Go. This will take you to site level page								
Select Site:	branchvpx	~	Go						

Inter-link communication

March 8, 2022

Inter-link communication settings are used for auto-path creation between compatible WAN links. You can override these settings under **Site Configuration** and **Virtual Paths**, wherein you can select or unselect individual member paths for a given virtual path.

Currently, the following two settings are available:

- Rules to automate the creation of paths between compatible WAN links.
- Global defaults for Dynamic Virtual Paths

These settings are inherited by all WAN links in the customer network.

Click Verify Config to validate any audit error.

Default inter-link communication groups

Default inter-link communication groups are intended at automating the creation of paths between:

- Any two internet links
- Any two MPLS links that share a service provider, and
- Any two Private Intranet links that share a service provider

Custom inter-link communication groups

Custom inter-link communication groups enable private Intranet, public Internet, or MPLS links to automatically create paths with other private Intranet, public Internet, or MPLS links across varying service providers.

For example, consider this scenario - A company has offices in the US and India. The US offices use AT&T MPLS links, while the India offices use Airtel MPLS links. Let's say AT&T and Airtel MPLS links are compatible in terms of DSCP tags and related parameters and are amenable for the creation of paths with each other. Custom inter-link communication rules allow you to select an ISP pair (for example ATT –Airtel in this case) and enable auto-creation of paths among the links belonging to these ISPs.

	Verify Config Interlink Communic	ation	
Default	Inter-link Communication Group		
No	Group Name	Description	
1	Internet-All	All Internet links can talk to each other by default. If a sub-set of internet lin	nks need to talk only among t
2	MPLS-Same-ISP	All MPLS links belonging to the same ISP can talk to each other by default,	through auto-creation of paths
3	Private Intranet-Same-ISP	All Private Intranet links belonging to the same ISP can talk to each other b	y default, through auto-creati
Custom	Inter-link Communication Group	S	
MPLS Gro	ups Private Intranet Groups	Internet Communication Override Groups	
Group the + MF	e desired MPLS service provider i PLS Inter-link Communication C	ames, to enable the corresponding links to talk to each other.	
No	Group Name	Service Providers	Actions

• MPLS Groups: You can group the desired MPLS service provider names to enable the corresponding links to communicate with each other. Click + MPLS Inter-link Communication

Group and provide an MPLS group name. Select the DSCP tag from the drop-down list. You can also add the MPLS provider by selecting the ISP name from the drop-down list. The **Enable Encryption** check box helps to enable the encryption for every custom MPLS Inter-Link Communication Group. In rare cases, to eliminate the overhead of encryption, you can disable this option.

- **Private Intranet Groups**: You can group the desired Intranet service provider names to enable the corresponding links to communicate with each other. Click **+ Private Intranet Inter-link Communication Group** and provide the private intranet group name. Select the DSCP tag from the drop-down list. You can also add the private intranet provider by selecting the ISP name from the drop-down list. The **Enable Encryption** check box helps to enable/disable the encryption for every custom private Intranet Inter-Link Communication Group.
- Internet Communication Override Groups: If a subset of Internet links must talk only among themselves and not with the rest of the Internet links, then you can group the corresponding ISP names to enable exclusion from the default group.

The rest of the Internet links can still communicate with each other. Click **+ Public Internet Interlink Communication Group** and provide a public internet group name. Select the DSCP tag from the drop-down list. You can also add the public Internet provider by selecting the ISP name from the dropdown list. The **Enable Encryption** option ensures that the packets of the Inter-Link Communication Group which are sent on the virtual paths are encrypted.

لما	Interlink Communication					
Default	Inter-link Communication Groups					
No	Group Name	Description				
1	Internet-All	All Internet links can talk to each other by default. If a sub-set of internet links need to talk only among themselves and not with the broad				
2	MPLS-Same-ISP	All MPLS links belonging to the same ISP can talk to each other by default, through auto-creation of paths				
з	Private Intranet-Same-ISP	All Private Intranet links belonging to the same ISP can talk to each other by default, through auto-creation of paths				
Custom	Inter-link Communication Groups					
MPLS Group	Name*	DSCP Tag				
+ MP	PLS Provider					
Cano	tel Save					

Security

February 8, 2022

You can configure the security settings such as, network security, virtual path IPsec, firewall, and certificates that are applicable to all the appliances across the network.

Firewall zones

You can configure zones in the network and define policies to control how traffic enters and leaves the zones. The following zones are available by default:

- **Default_LAN_Zone**: Applies to traffic to or from an object with a configurable zone, where the zone has not been set.
- Internet_Zone: Applies to traffic to or from an Internet service using a trusted interface.
- **Untrusted_Internet_Zone**: Applies to traffic to or from an Internet service using an untrusted interface.

Firewall Zones (i)



You can also create your own zones and assign them to the following types of objects:

- Virtual Network Interfaces
- Intranet Services
- GRE Tunnels
- LAN IPsec Tunnels

Click **Verify Config** to validate any audit error.

Firewall defaults

You can configure the global default firewall actions and global firewall settings that can be applied to all the appliances in the SD-WAN network. The settings can also be defined at the site level which overrides the global setting.

Firewall Defaults ③	
Global Default Firewall Actions	
Action When No Firewall Rules Metch	
Allow	
Action When Security Profiles Cannot be Inspected	
Ignore v	
Action When Security Profiles Inspection Traffic is IPv6	
Ignore v	
Global Firewall Settings	
Default Connection State Tracking	
Denied Timeout (s)	
30	
TCP Initial Timeout (s)	TCP Idle Timeout (s)
120	7440
TCP Closing Timeout	TCP Time Wait Timeout (s)
60	120
TCP closed Timeout (s)	
30	
UDP Initial Timeout (s)	UDP Idle Timeout (s)
30	300
ICMP Initial Timeout (s)	ICMP Idle Timeout (s)
30	60
Generic Initial Timeout (a)	Generic Idle Timecut (s)
30	300
Save	

- Action When No Firewall Rules Match: Select an action (Allow or Drop) from the list for the packets that do not match a Firewall policy.
- Action When Security Profiles Cannot be Inspected: Select an action (Ignore or Drop) for the packets that match a firewall rule and engage a security profile but temporarily cannot be inspected by the Edge Security subsystem. If you select **Ignore**, then the relevant firewall rule is treated as not matched and the next firewall rule in order is evaluated. If you select **Drop**, the packets matching the relevant firewall rule, are dropped.
- **Default Firewall Action**: Select an action (Allow/Drop) from the list for packets that do not match a policy.

• **Default Connection State Tracking**: Enables directional connection state tracking for TCP, UDP, and ICMP flows that do not match a filter policy or NAT rule.

Note

Asymmetric flows are blocked when **Default Connection State Tracking** is enabled even when there are no Firewall policies defined. If there is the possibility of asymmetric flows at a site, the recommendation is to enable it at a site or policy level and not globally.

- **Denied Timeout (s)**: Time (in seconds) to wait for new packets before closing denied connections.
- **TCP Initial Timeout (s)**: Time (in seconds) to wait for new packets before closing an incomplete TCP session.
- **TCP Idle Timeout (s)**: Time (in seconds) to wait for new packets before closing an active TCP session.
- **TCP Closing Timeout**: Time (in seconds) to wait for new packets before closing a TCP session after a terminate request.
- **TCP Time Wait Timeouts (s)**: Time (in seconds) to wait for new packets before closing a terminated TCP session.
- **TCP Closed Timeout (s)**: Time (in seconds) to wait for new packets before closing an aborted TCP session.
- **UDP Initial Timeout (s)**: Time (in seconds) to wait for new packets before closing the UDP session that has not seen traffic in both directions.
- **UDP Idle Timeout (s)**: Time (in seconds) to wait for new packets before closing an active UDP session.
- **ICMP Initial Timeout (s)**: Time (in seconds) to wait for new packets before closing an ICMP session that has not seen traffic in both directions
- ICMP Idle Timeout (s): Time (in seconds) to wait for new packets before closing an active ICMP session.
- **Generic Initial Timeout (s)**: Time (in seconds) to wait for new packets before closing a generic session that has not seen traffic in both directions.
- **Generic Idle Timeout (s)**: Time (in seconds) to wait for new packets before closing an active generic session.

Click **Verify Config** to validate any audit error.

Firewall policies

Firewall profiles provide security by ensuring that network traffic is restricted only to a specific firewall rule depending on the match criteria and by applying specific actions. The **Firewall Policies** contains three sections.

- **Global Default** –Global default policy is an aggregation of a couple of firewall rules. The policy that you create under the **Global Default** section is applied across all the sites in the network.
- Site Specific –You can apply the defined firewall rules on certain specific sites.
- **Global Override** –You can override both global and site-specific policies using **Global Override Policy**.

Firew	all Policies					
Global Det	ault Site Specific	Global Override				
+ G	lobal Default Policy					
No	Name				Active	Actions

You can define firewall rules and place it based on the priority. You can choose the priority order to begin from the top of the list, bottom of the list, or from a specific row.

It is recommended to have more specific rules for applications or subapplications at the top, followed by less specific rules for the ones representing broader traffic.

Policy	Policy Information							
Policy Nar	Policy Name *							
	Active Policy							
Firew	Firewall Rules							
Cre	eate New Rule							
• Top	o of List 🔘 Bottom of	List O Specify Row	Number Row num	ber				
No	Match Type	Application	Src Zone	Dst Zone	Src Network	Dst Network	Action	Actions
Ca	Cancel Save							
oui								

Firewall Policies

To create a firewall rule, click **Create New Rule**.

Firewall Policies

Policy Information			
Policy Name* FIREWALL-13	Active Policy		
Firewall Type			
Built-in Firewall	~		
Match Criteria			
Match Type Apps & Domains	Routing Domain	n 🗸	
Apps & Domains * + New [Ecommerce	Domain App		
Filtering Criteria			
Source Zone		Destination Zone	
Any X	~	Any X	~
Source Service Type	Source Service Name *	Source IP	Source Port
Any ~	Any 🗸	Any	Any
Dest Service Type	Dest Service Name *	Dest IP	Dest Port
Any 🗸	Any 🗸	Any	Any
IP Protocol	DSCP		
Any 🗸	Any ~	Allow Fragments Reverse Also	Match Established
Actions			
Action	Schedule		
Allow \checkmark	Always On (Default)	~	
	Add Schedule		
Connection State Tracking			
✓ Log Connection Start & End Eve	nts		
✓ Log Packet Statistics Ever	y 5 mins V		
Cancel Done			

• Provide a policy name and select the **Active Policy** check box if you want to apply all the firewall rules.

- The match criteria defines the traffic for the rule such as, an application, a custom defined application, group of applications, application family, or IP protocol based.
- Filtering criteria:
 - Source Zone: The source firewall zone.
 - **Destination Zone**: The destination firewall zone.
 - Source Service Type: The source SD-WAN service type –Local, Virtual Path, Intranet, IP Host, or Internet are examples of Service Types.
 - **Source Service Name**: The name of a service tied to the service type. For example, if the virtual path is selected for Source Service type, it would be the name of the specific virtual path. This is not always required and depends on the service type selected.
 - **Source IP**: The IP address and subnet mask the rule uses to match.
 - **Source Port**: The source port the specific application uses.
 - **Dest Service Type**: The destination SD-WAN service type –Local, Virtual Path, Intranet, IP Host, or Internet are examples of service types.
 - **Dest Service Name**: Name of a service tied to the service type. This is not always required and depends on the service type selected.
 - **Dest IP**: The IP address and subnet mask the filter use to match.
 - **Dest Port**: The destination port the specific application uses (that is, HTTP destination port 80 for the TCP protocol).
 - **IP Protocol**: If this match type is selected, select an IP protocol that the rule matches with. Options include ANY, TCP, UDP ICMP and so on.
 - **DSCP**: Allow the user to match on a DSCP tag setting.
 - Allow Fragments: Allow IP fragments that match this rule.
 - Reverse Also: Automatically add a copy of this filter policy with source and destination settings reversed.
 - Match Established: Match incoming packets for a connection to which outgoing packets were allowed.
- The following actions can be performed on a matched flow:
 - Allow: Permit the flow through the Firewall.
 - **Drop**: Deny the flow through the firewall by dropping the packets.
 - Reject: Deny the flow through the firewall and send a protocol specific response. TCP sends a reset, ICMP sends an error message.

- **Count and Continue**: Count the number of packets and bytes for this flow, then continue down the policy list.

Apart from defining the action to be taken, you can also select the logs to be captured.

Network security

Select the encryption mechanism to be used across the network. You can configure the global security settings that secure the entire SD-WAN network.

Network Encryption mode defines the algorithm used for all encrypted paths in the SD-WAN network. It is not applicable for non–encrypted paths. You can set the encryption as AES-128 or AES-256.

FIPS compliance

FIPS mode enforces users to configure FIPS compliant settings for their IPsec Tunnels and IPsec settings for Virtual Paths.

Enabling FIPS mode offers the following capabilities:

- Displays the FIPS compliant IKE Mode.
- Displays a FIPS Compliant IKE DH Group from which users can select the required parameters for configuring the appliance in FIPS compliant mode (2,5,14–21).
- Displays the FIPS compliant IPsec Tunnel Type in IPsec settings for Virtual Paths
- IKE Hash and (IKEv2) Integrity mode, IPsec auth mode.
- Performs audit errors for FIPS based Lifetime Settings.

To enable FIPS compliance on Citrix SD-WAN Orchestrator service:

- 1. Go to **Configuration > Security > Network Security**.
- 2. In the Network Security Settings section, click the Enable FIPS Mode check box.

Enabling FIPS mode enforces checks during configuration to ensure that all IPsec related configuration parameters adhere to the FIPS standards. You are prompted through audit-errors and warnings to configure IPsec.

Network Security (i)

Network Security Settings
Encryption
AES-128 ~
Enable Encryption Key Rotation
Enable Extended Packet Encryption Header
Enable Extended Packet Authentication Trailer
Extended Packet Authentication Trailer Type
~
Enable FIPS Mode
Enable Appliance Authentication
Network Secure Key
Regenerate

If the IPsec configuration does not comply with FIPS standards when it is enabled, an audit error might be triggered. Following are the type of audit errors that are displayed when you click **Verify Config** on the Citrix SD-WAN Orchestrator for On-premises UI.

- When FIPS mode is enabled and Non-FIPS compliant option is selected.
- When FIPS mode is enabled and incorrect lifetime value is entered.
- When FIPS mode is enabled and IPsec settings for virtual path default set is also enabled, and incorrect Tunnel mode is selected (ESP vs ESP_Auth / AH).
- When FIPS mode is enabled, IPsec settings for virtual path default set are also enabled, and incorrect lifetime value is entered.

Enable Encryption Key Rotation: When enabled, encryption keys are rotated at intervals of 10–15 minutes.

Enable Extended Packet Encryption Header: When enabled, a 16 bytes encrypted counter is prepended to encrypted traffic to serve as an initialization vector, and randomize packet encryption.

Enable Extended Packet Authentication Trailer: When enabled, an authentication code is appended to the contents of the encrypted traffic to verify that the message is delivered unaltered.

Extended Packet Authentication Trailer Type: This is the type of trailer used to validate packet contents. Select one of the following from the drop-down menu: **32-Bit Checksum** or **SHA-256**.

SSL inspection

Secure Sockets Layer (SSL) inspection is a process of intercepting, decrypting, and scanning the HTTPS and secure SMTP traffic for malicious content. SSL inspection provides security to the traffic flowing to and from your organization. You can generate and upload your organization's root CA certificate and perform the man-in-the-middle inspection of the traffic.

NOTE

SSL inspection is supported from Citrix SD-WAN 11.3.0 release onwards.

To enable SSL inspection, at the network level, navigate to **Configuration > Security > SSL Inspec-tion > Configuration** and define the following SSL configuration settings.

- Enable SMTPS Traffic Processing: The secure SMTP traffic undergoes SSL inspection.
- Enable HTTPS Traffic Processing: The HTTPS traffic undergoes SSL inspection.
- Block Invalid HTTPS Traffic: By default, when the Block Invalid HTTPS Traffic check box is cleared, non-HTTPS traffic on port 443 is ignored and allowed to flow unimpeded. When Block Invalid HTTPS Traffic is selected, non-HTTPS traffic is blocked for SSL inspection. Enabling this option may result in otherwise legitimate traffic getting blocked, that is, HTTP traffic on port 443 or HTTPS traffic from sites with an expired certificate.
- **Client Connection Protocols**: Select the required client protocols. The protocols available are SSLvHello, SSLv3, TLSv1, TSLv1.1, TLSv1.2, and TLSv1.3.
- Server Connection Protocols: Select the required server protocols. The protocols available are SSLvHello, SSLv3, TLSv1, TSLv1.1, TLSv1.2, and TLSv1.3.

NOTE

The versions older than TLSv1.2 are considered vulnerable and must not be enabled, unless backward compatibility is important.

SSL Inspection (i)

Configuration	Root Certificate	Trusted Server Certific	ates		
Enable SMTPS	6 Traffic Processing				
Enable HTTPS	Traffic Processing				
Block Invalid H	ITTPS Traffic				
Client Conne	ection Protocols	3			
SSLvHello	SSLv3	TLSv1	TLSv1.1	TLSv1.2	TLSv1.3
Server Conn	ection Protocol	S			
SSLvHello	SSLv3	TLSv1	TLSv1.1	TLSv1.2	TLSv1.3
Save	Cancel				

On the **Root Certificate** tab, copy and paste the root certificate and key of your organization root certificate authority (CA). The root CA is used to create and sign a forged copy of the certificates of the original sites, so that SSL inspection can be performed. It is implicitly assumed that the root CA certificate is installed on all client workstations and devices that can have their traffic SSL inspected.

SSL Inspection ①
Configuration Root Certificate Trusted Server Certificates
Root Certificate and Key
Import the files or copy paste the Root Certificate and Kev Root Certificate Root Key
Save Cancel

The default, Trust all server certificates signed by root authority and certificates listed below

option results in SD-WAN validating all server certificates against the standard list of root CAs and the root CA previously configured. It also discards servers that have an invalid certificate. To override this behavior, upload the SSL self-signed certificate of internal servers on the **Trusted Server Certificates** tab. Click **Add Certificate** and provide a name, browse for the certificate, and upload it. Alternately, if you select **Trust all server certificates**, all the servers are considered as trusted by Citrix SD-WAN, regardless of their certificate validation status.

SSL Inspection $\ \textcircled{}$

Configuration Root Certifica	ate Trusted Server Cer	lificates			
Trusted Server Certificates O Trust all server certificates					
Trust all server certificates s	signed by root authority and	l certificates listed below			
Add Certificate Certificate Name	Issued to	Issued by	Valid date	Expire date	

As part of security profiles, you can create SSL rules and enable them for SSL inspection. For more information on creating SSL rules for a security profile, see Edge security.

Intrusion prevention

Intrusion Prevention System (IPS) detects and prevents malicious activity from entering your network. IPS inspects the network traffic and takes automated actions on all incoming traffic flows. It includes a database of over 34,000 signature detections and heuristic signatures for port scans, allowing you to effectively monitor and block most suspicious requests.

IPS uses signature based detection, which matches the incoming packets against a database of uniquely identifiable exploit and attack patterns. The signature database is automatically updated daily. Since there are thousands of signatures, the signatures are grouped into Category and Class types.

You can create IPS rules and enable only the signature categories or class types that your network requires. Since intrusion prevention is a compute sensitive process, use only the minimal set of signature categories or class types that are relevant for your network.

You can create an IPS profile and enable a combination of IPS rules. These IPS profiles can then be associated globally with the entire network or with only specific sites.

Each rule can be associated with multiple IPS profiles and each IPS profile can be associated with multiple sites. When an IPS profile is enabled, it inspects the network traffic for the sites with which the IPS profile is associated and for the IPS rules enabled within that profile.

To create IPS rules, at the network level, navigate to **Configuration > Security > Intrusion Prevention > IPS Rules** and click **New Rule**.

Verify Config IPS	Profiles IPS Rules						
Intrusion Prevent	tion						
To prevent intrusion attacks, rules can be configured below based on signature attributes such as Class Types and Categories. For more information on signatures, visit the website <u>Emerging Trends</u>							
Total Rules: 4 (Preset - 4, Custor	-0)					New	Rule
Rule name	Description	Туре	Categories	Class Types		Action	Actions
Critical Priority	Critical Priority	Preset	0		15	Enable Block if Recommended is Enabled	•••
High Priority	High Priority	Preset	0		15	Enable Block if Recommended is Enabled	•••
Medium Priority	Medium Priority	Preset	0		7	Enable Log	•••
Low Priority	Low Priority	Preset	0		1	Recommended	•••

Provide a rule name and description. Select the match category or class type signature attributes, select an action for the rule, and enable it. You can choose from the following rule actions:

Rule Action	Function
Recommended	There are recommended actions defined for each signature. Perform the recommended action for the signatures.
Enable Log	Allow and log the traffic matching any of the signatures in the rule.
Enable Block if Recommended is Enabled	If the rule action is Recommended and the signature's recommended action is Enable Log , drop the traffic matching any of the signatures in the rule
Enable Block	Drop the traffic matching any of the signatures in the rule.

¬ Rule			
ile Name *			
rule-block-chome-dos			
escription			
Block denial of service through cl	rrome browser.		
IF THE FOLLOWING CONDITIO	IN IS MET*		
Category	is	browser-chrome X	~
OR			
Class Type	is	✓ denial-of-service ×	~
THEN DO THE FOLLOWING*			
Enable Block		~	

Note

- Since Intrusion Prevention is a compute sensitive process use only the minimal set of signature categories that are relevant to your edge security deployments.
- The SD-WAN firewall drops the traffic on all WAN L4 ports that are not port-forwarded and are not visible in the IPS engine. This provides an extra security layer against trivial DOS and scan attacks.

To create IPS profiles, at the network level, navigate to **Configuration > Security > Intrusion Preven-tion > IPS Profiles** and click **New Profile**.

Verify Config	S Profiles IPS Rules					
Each IPS Profile contains of Total Profiles: 1	e or many IPS Rules applied to sites			Ne	ew Profil	le
Profile name	Description	Status	Rules	Sites		
Profile-1				4	1	•••

Provide a name and description for the IPS profile. On the **IPS Rules** tab, enable the required **IPS Rules** and turn on **Enable IPS Profiles**.

ר New IPS Profil	le								
ofile Name *									
Profile-2									
scription									
		1.							
		ħ							
S Rules Sites		ő							
S Rules Sites Rule name	Description	æ	Ту	pe Status	s Categories	5	Class Type		Action
S Rules Sites Rule name Critical Priority	Description Critical Priority		Ty Pr	pe Status eset	s Categories	s O	Class Type	15	Action
S Rules Sites Rule name Sritical Priority High Priority	Description Critical Priority High Priority		Ty Pr Pr	pe Status osot cosot	s Categories	s 0 0	Class Type	15 15	Action blocklog blocklog
S Rules Sites Rule name Critical Priority High Priority Vedium Priority	Description Critical Priority High Priority Medium Priority		Ty Pn Pn Pn	pe Statur ssat C ssat C	s Categorier	s 0 0	Class Type	15 15 7	Action blocklog blocklog
S Rules Sites Rule name Critical Priority High Priority Vedium Priority	Description Critical Priority High Priority Medium Priority Low Priority		Ty Pri Pri Pri Pri	pe Status seet C seet C seet C	s Categoriet	s 0 0 0 0	Class Type	15 15 7 1	Action blocklog blocklog log default

On the Sites tab, click Select Sites. Select the sites and click Save. Click Create Profile.

	Site Selector	
Verify Config IPS Profiles IPS Rules	Browse or search the list of sites, regions and groups below. You can ado subset of its members to add/remove.	d/remove entire Regions and Groups, or click into them and choose a
← New IPS Profile	Search	
Profile Name * Profile-2	Filter By Region / Custom Groups	مم
Description IPS Rules Sites Profile-2 Description Description IPS Rules Sites Global(All Sites) IPS Rules Sites Intrusion Prevention Settings will be applied to the sites listed below Intrusion Prevention Settings will be applied to the sites listed below	Available (5 sites) Boston Dallas Kansas SantaClara myLTE	Selected (0 sites)
Create Profile Cancel	Save	

You can enable or disable these IPS profiles while creating security profiles. The security profiles are used to create firewall rules. For more information, see Security profile –Intrusion Prevention.

Virtual path IPsec

Virtual Path IPsec defines the IPsec tunnel settings to ensure secure transmission of data over the Static Virtual Paths and Dynamic Virtual Paths. Select the **Static Virtual Paths IPSec** or **Dynamic Virtual Paths IPSec** tab to define the IPsec tunnel settings.

- Encapsulation Type: Choose one of the following security types:
 - **ESP**: Data is encapsulated and encrypted.
 - **ESP+Auth**: Data is encapsulated, encrypted, and validated with an HMAC.
 - **AH**: Data is validated with an HMAC.
- **Encryption Mode**: The encryption algorithm used when ESP is enabled.
- Hash Algorithm: The hash algorithm used to generate an HMAC.
- Lifetime (s): The preferred duration, in seconds, for an IPsec security association to exist. Enter 0 for unlimited.

For information on configuring IPsec service, see IPsec service.

Virtual Path IPsec (i)						
Static Virtual Paths IPSec Dynamic Virtual Paths IPSec						
Dynamic Virtual Path IPSec Settings						
Encrypt Dynamic Virtual Path with IPSec						
Encapsulation Type *						
ESP ~						
Encryption Mode *						
AES 128-Bit V						
Hash Algorithm *						
SHA1 ~						
Lifetime (s)*						
28800						
Save						

Click Verify Config to validate any audit error

Certificates

There are two types of certificates: Identity and Trusted. Identity Certificates are used to sign or encrypt data to validate the contents of a message and the identity of the sender. Trusted Certificates are used to verify message signatures. Citrix SD-WAN appliances accept both Identity and Trusted Certificates. Administrators can manage certificates in the Configuration Editor.

Certificates (i)	
+ Add Certificate	
Certificate Name	Actions

Click Verify Config to validate any audit error

To add a certificate click Add Certificate.

- Certificate Name: Provide the certificate name.
- **Certificate Type**: Select the certificate type from the drop-down list.
 - Identity Certificates: Identity certificates require the certificate's private key to be available to the signer. Identity Certificates or their certificate chains that are trusted by a peer to validate the contents and identity of the sender. The configured Identity Certificates and their respective Fingerprints are displayed in the Configuration Editor.
 - Trusted Certificates: Trusted Certificates are self-signed, intermediate certificate authority (CA) or root CA certificates used to validate the identity of a peer. No private key is required for a Trusted Certificate. The configured Trusted Certificates and their respective Fingerprints are listed here.

Certificates (i)

Certificate		
Certificate Name * Enter Name Base64 Certificate *	Certificate Type Trusted Trusted Identity	
Base64 Key		
Cancel Save		

Site and IP Groups

November 24, 2021

Administrators can group sites or IP addresses to simplify common application policies across multiple sites or network addresses, and also serve as filters for reports.

To view Regions, Site and IP Groups, navigate to **Configuration** > **Site & IP Groups**.



Regions

Regions help to create administrative boundaries within large networks spanning hundreds to thousands of sites. If your organization has a large network spanning multiple administrative (or geographical) boundaries, you can consider creating regions to segment the network.

	erify Config Regions		
+ Regio	Region	Sites	Actions
۲	Default-Region	0	+ 🖮
0	Region-US-WEST	0	+ 🖻
	Region-US-EAST	0	+ 🛍

Currently, a maximum of 1000 sites are supported per region. Each region is expected to have a Regional Control Node (RCN), which serves as the hub and controller for the region. So, you would typically consider a multi-region deployment if your network has more than 500 sites. By default, all networks are single region networks, where the Master Control Node (MCN) serves as the hub and the control node for all the sites. On adding one or more regions, the network becomes a multi-region network. The region associated with the MCN is called the **default region**.

A multi-region network supports a hierarchical architecture with an MCN controlling multiple RCNs. Each RCN, in turn, controls multiple branch sites. Even in a multi-region deployment, you can have the MCN double up as the direct hub node for a subset of the sites while having the rest of the sites use their respective RCNs as hub nodes.

The sites being managed directly by the MCN that is, the RCNs and potentially some other sites directly managed by the MCN are said to be in the **default** region. The **default region** would be the only region for a network before other regions are added. After adding other regions, you can select the **Default** option to use a desired region as the default region.

To create a region:

- 1. Click + **Region**. Provide a region name and description.
- 2. Enable Interval VIP matching based on whether you want **Forced Internal VIP Matching** or **Allow External VIP Matching**.
 - Forced Internal VIP Matching: When enabled, all non-private Virtual IP addresses in the Region are forced to match the configured subnets.
 - Allowed External VIP Matching: When enabled, non-private Virtual IP addresses from other regions are allowed to match the configured subnets.
- 3. Click + **Subnets** to add subnets. Enter a **Network** address. The network address is the IP address and mask for the subnet.
- 4. Select the sites.

5. Click **Review** and then **Save**. The newly created region is added to the existing list of regions.

Note

A customer can only have Static or Dynamic Virtual paths within a Region.

egion Attributes			
gion Name: Region- US-WES	Т		
scription			
Force Internal VIP Matching	Allow External VIP Mate	ching	
+ Subnets			
Network		Delete	
Eg: a.b.c.d/e			
) Import Sites from other Regions	Search Sites	Search	
Select Region(s) to Import from	Select Sites to be Imported	d	
Select All			
✓ Default-Region			

You can place sites under the region once a Region is created successfully.

Note

Dynamic virtual paths cannot be established between branches in different regions.

Click Verify Config to validate any audit error.

Custom groups

Custom Groups provide users the flexibility to group sites as needed. Users can apply policies for groups of sites at once, without necessarily having to deal with each site individually. Groups can also serve as filters for dashboards, reports, or network configuration. Unlike Regions, groups can overlap in terms of sites. In other words, the same sites can be part of multiple groups.

Verify Config Custom Groups		
+ Custom Gloup		
Group	Sites	Actions
Group-Large Branch Offices	3	+ =
Group-Large Branch Offices Group-Large Branch Office	3	+ = + =
Group-Large Branch Offices Group-Large Branch Office Group-Europe	3 3 3	+ = + = + =
Group-Large Branch Offices Group-Large Branch Office Group-Europe Group-G1	3 3 3 2	+ = + = + = + =

For example, a user can create a group named **Business Critical Sites** to configure common policies for all your business-critical sites. The user can also monitor their health and performance separately as a group. Some of those sites can also be a part of a **Large Branch Office** group, for instance.

Custom Site Groups provide a way to logically group sites together for reporting purposes. You can create custom groups and add sites to each custom group. To create a custom group click **+ Custom Group**. Provide a group name and select or add sites. Click **Review** and then **Save**.

Group Attributes		
Group Name: Group- site1		
Sites		
+ Sites Search Sites	s Search	
Select Group(s) to pick from	Select Sites to be Added	
Select All	Select All	
✓ Default-Region	Bangalore	
Region-Main_Office	Belgium	
Region-Sales_office	London	
Group-Large Branch O	Madrid	
Group-Large Branch O	NewYork	
Group-Europe	San Francisco	
Group-G1		
✓ Group-test_group		

Click Verify Config to validate any audit error.

IP groups

Citrix SD-WAN Orchestrator for On-premises introduces the option of adding IP groups (network objects). With this option, you can group IP and network addresses by using **IP Groups** while defining a route filter rather than creating a filter for each subnet. These groups can be used in configuration and policies as needed, without necessarily having to key in individual IP addresses each time.

IP Groups ③

+ IP Group	
	Actions
N-GROUP1	
1_GROUP1	۵
R2_Group1	۵

You can create IP groups and add network addresses and prefixes. To create an IP group, select **IP Groups** and click **+ IP Group**. Provide a group name. Click **+ IP Address** and enter **IP addresses** to be added to the IP group.

IP	Groups	ŧ	

IP Group Identifiers		
IP Group Name "		
IP Addresses		
+ IP Address		
Network Address/Prefix		
	-	
Cancel Save		

Click Verify Config to validate any audit error

The following features utilize the IP groups:

• **Creating an IP route**: You can add a destination network or enable the **Use IP Group** check box to select an existing IP group. For more information, see IP groups.
Verify Config Application Routes IP Routes
Cost Ranges: Custom Application (1-20) Application (21-40) Application Group (41-60) IP (1-65535)
IP Protocol Match Criteria
Destination Network* Use IP Group Routing Domain Any Any ✓
Scope
Global Route Site / Group Specific Route
Traffic Steering
Delivery Service Cost* Internet Breakout 5
Eligibility Criteria
Export Route

• **Import route profiles**: While creating an import filter profile, you can choose from the list of IP groups available on your network.

You can add a destination network or enable the **Use IP Group** check box to select an existing IP group.

For more information, see Import route profiles.

Verify Config Import Route Profiles	
Import Filter Profile	
Import Profile Name * Sample-import-filter-profile	
Import Filters	
Protocol Routing Domain Source Router Desination IP Use IP Group Prefix Next Hop Route Tag Any Default_RoutingDomain * * * eq * * * Include Export Route to Citrix SD-WAN Appliances Citrix SD-WAN Cost* Service Type 6 Local *	pq N
Profile Availability Import Filter Profile Settings will be applied to the sites listed below Select Sites Sites (2) Boston)
Dallas	

• **Export route profiles**: While creating an export filter profile, you can add a network address mask or enable the **Use IP Group** check box to select an existing IP group.

For more information, see Export route profiles.

Verify Config Export Route Pro	ofiles				
Export Filter Profile					
Export Profile Name *					
sample-export-filter-profile					
Export Filters					
Routing Domain	Network Address/Mask 🛛 🖌 Use IP Group	Prefix	Cost	Service Type	Gateway IP Address
Default_RoutingDomain ~	ipg1 ~	eq 🗸 *	eq 🗸 *	Local 🗸	*
Export OSPF Route Type	Export OSPF Route Weight	🗹 Include			
Type 5 AS External 🗸	Weight				
Cancel Done					
Profile Availability					
Export Filter Profile Settings will be a	pplied to the sites listed below			Select Sites	
Sites (1)					
Boston					

• **BGP neighbor policies**: While adding a configured BGP policy for neighboring routers, you can add a network address or enable the **Use IP Group** check box to select an existing IP group.

For more information, see BGP.

ynamic Routing 🤅				
PF BGP Import Filters	Export Filters			
Neighbor Information				
Routing Domain*	Virtual Interface*		Neighbor IP *	
Default_RoutingDomain	×	~		
Neighbor AS *	Hold Time *	Local Preference *	Password	
1	180	100		۲
IGP Metric 🗹 Multi Hop Neighbor Policies				
Order	Network Address Use IP Group	Community String list	BGP C	community(AA:NN)
100	*	Manual	*	*
AS Path	BGP Policy*		Direction*	
*		~		~
Cancel Done	1			

Application settings and groups

June 17, 2022

This section enables users to custom define applications, group applications for use in policies, QoS Profiles, and also DNS settings.

You can define an **Application Group** for both predefined and custom applications. An **Application Group** contains applications that need similar treatment when defining a security policy.

You can reuse the **Application Groups** frequently when defining policies such as application steering or firewall rules. It eliminates the need to create multiple entries for each individual application. Similarly, while using any application services, Application Groups supports common applications with a unique name for simplified and consistent reuse.

To view **Application Groups**, navigate to **Configuration > App Settings & Groups**.

Domains and applications

You can create internal applications based on domain names which are not available in the list of published applications from the **Domains & Apps** page. To create applications based on domain name, at the network level, navigate to **App Settings & Groups > Domains & Apps > Domain Name Based Apps** tab, and click **New Domain Name Based Application**. Enter the application name and add the domain names or patterns. You can either enter the full domain name or use wild cards at the beginning.

(i)	h	
Pre-classified Apps		
		Delete
		Ē
		Ī
	(1) Pre-classified Apps	Tre-classified Apps

All the domain name based applications are visible in **Application Routing**, **Application Rule**, and **Firewall Policies**.

From Citrix SD-WAN 11.4.2 release onwards, the **Configure Ports** check box option is made available under **Domain Name Based Applications**. When the **Configure Ports** check box is enabled, it presents the flexibility to configure a group of multiple ports, port-ranges, and a protocol (TCP/UD-P/Any) for the domain-based application.

Previously, ports **80** and **443**, and protocol **Any** were supported for domains grouped under an application. You can see the same behavior if the **Configure Ports** check box is cleared. By default, the **Configure Ports** check box is disabled. When you select the **Configure Port** check box, you can edit, add, or delete any port or the port range as required along with the protocol selection as TCP, UDP, or Any. By default, the protocol value is set to **Any** and the ports are set to **80** and **443**.

omain Name Based Apps	Pre-classified Apps	
Domain based App Name *		
Ecommerce		
✓ Configure Ports		
Select Protocol		
ТСР	~	
Add Ports		
Port / Port Range		Delete
80		<u></u>
443		
500-4000		Ē
Add Domains		
Domain Name/Pattern		Delete
www.amazon.com		III

You can also view the list of pre-defined applications under the **Pre-classified Apps** tab. You can

search for a specific application using the **Search** bar or filter the list based on the application family.

Domains & Apps (i)		
Domain Name Based Apps Pre-cla	ssified Apps	
Filter Based on App Family:		∽ Search Q
App Name	App Family	Description 0
Base virtual protocol	Standard	Base is a virtual protocol, specific to ixEngine, that is always present at the beginning of the protocol path (e.g. base.
Unclassified Protocol	Standard	Unclassified is a virtual protocol created for DPI that represents flows that are not recognized by the system. Most of
Malformed virtual protocol	Standard	A packet belongs to the protocol 'malformed' if the protocol announced by the lower level protocol does not correspond
Incomplete virtual protocol	Standard	Incomplete is used when the protocol signature is too long.
802.1Q Ethernet VLAN	Network Service	802.1Q is a protocol which allows sending VLAN membership information of a frame.
AOL Instant Messenger (formerly O.	Instant Messaging	AIM (originally AOL Instant Messenger) is an instant messaging application. The protocol name is OSCAR (Open Syst
Advance Message Queuing Protoco	Middleware	AMQP (Advanced Message Queuing Protocol) is an open standard application layer protocol for message-oriented m
Apollo Domain:XEROX	Routing	Apollo is the routing protocol implemented natively in Apollo workstations.
Address Resolution Protocol	Network Service	The ARP protocol is used to determine the MAC Address of a PC for which the IP address is known.
AppleTalk	Network Service	The AppleTalk Protocol Suite implements services for routing, file transfer, printer sharing and emails in Apple enviro
		Showing 1-10 of 3585 items Page 1 of 359 4 🕨 10 rows 🗸

Custom application

The **Custom Applications** are used to create internal applications or IP-port combinations which are not available in the list of published applications. The administrator needs to define a custom application based on the IP protocol that can be used in multiple policies as needed, without referring the IP address and port number details each time.

To create a custom application, at the network level, navigate to **App Settings & Groups > Custom Apps**, click **+ Custom Application** and provide a name for the custom application. Specify the match criteria such as IP protocol, network IP address, port number, and, DSCP tag. The data flow matching this criteria is grouped as the custom application.

Verify Config	Custom Apps				
Custom App Name*					
HTTP_SERVER_INT	ERNAL				
 Enable Reporting 					
Reporting Priority					
100					
Match Criteria					
Add Match Crite	eria				
Application	Protocol	Network IP	Port	DSCP	Actions
Any	TCP (6)		80	DEFAULT	Û
Cancel	Save				

Once saved, the custom applications show up in a list and can be edited or deleted, as required.

The **Enable Reporting** check box is added for the IP Protocol-based custom applications and application groups. You must select the **Enable Reporting** check box and provide the reporting priority.

When the **Enable Reporting** check box is selected, you can view the IP custom application traffic under **Reports** > **Usage**.

Reporting priority is the order in which IP protocol-based custom applications or application groups are selected for the reporting. It helps to choose the high-priority custom application or application group for reporting, when there are multiple matches with reporting enabled. For example, if the reporting priority of a custom application is set to 1, it means that the custom application gets the highest priority in reporting. Whereas if the reporting priority is set to 100, the custom application takes a much lesser precedence in reporting.

twork							
	Reports: Usage	2		Relative 1	Time 🗸 Interval:	Last 1 Hour \lor Sit	e Group: All ~
Ap	plication Usage Ne	twork Usage					
Report Ty	pe	Apps					
Top /	Apps 🗸 🗸	All	\sim				
			т	op Applications			
н1	TP_SERVER_INTERN	AL (94%) 📕 youtube	(6%) 💼 amazon (0%)	salesforce (0%)			
Top	Applications	Total Data	Upload Data	Download Data	STREAMING (0%)	I Others (0%) Sea Upload Bandwidth	rch Q Download Bandwidth
To; №	Applications Applications	Total Data	Upload Data 3.42 GB	Download Data 6.71 GB	Total Bandwidth 82.94 Mbps	Upload Bandwidth 26.82 Mbps	rch Q Download Bandwidth 56.12 Mbps
To; ^{No}	Applications Applications HTTP_SERVER_IN youtube	Total Data 10.13 GB 638.21 MB	Upload Data 3.42 GB 218.21 MB	Download Data 6.71 GB 419.99 MB	Total Bandwidth 82.94 Mbps 1.49 Mbps	Upload Bandwidth 26.82 Mbps 510.32 Kbps	Complete Research Complete Com
To; No 1 2 3	Applications Applications HTTP_SERVER_IN youtube amazon	Total Data 10.13 GB 638.21 MB 17.12 MB	Upload Data 3.42 GB 218.21 MB 6.06 MB	Download Data 6.71 GB 419.99 MB 11.06 MB	Total Bandwidth 82.94 Mbps 1.49 Mbps 129.54 Kbps	Upload Bandwidth 26.82 Mbps 510.32 Kbps 47.23 Kbps	rch Q Download Bandwidth 56.12 Mbps 982.19 Kbps 82.31 Kbps
To; № 1 2 3 4	Applications Applications HTTP_SERVER_IN youtube amazon salesforce	Total Data 10.13 GB 638.21 MB 17.12 MB 5.49 MB	Upload Data 3.42 GB 218.21 MB 6.06 MB 2.51 MB	Download Data 6.71 GB 419.99 MB 11.06 MB 2.98 MB	Total Bandwidth 82.94 Mbps 1.49 Mbps 129.54 Kbps 12.4 Kbps	Upload Bandwidth 26.82 Mbps 510.32 Kbps 47.23 Kbps 5.68 Kbps	rch Q Download Bandwidth 56.12 Mbps 982.19 Kbps 82.31 Kbps 6.72 Kbps
To: No 1 2 3 4 5	Applications Applications HTTP_SERVER_IN youtube amazon salesforce STREAMING	Total Data 10.13 GB 638.21 MB 17.12 MB 5.49 MB 4.27 MB	Upload Data 3.42 GB 218.21 MB 6.06 MB 2.51 MB 2.05 MB	Download Data 6.71 GB 419.99 MB 11.06 MB 2.98 MB 2.22 MB	Total Bandwidth 82:94 Mbps 1.49 Mbps 129:54 Kbps 12:4 Kbps 11.61 Kbps	Upload Bandwidth 26.82 Mbps 510.32 Kbps 47.23 Kbps 5.68 Kbps 5.58 Kbps	rch Q Download Bandwidth 56.12 Mbps 982.19 Kbps 82.31 Kbps 6.72 Kbps 6.03 Kbps
To; № 1 2 3 4 5 6	Applications Applications HTTP_SERVER_IN youtube amazon salesforce STREAMING http2	Total Data 10.13 GB 638.21 MB 17.12 MB 5.49 MB 4.27 MB 1.89 MB	Upload Data 3.42 GB 218.21 MB 6.06 MB 2.51 MB 2.05 MB 660.48 KB	Download Data 6.71 GB 419.99 MB 11.06 MB 2.98 MB 2.22 MB 1.22 MB	Total Bandwidth 82.94 Mbps 1.49 Mbps 129.54 Kbps 12.4 Kbps 11.61 Kbps 24.37 Kbps	Upload Bandwidth 26.82 Mbps 510.32 Kbps 47.23 Kbps 5.68 Kbps 5.58 Kbps 8.77 Kbps	rch Q Download Bandwidth 56.12 Mbps 982.19 Kbps 82.31 Kbps 6.72 Kbps 6.03 Kbps 15.6 Kbps
Top No 1 2 3 4 5 6 7	Applications Applications HTTP_SERVER_IN youtube amazon salesforce STREAMING http2 ECOMMERCE	Total Data 10.13 GB 638.21 MB 17.12 MB 5.49 MB 4.27 MB 1.89 MB 1.85 MB	Upload Data 3.42 GB 218.21 MB 6.06 MB 2.51 MB 2.05 MB 660.48 KB 660.48 KB	Download Data 6.71 GB 419.99 MB 11.06 MB 2.98 MB 2.29 MB 2.22 MB 1.22 MB 1.22 MB 1.18 MB	Total Bandwidth 82.94 Mbps 1.49 Mbps 129.54 Kbps 12.4 Kbps 11.61 Kbps 24.37 Kbps 95.09 Kbps	Upbeed Bandwidth Sea 26.82 Mbps 510.32 Kbps 47.23 Kbps 5.68 Kbps 5.58 Kbps 5.58 Kbps 8.77 Kbps 12.95 Kbps	rch Q Download Bandwidth 56.12 Mbps 982.19 Kbps 82.31 Kbps 6.72 Kbps 6.03 Kbps 15.6 Kbps 81.14 Kbps
Top № 1 2 3 4 5 6 7 8	Applications Applications HTTP_SERVER_IN youtube amazon salesforce STREAMING http2 ECOMMERCE google_accounts	Total Data 10.13 GB 638.21 MB 17.12 MB 5.49 MB 4.27 MB 1.89 MB 1.85 MB 1.61 MB	Upload Data 3.42 GB 218.21 MB 6.06 MB 2.51 MB 2.05 MB 660.48 KB 660.48 KB 667.14 KB 545.11 KB	Download Data 6.71 GB 419.99 MB 11.06 MB 2.98 MB 2.22 MB 1.22 MB 1.22 MB 1.18 MB 1.07 MB	Total Bandwidth 82.94 Mbps 1.49 Mbps 129.54 Kbps 12.4 Kbps 11.61 Kbps 24.37 Kbps 95.09 Kbps 42.97 Kbps	Upload Bandwidth Sea 26.82 Mbps 510.32 Kbps 47.23 Kbps 5.68 Kbps 5.58 Kbps 8.77 Kbps 12.95 Kbps 14.53 Kbps	rch Q Download Bandwidth 56.12 Mbps 982.19 Kbps 82.31 Kbps 82.31 Kbps 6.72 Kbps 6.03 Kbps 15.6 Kbps 81.14 Kbps 28.44 Kbps
To; № 1 2 3 4 5 6 7 8 9	Applications Applications HTTP_SERVER_IN youtube amazon salesforce STREAMING http2 ECOMMERCE google_accounts google_ads	Total Data 10.13 GB 638.21 MB 17.12 MB 5.49 MB 4.27 MB 1.89 MB 1.85 MB 1.61 MB 1.55 MB	Upload Data 3.42 GB 218.21 MB 6.06 MB 2.51 MB 2.05 MB 660.48 KB 6667.14 KB 545.11 KB 667.3 KB	Download Data 6.71 GB 419.99 MB 11.06 MB 2.98 MB 2.98 MB 2.22 MB 1.22 MB 1.22 MB 1.18 MB 1.07 MB 877.85 KB	Total Bandwidth 82.94 Mbps 1.49 Mbps 129.54 Kbps 12.4 Kbps 12.4 Kbps 24.37 Kbps 95.09 Kbps 42.97 Kbps 4.07 Kbps	Upload Bandwidth 26.82 Mbps 510.32 Kbps 47.23 Kbps 5.68 Kbps 5.58 Kbps 8.77 Kbps 12.95 Kbps 14.53 Kbps 1.76 Kbps	rch Q Download Bandwidth 56.12 Mbps 982.19 Kbps 82.31 Kbps 82.31 Kbps 6.72 Kbps 6.03 Kbps 15.6 Kbps 81.14 Kbps 28.44 Kbps 2.8.44 Kbps 2.33 Kbps
To: № 1 2 3 4 5 6 7 8 9 10	Applications Applications HTTP_SERVER_IN youtube amazon salesforce STREAMING http2 ECOMMERCE google_accounts google_ads https	Total Data 10.13 GB 638.21 MB 17.12 MB 5.49 MB 4.27 MB 1.89 MB 1.85 MB 1.61 MB 1.55 MB 1.37 MB	Upload Data 3.42 GB 218.21 MB 6.06 MB 2.51 MB 2.05 MB 660.48 KB 667.14 KB 545.11 KB 667.3 KB 533.54 KB	Download Data 6.71 GB 419.99 MB 11.06 MB 2.98 MB 2.98 MB 2.22 MB 1.22 MB 1.22 MB 1.18 MB 1.07 MB 877.85 KB 833.95 KB	Total Bandwidth 82:94 Mbps 1.49 Mbps 129.54 Kbps 124.4 Kbps 124.4 Kbps 24.37 Kbps 95.09 Kbps 42.97 Kbps 7.95 Kbps	Upload Bandwidth 26.82 Mbps 510.32 Kbps 47.23 Kbps 5.58 Kbps 5.58 Kbps 12.95 Kbps 12.95 Kbps 1.76 Kbps 3.18 Kbps	rch Q Download Bandwidth 56.12 Mbps 982.19 Kbps 82.31 Kbps 6.72 Kbps 6.03 Kbps 15.6 Kbps 81.14 Kbps 28.44 Kbps 2.3 Kbps 4.78 Kbps

Note

- For you to use a domain name-based application, **Apps & Domains** must be listed as the match criteria while creating the Application Route, QoS policy, and firewall policy.
- For you to use a custom application, **Custom Application** must be listed as the match criteria while creating the Application Route, QoS policy, and firewall policy.

Once you have created the custom application, to perform the application routing, navigate to **Routing Policies > + Application Route**, select **Custom Application** from the **Match Type** dropdown list. Similarly for the domain name-based application, select **Apps & Domains** from the **Match Type** drop-**Type** drop-down list.

cost Ranges: Custom Application (1-20)	Application (21-40) Applica	tion Group (41-60)	IP (1-65535)	
Apps & Domains Match Criteria				
latch Type	Apps & Domains*	<u>+New Domain App</u>	Routing Domain	
Apps & Domains \checkmark	ecom	\sim	Any 🗸	
Scope	DrukNet.bt (Bhutan Telecom) Bhutan Telecom (bt.bt)			
) Global Route 🔵 Site / Group Specif	Manx Telecom Chunghwa Telecom			
Traffic Steering	Empresa de Telecomunicaciones Earthlink Telecom	de Cuba S.A.		
	Ecommerce			

You can also select a domain name-based application under the match criteria while creating an **IP Protocol** custom application.

Verify Config Custom App	s			
Custom App Name *				
Enable Reporting				
Match Criteria				
Application	Protocol	Network IP/Prefix	Port	DSCP
Ecommerce	✓ Any ✓	*	1-2	any 🗸
Cancel Done				

Similarly, to view the custom application under the **Firewall Policies**, navigate to **Security > Firewall Policies**. The application can be used for any type of policy (Global override/Site Specific/Global Policies). Click **Create New Rule** and under **Match Criteria**, select **Custom Application** from the **Match Type** drop-down list. To view the domain name-based application, select **Apps & Domains** from the **Match Type** drop-down list.

Firewall Policies

Policy Information	
Policy Name * FIREWALL-12	Active Policy
Firewall Type	
Built-in Firewall	\checkmark
Match Criteria	
Match Type	Routing Domain
Apps & Domains	✓ Default_RoutingDomain ✓
Apps & Domains *	+ New Domain App
Filtering Criteria	
Source Zene	Destinction Zone

You can view the domain name-based custom applications both under **Global or Site/Group Specific Rule**. To view the domain name-based applications, navigate to **QoS > QoS Policies > Global Rules > Application Rule > + Application Rule**, and select the required domain name-based application from the **Apps & Domains** drop-down list. To view custom applications, navigate to **QoS > QoS Policies > Global Rules > Custom Application Rules > + Custom Application Rule**, and select the required custom application from the **Custom Application** drop-down list.

Apps & Domains Match Criteria		
pps & Domains * <u>+ New Do</u>	main App	Routing Domain
ecom	~	Any 🗸
DrukNet.bt (Bhutan Telecom) Bhutan Telecom (bt.bt) Manx Telecom Chunghwa Telecom	-	Src = Dest
Empresa de Telecomunicaciones de Cuba S.A. Earthlink Telecom Ecommerce		Src = Dest

Click Verify Configuration to validate any audit error.

Application groups

An **Application Group** helps administrators group similar applications together for use in common policies, without necessarily having to create a policy for each individual application.

App Groups ③	
+ Application Group	
Application Group Name	Actions
03650ptimize_InternetBreakout	⊜
Citrix_Cloud_and_Gateway_service	ê
test	Û

You can create an **Application Group** by using the **Add Application Groups** option. You can refer the same Application Group while creating a policy as per the application role. The policy that is defined for the particular group is applied to each application that matches to the specific category.

For example, you can create an **Application Group** as **Social Networking** and add social networks such as Facebook, LinkedIn, and Twitter to the group to define certain policies for social networking

applications.

To create an **Application Group**, specify a group name, search, and add apps from the **Applications** list.

You can always go back and edit your settings or delete **Application Group** as needed.

App Groups @	
App Group Name "	
Enter Name	
Enable Reporting	
Reporting Priority	
Applications	
Search Apps	Add
Application Name	Actions
lbay.com.mv	t
	÷
Yahoo.com	E

Click Verify Configuration on the Configuration > App Settings and Groups > App Groups page to validate any audit error.

App Groups ①	
+ Application Group	
Application Group Name	Actions
03650ptimize_InternetBreakout	8
Otrix_Cloud_and_Gateway_service	8
test	•

Application quality profiles

This section enables you to view and create application quality profiles.

Dashboard		Network Conf	iguration : A	pp Quality	Profiles			
II Reports	>	Verify Co	onfig App Qualit	ty Profiles				
Configuration	~	+ QoE Prof	ile					
Delivery Services	>	Profile Name	One Way Latency	Jitter (ms)	Packet Loss (%)	Expected Burst	Packet Loss Per	
Routing	>	DefaultQOEP	160	30	2	60	1	
Link Settings	>							
QoS	>							
Security	>							
Site & IP Groups	>							
App & DNS Settings	~							
Custom Apps								
App Groups								
App Quality Profiles	5							
App Quality Config								
DNS Servers								

Application QoE is a measure of Quality of Experience of applications in the SD-WAN network. It measures the quality of applications that flow through the virtual paths between two SD-WAN appliances.

The Application QoE score is a value between 0 and 10. The score range that it falls in determines the quality of an application.

Quality	Range
Good	8–10
Fair	4–8
Poor	0–4

Application QoE score can be used to measure the quality of applications and identify problematic trends.

Profile configuration

Click **+ QoE Profile** to create a QoE profile, specify a profile name, and select a traffic type from the drop-down list.

Ietwork Configuration : App Quality Profiles						
Verify Config Ap	p Quality Profiles					
Profile Configuration						
Profile Name *	Traffic Type * Hybrid					
Realtime Configuration						
One Way Latency (ms) *	Jitter (ms) *	Packet Loss (%) *				
160	30	2				
Interactive Configuration						
Expected Burst Rate (%) *	Packet Loss per Flow (%) *					
60	1					
Cancel Done						

Real-time configuration

You can define the quality thresholds for real-time and interactive appliances using QoE profiles, and map these profiles to applications or applications objects.

The Application QoE calculation for real-time applications uses a Citrix innovative technique, which is derived from the MOS score.

The default threshold values are:

- Latency threshold (ms): 160
- Jitter Threshold (ms): 30
- Packet loss threshold (%): 2

A flow of a real-time application that meets the thresholds for latency, loss, and jitter is considered to be of good quality.

QoE for Real-time applications is determined from the percentage of flows that meet the threshold divided by the total number of flow samples.

QoE for Real-time = (No of flow samples that meet the threshold / Total no of flow samples) * 100

It is represented as QoE score ranging from 0 to 10.

Interactive configuration

The Application QoE for interactive applications uses a Citrix innovative technique based on packet loss and burst rate thresholds.

Interactive applications are sensitive to packet loss and throughput. Therefore, we measure the packet loss percentage, and the burst rate of ingress and egress traffic in a flow.

The configurable thresholds are:

- Packet loss percentage.
- Percentage of expected egress burst rate in comparison to the ingress burst rate.

The default threshold values are:

- Packet loss threshold: 1%
- Burst rate: 60%

A flow is of good quality if the following conditions are met:

- The percentage loss for a flow is less that the configured threshold.
- The egress burst rate is at least the configured percentage of ingress burst rate.

Application quality configuration

Map application or application objects to default or custom QoE profiles. You can create custom QoE profiles for real-time and interactive traffic.

Click +QoE Configuration to create custom QoE profiles:

- **Type**: Select the DPI application or an application object (Application, Custom Apps, and Application Groups).
- Application: Search and select an application or application object based on the selected Type.
- **QoE Profile**: Select a QoE profile to map to the application or application object.

Verify Config	App Quality Config	
Application QoE Conf	figuration	
Гуре *	Application *	QoE Profile *
Type * Application	Application *	QoE Profile *

Click Done.

Click Verify Configuration to validate any audit error.

Once you configure the application QoE with the custom application type, a relevant application report tile is auto generated under the **Reports > Application Quality**. Any traffic that is matching with the selected application goes over the virtual path for the custom application.

Network Rep Application QoE	oorts: App	lication Qua	ality 오							Relative Time \lor	Interval:	Last 30 Mins \lor	Site Group:	All 🗸
+ App / App G	roup	Search Applica	tions	Q										
2 Total Apps	2 Good	0 Fair	0 Poor	O No Traffic										View by: 🔛 📰
Salesfor	ce			Avg QoE: 9,1/10	STREAM	ING			Avg QoE: 9,44/10	1				
2 Total Sites	0 Poor	0 Fair	2 Good	0 Inactive	2 Total Sites	0 Poor	0 Fair	2 Good	0 Inactive					

How PAC file customization works

Ideally, the enterprise network host PAC file on the internal web server, these proxy settings are distributed via group policy. The Client browser requests for PAC files from the enterprise web server. The Citrix SD-WAN appliance serves the customized PAC files for sites where Office 365 breakout is enabled.

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- Citrix SD-WAN periodically requests and retrieves the latest copy of the enterprise PAC file from the enterprise web server. The Citrix SD-WAN appliance patches office 365 URLs to the enterprise PAC file. The enterprise PAC file is expected to have a placeholder (SD-WAN specific tag) where the Office 365 URLs are seamlessly patched.
- 2. The Client browser raises a DNS request for the enterprise PAC file host. Citrix SD-WAN intercepts the request for the proxy configuration file FQDN and responds with the Citrix SD-WAN VIP.
- 3. The Client browser requests for the PAC file. Citrix SD-WAN appliance serves the patched PAC file locally. The PAC file includes enterprise proxy configuration and Office 365 URL exclusion policies.
- 4. On receiving a request for the Office 365 application, the Citrix SD-WAN appliance performs a direct internet breakout.

Prerequisites

- 1. The enterprises must have a PAC file hosted.
- 2. The PAC file must have a placeholder *SDWAN_TAG* or one occurrence of the findproxyforurl function for patching Office 365 URLs.
- 3. The PAC file URL must be domain based and not IP based.
- 4. The PAC file is served only over the trusted identity VIPs.
- 5. Citrix SD-WAN appliance must be able to download the enterprise PAC file over its management interface.

Configure Proxy Auto Config

In the SD-WAN Orchestartor UI, at the network level, navigate to **Configuration** > **App Setting & Groups** > **Proxy Auto Config** and click **+ PAC file profile**.

Verify Config Proxy Au	to Config		
Profile Information			
Profile Name*	PAC File URL*		
PAC1ht	http://www.testpac.com/test	.pac	
Select Site(s) Proxy Auto Config Settings will be	applied to the sites listed below		Select Sites
Sites (2)			
Boston			
Dallas			
Cancel Save			

Enter a name for the PAC file profile, provide the URL of the enterprise PAC file server. The Office 365 breakout rules are dynamically patched to the enterprise PAC file.

Select the sites to which the PAC file profile is applied. If there are different URLs for each site, create a different profile per site.

Limitations

- HTTPS PAC file server requests are not supported.
- Multiple PAC files in a network are not supported, including PAC files for routing domains or security zones.
- Generating a PAC file on Citrix SD-WAN from scratch is not supported.
- WPAD through DHCP is not supported.

DPI Settings

The Citrix SD-WAN appliances perform Deep Packet Inspection (DPI) to identify and classify applications. The DPI library recognizes thousands of commercial applications. It enables real-time discovery and classification of applications. Using the DPI technology, the SD-WAN appliance analyses the incoming packets and classifies the traffic as belonging to a particular application or application family.

DPI is enabled globally, by default, for all the sites in your network. Disabling DPI stops DPI classification capability on the appliance. You can no longer use DPI classified application / application categories to configure firewall, QoS, and routing policies. You will also not be able to view the top applications and application categories report.

To disable global DPI, at the Network level, navigate to **Configuration > App Settings & Groups > DPI Settings** and clear the **Enable Global DPI** check box option.

Verify Config Application Settings	
Global Application Settings	
Enable Global DPI	
Site Overrides	
Application Settings will be applied to the sites listed below	Select Sites
Sites (1)	
Boston	

You can also choose to disable DPI for certain sites only by overriding the global DPI settings. To disable DPI for selected sites, add the sites to the **Site Overrides** list.

Profiles and Templates

June 28, 2022

A profile is a live configuration template. A regular template aids the creation of a new entity. But once the template is created, subsequent changes in the template do not apply to the existing entities created using the base template. A profile serves as the live central master entity. The all child entities inherit from the profile, not only during creation but also throughout the life of a profile. All the child entities associated with the profile, automatically inherit any changes made in a profile.

For example, an admin creates a site configuration profile called the small retail store and applies it to all the small retail stores owned by a company. Now, any changes made to the small retail store profile at any given time would be applied automatically to all the stores inheriting this profile. Based on what's common across all the entities, and what's not, certain parameters in the profile configuration can be left unset. Such parameters would be customizable and can vary across the entities inheriting the same profile.

Site profiles

Site profiles help you to easily and quickly configure sites. You can create a site profile once and reuse it multiple times while creating sites.

	Dashboard	Network Configuration : Profiles & Templates	
<u>lad</u>	Reports >	Profiles Templates	
\$	Configuration 🗸		
	Network Config Home		
	Delivery Services	Site Profiles	
	Routing	+ Site Profile	
	Virtual Path Settings	Site Profile Site Count	Actions
	QoS Policies	test <u>0</u> /6	• ^
	Security	Internetsite 0 / 6	
	Region, Site & IP Groups	testdhcp <u>0</u> /6	
	Application & DNS Settings	Test_service 0 / 6	
	Profiles & Templates		~

To create a site profile, click + **Site Profile**. You can create a profile from scratch or edit an existing site profile and save it as a new profile.

Provide the device details.

Site	e Profile				×
	Create New Use a Profile	~			
			Cancel	Done	

To create a site profile, you need to configure the **Site Details**, **Interfaces**, and **WAN Links**. For detailed description of configuring sites, see <u>Site</u> details.

twork Configuration : Profiles & Templates					
Profiles Templar	tes				
01 Site Details 02 Int	terfaces (3) WAN Links				
Profile Information				Q	
Site Profile Name*					
Site & Device Details				Q	
Device Model *	Device Edition *	Sub-Model *	Site Role*		
210	∽ SE	BASE	∼ Branch	~	
Cancel				Prev Next	

Assign an interface for the site by clicking the **+ Interface** option. To add an interface, you need to fill the **Interface Attributes**, **Physical Interface**, and **Virtual Interfaces** fields. For detailed description of configuring interfaces, see Interfaces.

		<u>l</u>
Peployment Mode * Interface Edge (Gateway) V LAN	Type* Security*	Interface Name
Physical Interface		G
elect Interface * 1 2 3 4 5 6 7 8	LSP	
/irtual Interfaces		G
'LAN ID *	Virtual Interface N	lame
0	VIF-2-LAN-1	1
	Eirowall Zonor	
outing Domain *	Filewali Zolles	
outing Domain * Default_RoutingDomain	Contraction of the second s	~

Fill WAN Link Attributes, Access Interfaces, and Services with Advanced Options.

For detailed description of configuring WAN links, see WAN links.

WAN Link Attributes					0
Access Type *		ISP Name *	Custom	Internet Category	
Public Internet	~	Verizon	\sim	Select Internet Type	~
Link Name		Egress Speed *	Mbps 🗸	Ingress Speed *	Mbps 🗸
Internet-Verizon		100		100	
Public IP Address Auto Learn					
Access Interfaces					0
Add Access Interface					
Name	Virtual Interfa	ace	VIF Path Mode	Actions	
	VIE Bridge	1 1/1 411 0		-	
AIF-1	vir-bildge-	-I-VLAN-U	Primary		
Alt-1	vir-bildge-	-I-VLAIN-U	Primary		
AlF-1 Advanced WAN Options	vir-biluge-	1-VLAIN-U	Primary		-
AlF-1	vir-biluge-	T-AFU-O	Primary		•
AlF-1 Advanced WAN Options Active MTU detect Enable M	letering	T-AFU-O	Primary		
AlF-1 Advanced WAN Options Active MTU detect Enable Mr Congestion Threshold (µs)	VIP-Bildge	Provider ID	Primary	Frame Cost (Bytes)	•
AlF-1 Advanced WAN Options Active MTU detect Enable Mr Congestion Threshold (µs)	vir-bildge-	Provider ID	Primary	Frame Cost (Bytes)	
AlF-1 Advanced WAN Options Active MTU detect Enable M Congestion Threshold (µs) Standby Mode	vir-bildge-	Provider ID Tunnel Header Size	Primary	Frame Cost (Bytes)	•
AlF-1 Advanced WAN Options Active MTU detect Enable Mi Congestion Threshold (µs) Standby Mode	ietering	Provider ID Tunnel Header Size	Primary	Frame Cost (Bytes)	•
AIF-1 Advanced WAN Options Active MTU detect Enable M Congestion Threshold (µs) Standby Mode Priority	etering	Provider ID Tunnel Header Size Active Hearteat Interval	Primary	Frame Cost (Bytes) MTU (Bytes) Standby Heartbeat Interval	•

Templates

Citrix SD-WAN Orchestrator for On-premises allows you to use templates as a predefined set of fields to configure a new site or a WAN link.

Site template

A site template is a predefined template used for site creation. To configure a site using a predefined site template, at the customer level, navigate to **Configuration** > **Profiles & Templates** > **Templates**. In the **Site Template** section, click **Add Site Template**.

On the **New Site Template** screen that is displayed, provide the details as required and click **Next**.

Note

When you clone a site or create a site using a site template and the source has Wi-Fi configured, the Wi-Fi settings do not get copied to the new site.

SiteTemplate Details		
Site Template Name*		
SiteA		
Site Address *		Lat/Lng
San Francisco, CA, USA		
Notes (Optional)		
Enter Notes for this Site		
		h.

WAN link template

WAN link templates help you to configure WAN links easily and quickly. You can create a WAN link template once and reuse it multiple times while configuring WAN links. You can even copy the modified WAN link template configurations to the site WAN link configurations created using the WAN link template.



To create a WAN link template, click **+ WAN Link Template**. You can create a template from scratch or edit an existing WAN link template and save it as a new template.

WAN Link	×
Create New Use a Template	

Cancel	Done

Provide the WAN link information such as **Profile Name**, **Access Type**, **Internet Category**, **LAN to WAN Rate** (Mbps) and so on to create a WAN profile. For detailed description of configuring WAN links, see WAN links.

Wan Link Info						
Template Name* Access	Type blic Internet V	Internet Categor	y I v	ISP Name * E.g. ATT, Ver	🗌 Custom izon 🗸	Congestion Threshold (µs)
Public IP Address Auto Detect	LAN to WAN Rate *	Mbps 🗸	WAN to LAN Rate	* Mbps	✓ Provide	er ID
Frame Cost (Bytes)	MTU (Bytes) 1350 andwidth Detection		Standby Mode		~	
Minimum Acceptable Bandwidth (%) 30 Metering						
Data Cap(MB)	Billing Cycle monthly Approximate Data Alread	V Iy Used (MB)	Starting From MM/DD/YY	YY		
Disable Link if Data Cap Reached	0					

Previously, the option to copy the modified WAN link template configurations to site WAN link config-

urations was not available. For example, if a user had already created multiple site WAN links using a WAN link template and had to modify a particular configuration (For example, congestion threshold setting), the user had to do it on every site WAN link individually. From now on, the user can update the WAN link template with the new congestion threshold setting and copy the latest WAN link template configurations to all the site WAN links created using the WAN link template.

When you select one or more WAN link templates and click copy, the updates that you make on the WAN link template get copied to the site WAN link configuration created using the selected templates.

Note

The WAN link site configurations that are created using the Site profile feature do not get updated.

Copy WAN link template configurations to site WAN links

Select either one of the WAN link template or <All> to copy the WAN link configurations from the template to the site WAN link configuration. Note: The site WAN link configurations will be replaced with configurations in the template.

Select Template	
<all> ×</all>	\sim
Сору	

Network location service

June 27, 2024

Important update:

This feature is deprecated in the Citrix SD-WAN Orchestrator service deployment. However, you can still enable NLS using Citrix Cloud. For details, see Optimize connectivity to workspaces with Direct Workload Connection.

Network location service (NLS) is a Citrix Cloud service that determines if the user connecting to Citrix Virtual Apps and Desktops is from the internal network. Using NLS, you can avoid manually configuring IP addresses of Citrix SD-WAN deployed locations through the PowerShell script. For detailed information on NLS, see Citrix Workspace Network Location Service.

You can enable NLS for all sites within the network or specific sites. The site enabled for NLS shares the Public IP address of all its internet WAN links along with other site details such as geographical location, time zone with the NLS database. With these details, the network location service determines if the user connecting to Citrix Virtual Apps and Desktops is on a network front ended by Citrix SD-WAN. If a user request is coming from a network front ended by Citrix SD-WAN, the user is connected directly to Citrix Virtual Apps and Desktops Virtual Delivery Agent bypassing the Citrix Gateway service.

To enable NLS, at the customer level, navigate to **Configuration > Network Location Service**.

Verify Config Network Location Service	
✓ Enable	
Network Location Service Settings will be applied to the sites listed below	Select Sites
No Sites have been Selected	
Deploy	

Select **Enable** if you want to enable NLS for all sites in the network. To enable NLS for specific sites, click **Select Sites**. Choose the **Region** and select the sites accordingly. Click **Save** and then **Deploy**.

	Site Selector
Verify Config Network Location 5	Browse or search the list of sites, regions and groups below. You can add/remove entire Regions and Groups, or click into them and choose a subset of its members to add/remove.
Z Enable	Search
Network Location Service Settings will be a	Q
	Filter By Region / Custom Groups
Deploy	Name Kansas SantaClara myLTE

ECMP load balancing

October 26, 2021

Equal Cost Multi-Path (ECMP) groups allow you to group multiple paths with the same cost, destination, and service. The connections or session data is load balanced across all the paths in the ECMP group depending on the type of ECMP group. For example, consider a network with two WAN links between a branch and a data center having the same route cost. Traditionally, one of the WAN links would be active and the other remains dormant acting as a fallback link. With ECMP Groups, you can group these WAN links together and allow traffic to be load balanced through both the WAN links. ECMP load balancing ensures:

- Distribution of traffic over multiple equal-cost paths.
- Optimal usage of available bandwidth.
- Dynamic transfer of traffic to other ECMP member path, if a route becomes unreachable.

ECMP load balancing is supported on the following services:

- Virtual Paths
- Citrix Secure Internet Access
- Zscaler
- IPsec
- GRE

You can define a maximum of 254 ECMP groups in your network. The maximum number of ECMP eligible routes in an ECMP group depend on your appliance and license type. The following two types of ECMP groups are supported on Citrix SD-WAN:

- Source/destination IP address: Networks where multiple clients try to connect to the same destination, the connections are load balanced across equal cost WAN links.
- Session: Networks where a single client is connected to a destination and multiple sessions are spawned. The session data is load balanced across equal cost WAN links.

To configure an ECMP group, at the Network level, navigate to **Configuration > Routing > ECMP Groups**. Provide a name for the ECMP group and select the type as **Src/Dest IP address** or **Session** as required.

ECMP Groups (i)

ECMP Group		
Name*	Type *	
ECMP_Group_1	Src/Dst IP Address	
Save Cancel		

You can associate the ECMP groups to the following services:

- Virtual Paths (at site level)
- Citrix Secure Internet Access
- Zscaler
- IPsec
- GRE

To enable ECMP configuration on Intranet services, at the Network *level, navigate to **Configuration** > **Delivery Channels > Bandwidth allocation > Intranet + Service** and select the **Service Type** as **Intranet**. Select the ECMP group while configuring the Intranet service.

Note

Selecting None will not enable ECMP configuration on the service.

← Edit Intranet Service			
Note: Make sure to allocate bandwidth globally or	specific to site		
Intranet Service Info			
Service Name	Routing Domain	ECMP Group	Firewall Zone
Intranet-service-1	Default_RoutingDomain ~	ECMP_Group_1 ~	<default></default>
			1
Intranet Subnets Add Network			
Network IP / Prefix	Cost		Actions
Advanced Settings			
Preserve route to Intranet from link even if all association	ted paths are down		
Senable Primary Reclaim			
Save Cancel			

To enable ECMP configuration on Virtual paths, at the Site level, navigate to **Configuration > Ad-vanced Settings > Delivery Services > Virtual Paths > Static Virtual paths > + Virtual paths**. Select the ECMP group while configuring the Static Virtual paths.

Note

Selecting **None** will not enable ECMP configuration on the service.

Delivery Servic	es (i)					
Virtual Paths Internet S	ervice Intranet	Services				
Static Virtual Paths Dyr	namic Virtual Paths					
Static Virtual Paths						
Remote Site *	QOS Profile Standard	Branch Tracking IP	Reverse Track	ting IP	ECMP Group ECMP_Group_1	Route Cost
Active Member Paths						
					Restore Default Mem	ber Paths
Path						Actions
WAN Link Properties						
Name		UDP Port	Alternate Port	Port Switching Inter	rval (min) Tunnel Header Size	Action
Cancel Sav	e					

To enable ECMP configuration on Zscaler services, at the Network level, navigate to **Configuration** > **Services & Bandwidth**. Click the **Settings** icon next to Zscaler listed under the **Delivery Services** column. Authenticate and click + **Site**. Select the **Enable ECMP** check box while adding sites.

NOTE

Zscaler service supports only session-based ECMP load balancing.

NOTE

Verify Config Service & Bandwidth			
Zscaler Site Selection			
Automatic Pop selection			
imary Zscaler Region *		Primary ZEN *	
APAC	\sim	Singapore IV	~
condary Zscaler Region *		Secondary ZEN *	
Americas	\sim	Denver III-2	~
pplication Settings will be applied to the sites li	sted b	pelow	Select Sites
No Sites	have	been Selected	

To enable ECMP configuration on Citrix Secure Internet Access service, at the Network level, navigate to **Configuration > Services & Bandwidth**. Click the **Settings** icon next to **Secure Internet Access Service** and click **+ Site**. Select the **Enable ECMP** check box after selecting the sites.

Citrix Secure Internet Access service supp	orts only session-based ECMP load balancing.
Verify Config Service & Bandwidth	
Tunnel Type * Regions * IPSEC Auto X	
Site Name	Enable ECMP
Home210	
Back Save Cancel	

To enable ECMP configuration on fixed IPsec tunnels with third-party peers on the LAN or WAN side, navigate to **Configuration > Services & Bandwidth > Intranet + Service** and select the **Service Type** as **IPsec**. Select the **Enable ECMP** check box and choose a type from the **ECMP Type** drop-down list.

	wiath		
Service Details			
ervice Name * Service	e Type * Routing [Domain Firewall Zo	ne
zscaler210 Int	tranet V Defa	ault_RoutingDomain <	~
Tunnel End Points Across Network	ECMP Type * Session Session Source Destination IP	~	
+ End Point			
Name	Peer IP	IPsec Profile	Actions
ep1	101.221.242.40	zscalerprofile	Ē
ep2	101.021.081.79	zscalerprofile	Ī
Map Sites to Tunnel End Points			
+ End Point Mapping			
Name	No of Sites		Actions
	1		Ē
ep1			

Application rules

January 26, 2022

Application rules allow the Citrix SD-WAN appliance to parse incoming traffic and classify them as belonging to a particular application or application group. This classification enhances the Quality of Service (QoS) of individual application or application families by creating and applying application rules.

You can filter traffic flows based on application, application group, or application object match-types and apply application rules to them. The application rules are similar to the Internet Protocol (IP) rules. For information on IP rules see, IP Rules.

For every application rule, you can specify the traffic policy. The following are the available traffic policies:

- Load Balance Path: Application traffic for the flow is balanced across multiple paths. Traffic is sent through the best path until that path is used. The remaining packets are sent through the next best path.
- **Persistent Path**: Application traffic remains on the same path until the path is no longer available.
- **Duplicate Path**: Application traffic is duplicated across multiple paths, increasing reliability. The application rules are associated to classes.

How application rules are applied?

In the SD-WAN network, when the incoming packets reach the SD-WAN appliance, the initial few packets do not undergo DPI classification. At this point, the IP rule attributes such as Class, TCP termination are applied to the packets. After DPI classification, the application rule attributes such as Class, traffic policy override the IP rule attributes.

The IP rules have more number of attributes as compared to the application rules. The application rule overrides only a few IP rule attributes. The rest of the IP rule attributes remain processed on the packets.

For example, consider you have specified an application rule for a webmail application such as Google Mail that uses the SMTP protocol. The IP rule set for the SMTP protocol is applied initially before DPI classification. After parsing the packets and classifying it as belonging to the Google Mail application, the application rule specified for the Google Mail application is applied.

Create application rules

To create application rules, navigate to **Configuration > QoS > QoS Policies > Application Rules**. Select **Global Rules** tab for creating application rules at the global level or **Site/Group Specific Rules** for creating rules at a site level.

Click New Application Rule under the Application Rules section.

- Apps and Domains Match Criteria
 - **Apps & Domains**: Choose an application or domain from the drop-down list. You can also create a domain app by clicking **+ New Domain App**. Enter a name and add domains.
 - **Routing Domain**: Select a routing domain. You can select the default routing domain or select **Any**.
 - Source Network: Source IP address and the subnet mask to match against the traffic.
 - **Destination Network**: Destination IP address and the subnet mask to match against the traffic.
 - **Source Port**: Source port number or port range to match against the traffic.

- **Destination Port**: Destination port number or port range to match against the traffic.
- **Src = Dest**: If selected, the source port is also used for the destination port.
- Virtual Path Traffic Policy

Select the Enable Virtual Path Traffic Policy check box.

- Virtual Path Remote Site: Select the virtual path for the remote site.
- **Traffic Policy**: Choose one of the following traffic policies as needed.
 - * **Load Balance Paths**: Application traffic for the flow is balanced across multiple paths. Traffic is sent through the best path until that path is used. The remaining packets are sent through the next best path.
 - * **Persistent Path**: Application traffic remains on the same path until the path is no longer available. Select one of the following **Persistence Policies**:
 - **Persist on the originating link**: The application traffic remains on the originating link until the path is no longer available.
 - **Persist on MPLS link if available, else on the originating link**: The application traffic remains on the MPLS link. If the MPLS link is unavailable, then the traffic remains on the originating link.
 - **Persist on Internet link if available, else on the originating link**: The application traffic remains on the internet link. If the internet link is unavailable, then the traffic remains on the originating link.
 - **Persist on Private Intranet link if available, else on the originating link**: The application traffic remains on the private intranet link. If the private intranet link is unavailable, then the traffic remains on the originating link.

Persistence Impedance is the time (in ms) until which the application traffic remains on the link.

- * **Duplicate Paths**: Application traffic is duplicated across multiple paths, increasing reliability.
- QoS Settings (QoS Class)
 - **Transfer Type**: Choose one of the following transfer types:
 - * **Realtime**: Used for low latency, low bandwidth, time-sensitive traffic. Real-time applications are time-sensitive but don't really need high bandwidth (for example voice over IP). Real-time applications are sensitive to latency and jitter but can tolerate some loss.
 - * **Interactive**: Used for interactive traffic with low to medium latency requirements and low to medium bandwidth requirements. The interaction is typically between a client and a server. The communication might not need high bandwidth but is sensitive to loss and latency.
- * **Bulk**: Used for high bandwidth traffic and applications that can tolerate high latency. Applications that handle file transfer and need high bandwidth are categorized as a bulk class. These applications involve little human interference and are mostly handled by the systems themselves.
- **Priority**: Choose a priority for the selected transfer type.

Advanced Settings

- WAN General
 - **Retransmit Lost Packets**: Sends traffic that matches this rule to the remote appliance over a reliable service and retransmits lost packets.
 - Enable Packet Aggregation: Aggregates small packets into larger packets.
- LAN to WAN
 - **Drop Depth(bytes)**: Queue depth threshold after which packets are dropped.
 - **Drop Limit**: Time after which packets waiting in the class scheduler are dropped. Not applicable for a bulk class.
 - **Enable RED**: Random Early Detection (RED) ensures fair sharing of class resources by discarding packets when congestion occurs.
 - **Duplicate Packet Disable Depth(bytes)**: The queue depth of the class scheduler at which point the duplicate packets are not generated.
 - **Duplicate Packet Disable Limit**: Time for which duplication can be disabled to prevent duplicate packets from consuming bandwidth.
- WAN to LAN
 - **DSCP Tag**: DSCP tag applied to the packets that match this rule on WAN to LAN, before sending them to the LAN.
 - **Enable Packets Resequencing**: The traffic flows that match the rule gets tagged for sequence order, and the packets gets reordered (if necessary) at the WAN to LAN appliance.
 - **Hold Time**: Time interval for which the packets are held for resequencing, after which the packets are sent to the LAN. When the timer expires, the packets are sent to the LAN without waiting any further for the prerequisite sequence numbers.

If the rule has a traffic policy as duplicate path, the default hold time is 80 ms. Otherwise, the default is 900 ms for TCP rules and 250 ms for non-TCP rules.

- **Discard Late Resequencing Packets**: Discards out-of-order packets that arrived after the packets needed for resequencing have been sent to the LAN.

Click **Save** to save the configuration settings.

← Edit Apps & Domains (Global Rules)

Apps & Domains Match Criteria			
Augus & Domains*	tern Dorter App	Routing Domain	
	v	Any	
Saura tanank	Destination Nationals		
Any	Any		Srs + Dest
Source Part	Decthology Part		
hy	Any		C Src + Dest
Control Tortun Durch Durc	v	hums Policy Load Balance Paths	
QoS Settings			
haven type"	Marketter		
Note: Earchaidth share available ner Ord rises ner suerier sideof eath is d	demined by Ord Problem		
Intelligent default values are auto-picked, with ability to overvide the defau	ts vie overtem QoS profilee		
O Advanced Settings			
Cancel Save			

Click **Verify Configuration** on the **Configuration** > **QoS** > **QoS Policies** page to validate any audit error.

	Venily Configuration Software Version: 113225-04
0	
Global Rules Site / Group Specific Rules	

Create custom application rules

You can also create custom application rules. To create a custom application rule, navigate to **Configuration > QoS > QoS Policies > Custom Application Rules**. Select **Global Rules** tab for creating custom application rules at the global level or **Site/Group Specific Rules** for creating rules at a site level.

Click **New Custom Application Rule** under the **Custom Application Rules** section. Click **New Custom App** next to the **Custom Application** field name. Enter a name for the custom application. In the **Match Criteria** section, select the application, protocol, DSCP tag and enter the network IP and port number. Click **Save**.

Enter details in the other fields as needed. For information on field descriptions, refer Create application rules. 🖕 Edit Custom Application (Global Rules)

Custom Application Match Criteria					
Custom Application*	time Doctory Aug	Realing Sumain		if Address	
	¥	Any	v		
Virtual Path Traffic Policy					
C Enable Virtual Path Traffic Policy					
United Path Remain Sile		Traffic Policy			
Any (determined by routing)	¥	Load Balance Peths	v		
QoS Settings					
Transfer Type *	Provide *				
Interactive v	Medium	~			
Note: Bandwidth share available per QoS class per overlay virtual peth is det Intelligent default values are auto-picked, with ability to overvide the default	lermined by <u>QoS Profiles</u> 1 vie custom QoS profiles				
O Advanced Settings					
Cancel Save					

Create application group rules

You can create rules for a group of applications. To create application group rules, navigate to **Configuration > QoS > QoS Policies > Application Group Rules**. Select **Global Rules** tab for creating application group rules at the global level or **Site/Group Specific Rules** for creating rules at a site level.

Click **New Application Group Rule** under the **Application Group Rules** section. Click **New App Group** next to **Application Group** field name. Enter a name for the application group. Search and add applications as needed. Click **Save**.

Enter details in the other fields as needed. For information on field descriptions, refer Create application rules.

 Edit Application Group (Global Rules) 				
Application Group Match Criteria				
Application design"	THE ARE DONE	Routing Station	P Address	
	v	Any	v	
Virtual Path Traffic Policy				
Distriction Visual Parts Traffic Policy				
yotual Auth-famous tota		Turts Palicy		
Any idelemined by routing	v	Load Balance Paths		
QoS Settings				
Transfer Type 1	Progetty ¹			
hiractive v	Medium	~		
Note: Bandwidth share available par QvS class per overlay virtual path is deta intelligent default values are auto-picked, with ability to override the defaults	rmined by <u>Ord Profilm</u> via custom GoS profiles			
O Advanced Settings				
Cancel Save				

Verify application rules

To verify application rules, navigate to **Reports > Real Time > Flows**. Select the site for which you want to view the flow information and the number of flows to display. Click **Customize Columns**

and select the check boxes corresponding to the flow information you want to view. Verify if the flow information is according to the configured rules.

Navigate to **Reports > Real Time > Statistics** and select **Rules**. Choose the site and click **Retrieve latest data**. Verify the configured rules.

For more information about reporting, see Flows.

HDX QoE

June 17, 2022

Network parameters such as latency, jitter, and packet drop affect the user experience of HDX users. Quality of Experience (QoE) helps the users to understand and check their ICA quality of experience. QoE is a calculated index, which indicates the ICA traffic performance. The users can tune the rules and policy to improve the QoE.

The QoE is a numeric value between 0–100, the higher the value the better the user experience.

The parameters used to calculate QoE are measured between the two Citrix SD-WAN appliances located at the client and server side and not measured between the client or the server appliances themselves. Latency, jitter, and packet drop are measured at the flow level and it can be different from the statistics at the link level. The end host (client or server) application might never know that there is a packet loss on the WAN. If the retransmit succeeds, the flow level packet loss rate is lower than the link level loss. However, as a result, it might increase latency and jitter a bit.

You can view a graphical representation of the overall quality of HDX applications in the HDX dashboard on Citrix SD-WAN Orchestrator for On-premises. The HDX applications are classified into the following three quality categories:

Quality	QoE Range
Good	71-100
Fair	51-70
Poor	0-50

Depending on the selected UI page, a list of the bottom (least QoE) five sites, five users, five sessions, or all of them are displayed in the HDX dashboard.

A graphical representation of the QoE for different time intervals allows you to monitor the performance of HDX applications at each site.

Configure HDX QoE

- At the network level, navigate to Configuration > App Settings & Groups > App Quality Config and click + QoE Configuration. Add the following applications using the QoE profile that you want to use for the calculation of HDX behavior:
 - ICA Real-time (ica_priority_0)
 - ICA Interactive (ica_priority_1)
 - ICA Bulk-Transfer (ica_priority_2)
 - ICA Background (ica_priority_3)
 - Independent Computing Architecture (Citrix)(ICA)

+ QoE Configu	uration		
Туре	Application	QoE Profile	Actions
Application	ICA Realtime	DefaultQOEProfile	
Application	ICA Interactive	DefaultQOEProfile	
Application	ICA Bulk-Transfer	DefaultQOEProfile	
Application	ICA Background	DefaultQOEProfile	
Application	Independent Compu	DefaultQOEProfile	

These configurations provide the parameters to measure HDX performance used in HDX report through the profile. Configuration of ICA Real-time, ICA Interactive, ICA Bulk-Transfer, ICA Back-ground are required for HDX Multi-Stream (MSI) connections, Independent Computing Architecture (Citrix) is required for Single Stream (SSI) connections.

 Navigate to Configuration > QoS > QoS Profiles. Select Standard-HDX-Multistream as the default QoS Profile and select the HDX Reporting check box. Clear HDX Reporting if HDX reporting is not required.

QoS Profiles ③

QOS Profile Name		
Name*		
Standard-HDX-Multistream		
HDX Settings		
Profile Mode		
HDX Multi Stream 🗸 DPI for HDX	Multi-stream QoS for HDX	HDX Reporting
Select Site(s)		
QoS Profile Settings will be applied to the sites listed below		Select Sites
Sites (3)		
MCN_211		
br1_210		
BR0 110		

In each QoS profile, there is a pre-defined bandwidth percentage for each class. They are configurable to adjust the bandwidth assigned to the classes that the HDX traffic is using.

Bandwidth allocation per QoS Class								
Traffic Type	Bandwidth Share							
		Realtime Classes: Band	ridth Breakup					
		HDX High	30 %					
Realtime	55 %	High	10 %					
		Medium	8 %					
		Low	7 %					
	30 %	Interactive Classes: Bandwidth Breakup						
		HDX High	8 %					
		HDX Medium	4 %					
Interactive		HDX Low	2 %					
		High	8 %					
		Medium	5 %					
		Low	3 %					
		Bulk Classes: Bandwidt	Breakup (Relative Share)					
Dulla	15 %	High	9 %					
BULK	(Best Effort, Not Guaranteed)	Medium	4 %					
		Low	2 %					

3. Ensure that the new QoS Profile is actively used by checking the **Sites Count** indicator.

² QoS Profiles ⁽ⁱ⁾



4. Navigate to **Configuration > QoS > QoS Policies > HDX Rules** and set the new QoS Profile with the enabled HDX reporting as the **Global QoS Bandwidth Default Profile**.

QoS Policies ③		
Global Rules Site / Group Specific Rules		
Custom Application Rules Application Rules	HDX Rules Application Group Rules IP Rules Default IP-Protocol Rules	
Global QoS Bandwidth Default Profile		
Standard-HDX-Multistream	×	
Standard-HDX-Multistream profile recommended for multi-str	ream HDX users-QoS BW Profiles	
Search	٩	New HDX Rule

5. Add HDX rules. These configurations assign proper QoS settings to HDX connections. To check the rules details or edit the rules, navigate to the bottom section of the the HDX Rules page. On the Rules table, go to the Actions column and select Edit. To change the setting of any default rule, click Clone and make the required modifications.

Custom Appl	ication Rules Application Rules HOX Rules App	ication Group Rules IP Rules Default IP-Protocol Rule	85		
Sinked Cord III	andwalth betwile Profile				
Standar	rd HOX-Multistream				
Etenderd-HD	6-Multistream profile recommended for multi-stream MDX cores-ded RW	Profiles			
Search	Q				New HOX Rule
Top of L	List 🔿 Bottom of List 🔿 Specify Row Number 🛛 Row r	umber			
20	Application	virtual Peth	Traffic Policy	Qui Setting	Actions
1	ICA Realtime(ca, priority, 0)	Any	Duplicate Paths	High: HDK Realtime	
2	ICA Interactive(ica_priority,1)	Any	Load Balance Paths	High: HDX Interactive	
3	ICA Bulk-Transfer(ica_priority_2)	Any	Load Balance Paths	Medium : HDX Interactive	
4	ICA Background(ica, priority, 3)	Any	Losd Balance Paths	Low-HOICInteractive	
8	Independent Computing Architecture (Citrici)cal	Any	Load Balance Paths	Medium: Interactive	

These configurations can be modified:

- QoS class: Real-time, Interactive, Bulk
- Traffic policy:

Global Rules Site / Group Specific Rules

 Duplicate Paths: The traffic will be duplicated across multiple paths to increase reliability.

- **Persistent Path**: The traffic of a flow will remain on the same path, unless the path becomes unavailable.
- Load Balance Paths: The traffic of a flow is balanced across multiple paths.
- Advanced Settings: Set policies retransmission, RED, and late packets.

← Edit Citrix HDX (Global Rules)

Citrix HDX Match Criteria			
Application*		Routing Domain	
ICA Realtime(ica_priority_0)	~	Any	\sim
Source Network	Destination Network		
Алу	Any		Src = Dest
Source Part	Destination Port		
Any	Any		Src = Dest
Virtual Path Traffic Policy			
Enable Virtual Path Traffic Policy			
Virtual Path Remote Site		Traffic Policy	
Any (determined by rodding)	~	Duplicate Paris	~
OoS Settings			
	Principal I		
HDY Realtime	High		
Note: Randwidth share available per OoS class per overlay virtual path is date	rmined by OoS Profiles		
Intelligent default values are auto-picked, with ability to override the defaults	via custom QoS profiles		
수 Advanced Settings			
÷			
Cancel			
Advanced Settings			
WAN General			
Retransmit Lost Packets	Enable Packet Aggrega	tion	
LAN To WAN			
Canaral -			
Drop Depth (hyter)	Dron Limit (ms)		
120000	50		Enable Red
12000			
Duplicate Packets Disable Depth (bytes)		Duplicate Packets Disable Limit (r	na)
128000		0	
WAN to LAN			
		(d * **** (***)	
Enable Packet Reseauer	icing	na nime (ms)	Discard Late Resequence Packets
Апу			
Done Cancel			

HDX dashboard and reports

Citrix SD-WAN Orchestrator for On-premises provides the HDX dashboard for up-to-date, detailed measurements of Citrix Virtual Applications and Desktops user experience across the network, for each site, user, and session.

There are two types of HDX sessions –single-stream and multi-stream. A single-stream session has only one connection in the session, whereas a multi-stream session has four. Multi-stream sessions allow for more advanced QoS. The connection in a single-stream HDX session defaults to interactive class, while the top priority connection of a multi-stream HDX session defaults to real-time class and the other three to interactive class. This is configurable.

The Quality of Experience (QoE) score is a numeric value between 0–100. The higher the value the better the user experience. Real-time class traffic QoE is calculated based on jitter, latency, and loss rate. The interactive class QoE is calculated based on burst rate and loss rate. The QoE of a session is the average across all the connections in the session. The QoE of a user is the average of all the sessions launched by that user. The QoE of a site is the average of all the sessions on that site.

All the statistics are metrics:

- For HDX traffic on that site
- Experienced by that user
- Of all the connections in that session

They do not include the metrics of other types of traffic. The metrics are either the average across the selected period, or the total across the selected period.

Note

HDX reporting requires minimum software versions:

- Citrix Virtual Apps and Desktops 7–1912 LTSR (or Current Release)
- Citrix Workspace app for Windows 19.12 LTSR (or Current Release)
- SD-WAN 11.2.0 (or current version)

Citrix always recommends using the latest software version to get the latest bug fixes and enhancements. For instance, SD-WAN requires release 11.2.3 or 11.3.1 to have support for new EDT commands introduced in later versions of Citrix Virtual Apps and Desktops LTSR.

Mac clients and Linux clients do not have full support for multi-stream ICA and HDX reporting through Citrix SD-WAN. For instance, Linux clients support multi-stream, however lack detail such as roundtrip time and delay. The CWA feature matrix provides insight into which Operating Systems support the **Multiport ICA** and **HDX Insight with NSAP VC** features.

Users need to access HDX outside of Citrix Gateway encryption, either through direct access to Store-Front or usage of Beacon Points or the Network Location Service.

Sites

This HDX report provides detailed HDX data per site. To view the site statistics, navigate to **Reports** > **HDX** > **Sites**.

HDX Per	forma	nce										Last 1 Hour 🗸
Sites O Total Bites	0 Good QoE (71-100)	O Fair QoE (51-70)	0 Poor QoE (0-50)		Hat	mber of Sites (%)	100	Site Distribution	Based on QoE (Over No data to d	Last 1 Hour) iisplay @ Go	od QoE (71-300)	 Poor QoE (0-30)
Top Affected Site Name	d Sites Qo	E Score(0-100)	•	Total Users	Total Sessions	Poor H	4DX QoE Users	Avg WAN Latency	Avg Jitter	Avg Loss	Avg Throughput View m	Volume

The dashboard reports on site with HDX traffic running during the selected time interval (for example, last 5 minutes, last 30 minutes, last 1 day, last 1 month, and so on). Site performance is categorized as good (71-100), fair (51-70), or poor (0-50) based on the QoE of the site's HDX traffic. The QoE value in the summary section and the **Top Affected Sites** table is the average value across the selected period of time. The time series graphic report shows detailed history with time lapse. Each bar shows the percentage of good, fair, and poor QoE sites at that time.

You can also view the number of sites in percentage, having Good, Fair, and Poor QoE at that time under the **Site Distribution Based Upon QoE** graph. Hover your mouse to the color bar to see the percentage number of sites in a good/fair/poor state.

NOTE

- The statistics are collected in one direction, from the remote side into the current site. For example, for a session between site-A and site-B, the report of site-A is collected on traffic coming from site-B into site-A, whereas the report of site-B is collected on traffic coming from site-A into site-B. Therefore, the statistics of the same session on site-A and site-B can be different.
- The **Top Affected Sites** table reflects only the top 5 most affected sites. By default, it shows the 5 sites with the lowest QoE scores. But each column is sortable, ascending, or descending, and used as a query criterion. For example, clicking the **Avg Jitter** column title toggles showing either the 5 sites with the lowest average jitter or the highest average jitter. Same for other columns. To see the details of all the sites with HDX traffic during the selected period of time, click **View more affected sites**.

The following are the details of each site:

- Site Name: The site name.
- **QoE Score (0-100)**: The average QoE score of this site.
- **Total Users**: The total number of active HDX users seen on the site during the selected period.

- **Total Sessions**: The total number of HDX sessions seen on the site during the selected period, including both single-stream and multi-stream sessions.
- **Poor HDX QoE Users**: The number of HDX users suffering from poor QoE (below 50).
- **Avg WAN Latency**: Average latency over the WAN, from the remote site to this site.
- Avg Jitter: The average jitter value for the selected duration.
- Avg Loss: The average packet loss percentage value for the selected duration.
- Avg Throughput: The average data throughput value for the selected duration.
- **Volume**: The total traffic volume seen on this site. The Citrix SD-WAN Orchestrator for Onpremises GUI might adjust and change the unit based on the number value.

Clicking any column title shows the report sorted on that column. Click **View more affected sites** to see the reports of all sites. Clicking any single row shows the detailed report for that site.

The table in the following screenshot is an example of the report table showing all the sites. It has the same columns as the **Top Affected Sites** table.



Click the individual site row to view a graphical representation of the performance metrics. Hovering the mouse over the graphic provides more details.



Users

To view the HDX Users report, navigate to **Reports > HDX > Users**.

Users User Distribution Based on QoE (Over Last 1 Hour)	HDX Perfor	rmanc	ce											Last 1 Hour
0	Users O O Total Users Go (71) 200 QoE 1-100)	O Fair QoE (51-70)	0 Paor QoE (0-50)			Number of Users (%)	100 80 60 40	U	er Distribution Based o	n QoE (Over Last 1 Hour)		
User Name QoE Score(0-100) A Site Name Total Sessions Avg WAN Latency Avg Lister Avg Loss Avg Throughput Volume	Top Affected Us User Name	sers	QoE Score(0-10	10)	*	Site Name	Total Sessions	0	Avg WAN Latency	Avg Jitter	Avg Loss	Good QoE (71-300) Avg Throughput	Fair QoE (31-70	a) Poor QoE (0-50) Volume

The user report shows the performance experienced by each user during the selected period (for example, last 5 minutes, last 30 minutes, last 1 day, last 1 month, and so on). If the user has been on multiple sites during the selected period, the last site the user logged in from is shown in the report. User experience is categorized as good (71-100), fair (51-70), or poor (0-50) based on the QoE score of their HDX traffic. The QoE values in the summary section and the **Top Affected Users** table are the average values across the selected period. The time series graphic report shows detailed history with time lapse. Each bar shows the percentage of users with good, fair, and poor QoE at that time. You can also view the number of users in percentage, having Good, Fair, and Poor QoE at that time under the **User Distribution Based Upon QoE** graph. Hover your mouse to the color bar to see the percentage number of users in good/fair/poor state.

Personally Identifiable Information Currently, the HDX QoE reports have the following two Personally Identifiable Information (PII) fields:

- User Name: Displays the user name.
- IP Address: Displays the client IP address.

NOTE

- When the user name is not available, the IP address is displayed in the **User Name** field.
- The HDX user reports are based on statistics from the client side SD-WAN, not the Virtual Delivery Agent (VDA) side SD-WAN. This reflects the end user's HDX experience.
- The **Top Affected Users** table reflects only the top 5 most affected users. By default, it shows the top 5 users with the lowest QoE. But each column is sortable, ascending, or descending, and used as a query criterion. For example, clicking the **Avg Jitter** column title toggles displaying either the 5 users with the lowest average jitter or the highest average jitter. To see the details of all the users that have HDX traffic during the selected period, click **View more affected users**.

The following are the details of each user:

- User Name: The user name.
- **QoE Score (0-100)**: The average QoE score of this user.
- Site Name: The site name that the user logged in from.
- **Total Sessions**: The total number of active HDX sessions from that user, including both singlestream and multi-stream sessions.
- Avg WAN Latency: Average latency over the WAN, experienced at the client side.
- Avg Jitter: The average jitter value for the selected duration.
- Avg Loss: The average packet loss percentage value for the selected duration.
- Avg Throughput: The average data throughput value for the selected duration.
- **Volume**: The total traffic volume used by this user. The Citrix SD-WAN Orchestrator for Onpremises GUI might adjust and change the unit based on the number value.

Clicking any column title shows the report sorted on that column. Click **View more affected users** to see the reports of all users. Clicking any single row shows the detailed report for that user.

The following screenshot is an example of the report displaying all the users. It has the same columns as the **Top Affected Users** table.

							🖉 נסטט קטב (דו-ויט) 🛛 🖷 רפון קטב (סי	i-ray 🖉 nasi yan (a-bay
Top Affected Users	0-5 0	City Marra	Takel Consisten	Avera MARAN I I HAVE THE	Ave Ether	Aveland	Aug Throughout	Mahama
User Name	QOE SCORE(U-100)	Site Name	lotal Sessions	Avg WAN Latency	Avg Jitter	Avg Loss	Avg Inrougnput	volume
							View	more affected users

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HDX Performance Last 1 Hour 🖂 0.3 Avg WAN 14 Avg QoE Score **BRANCH1** 1 773 Avg End to End 0 126.77 119.67 1.38 Total Sessions Avg Loss (%) Session Reconnects Avg WAN Avg WAN Jitter Latency (ms) Latency (ms) (ms) Throughput (Kbps) Performance Metrics Good QoE 😑 Fair QoE Poor QoE (71-100) (51-70) (0-50) 15:15 15:20 15:25 15:30 15:35 15:40 14:45 14:50 14:55 15:00 15:05 15:10 100 80 QoE Score 60 40 20 0 150 120 90 60 30 0 Avg WAN Latency (ms) 150 120 90 60 30 0 Avg WAN Jitter (ms) 0.4 0.32 0.24 0.16 0.08 Avg WAN Throughput (Kbps) 0 2 1.6 1.2 0.8 0.4 0 Avg Loss (%)

Click an individual user row to see a graphical representation of that user's performance metrics.

Sessions

The Session report provides details at the session level. To view the session report, navigate to **Re-ports > HDX > Sessions**.

HDX Performance											
Sessions O Total Bessions (71-100) O Geod Qoli (71-100)	0 0 Patr QoE Poor Q (51.70) (0.50)	ÞE		Number of Sessions (%)	100 80 40 20 0			Session Distribution Bas	ed on QoE (Over Last 1 Hour) No data to display	DE (71-300) • Pair QoE (51-71	2) • Poor QoE (0-30)
Top Affected Sessions Session Key	QoE Score(0-100)	*	User Name	Avg WAN Laten	су		Avg Jitter	Avg Loss%	Avg Throughput	Volume	State
										view more	e arrecteu sessions

The dashboard shows the reports of HDX sessions running during the selected period (for example, last 5 minutes, last 30 minutes, last 1 day, last 1 month, and so on). Sessions are categorized as good (71-100), fair (51-70), or poor (0-50) based on the QoE of that session. The QoE value in the summary section and the Top Affected table is the average value across the selected period. The time series graphic report shows detailed history with time lapse. Each bar shows the percentage of good, fair, and poor QoE sessions at that time.

You can also view the number of sessions in percentage, having Good, Fair, and Poor QoE at that time under the **Session Distribution Based Upon QoE** graph. Hover your mouse to the color bar to see the percentage number of sessions in good/fair/poor state.

Note

- The HDX session reports are based on statistics from the client side SD-WAN, not the VDA side SD-WAN. This reflects the end user's HDX experience.
- The **Top Affected Sessions** table reflects only the top 5 most affected sessions. By default, it shows the top 5 sessions with the lowest QoE. But each column is sortable, ascending, or descending, and used as a query criterion. For example, clicking the **Avg Jitter** column title toggles showing either the 5 sessions with the lowest average jitter or the highest average jitter. To see the details of all the HDX sessions during the selected period of time, click **View more affected sessions**.

The following are the Detail of the top each session:

- Session Key: The unique identity for an HDX session.
- **QoE Score (0-100)**: The average QoE of this session.
- User Name: The user name.
- **Avg WAN Latency**: The average WAN latency of the session for the selected duration, measured at the client side.
- Avg Jitter: The average jitter value of the session for the selected duration.
- **Avg Loss%**: The average loss percentage value of the session for the selected duration.
- **Avg Throughput**: The average throughput value of the session for the selected duration.
- **Volume**: The total traffic volume used by this session. The Citrix SD-WAN Orchestrator for Onpremises GUI might adjust and change the unit based on the number value.
- State: Status of the session.

Clicking any column title, shows the report sorted on that column. Clicking on **View more affected sessions** to see the reports of all the sessions. Clicking any single row shows the detailed report on that session.

The following screenshot is an example of the report table showing all the sessions. It has the same columns as the **Top Affected Sessions** table.

Top Affected Sessions Session Key QoE Scre(0-100) User Name Avg WAN Latency Avg Jitter Avg Loss% Avg Throughput Volume State			
Session Key QoE Score(0-100) User Name Avg WAN Latency Avg Jitter Avg Loss% Avg Throughput Volume State View more affected se	Fop Affected Sessions		
View more affected s	Session Key QoE Score(0-100) User Name Avg WAN Latency Avg Jitter Avg Loss% Avg Throughput Volu	ime Sta	ate
		View more affect	ted session:

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Click the individual session key to view a graphical representation of the performance metrics along with the details about all the variables affecting QoE.

HDX Performance Last 1 Hour Y												
Avg QoE Score Session Duration Session State Session Reconnects	14 /100 60 (minutes) ACTIVE 0)	User Site Sess	Name Name ion Type	user4 BRAN Multi-	CH4 Stream		VDA N VD/V/ WAN Netwo	lame A Optimized ork Service	WIN-AV4 Virtual A No MCNVPX	4DDIH8JC pp 111-BRAN	CH4
Latency Distrib	ution											
HDX End to End Latency	•				196.5 ms Min	196.5 r _{Avg}	NS <u>196.5 m</u> Max	าร				→
WAN Latency	Citrix Workspace 172.15.183.11	Client 17	SD-WAN BRANCH	4	125 ms Min	126.78 Avg	Max	5		SD-WAN BRANCH4		Virtual Desktop Server 172.15.187.126
Performance M	etrics								Good QoE (71-100)	Fair (51-3)	QoE 70)	Poor QoE (0-50)
QoE Score	14:50 100 80 60 40 20 0	14:55	15:00	15:05	15:10	15:15	15:20	15:25	15:30	15:35	15:40	15:45
HDX End to End Latency (ms)	250 200 150 100 50 0											
WAN Latency (ms)	150 120 90 60 30 0											
WAN Jitter (ms)	150 120 90 60 30 0		~		~~~							
WAN Throughput (Kbps)	0.4 0.32 0.24 0.16 0.08 0											
Loss (%)	2 1.6 1.2 0.8 0.4 0	\sim	~~~	\sim		\sim	~~~	~~~	~~~	^		~~~

• Avg QoE Score: The average QoE over the selected period.

- User Name: The user who launched this session.
- VDA Name: Name of the VDA from which published Desktop/Application are delivered.
- Session Duration: The active time of this session in the selected period.
- Site Name: The client site of the user when the session was launched.
- VD/VA: Whether this session is a Virtual Desktop or a Virtual Application session.
- Session State: The state of the session at the end of the selected period.
- **Session Type**: Whether the session is Multi-stream session or single-stream session the last time the session is launched.
- **WAN Optimized**: Whether this session was WAN optimized. If the SD-WAN is PE platform, WAN Optimization is enabled for HDX, and this session is optimized, then this field shows true.
- **Session Reconnects**: If the session has been disconnect and reconnect automatically due to network issue, this field is the count of such occurrence.
- Network Service: This is the service name through which this session is delivered.
- HDX End to End Latency: Half of the value of round trip time between the VDA and the client.
- WAN Latency: The latency from the VDA side SD-WAN to the client side SD-WAN.

IP rules

March 3, 2022

IP Rules help you to create rules for your network and take certain Quality of Service (QoS) decisions based on the rules. You can create custom rules for your network. For example, you can create a rule as –If source IP address is 172.186.30.74 and destination IP address is 172.186.10.89, set **Traffic Policy** as **Persistent Path** and **Traffic Type** as **Realtime**.

You can create rules for traffic flow and associate the rules with applications and classes. You can specify criteria to filter traffic for a flow, and can apply general behavior, LAN to WAN behavior, WAN to LAN behavior, and packet inspection rules.

You can create global and site-specific IP rules at the network level. If a site is associated with the globally created rule, you can create site specific rules. In such cases, site specific rules take precedence and override the globally created rule.

The default IP protocol rules HTTP, HTTPS, and ALTHTTPS always appear at the top of the list on the Rules table. However, site-specific IP rules (once created) appear above HTTP, HTTPS, ALTHTTPS, and global IP rules on the Rules table.

Create IP rules

To create IP rules, navigate to **Configuration > QoS > QoS Policies > IP Rules**. Select the **Global Rules** tab for creating IP rules at the global level or **Site/Group Specific Rules** for creating rules at a site level.

Click **New IP Rule** under the **IP Rules** section.

🕤 Edit IP Protocol (Gl	lobal Rules)						
IP Protocol Match Criteria							
baro tetech	D ser time	Decourse tensors	UNP Day				
Any		Any		Src - Ded			
Source Part		Destination Part					
Any		Ang		Gros-Deat			
Protocol		0007					
Any	v	Any	~	Rebind Flow On DSCP Change			
Rutta Junan		where of					
Any	~						
Virtual Path Traffic Policy							
C Instal Virtuel Part Tables							
Virtual Path Remote Site		Traffic Policy					
Any (determined by routing)		 Last Balance Peths 		Ŷ			
QoS Settings							
Transfer Type *		nerge"					
Interactive	v	Medum	¥				
Note EncodedB where workship yay Cold clean par envelop within a dedeemined by <u>Soft Ending</u> Bindligner default release are acto-poixed, with adulty to event the dedeedb with out on content. Cell profiles							
Internet Traffic Policy							
Enable Internet Policy							
O Advanced Settings							
Cancel Save							

- IP Protocol Match Criteria
 - Add/Remove Sites: (available only while creating site-specific IP rule) Select the sites, click Review, and Done.
 - **Source Network**: The source IP address and subnet mask that the rule matches.
 - **Destination Network**: The destination IP address and subnet mask that the rule matches.
 - Use IP Group: Select the Use IP Group check box to choose any existing IP group from the drop-down list.
 - Src = Dst: If selected, the source IP address is also used for the destination IP address.
 - **Source Port**: The source port (or source port range) that the rule matches.
 - **Destination Port**: The destination port (or destination port range) that the rule matches.
 - **Src = Dst**: If selected, the source port is also used for the destination port.
 - **Protocol**: The protocol with which the rule matches. You can select one of the predefined protocols, or select **Any**, or **Number**.
 - Protocol Number: This field appears only when you select Number from the Protocol drop-down list. When you select a protocol number, the integer associated with the protocol is used for the back-end configurations.

- **DSCP**: The DSCP tag in the IP header that the rule matches.
- Routing Domain: The routing domain that the rule matches.
- VLAN ID: Enter the VLAN ID for the rule. The VLAN ID identifies the traffic to and from the virtual interface. Use VLAN ID as 0 to designate native or untagged traffic.
- **Rebind Flow On DSCP Change**: When selected, flows that are otherwise identical in terms of match criteria are treated as separate if their DSCP fields differ.
- Virtual Path Traffic Policy

Select the Enable Virtual Path Traffic Policy check box.

- Virtual Path Remote Site: Select the virtual path for the remote site.
- Traffic Policy: Choose one of the following traffic policies as needed.
 - * **Load Balance Paths**: Application traffic for the flow is balanced across multiple paths. Traffic is sent through the best path until that path is used. The remaining packets are sent through the next best path.
 - * **Persistent Path**: Application traffic remains on the same path until the path is no longer available. Select one of the following **Persistence Policies**:
 - **Persist on the originating link**: The application traffic remains on the originating link until the path is no longer available.
 - **Persist on MPLS link if available, else on the originating link**: The application traffic remains on the MPLS link. If the MPLS link is unavailable, then the traffic remains on the originating link.
 - **Persist on Internet link if available, else on the originating link**: The application traffic remains on the internet link. If the internet link is unavailable, then the traffic remains on the originating link.
 - **Persist on Private Intranet link if available, else on the originating link**: The application traffic remains on the private intranet link. If the private intranet link is unavailable, then the traffic remains on the originating link.

Persistence Impedance is the time (in ms) until which the application traffic remains on the link.

- * **Duplicate Paths**: Application traffic is duplicated across multiple paths, increasing reliability.
- * **Override Service**: Traffic for the flow overrides to a different service. Select the service type as Intranet, Internet, pass-through, or Discard to which the virtual path service overrides.

Virtual Path Traffic Policy		
Enable Virtual Path Traffic Policy Virtual Path Remote Site	Traffic Policy	Override Service
Any (determined by routing)	Override Service V	<n a=""> ~</n>
Quil Case		Internet Passthrough Discard

- QoS Settings (QoS Class)
 - Transfer Type: Choose one of the following transfer types:
 - * **Realtime**: Used for low latency, low bandwidth, time-sensitive traffic. Real-time applications are time-sensitive but don't really need high bandwidth (for example voice over IP). Real-time applications are sensitive to latency and jitter but can tolerate some loss.
 - * **Interactive**: Used for interactive traffic with low to medium latency requirements and low to medium bandwidth requirements. The interaction is typically between a client and a server. The communication might not need high bandwidth but is sensitive to loss and latency.
 - * **Bulk**: Used for high bandwidth traffic and applications that can tolerate high latency. Applications that handle file transfer and need high bandwidth are categorized as a bulk class. These applications involve little human interference and are mostly handled by the systems themselves.
 - **Priority**: Choose a priority for the selected transfer type.
- Internet Traffic Policy
 - Select the **Enable Internet Policy** check box to configure internet traffic policy.
 - **Mode**: The method of transmitting and receiving packets for flows that match the rule. You can choose **Override Service** or **WAN link** as needed.
 - **WAN link**: The WAN link to be used by flows matching the rule when Internet Load Balancing is enabled.
 - **Override Service**: The destination service for flows matching the rule.

Note

A virtual path service cannot override another virtual path service.

QoS Policies i

Global Rules : IP Protocol							
IP Protocol Match Criteria							
Source Network Use IP Group	Destination Network Use IP Group						
Any	Any Src = Dest						
Source Port	Destination Port						
Any	Any Src = Dest						
Protocol	DSCP						
Any \checkmark	Any 🗸 Rebind Flow On DSCP Change						
Routing Domain	Vlan Id						
Any \checkmark							
Virtual Path Traffic Policy							
Virtual Path Remote Site Traffic Policy Any (determined by routing) V Load Balance Paths V							
QoS Settings							
QoS Class							
Transfer Type *	Priority*						
Interactive ~	Medium V						
Note: Bandwidth share available per QoS class per overlay virtual path is determined by <u>QoS Profiles</u> . Intelligent default values are auto-picked, with ability to override the defaults via custom QoS profiles							
Internet Traffic Policy							
Enable Internet Policy							
다 Advanced Settings							
Cancel Save							

Advanced Settings

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Advanced Settings							
WAN Ground							
WAN General							
Retransmit Lost Packets Enable Packet Aggregation							
TCP Termination	Header Compression						
Enable TCP Termination	Enable GRE	Enable IP, TCP, UDP					
LAN To WAN							
General :							
Drop Depth Bytes)	Drop-Limit (ms)	Large Packet Size Byted					
128000	50	0	Enable Red				
Duplicate Packets Disable Depth Bytesl	Duplicate Packets Disable Lanit Inst	Large Packets Drop Depth Bytes)	Large Packets Drop Limit Ims)				
129000	0	0	0				
Reassign :							
Priority	Transfer Type	Large Packet Size (bytes)	Records Size Byted				
×	· · · · · · · · · · · · · · · · · · ·	0	2000				
Duplicate Peckets Disable Depth Bytes)	Duplicate Packets Disable Limit Imsl	Large Packets Drop Depth (bytes)	Large Packets Drop Limit (ms)				
128000	0	0	0				
Normal Packets Grop Depth Bytesl	Normal Packets Drop Limit Imsl						
128000	50	Enable Red					
WAN to LAN							
Discp Teg	Hold Time (ma)						
Any 🗸 Enable Pa	Any Enable Packet Resequencing Discard Late Resequence Packets						
Done							

- WAN General
 - **Retransmit Lost Packets**: Sends traffic that matches this rule to the remote appliance over a reliable service and retransmits lost packets.
 - Enable Packet Aggregation: Aggregates small packets into larger packets.
 - **Enable TCP Termination**: Enables TCP termination of traffic for this flow. The round-trip time for acknowledgment of packets is reduced, and therefore improves throughput.
 - Enable GRE: Compresses headers in GRE packets.
 - Enable IP, TCP, and UDP: Compresses headers in IP, TCP, and UDP packets.

Note

IPv6 packets do not support header compression.

• LAN to WAN

General

- **Drop Depth(bytes)**: Queue depth threshold after which packets are dropped.
- **Drop Limit**: Time after which packets waiting in the class scheduler are dropped. Not applicable for a bulk class.
- Large Packet Size: Packets smaller than or equal to this size are assigned the Drop Limit and Drop Depth values specified in the Large Packets Drop Depth(bytes) and Large Packets Drop Limit(ms) fields. Packets larger than this size are assigned the values specified in the default Drop Limit and Drop Depth fields.
- **Enable RED**: Random Early Detection (RED) ensures fair sharing of class resources by discarding packets when congestion occurs.
- **Duplicate Packet Disable Depth(bytes)**: The queue depth of the class scheduler at which point the duplicate packets are not generated.
- **Duplicate Packet Disable Limit**: Time for which duplication can be disabled to prevent duplicate packets from consuming bandwidth.
- Large Packets Drop Depth(bytes): If the queue depth exceeds this threshold, the packets are discarded and statistics are counted.
- Large Packets Drop Limit(ms): The maximum amount of estimated time that packets larger than or equal to the Large Packet Size must wait in the class scheduler. If the estimated time exceeds this threshold, the packets are discarded and statistics are counted. Not valid for Bulk classes.

Reassign

- **Priority**: You can set the priority of the standby WAN link as needed. The standby WAN link priority indicates the order in which a standby WAN link becomes active. A high priority standby WAN link becomes active first. A low-priority WAN link becomes active last.
- **Transfer Type**: Select a transfer type with which to associate this rule.
- **Duplicate Packet Disable Depth(bytes)**: The queue depth of the class scheduler at which point duplicate packets are not generated.
- **Duplicate Packet Disable Limit**: Designates the amount of time a packet waits in the queue before duplication is not performed, which prevents duplicate packets from consuming bandwidth when bandwidth is limited.
- Large Packets Drop Depth(bytes): If the queue depth exceeds this threshold, the packets are discarded and statistics are counted.
- Large Packets Drop Limit(ms): If the estimated time exceeds this threshold, the packets are discarded and statistics are counted. Not valid for Bulk classes.
- Normal Packets Drop Depth (bytes): If the queue depth exceeds this threshold, the packets are discarded and statistics are counted.
- Normal Packets Drop Limit (ms): If the estimated time exceeds this threshold, the packets are discarded and statistics are counted. Not valid for Bulk classes.
- WAN to LAN

- **DSCP Tag**: DSCP tag applied to the packets that match this rule on WAN to LAN, before sending them to the LAN.
- **Enable Packets Resequencing**: The traffic flows that match the rule gets tagged for sequence order, and the packets gets reordered (if necessary) at the WAN to LAN appliance.
- **Hold Time**: Time interval for which the packets are held for resequencing, after which the packets are sent to the LAN. When the timer expires, the packets are sent to the LAN without waiting any further for the prerequisite sequence numbers.

If the rule has a traffic policy as duplicate path, the default hold time is 80 ms. Otherwise, the default is 900 ms for TCP rules and 250 ms for non-TCP rules.

- **Discard Late Resequencing Packets**: Discards out-of-order packets that arrived after the packets needed for resequencing have been sent to the LAN.

Click **Save** to save the configuration settings. Click **Verify Configuration** on the **Configuration** > **QoS Policies** page to validate any audit error.

		VerbyConfiguration Software Version: 11.3.2.25-GA
	©	
Global Rules	Site / Group Specific Rules	

Verify IP rules

To verify IP rules, navigate to **Reports > Real Time > Flows**. Select the site for which you want to view the flow information and the number of flows to display. Click **Customize Columns** and select the check boxes corresponding to the flow information you want to view. Verify if the flow information is according to the configured rules.

Navigate to **Reports > Real Time > Statistics** and select **Rules**. Choose the site and click **Retrieve latest data**. Verify the configured rules. For more information, see <u>Site reports</u>.

QoS policies

January 27, 2022

An administrator can define application and traffic policies. These policies help to enable traffic steering, Quality of Service (QoS), and filtering capabilities for applications. Specify whether a defined rule can be applied globally across all the sites in the network or on certain specific sites.

Policies are defined in the form of multiple rules which get applied in the user-defined order.

Global Rules	shal Rules Site / Oroup Specific Rules									
Global QoS Bandy	Ini (oti Bedvish Setu) Protis									
Standard-H	Standard > CX-Multistream									
Dandard + DX-M	aged and it. Addresses profile recommended for such science (s) come-(s) (S (0) Profiles									
Custom Applic	Justom Application Rules Application Rules HDX Rules Application Group Rules IP Rules Default IP-Protocol Rules									
Search		Q								
144	Protocol		0107		Device .	Transmit Made	Quil Delling			
1	sp		at		Virtual Path	Duplicate Paths	High: Realtime			
2	ICA.		Any		Virtual Path	Load Balance Paths	High: Interactive			
3	ICACSP		Any		Virtual Path	Load Balance Paths	High: Interactive			
4	ICAUDP		Any		Virtual Path	Load Balance Paths	High: Interactive			
5	ICACOPUOP		Any		Virtual Path	Loed Balance Paths	High: Interactive			
6	ICMP		Any		Virtual Path	Persistent Path	Medium: Interactive			
7	\$\$H		Any		Virtual Path	Load Balance Paths	Medium: Interactive			
8	TEUNET		Any		Virtual Path	Loed Balance Paths	Medium: Interactive			
9	RCP		Any		Virtual Path	Load Balance Paths	Medium: Interactive			
10	RPC		Any		Virtual Path	Load Balance Paths	Medium: Interactive			

Create new rule

An administrator must place the defined rule based on the priority. The priorities are categorized based on parameters such as top of the list, bottom of the list, or a specific row.

It is recommended to have **more specific** rules for applications or sub applications at the top, followed by **less specific** rules for the ones representing broader traffic.

For example, you can create specific rules for both Facebook Messenger (sub application) and Facebook (application). Put a Facebook Messenger rule on top of the Facebook rule so that the Facebook Messenger rule gets selected. If the order is reversed, Facebook Messenger being a subapplication of the Facebook application, the Facebook Messenger rule would not get selected. It is important to get the order right.

Match criteria

Select traffic for a defined rule such as:

- An application
- Custom defined application
- Group of applications or IP protocol based rule

Rule scope

Specify whether a defined rule can be applied globally across all the sites in the network or on certain specific sites.

Application steering

Navigate to **Configuration** > **QoS** > **Custom Application Rules**. Specify how the traffic needs to be steered.

 Edit Custom Application (Global Rules) 							
Custom Application Match Criteria							
Contrast Application*	tax future line Among Domain	P 400m					
	v Any	Y					
Virtual Path Traffic Policy							
C Enable Virtual Path Traffic Policy							
Virtual Path Remote Ste	Trains Pales						
Any (determined by noting)	v Lost Bulance Parts	¥					
QoS Settings							
handertige? Provid	1						
Interactive V M	sim v						
Note: Bandwidth share available par QoS cleas par overlap with all path is determined by <u>QoS Parlies</u> Intelligent default velues are auto picked, with ability to override the defaults via outstan QoS profiles							
O Advanced Settings							
formed them							

New Custom App: Select a match criterion from the list. The administrator can add a new custom application by giving a name to:

- Custom application
- Protocol (TCP, UDP, ICMP)
- Network IP/Prefix
- Port
- DSCP tag

You can also create a domain name based custom application.

Custom Applications	;				
Custom App Name					
Enter Name					
Enable Reporting					
Reporting Priority					
Match Criteria					
Add Match Criteria					
Application	Protocol	Network IP	Port	DSCP	Actions
Cancel Sav	e				

Click **Verify Configuration** on the **Configuration** > **QoS Policies** page to validate any audit error.

Citrix SD-WAN Orchestrator for On-premises 14.4

		VerifyConfiguration Software Version: II.3.2.25-GA
	©	
Global Rules	Site / Group Specific Pules	

IP Rules IP Rules help you to create rules for your network and take certain Quality of Service (QoS) decisions based on the rules. For more information on IP rules, see IP rules.

QoS profiles

The Quality of Service (QoS) section helps to create the QoS profile by using the **+ QoS Profile** option. The QoS profile provides improved service to certain traffic. The goal of QoS is to provide priority including traffic type (Real-time, Interactive, and Bulk classes) and dedicated bandwidth. The bandwidth breakups are available in % values. This also improved loss characteristics.

Default Global QoS P	rofile (Applicable 1	to all Virtual Paths)		
Default QoS Profile				Sites Count
Standard	\sim			0/0
Create New Default Pro	ofile			
Site Specific Override	es (Applicable to `"	`Site - Control Node`"` Virtual	Paths)	

Click **Verify Configuration** on the **Configuration** > **QoS Policies** page to validate any audit error.

		Verify Configuration Software Version : #3.2.25-GA
	0	
Global Rules	Site / Group Specific Rules	

Customizing QoS profiles

If the virtual path default sets are in use, classes can be modified under **Configuration** > **QoS** > **QoS Profiles**. Click **Create New Default Profile**, enter a name for the default set, select the sites, and update the bandwidth allocation for the QoS class. Click **Save**. For more information about Classes, see Classes.

Bandwidth allocation per QoS Class					
Traffic Type	Bandwidth Share				
		Realtime Classes: Bandwidth Br	eakup		
		HDX High	56		
Realtime	1 6	High	56		
		Medium	5		
		Low	56		
	~ ~	Interactive Classes: Bandwidth B	Breakup		
		HDX High	56		
		HDX Medium	56		
Interactive		HDX Low	56		
		High	56		
		Medium	56		
		Low	5		
		Bulk Classes: Bandwidth Breaku	ıp (Relative Share)		
	56	High	36		
Bulk	(Best Effort, Not Guaranteed)	Medium	96		
		Low	96		
Cancel Save					

Site configuration

July 27, 2022

You can add new sites from the **Network Home** page or from the **Profiles & Templates** section to configure your SD-WAN network.

To create a site, click **+ New site** on the Network Dashboard. Provide a name and location for the site.

Site Name *			
Bengaluru			
On-Premises Cloud Site			
Site Address *			✓ Lat/Lng
Bengaluru, Karnataka, India			
Latitude *	Longitude *		
12.9715987	77.5945627	7	

You can create a site from scratch, or use a site profile to configure a site quickly.

A graphical display to the right of the screen provides a dynamic topology diagram as you proceed with the configuration.

To view site configuration, select site and navigate to **Configuration > Site Configuration**.



Site details

The first step involves entering the site, device, advanced settings, and site contact details.

te Information					
te Profile	Site Name	*	Site Address*	Lat/Lng	
None	∽ SiteA		1239 Hendersor	Ave, Sunnyvale,	
egion*	Device Model *	Sub-Model *	Device E	dition *	
Default-Region 🗸	210	✓ BASE	∽ SE	~	
te Role *	Bandwidth	Tier (Mbps) *	Select Tag	Create New	
MCN	~ 20	~		\sim	
efault Routing Domai Hault Routing Domain Setti Global Default	n ngs Defau V	ult Routing Domain Default_RoutingDomain	~		
efault Routing Domai efault Routing Domain Setti Global Default dvanced Settings	n ngs Defau V	ult Routing Domain Default_RoutingDomain	Y		SiteA
efault Routing Domain efault Routing Domain Setti Global Default dvanced Settings] Enable Source MAC I	n ngs Defau V C	ult Routing Domain Default_RoutingDomain	~		SiteA SDWAN-210 (Primary)
efault Routing Domai efault Routing Domain Setti Global Default dvanced Settings Enable Source MAC I Preserve route to Into	n Defau	ult Routing Domain Default_RoutingDomain if all associated paths a	∼ are down		SiteA SDWAN-210 (Primary)
efault Routing Domai efault Routing Domain Setti Global Default dvanced Settings Enable Source MAC I Preserve route to Into	n Defau ngs Defau V Earning ernet from link even ranet from link even	ult Routing Domain Default_RoutingDomain if all associated paths a if all associated paths a	are down		SiteA SDWAN-210 (Primary)
efault Routing Domai efault Routing Domain Setti Global Default dvanced Settings Enable Source MAC I Preserve route to Inte Preserve route to Inte ontact Details	n Defau ngs Defau V C	ult Routing Domain Default_RoutingDomain if all associated paths a if all associated paths a	are down are down		SiteA SDWAN-210 (Primary)
efault Routing Domain efault Routing Domain Setti Global Default dvanced Settings Enable Source MAC I Preserve route to Intr Preserve route to Intr ontact Details	n ngs Defa V C	ult Routing Domain Default_RoutingDomain if all associated paths a if all associated paths a Contact Email	are down are down		SiteA SDWAN-210 (Primary)

When you configure sites using a site template, the following screen is displayed.

G Site Details	i Device Details	Interfaces	😢 WAN Links 🛛 🔞) Routes 💿 Su	mmary	
Template Information						
Template Name*						
test						
Region*	Device Model*	Sub-Model*	Device Editio	n*		
Default-Region 🗸	210 ~	BASE	✓ SE	~		
Site Role*	Bandwidth Tier (M	bps)*	Select Tag	Create New		
Branch	~ 100	~		\sim		
				_		
Default Routing Domain						
Global Default Advanced Settings	✓ Defaul	t_RoutingDomain	~	_		
Enable Source MAC Lea	rning					
Preserve route to Intern	et from link even if all asso	ciated paths are dow	n			
Preserve route to Intran	et from link even if all asso	ciated paths are dow	n			test SDWAN-21
Contact Details						
Contact Name		Contact Email		_		
Enter Contact Name for	this Template	Enter Contac	t Email for this Template			
Notes						
Enter Notes for this Site						
Cancel Save			1	Prev Next		

Site/Template information

- Choosing a **Site Profile** auto-populates the site, interface, and WAN links parameters based on the site profile configuration.
- Site Address and Site Name are auto-populated based on the details provided in the previous step.
- Enable the Lat/Lng check box to get the latitude and longitude of a site.

- Select the **Region** from the drop-down list.
- **Device Model** and **Sub-Model** can be picked based on the hardware model or virtual appliance used at a given site.
- **Device Edition** reflects automatically based on the selected device model. Currently, Premium Edition (PE), Advanced Edition (AE), and Standard Edition (SE) are supported. The PE model is only supported on 1100, 2100, 5100, and 6100 platforms. The AE model is supported on 210 and 1100 platforms.

Note

Citrix SD-WAN Orchestrator for On-premises does not support Advanced Edition and Premium Edition platforms.

- Site Role defines the role of the device. You can assign one of the following roles to a site:
 - **MCN**: Master Control Node (MCN) serves as the controller of the network, and only one active device in a network can be designated as the MCN.
 - **Branch**: Appliances at the branch sites that receive configuration from the MCN and participate in establishing virtual WAN functionalities to the branch offices. There can be multiple branch sites.
 - RCN: Regional Control Node (RCN) supports hierarchical network architecture, enabling multi-region network deployment. MCN controls multiple RCNs and each RCN, in turn, controls multiple branch sites.
 - **Geo-redundant MCN**: A site in a different location, that takes over the management functions of the MCN, if it is not available, ensuring disaster recovery. The geo-redundant MCN does not provide High Availability or failover capabilities for the MCN.
 - **Geo-Redundant RCN**: A site in a different location, that takes over the management functions of the RCN, if it is not available, ensuring disaster recovery. The geo-redundant RCN does not provide High Availability or failover capabilities for the RCN.
- **Bandwidth Tier** is the billable bandwidth capacity you can configure on any device, depending on the device model. For instance, the SD-WAN 410 Standard Edition (SE) appliance supports 20, 50, 100, 150, and 200 Mbps bandwidth tiers. Depending on your bandwidth needs for a given site, you can select the desired tier. Each site is billed for the configured bandwidth tier.

Routing domain

The **Routing Domain** section allows you to select the default routing domain for the site. **Routing Domain** settings can either be global or site specific. If you select **Global Defaults**, the default routing domain that is applicable globally is auto-selected. If you select **Site Specific**, you can select the default routing domain from the **Routing Domain** drop-down list.

Routing support for LAN segmentation

The SD-WAN Standard and Enterprise Edition (SE/PE) appliances implement LAN segmentation across distinct sites where either appliance is deployed. The appliances recognize and maintain a record of the LAN side VLANs available, and configure rules around what other LAN segments (VLANs) can connect to at a remote location with another SD-WAN SE/PE appliance.

The above capability is implemented by using a Virtual Routing and Forwarding (VRF) table that is maintained in the SD-WAN SE/PE appliance, which keeps track of the remote IP address ranges accessible to a local LAN segment. This VLAN-to-VLAN traffic would still traverse the WAN through the same pre-established Virtual Path between the two appliances (no new paths need to be created).

An example use case for this functionality is that a WAN administrator might be able to segment local branch networking environment through a VLAN, and provide some of those segments (VLANs) access to DC-side LAN segments that have access to the internet, while others might not obtain such access. The configuration of the VLAN-to-VLAN associations is achieved through the Citrix SD-WAN Orchestrator for On-premises web interface.

Advanced settings

- **Enable Source MAC Learning**: Stores the source MAC address of received packets so that outgoing packets to the same destination can be sent to the same port.
- Preserve route to Internet from link even if all associated paths are down: When enabled, the packets destined for the internet service continue to choose the internet service even if all WAN Links for the internet service are unavailable.
- Preserve route to Intranet from link even if all associated paths are down: When enabled, the packets destined for the intranet service continue to choose the intranet service even if all WAN Links for the intranet service are unavailable.
- Contact details of the admin available at the site.

A dynamic network diagram to the right of the configuration panel, provides visual feedback on an ongoing basis, as you go through the configuration process.

Device details

The device details section allows you to configure and enable High Availability (HA) at a site. With HA, two appliances can be deployed at a site as an active primary and a passive secondary. The secondary appliance takes over when the primary fails. For more information, see High Availability.

					Verify Configuration	Software Version : 11.3.1.53-G
G Site Details 02 Dev	rice Details 🛛 🚳 Interfaces	s 04 WAN Links	05 Routes	06 Summary		
Device Information						
Enable HA						
Primary Device - Serial Number : 338D8622-6416-0 - Short Name : MB-Branch1-Primary Secondary Device - Serial Number : Not configured - Short Name :	C527-C69D-4E631D113803 ' Add	Delete				
Advanced HA Settings						
Advanced HA Settings Failover Time (ms)	Shared Base MAC	2	•			
Advanced HA Settings Failover Time (ms)	Shared Base MAC	200000	•			
Advanced HA Settings Failover Time (ms) 1000 Primary Reclaim	Shared Base MAC	5 D0:00:00	*			
Advanced HA Settings Failover Time (ms) 1000 Primary Reclaim HA Fail-to-Wire Mode	Shared Base MAC AA:AA:AA:C	5 00:00:00	-			
Advanced HA Settings Failover Time (ms) 1000 Primary Reclaim HA Fail-to-Wire Mode Disable Shared MAC	Shared Base MAC	5 20:00:00	•		LAN-1 1	WAN-1 2Broadband-Verizon
Advanced HA Settings Failover Time (ms) 1000 Primary Reclaim HA Fail-to-Wire Mode Disable Shared MAC Cancel Save	Shared Base MAC	5 30:00:00	Prev Next		LAN-1 1	WAN-1 2Broadband-Verizon

Note

Serial numbers are not configurable using the site templates.

Device information

Enable HA and enter the serial number and a short name for the primary and the secondary appliances. Click **Add** and provide the serial number along with the site short name.

	0) Site Details	02 Device Details	03 Interfaces	04 WAN Links	05 Routes	06 Summary
Device Ena Prima - Ser - Sho	Information Ible HA ry Device rial Number : Not cor ort Name :	nfigured Add				
Can	cel Save					Prev Next

Click **Add**.

Add Device		
Serial Number*		
33808622 6416 CS2* C880 4E83*0*13803		
Short Name		
MB-Branch1-Primary		
	Cancel	Add

• Serial Number: The Serial Number of a virtual SD-WAN instance (VPX) can be accessed from the VPX web console, as highlighted in the following screen shot. A serial number of a hardware appliance can be found on the device label too.
System Status		
Name:	san_francisco_mcn	
Model:	VPX	
Appliance Mode:	MCN	
Serial Number:	c460fa20 aee7 0b54 4cc8 29ee07a2603d	
Management IP Address:	10.106.112.23	
Appliance Uptime:	1 days, 2 hours, 37 minutes, 35.3 seconds	

• Short Name: The Short Name field is used to specify an easily identifiable short name for a site or to tag a site if desired.

Click the **Delete** option if you want to delete the serial number.

Note Updating serial number requires deleting the existing serial number and readding a new one.

O Site Details O2 Device Details	ils 03 Interfaces	04 WAN Links	05 Routes	06 Summary
Device Information				
Enable HA Primary Device - Serial Number : - Short Name : <i>MB-Branch1-Primary</i>	80-408210112802	Delete		

On clicking the **Delete** option, a pop-up appears to confirm if you want to delete the serial number or not.

Are you sure you want to Delete the Serial Number

Advanced HA settings

- **Failover Time (ms)**: The wait time after contact with the primary appliance is lost, before the standby appliance becomes active.
- **Shared base MAC**: The shared MAC address for the high availability pair appliances. When a failover occurs, the secondary appliance has the same virtual MAC addresses as the failed primary appliance.
- **Disable Shared Base MAC**: This option is available on hypervisor and cloud-based platforms only. Choose this option to disable the shared virtual MAC address.
- **Primary Reclaim**: The designated primary appliance reclaims control upon restart after a failover event.
- **HA Fail-to-Wire Mode**: The HA Fail-to-wire mode is enabled. For more details, see HA deployment modes.
- Enable Y-Cable Support: The Small Form-factor Pluggable (SFP) ports can be used with a fiber optic Y-Cable to enable the high availability feature for Edge Mode deployment. This option is available on Citrix SD-WAN 1100 SE/PE appliances only. For more information, see Enable Edge Mode High Availability Using Fiber Optic Y-Cable.

Wi-Fi details

You can configure a Citrix SD-WAN appliance that supports Wi-Fi as a Wi-Fi Access Point.

The following two variants of Citrix SD-WAN 110 platform support Wi-Fi and can be configured as a Wi-Fi access point:

- Citrix SD-WAN 110-WiFi-SE
- Citrix SD-WAN 110-LTE-WiFi

For more details on Wi-Fi configuration, see Wi-Fi Access Point

Interfaces

The next step is to add and configure the interfaces. Click **+ Interface** to start configuring the interface. Click **+ HA Interface** to start configuring HA interface. The **+ HA Interface** option is available only if you have configured a secondary appliance for high availability.

Interface configuration involves selecting the deployment mode and setting the interface level attributes. This configuration is applicable to both LAN and WAN links.

Interface Attributes Designment Mode** Edge (Gatewory) LAN Pysical Interface Betext Interface* Pysical Interface Virual Interface Interface Name* O Virial LAN Default, RoutingDomain Intermet_Zone PiPeDeS Static Autin Autin Default, RoutingDomain Intermet_Zone PiPeDeS Static Autin Intermet_Zone PiPeDeS Static Autin Intermet_Zone PiPeDeS Static Autin Intermet_Zone PiPeDeS Static Autin Intermet_Zone PiPeDeS Static Autin Intermet_Zone PiPeDeS Static Intermet_Zone PiPeDeS Static Intermet_Zone PiPeDeS Static Intermet_Zone PiPeDeS Static Intermet_Zone PiPeDeS Static Intermet_Zone PiPeDeS Static Intermet_Zone PiPeDeS Static Intermet_Zone PiPeDeS Static Intermet_Zone PiPeDeS Static Intermet_Zone PiPeDeS Static Intermet_Zone PiPeDeS Static Intermet_Zone PiPeDeS Static Intermet_Zone PiPeDeS Static Intermet_Zone PiPeDeS Static Intermet_Zone PiPeDeS Static Intermet_Zone PiPeDeS Static Intermet_Zone	Verify Config 0 Site D	Details 02 Device Details	Cloud Details O4 Interfa	ces os WAN Links os Ro	outes or Summary
Determent interface Type* Select Interface* 1 2 3 5 0 Virtual Interface Virtual Interface Name Virtual Interface Input (Virtual Interface Input (Virtu	Interface Attributes				
Edge (Gateway) LAN Physical Interface Stelet Interface* 1 2 1 2 2 3 0 Virtual Interface Name* 0 Virtual Interface Name* 0 Virtual Interface Name* 0 Virtual Interface Name* 0 Virtual Interface Name* 0 Uniterface Name*	Deployment Mode * Interface	Type* Security*	Interface Name		
Physical Interface Select Interface* 1 2 3 4 5 6 7 8 Virtual Interface Name* 0 Virtual Interface Name* 0 Virtual Interface Name* 0 Virtual Interface Name* 0 Virtual Interface Name* 0 Virtual Interface Name* 0 Virtual Interface Name* 0 Virtual Interface Name* 0 Virtual Interface Name* 0 Virtual Interface Name* 0 Virtual Interface Name 0 Virtual Interface Virtual Interface Virtual Interface Name 0 Virtual Interface Virtual Interface Name 0 Virtual Name 0 Virtual Name	Edge (Gateway) 🗸 LAN	I V Trusted	✓ LAN-1		
State titrartes* 1 2 3 4 5 6 7 8 Virtual Interfaces Virtual Interface Name* 0 Vir1-LAN-1 Enable HA Heartbeat 0 Vir1-LAN-1 Enable HA Heartbeat 0 Vir1-LAN-1 Enable HA Heartbeat 0 Vir1-LAN-1 Enable HA Heartbeat 0 Virtual Interface Name* 0 Est-service-name 0 Virtual Interface Name* 1 Est-service-name 0 Virtual Interface Name* 1 Est-service-name 0 Virtual Interface Name* 1 Est-service-name 0 Virtual Interface Name* 1 Est-service Name* 1 Est-service-name 0 Virtual Interface Name* 1 Est-service Name* 1	Physical Interface				
VLAN ID* Vritual Interface Name* 0 VIF-1-LAN-1 Brouting Domain* Freveall Zones Defrault_RoutingDomain Internet_Zone PPPOE Static AC Name Service Name Reconnect Held Off (a) Username* Password* Auth test-ac-name test-service-name Auth test-user Password* Password* Password* Auth test-user Password* Password* Password* Auth test-user Password*	Select Interface*	I			
0 VIF-1-LAN-1 Reuting Domain* Firewall Zones Default_RoutingDomain > Internet_Zone > PPPDE Static > AC Name Service Name Center 0 Utername* Password* Auth test-ac-name 0 Utername* Password* Auth Note: Converting Virtual Interface to PPPoE will clear any Gateway IP Address and Virtual IP. Address (in case of PPPoE Dynamic only) associate with it under access interfaces 0 Client 1Pv4 Eg: abc:d/e IPv4 Eg: abc:d/e	VLAN ID*	Virtual Interface Name*			
Reading Domain	0	VIF-1-LAN-1	Enable HA Heartbeat		
Default_RoutingDomain Internet_Zone AC Name Service Name Reconnect Held Off (a) Username* Password* Auth test-user O Username* Password* Auth test-user O Auth test-user O Note : Converting Virtual Interface to PPPoE Will Clear any Gateway IP Address and Virtual IP. Address (in case of PPPoE Dynamic only) associate with it under access interfaces DHCP OHCP IPv6 SLAAC Directed Broadcast Type IP Address Identity Private Link Local Delete IPA ddress Identity Private Local Delete IP4 Egrabc.d/e N/A Done	Routing Domain *	Firewall Zones	Client Mode		-
AC Name Service Name Reconnect Hold Off 69 test-ac-name test-service-name 0 test-user Auth test-user Auth test-user Auth Note : Converting Virtual Interface to PPPoE will clear any Gateway IP Address and Virtual IP. Address (in case of PPPoE Dynamic only) associate with it under access interfaces DHCP DHCP IPv6 SLAAC Directed Broadcast + IP V4 Addresses + IP V6 Addresses C Type IP Address Identity Private Local Delete IPv4 Eg: ab.c.d/e NNA IMA	Default_RoutingDomain $~~$	Internet_Zone V	PPPoE Static V		
test-ac-name test-ac-name test-ac-name Password* Auth test-user Auto Note: Converting Virtual Interface to PPPoE will clear any Gateway IP Address and Virtual IP. Address (n case of PPPoE Dynamic only associate with it under access interfaces DHCP OHCP DHCP IPv6 Client SLAAC Directed Broadcast * IP V4 Addresses Identity Private Local Done Cancel	AC Name	Service Name	Reconnect Hold Off (s)	LAN-1	8
Jsername* Password* Auth test-user Auto Note : Converting Virtual Interface to PPPoE will clear any Gateway IP Address and Virtual IP. Address (in case of PPPoE Dynamic only) associate with it under access interfaces DrUCP OPPOE Dynamic only associate with it under access interfaces + IP V4 Addresses + IP V6 Addresses Type IP Address dentity Private Link Detete IPv4 Eg abc.d/e N/A Done Cancel	test-ac-name	test-service-name	0		
test-user Note : Converting Virtual Interface to PPPoE will clear any Gateway IP Address and Virtual IP. Address (in case of PPPoE Dynamic only) associate with it under access interfaces DhCP DHCP Client IPv4 Eg abc.d/e N/A Cancel Type IPv4 Eg abc.d/e N/A Cancel	Username *	Password *	Auth		
Note: Converting Virtual Interface to PPPoE will clear any Gateway IP Address and Virtual IP. Address (in case of PPPoE Dynamic only) associate with it under access interfaces DHCP DHCP IPV6 SLAAC Directed FIPV4 Addresses + IP V6 Addresses IPv4 Eg ab.c.d/e N/A T Cancel	test-user		Auto 🗸		test1
+ IP V4 Addresses	Note : Converting Virtual Interfae Address (in case of PPPoE Dynar DHCP DHCP IPv6 Client Client	ce to PPPoE will clear any Gatew mic only) associate with it under SLAAC Di Br	vay IP Address and Virtual IP. access interfaces irected Image Enabled readcast		SDWAN-VPX (Primary)
Type IP Address Identity Private Link Local Delete IPv4 Eg: a.b.c.d/o IP N/A IP Done Done Done IP IP	+ IP V4 Addresses	+ IP V6 Addresses)		
IPv4 Eg: abc.d/o N/A Done	Type IP Address	s Identity Priva	ate Link Delete		
Done	IPv4 Eg: a.b.c.d/e		N/A 🗐		
Cancel			Done		
	Cancel				

In-band management

In-band management allows you to use the SD-WAN data ports for management. It carries both data and management traffic, without having to configure an extra management path. In-band management allows virtual IP addresses to connect to management services such as web UI and SSH. You can access the web UI and SSH using the management IP and in-band virtual IPs.

To enable in-band management, choose an IPv4 address from the InBand Management IP drop-

down list or an IPv6 address from the **InBand Management IPv6** drop-down list. Select the **DNS proxy** to which all DNS requests over the in-band and backup management plane is forwarded to from the **InBand Management DNS** or **InBand Management DNS V6** drop-down list.

For more information on in-band management, see In-band management.

The IP addresses configured for interfaces get listed under the **InBand Management IP** drop-down list. The DNS proxy services configured under **Advanced Settings > DNS** get listed in the **InBand Management DNS** drop-down list.

Interface attributes

The following deployment modes are supported:

- 1. Edge (Gateway)
- 2. Inline Fail-to-wire, Fail-to-block, and Virtual inline.
- **Deployment Mode**: Select one of the following deployment modes.
 - Edge (Gateway):



Gateway Mode implies SD-WAN serves as the "gateway" to the WAN for all the LAN traffic. The **Gateway Mode** is the default mode. You can deploy the appliance as a gateway on the LAN side or the WAN side.

- Inline:

When SD-WAN is deployed in-line between a LAN switch and a WAN router, SD-WAN is expected to "bridge"LAN and WAN.

All the Citrix SD-WAN appliances have pre-defined bridge-paired interfaces. With the Bridge option enabled, selection of any interface on the LAN end automatically highlights the paired interface that is reserved for the WAN end of the bridge. For example, physical interfaces 1 and 2 are a bridged pair.

* **Fail-To-Wire**: Enables a physical connection between the bridged pair of interfaces, allowing traffic to bypass SD-WAN and flow directly across the bridge in the event of appliance restart or failure.

Earlier, the DHCP client was only supported on Fail-to-block port. With the Citrix SD-WAN 11.2.0 release, the DHCP client capability is extended on fail-to-wire port for the branch site with serial High Availability (HA) deployments. This enhancement:

- * Allows the DHCP client configuration on untrusted interface group that has fail-to-wire bridge pair and serial HA deployments.
- * Allows DHCP interfaces to be selected as part of Private Intranet WAN links.

Notes

- * Inline (Fail-to-Wire) option is available only on hardware appliances and not on virtual appliances (VPX / VPXL).
- * DHCP client is now supported on the private intranet link.
- * A LAN interface must not be connected into the fail-to-wire pair as packets might be bridged between the interfaces.



* **Fail-to-Block**: This option disables the physical connection between the bridged pair of interfaces on hardware appliances, preventing traffic from flowing across the bridge in the event of appliance restart or failure.

Note

Inline (Fail-to-Block) is the only bridge mode option available on virtual appliances (VPX / VPXL).



* Virtual Inline (One-Arm):



When SD-WAN is deployed in this mode, it has a **single arm** connecting it to the WAN router, LAN, and WAN sharing the same interface on SD-WAN. Therefore, the interface settings are shared between the LAN and WAN links.

- Interface Type: Select the interface type from the drop-down list.
- Security (Trusted / Untrusted): Specifies the security level of the interface. Trusted segments are protected by a Firewall.

• Interface Name: Based on the selected deployment mode, the Interface Name field is auto filled.

Physical interface

• **Select Interface:** Select the configurable Ethernet port that is available on the appliance.

Virtual interface

- VLAN ID: The ID for identifying and marking traffic to and from the interface.
- Virtual Interface Name: Based on the selected deployment mode, the Virtual Interface Name field is auto filled.
- **Enable HA Heartbeat**: Enable syncing of HA heartbeats over this interface. This option is enabled if you have configured a secondary appliance for HA. Select this option to allow primary and secondary appliances to synchronize the HA heartbeats over this interface. Specify the IP address of the primary and secondary appliance.
- **Routing Domain**: The routing domain that provides a single point of administration of the branch office network, or a data center network.
- **Firewall Zones**: The firewall zone to which the interface belongs. Firewall zones secure and control the interfaces in the logical zone.
- **Client Mode:** Select **Client Mode** from the drop-down list. On selection of PPPoE Static displays more settings.

Note

When the Site mode (under Site Details tab) is selected as **Branch** and the **Security field** (under **Interface** tab) is selected as **Untrusted**, the **PPPoE Dynamic** option is available under **Client Mode**.

Citrix SD-WAN acts as a PPPoE client. For IPv4, SD-WAN obtains the dynamic IPv4 address or uses the static IPv4 address. For IPv6, it obtains the link local address from the PPPoE server. For the IPv6 unicast address, Static IP, DHCP, or SLAAC can be used.

- **DHCP Client**: When enabled on the virtual interfaces, the DHCP Server assigns dynamically IPv4 addresses to the connected client.
- **DHCP IPv6 Client**: When enabled on the virtual interfaces, the DHCP Server dynamically assigns IPv6 addresses to the connected client.
- **SLAAC**: This option is available only for IPv6 addresses. When selected, the interface obtains IPv6 addresses through Stateless Address Auto-configuration (SLAAC).

- **Directed Broadcast**: When the **Directed Broadcast** check box is selected, the directed broadcasts are sent to the virtual IP subnets on the virtual interface.
- **Enabled**: By default, the **Enabled** check box is selected for all virtual interfaces. If you want to disable the virtual interface, clear the **Enabled** check box.

Note

- The **Enabled** check box is available only from Citrix SD-WAN release 11.3.1 onwards.
- The option to disable a virtual interface is only available when it is not used by a WAN Link Access Interface. If the virtual interface is used by a WAN Link Access Interface, then the check box is read-only and selected by default.
- While configuring other features, along with enabled virtual interfaces, the disabled virtual interfaces also get listed, except under Access Interfaces for a WAN Link. Even if you select a disabled virtual interface, the virtual interface is not considered and does not impact the network configuration.
- + IPv4 Address: The virtual IPv4 address and netmask of the interface.
- + IPv6 Address: The virtual IPv6 address and prefix of the interface.
- **Identity**: Choose an identity to be used for IP services. For example, **Identity** is used as the Source IP Address to communicate with BGP neighbors.
- Private: When enabled, the Virtual IP Address is only routable on the local appliance.

Note

- LTE ports do not support static IP addresses (IPv4 and IPv6).
- LTE ports support both DHCP and SLAAC. Configuring DHCPv4 or DHCPv6 is mandatory. SLAAC is optional.
- In LTE ports, Link-Local addresses can be configured for IPv6 or SLAAC.

PPPoE credentials

Point-to-Point Protocol over Ethernet (PPPoE) connects multiple computer users on an Ethernet LAN to a remote site through common customer premises appliances, for example; Citrix SD-WAN. PPPoE allows users to share a common Digital Subscriber Line (DSL), cable modem, or wireless connection to the Internet. PPPoE combines the Point-to-Point Protocol (PPP), commonly used in dialup connections, with the Ethernet protocol, which supports multiple users in a LAN. The PPP protocol information is encapsulated within an Ethernet frame.

Citrix SD-WAN appliances use PPPoE to support ISP to have ongoing and continuous DSL and cable modem connections unlike dialup connections. PPPoE provides each user-remote site session to learn each other's network addresses through an initial exchange called "discovery". After a session is established between an individual user and the remote site, for example, an ISP provider, the session can be monitored. Corporations use shared Internet access over DSL lines using Ethernet and PPPoE.

Citrix SD-WAN acts as a PPPoE client. For IPv4, SD-WAN obtains the dynamic IPv4 address or uses the static IPv4 address. For IPv6, it obtains the link local address from the PPPoE server. For the IPv6 unicast address, Static IP, DHCP, or SLAAC can be used.

The following is required to establish successful PPPoE sessions:

- Configure virtual network interface (VNI).
- Unique credentials for creating PPPoE session.
- Configure WAN link. Each VNI can have only one WAN link configured.
- Configure Virtual IP address. Each session obtains a unique IP address, dynamic, or static, based on the provided configuration.
- Deploy the appliance in bridge mode to use PPPoE with static IP address and configure the interface as "trusted."
- Static IP is preferred to have a configuration to force the server proposed IP; if different from the configured static IP, an error can occur.
- Deploy the appliance as an Edge device to use PPPoE with dynamic IP and configure the interface as "untrusted."
- Authentication protocols supported are, PAP, CHAP, EAP-MD5, EAP-SRP.
- Maximum number of multiple sessions depends on the number of VNIs configured.
- Create multiple VNIs to support Multiple PPPoE sessions per interface group.

Note

Multiple VNIs are allowed to create with the same 802.1Q VLAN tag.

Limitations for PPPoE configuration:

- 802.1q VLAN tagging is not supported.
- EAP-TLS authentication is not supported.
- Address/Control compression.
- Deflate Compression.
- Protocol field compression negotiation.
- Compression Control Protocol.
- BSD Compress Compression.
- IPX protocols.
- PPP Multi Link.
- Van Jacobson style TCP/IP header compression.
- Connection-ID compression option in Van Jacobson style TCP/IP header compression.

• PPPoE is not supported on LTE interfaces.

From Citrix SD-WAN 11.3.1 release, an extra 8 bytes PPPoE header is considered for adjusting TCP Maximum Segment Size (MSS). The extra 8 bytes PPPoE header adjusts the MSS in the synchronize packets based on the MTU. The supported MTU ranges from 1280 bytes to 1492 bytes.

PPPoE configuration On an MCN, you can configure only PPPoE static. On a branch, you can configure either PPPoE static or PPPoE dynamic.

To configure PPPoE, at the site level configuration, navigate to **Configuration > Site Configuration > Interfaces** tab. In the **Virtual Interfaces** section, select the appropriate PPPoE option from the **Client Mode** drop-down list.

Note

- A VNI configured with multiple interfaces can have only one interface used for PPPoE connectivity.
- If a VNI configured with multiple interfaces and a PPPoE connectivity is changed to a different interface, then the **Reports > Real Time > PPPoE** page can be used to stop the existing session and start a new session. The new session can then be established over the new interface.
- If PPPoE Dynamic is selected, the VNI is required to be "Untrusted."

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Deployment Mode* Interface Type Edge (Gateway) V	уре * ~	Security*	Interface Name
Physical Interface			
Select Interface* 1 2 3 4 5 6 7 8			
Virtual Interfaces			
VLAN ID*	Virtual Interface Name*		Enable HA Heartbeat
Routing Domain * Default_RoutingDomain ~	Firewall Zones	~	Client Mode PPPoE V4 Dynamic + V6 V
AC Name	Service Name		Reconnect Hold Off (s)
test_ac	pppoe_service Password*		Auth
user1 Note : Converting Virtual Interface to PPPo Address (in case of PPPoE Dynamic only) a	E will clear any Gateway ssociate with it under ac	 IP Address and Virtu cess interfaces 	Auto ~

- AC Name: Provide the Access Concentrator (AC) name for the PPPoE configuration.
- Service Name: Enter a service name.
- **Reconnect Hold Off (s):** Enter the reconnect attempt hold off time.
- **User Name:** Enter the user name for the PPPoE configuration.
- **Password:** Enter the password for the PPPoE configuration.
- Auth: Select the authorization protocol from the drop-down list.
 - When the Auth option is set to Auto, the SD-WAN appliance honors the supported authentication protocol request received from the server.
 - When the Auth option is set to PAP/CHAP/EAP, then only specific authentication protocols are honored. If PAP is in the configuration and the server sends an authentication request with CHAP, the connection request is rejected. If the server does not negotiate with PAP, an authentication failure occurs.

Only one WAN link creation is allowed per PPPoE static or dynamic VNI. The WAN link configuration varies depending on the VNI selection of the Client Mode.

If the VNI is configured with PPPoE dynamic client mode:

• IP address and Gateway IP address fields become inactive.

- Virtual path mode is set to "Primary."
- Proxy ARP cannot be configured.

By default, Gateway MAC Address Binding is selected.

If the VNI is configured with PPPoE static client mode, then configure the IP address.

Note

If the server does not honor the configured static IP address and offers a different IP address, an error occurs. The PPPoE session tries to re-establish connection periodically, until the server accepts the configured IP address.

PPPoE Monitoring and Troubleshooting At the site level, navigate the **Reports > Real Time > PP-PoE** section to view information about the configured VNIs with the PPPoE static or dynamic client mode. It allows you to manually start or stop the sessions for troubleshooting purposes.

Site Reports: Real Time PPP	oE 🛛		Relative Time	✓ Interval:	Last 1 Hour 🖂
Retrieve Latest Data Start	Stop				
$\ensuremath{\mathbb{Q}}$ Click here to search or you can enter	r Key : Value format				0 0 0
VIRTUAL INTERFACE		GATEWAY IP	SESSION ID	STATE	÷ +
VirtualInterface-2			0	Dialling	
VIF-2-LAN-1		10.00.00.0	3	Ready	
		Showing 1-2 of	2 items Page 1	of 1 🔹 🕨	10 rows 🗸 🗸

When there is a problem in establishing a PPPoE session:

- Hovering the mouse over the failed status shows the reason for the recent failure.
- To establish a fresh session or for troubleshooting an active PPPoE session, restart the session.
- If a PPPoE session is stopped manually, it cannot be started until either it is manually started and a configuration change is activated, or the service is restarted.

A PPPoE session might fail due to the following reasons:

- When SD-WAN fails to authenticate itself to the peer due to an incorrect username/password in the configuration.
- PPP negotiation fails negotiation does not reach the point where at least one network protocol is running.
- System memory or system resource issue.
- Invalid/bad configuration (wrong AC name or service name).
- Failed to open serial port due to operating system error.
- No response received for the echo packets (link is bad or the server is not responding).
- There were several continuous unsuccessful dialing sessions with in a minute.

After 10 consecutive failures, the reason for the failure is observed.

- If the failure is normal, it restarts immediately.
- If the failure is an error then restart reverts for 10 seconds.
- If the failure is fatal the restart reverts for 30 seconds before restarting.

LCP Echo request packets are generated from SD-WAN for every 60 seconds and failure to receive 5 echo responses is considered as link failure and it re-establishes the session.

- If the VNI is up and ready, the IP and Gateway IP columns shows the current values in the session. It indicates that these are recently received values.
- If the VNI is stopped or is in failed state, the values are the last received values.
- Hovering the mouse over the Gateway IP column shows the MAC address of the PPPoE Access Concentrator from where the Session and IP is received.
- Hovering the mouse over the "state" value shows a message, which is more useful for a "Failed" state.

PPPoE session type	Status Color	Description
Configured	Yellow	A VNI is configured with PPPoE. This is an initial state.
Dialing	Yellow	After a VNI is configured, the PPPoE session state moves to dialing state by starting the PPPoE discovery. Packet
Session	Yellow	information is captured. VNI is moved from Discovery state to Session state, waiting to receive IP, if dynamic or waiting for acknowledgment from the server for the
Ready	Green	advertised IP, if static. IP packets are received and the VNI and associated WAN link is
Failed	Red	PPP/PPPoE session is terminated. The reason for the failure can be due to invalid configuration or fatal error. The session attempts to reconnect after 30 seconds.

PPPoE session type	Status Color	Description
Stopped	Yellow	PPP/PPPoE session is manually stopped.
Terminating	Yellow	An intermediate state terminating due to a reason. This state automatically starts after certain duration (5 seconds for normal error or 30 secs for a fatal error).
Disabled	Yellow	The SD-WAN service is disabled.

The *SDWAN_ip_learned.log* file contains logs related to PPPoE. Navigate to **Troubleshooting > Device Logs** to view or download the *SDWAN_ip_learned.log* file.

Wired 802.1X configuration

Wired 802.1X is an authentication mechanism that requires clients to authenticate before being able to access the LAN resources. Citrix SD-WAN Orchestrator for On-premises supports configuring wired 802.1X authentication on LAN interfaces.

In the Citrix SD-WAN network, the clients send authentication requests to the Citrix SD-WAN appliance to access the LAN resources. The Citrix SD-WAN appliance acts as an authenticator and sends the authentication requests to the authentication server. Citrix SD-WAN Orchestrator for On-premises supports only RADIUS servers to be configured as authentication servers.

When authenticating for the first time, only EAPOL packets can be processed or DHCP packets that can initialize the 802.1X authentication from the default virtual LAN. A newly connected client must be authenticated within 90 seconds. If the authentication is successful, it gets access to the LAN resources.

If the authentication fails, the client is not granted network access and all packets are dropped. The clients that are directly connected to the Citrix SD-WAN appliance can retry authentication by unplugging the Ethernet cable and reinserting it. Optionally, you can define a specific virtual LAN to grant access to limited LAN resources for the failed authentication requests. In such cases, the failed authentication requests get access to the specified virtual LAN. You can restrict access to the authenticated traffic using different routing domains or firewall zones while creating the virtual LAN.

Note

• The default virtual LAN must always have 802.1X enabled.

• Dynamic virtual LANs are not supported.



The Citrix SD-WAN appliance expects to receive packets without an 802.1Q tag (untagged packets). If the Citrix SD-WAN appliance receives a packet with an 802.1Q tag set to the assigned virtual LAN, then all the packets originated from the MAC must be tagged. If a packet is received with no 802.1Q tag in the header or with a tag other than the virtual LAN that the MAC address belongs to, then the packet is dropped.

When multiple clients connected to a switch try to authenticate at the same time over a single port, each client is authenticated individually, before it can gain access to the LAN resources. The clients that fail to authenticate can retry authentication by unplugging the Ethernet cable, waiting for 3 minutes, and reinserting the Ethernet cable. Citrix SD-WAN 110, 210, and 410 platforms support a maximum of 32 clients (both authenticated and unauthenticated). All other platforms support a maximum of 64 clients (both authenticated and unauthenticated).

To configure 802.1X authentication, navigate to **Site Configuration > Interfaces** and turn on the **Enable 802.1x** toggle button. Select an existing RADIUS profile or click **Create RADIUS Profile** to create a RADIUS profile. For details on creating a RADIUS profile, see RADIUS server profiles. You can use the same RADIUS profiles for wired 802.1x and wireless WPA2-enterprise authentication, provided your appliance supports wireless WPA2-enterprise.

Select a virtual interface from the **Authenticated VIF** drop-down list. The selected virtual interface grants access to the LAN resources for successful authentication requests.

Optionally, you can select an interface from the **Unauthenticated VIF** drop-down list. The selected virtual interface grants access to a specific LAN resource for the failed authenticated requests.

You can add a list of MAC addresses which bypasses the authentication process. Traffic from these MAC addresses will be implicitly treated as authenticated. These MAC addresses are susceptible to malicious attacks. So, use this capability only in physically secure environments and for legacy hardware that does not support wired 802.1x authentication.

Wired 802.1X Configura	ation	
Enable 802.1x		
(i) When enabled 802	2.1x Configura	tion will be applied to supported ports only.
RADIUS Profiles		
Primary RADIUS Profile *		Secondary RADIUS Profile
PiFreeRADIUS	\sim	Select Radius Profile 🗸
Create Radius Profile		Create Radius Profile
Virtual Interfaces		
Authenticated VIF*		Unauthenticated VIF
101	\sim	100 ~
MAC Address Bypas	S	
MAC Address Bypass Value		
Enter a MAC Adress	o byapss	Add
MAC Address Bypass Value	Actions	

You can view the alerts associated with wired 802.1x authentication requests under **Reports > Alerts**. For more information, see Alerts.

WAN links

The next step is to configure WAN links. Click + WAN Link to start configuring a WAN link.

WAN link configuration involves setting up the WAN link access type and access interface attributes.

You can configure the **WAN link** attribute from scratch, or use a WAN link template to configure WAN link attributes quickly. If you have already used a site profile, the **WAN link** attributes auto-populate.

WAN link attributes

WAN Link Attribute	es						
			100.1				
emplate Name 🛈	Acces	is type	ISP IN	Hathway		Readbase	y L
InternetTemplate	P			Hathway		Broadband	
ink Name *		Tracking	IP Address				
Broadband-Hath	hway-1						
	Public IPv4 Add	Iress	Public IPv6 Add	dress			
Auto Detect	E.g. a.b.c.o	đ	E.g. 2001	:0db8:85a3	3:0000:0000:8a	a2e:0370:7334	
Egress			Ing	gress			
Speed*		Mbps	Spe	ed*			Mbps \vee
97				97			
Permitted Rate	Au	ito Learn 🗹 Physical	Rate Per	mitted Rate		Auto Learn	Physical Rate
97				97			
ccess Interfaces							
+ Access Inte	erface						
Name	Virtual Interface	ІР Туре	IP Address	G	iateway IP	VIF Path Mode	Actions
AIF-1	VIF-1-WAN-1	V4	10.40.3.10	10	0.40.3.1	Primary	â
AIF-2	VIF-1-WAN-1	V6	f::3	f:	:1	Primary	1
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- **Template Name**: The name of the WAN link template used to create the WAN link. The WAN link template name cannot be modified after the creation of WAN links. Once WAN links are created using a WAN link template, you cannot edit the Access Type, ISP Name, or Internet Category.
- Access Type: Specifies the WAN connection type of the link.
 - Public Internet: Indicates that the link is connected to the Internet through an ISP.
 - **Private Intranet**: Indicates that the link is connected to one or more sites within the SD-WAN network and cannot connect to locations outside the SD-WAN network.
 - MPLS: Specialized variant of Private Intranet. Indicates the link uses one or more DSCP tags to control the Quality of Service between two or more points on an Intranet and cannot connect to locations outside of the SD-WAN network.
- **ISP Name**: The name of the service provider.
- **Internet category**: The type of WAN link Internet access technology service (Broadband, Satellite, Fiber, LTE, and so on) enabled on the WAN link.
- Link Name: Auto-populated based on the previous inputs.
- **Tracking IP Address**: The Virtual IP Address on the Virtual Path that can be pinged to determine the state of the path.
- **Public IPv4 Address** and **Public IPv6 Address**: The IP address of the NAT or DNS Server. This address is applicable and exposed, only when the WAN link access type is Public Internet or Private Intranet in Serial HA deployment. Public IP can either be manually configured or auto-learned using the Auto Learn option.
- Auto Detect: When enabled, the SD-WAN appliance automatically detects the public IP address. This option is available only when the device role is a branch and not the Master Control Node (MCN).
- Egress Speed: The WAN to LAN speed.
 - **Speed**: The available or allowed speed of the WAN to LAN traffic in Kbps or Mbps.
 - **Permitted Rate**: In cases where the entire WAN link capacity is not supposed to be used by the SD-WAN appliance, change the permitted rate accordingly.
 - **Auto Learn**: When you are unsure of the bandwidth and if the links are non-reliable, you can enable the Auto Learn feature. The Auto Learn feature learns the underlying link capacity only, and uses the same value in the future.
 - **Physical Rate**: The actual bandwidth capacity of the WAN link.
- Ingress Speed: The LAN to WAN speed.
 - Speed: The available or allowed speed of the LAN to WAN traffic in Kbps or Mbps.
 - **Permitted Rate**: In cases where the entire LAN link capacity is not supposed to be used by the SD-WAN appliance, change the permitted rate accordingly.
 - Auto Learn: When you are unsure of the bandwidth and if the links are non-reliable, you can enable the Auto Learn feature. The Auto Learn feature learns the underlying link capacity only, and uses the same value in the future.

- **Physical Rate**: The actual bandwidth capacity of the LAN link.

MPLS Queues

The **MPLS queue** settings are available for WAN link access type MPLS only. This option is meant to enable definition of queues corresponding to the Service Provider MPLS queues, on the MPLS WAN Link. For information about adding MPLS queues, see MPLS queues.

Access Interface

An Access Interface defines the IP Address and Gateway IP Address for a WAN Link. At least one Access Interface is required for each WAN Link. The following are the access interface parameters:

- Access Interface Name: The name by which Access interface is referenced. The default uses the following naming convention: WAN_link_name-AI-number: Where WAN_link_name is the name of the WAN link you are associating with this interface, and number is the number of Access Interfaces currently configured for this link, incremented by 1.
- **Virtual Interface**: The Virtual Interface that the Access Interface uses. Select an entry from the drop-down menu of Virtual Interfaces configured for the current branch site.
- Virtual Path Mode: Specifies the priority for Virtual Path traffic on the current WAN link. The options are: Primary, Secondary, or Exclude. If set to Exclude, the Access Interface is used for Internet and Intranet traffic, only.
- **IP Address**: The IP Address for the Access Interface endpoint from the appliance to the WAN. Select V4 (IPv4) or V6 (IPv6) as required.
- Gateway IP Address: The IP Address for the gateway router.
- **Bind Access Interface to Gateway MAC**: If enabled, the source MAC address of packets received on Internet or Intranet services must match the gateway MAC addressWANK links > Advances WAN Options.
- **Enable Proxy ARP**: If enabled, the Virtual WAN Appliance replies to ARP requests for the Gateway IP Address, when the gateway is unreachable.
- Enable Internet Access on Routing Domain(s): Auto-creates a DEFAULT route (0.0.0/0) in all the routing tables of the respective routing domains. You can enable for ALL routing domains or NONE. It avoids the need for creating exclusive static route across all the routing domains if they needed internet access.

Access Interfaces			
Access Interface Name	Virtual Interface *		Virtual Path Mode *
BRANCH_UTM-WL-1-AI-I	WANI	~	Primary
IP Address'	. ● V4 ○ V6 Gate	rway IP Address *	
Bind Access Interface to Gateway MAC	Enable Proxy ARP		
Eind Access Interface to Gateway MAG Enable Internet Access on Bouting Domainog	Enable Proxy ARP		
Bind Access Interface to Gateway MAX Exable Internet Access on Roving Domain(s) All V	Enable Proxy ARP		

Services

The **Services** section allows you to add service types and allocate the percentage of bandwidth to be used for each service type. You can define the service types and configure attributes for it from the Delivery services section. You can choose to use these global defaults or configure link specific service bandwidth settings from the **Service Bandwidth Settings** drop-down list. If you choose link specific, enter the following details:

- Service Name: The name of the WAN link service.
- Allocation %: The guaranteed fair share of bandwidth allocated to the service from the link's total capacity.
- **Mode**: The operation mode of the WAN Link, based on the service selected. For Internet, there is one of Primary, Secondary, and Balance and for Intranet there is Primary and Secondary.
- Tunnel Header Size: The size of the tunnel header, in bytes.
- LAN to WAN Tag: The DHCP tag to apply to LAN to WAN packets on the service.
- LAN to WAN Delay: The maximum time, to buffer packets when the WAN Links bandwidth is exceeded.
- LAN to WAN Min Kbps: The minimum upload bandwidth value that is reserved for the service. The Min Kbps is a mandatory field.
- LAN to WAN Max Kbps: The maximum upload bandwidth value that is reserved for the service. The Max Kbps field is optional and the value cannot be lesser than the configured minimum upload bandwidth value. The value must be greater than or equal to the minimum upload bandwidth value.
- WAN to LAN Tag: The DHCP tag to apply to WAN to LAN packets on the service.
- WAN to LAN Match: The match criteria for Internet WAN to LAN packets to get assigned to the service.
- WAN to LAN Min Kbps: The minimum download bandwidth value that is reserved for the service. The Min Kbps is a mandatory field.
- WAN to LAN Max Kbps: The maximum download bandwidth value that is reserved for the service. The Max Kbps field is optional and the value cannot be lesser than the configured min-

imum download bandwidth value. The value must be greater than or equal to the minimum download bandwidth value.

• WAN to LAN Grooming: If enabled, packets are randomly discarded to prevent WAN to LAN traffic from exceeded the Service's provisioned bandwidth.

Note

The minimum and maximum Kbps fields are not available for the Virtual Path.

Services				
Service Bandwidth Settings :	Link Specific \lor			
Service Name *	Allocation % *	I	Mode *	
internet V	50		primary ~	/
Tunnel Header Size (bytes)				
0	✓ Access Inteface Fa	ilover		
LAN to WAN				
Tagging	Max Delay (ms)			
None 🗸	500			
Min Kbps *	Мах	Kbps		1
100				
WAN to LAN				
Tagging	Matching			
None ~	None	~	✓ Grooming	
Min Kbps *	Max	Kbps		
100				
Cancel Done				

Virtual Path settings for the link

Select the relative bandwidth provisioning across virtual paths as **Global Default** or **Link Specific** as required. On selecting **Link Specific**, when you enable the auto-bandwidth provisioning, the share of the bandwidth for the virtual path service is automatically calculated and applied accordingly to the magnitude of bandwidth that might be consumed by remote sites.

- Max to Min Virtual Path Bandwidth Ratio for the Link: You can set the maximum to minimum virtual path ratio that can be applied to the selected WAN link.
- Minimum Reserved Bandwidth for each Virtual Path (Kbps): You can set the minimum reserved bandwidth value in Kbps for each virtual path.

Virtual Path Settings for the Link				
Relative Bandwidth Provisioning across Virtual Path Enable Auto-Bandwidth Provisioning across all Virtu Max to Min Virtual Path Bandwidth Ratio for the Link 10 Minimum Reserved Bandwidth for each Virtual Path (Kbps) 80	us : Link Specific v ual paths associated with the link			
Custom Bandwidth Allocation for Virtual Paths Dynamic Virtual Paths Virtual Path	S	Randwidth Allocation (Download)	Action	*
1		,		
Virtual Paths Remote Site Branch2	~			
Virtual Path	Bandwidth Allocation (Upload)	Bandwidth Allocation (Download)	Action	*
MCN_PRIMARY_test-Branch2	1	1	ø	-

To customize the bandwidths for the virtual paths associated with a WAN link:

- 1. Clear the Enable Auto-Bandwidth Provisioning across all virtual paths associated with the link check box.
- 2. In the **Custom Bandwidth Allocation for Virtual Paths** section, select a remote site. You can provision bandwidths for the virtual paths to the remote site.
 - **Minimum Bandwidth (Kbps)**: The minimum bandwidth reserved for the virtual path. The minimum bandwidth that you can set for a virtual path is 80 Kbps.

- **Maximum Bandwidth (Kbps)**: The maximum bandwidth that the virtual path can utilize from the WAN link. If the maximum bandwidth is not set, the site utilizes all of the available bandwidth.
- **Bandwidth Allocation (Relative Measure)**: The bandwidth share allocated to a virtual path out of its group's eligible bandwidth. For example, if a WAN link group of 3 virtual paths is eligible for 30 Mbps bandwidth and you want to allocate equal bandwidth for each virtual path, update 10 as the bandwidth allocation on the remote site.

Upload			
Minimum Bandwidth (Kbps)			
80			
Maximum Bandwidth (Kbps)			
Bandwidth Allocation (Relative Measure)			
10	Weight		
Download			
Minimum Bandwidth (Kbps)			
80			
Maximum Bandwidth (Kbps)			
Bandwidth Allocation (Relative Measure)			
10	Weight		
		Cancel	Done

3. Click Done.

Note

Citrix SD-WAN Orchestrator for On-premises retains the previously configured custom bandwidth settings even after the previously configured dynamic virtual paths are disabled between two sites. Ensure to update the custom bandwidth settings manually when you reconfigure the dynamic virtual paths.

Points to consider for bandwidth provisioning

- By default, all branches and WAN services (Virtual Path/Internet/Intranet) receive a weightage of 1 each.
- Bandwidth customization is required when there is a high disparity in terms of bandwidth requirement.
- When dynamic virtual paths are enabled between the available sites, the WAN link capacity is shared between the static virtual path to the data center and the dynamic virtual paths.

Advanced WAN options

The WAN Link Advanced Settings allows the configuration of the **ISP specific** attributes.

- **Congestion Threshold**: The amount of congestion after which the WAN link throttles packet transmission to avoid further congestion.
- **Provider ID**: Unique Identifier for the provider to differentiate paths when sending duplicate packets.
- Frame Cost (Bytes): Extra header/trailer bytes added to every packet, such as for Ethernet IPG or AAL5 trailers.
- MTU (Bytes): The largest raw packet size in bytes, not including the Frame Cost.
- **Standby Mode**: A standby link is not used to carry user traffic unless it becomes active. The standby mode of a WAN link is disabled by default. For more information on standby mode, see Standby mode.

Advanced WAN Options	;	•
Enable Metering	Adaptive Bandwidth Detection	
Congestion Threshold (µs)	Provider ID	Frame Cost (Bytes)
20000		1
Standby Mode	MTU (Bytes)	
Disabled	✓ 1350	

• **Enable Metering**: Tracks usage on a WAN link and alerts the user when the link usage exceeds the configured data cap. For detailed information on metering, see Metering and Standby WAN Links.

Advanced WAN Options		•
Z Enable Metering	ptive Bandwidth Detection	
Congestion Threshold (µs)	Provider ID	Frame Cost (Bytes)
20000		1
Standby Mode	MTU (Bytes)	
Disabled \lor	1350	
Data Cap(MB)	Billing Cycle	Starting From
	monthly ~	MM/DD/YYYY
	Approximate Data Already Used (MB)	
Disable Link if Data Cap Reache	d O	

• Adaptive Bandwidth Detection: Uses the WAN link at a reduced bandwidth rate when a loss is detected. When the available bandwidth is below the configured Minimum Acceptable Bandwidth, then the path marked as BAD. Use Custom Bad Loss Sensitivity under Path or Autopath group with Adaptive Bandwidth Detection.

Note

Adaptive Bandwidth Detection is available only for Client and not for MCN.

Minimum Acceptable Bandwidth: When there is varying bandwidth rate, the percentage
of WAN to LAN permitted rate below which the path is marked as BAD. The minimum kbps
is different on each side of a virtual path. The value can be in the range 10%-50% and the
default being 30%.

For more information, see Adaptive bandwidth detection

Routes

The next step in the site configuration workflow is to create routes. You can create application and IP routes based on your site requirements.

NOTE

The routes that were added before introducing the **Application Route** and **IP Route** tabs are listed under the **IP Routes** tab with **Delivery Service** as Internet.

The global routes and site-specific routes that are created at the network level automatically get listed under **Routes > Application Routes** and **Routes > IP routes** tabs. You can only view the global routes at the site level. To edit or delete a global route, navigate to network level configurations.

You can also create, edit, or delete routes at the site level.

	erify Config 01 Site	Details 02 Device	e Details 03 Interfaces	04 WAN Links	05 Routes	06 Summary	
Applicat	tion Routes IP Rou	utes					
st Range	es: Custom Application	n (1-20) Application (2	21-40) Application Group (41-	60) IP (1-65535)			
+ App	lication Route		Search for Route		Q		
No	Match Type	Name	Delivery Service	Routing Domain	Sites	Cost	Actions
1	Application	EzTravel.com.tw	Internet Breakout	Any	Global	21	
2	Application Group	Default Cloud Dir	Cloud Direct Service	Any	Global	45	Ē
3	Application Group	Default SIA App	Secure Internet Access	Any	Global	45	1
4	Application Group	03650ptimize_In	Internet Breakout	Any	SiteA	50	1
5	Application Group	03650ptimize_In	Internet Breakout	Any	Global	50	Ī

Application routes

Click + **Application Route** to create an application route.

- Custom Application Match Criteria:
 - Match Type: Select the match type as Application/Custom Application/Application Group from the drop-down list.
 - **Application**: Choose one application from the drop-down list.
 - Routing Domain: Select a routing domain.

Traffic Steering

- Delivery Service: Choose one delivery service from the list.
- Cost: Reflects the relative priority of each route. Lower the cost, the higher the priority.
- Eligibility Based on Path:
 - **Add Path**: Choose a site and WAN links, both to and from. If the added path goes down, then the application route does not receive any traffic.

If a new application route gets added, then the route cost must be in the following range:

- Custom application: 1–20
- Application: 21–40

• Application group: 41–60

Verify Config 0 Site Det	tails 02 Device Details	03 Interfaces	04 WAN Links	05 Routes	06 Summary
Application Routes IP Routes					
Cost Ranges: Custom Application (1-2	20) Application (21-40)	Application Group (41-6	i0) IP (1-65535)		
Application Match Criteria					
Natch Type	Application *	F	Couting Domain		
Application ~	Gazeta.pl(gazeta)	~	Any	\sim	
Traffic Steering					
Delivery Service	Cost *				
Internet Breakout	21				
Eligibility Based on Path					
Add Path					
Site Name	From Wan Link		To Wan Link		Actions
Cancel Save					

IP routes

Go to IP Routes tab and click + IP Route to create the IP Route policy to steer traffic.

- IP Protocol Match Criteria:
 - **Destination Network**: Add the destination network that helps to forward the packets.
 - **Use IP Group**: You can add a destination network or enable the Use IP Group check box to select any IP group from the drop-down list.
 - Routing Domain: Select a routing domain from the drop-down list.
- Traffic Steering
 - Delivery Service: Choose one delivery service from the drop-down list.
 - Cost: Reflects the relative priority of each route. Lower the cost, the higher the priority.
- Eligibility Criteria:
 - Export Route: If the Export Route check box is selected and if the route is a local route, then the route is eligible to be exported by default. If the route is an INTRANET/INTERNET based route, then for the export to work, WAN to WAN forwarding has to be enabled. If

the Export Route check box is cleared, then the local route is not eligible to be exported to other SD-WAN and has local significance.

• Eligibility based on Path:

- **Add Path**: Choose a site and WAN links, both to and from. If the added path goes down, then the IP route does not receive any traffic.

If a new IP route gets added, then the route cost must be in the 1–20 range.

Verify Config 01 Site Details 02 Device Details 03 Interfaces 04 WAN Links 05 Routes 06 Summary
Application Routes IP Routes
Cost Ranges: Custom Application (1-20) Application (21-40) Application Group (41-60) IP (1-65535)
IP Protocol Match Criteria
Destination Network* Image: Use IP Group Routing Domain Any Default_RoutingDomain
Traffic Steering
Delivery Service Cost* Internet Breakout ✓
Eligibility Criteria
Z Export Route
Eligibility Based on Path
Add Path
Site Name From Wan Link To Wan Link Actions
Cancel Save

Summary

This section provides a summary of the site configuration to enable a quick review before submitting the same.

Verify	Config 01 Site	e Details 🛛 🙋 Devic	ce Details 03 Interfaces	04 WAN Links	05 Routes	06 Summary	
Site & Device [Details						
Site Name mymcn	Device Model	Site Role MCN	Serial Number	Bandwidth Tier			
Interfaces							
• VLANO-V	'IF-1-LAN-1-Defa	ault_RoutingDomain-	192.168.1.1/24				
WAN-1-2 • VLAN0-V	'IF-2-WAN-1-De	fault_RoutingDomain	-172.16.1.2/24				
WAN Links						LAN-1 1	WAN-1 2Broadband-OTE-1
Broadband-OTE-1-1000 Mbps↑ 1000 Mbps↓ AIF-1-VIF-2-WAN-1-172.16.1.2-172.16.1.1-primary 						mymcn SDWAN-VPX (I	Primary)
Cancel	Save	Save	e as Profile	Prev Done			

Use the **Save as Template** option to save the site configuration as a template for reuse across other sites. Clicking **Done** marks completion of site configuration, and takes you to the **Network Configuration** –**Home** page to review all the sites configured. For more information, see Network Configuration.

LTE firmware upgrade

December 16, 2020

Citrix SD-WAN Orchestrator for On-premises allows you to configure and manage all the LTE sites in your network. It includes appliances connected through an internal LTE modem or external USB LTE modem.

To configure the LTE sites in your network:

1. At the site level, navigate to **Configuration > Site Configuration**.

Verify Config	1) Site Details 02 Device Details	03 Interfaces 04 WAN Links	05 Routes 06 Summary
Site Information			
Site Profile	Site Name *	Site Address *	
None	✓ Site_210	Kolkata, West Bengal, India	
Region* D	Device Model * Sub-Model *	Device Edition *	
Default-Region 🗸	210 V LTE	✓ SE ✓	
Site Role *	Bandwidth Tier (Mbps) *	Select Tag <u>Create New</u>	
Branch	200	× ·	

- 2. Select the submodel as **LTE** along with other necessary details and click Save. For more information on site configuration, see Site configuration.
- 3. Once the site is created, navigate to the **Network Configuration Home** page and click **Deploy Config/Software** button.

Network	Network Configuration: Home Site Group:										\sim
Software Ve	ersion : 11.2.2.	1005 🗸									
+ Add Si	ite Batch Add	Sites Deploy Config/Sof	tware Back	< Up/Review Ch	eckpoints	More Actions		Deployment Tracker	Searc	h	Q
Availabilit y	Cloud Connectivity	Site Name	Site Role	Device Model	Serial No		Bandwidth Tier	Management IP	Actio	ns	
•	Inactive	Branch_Azure_VPXL	Branch	VPXL-SE			200	Unknown	ø	Ō	•••
•	Inactive	RajanCube_210	Branch	210-SE			200	Unknown	ø	Ō	•••
•	Inactive	Siva_1100_Branch	Branch	1100-SE			300	Unknown	ø	Ō	•••
•	Inactive	Siva_2100_Branch	Branch	2100-SE			1000	Unknown	ø	Ō	•••
•	Online	Site_210	Branch	210-SE			200	Unknown	ø	Ō	•••
•	Online	Branch_VPX_Azure	Branch	VPX-SE	2867ACC5-D	DFD-4105	50	10.105.173.229	ø	Ō	•••
•	Online	MCN_Azure	MCN	VPX-SE	0000-0017-03	293-3041	1000	172.20.0.4	ø	Ō	•••
_	Online	Azure VPX Branch test	Branch	VPX-SE	0000-0015-9	237-3615	500	172.18.0.4	ø	n	
•	Online	Site_210	Branch	210-SE	V GF04KD	3EGW	100	10.140.3.67	ø	Ō	
					Page Size	e: 200 ∨	Showing 1-	9 of 9 items Pa	ge1 of1		• •
С											



Currently, the LTE support is available on Citrix SD-WAN 210 appliances.

4. The **Software Version** field is auto filled with the latest software version package and the filed is non-editable. Once you click **Stage**, it downloads all the appropriate LTE firmware for the selected software version.

Verify	Config Current Deploymen	t Deployment History Change	Management Settings		
Software Vers	sion: 11.2.2.1005	ate 🗸 🗌 Ignore Incom	iplete		
		Stage	d Appliances		4/4
		Activat	ed Appliances		4/4
Total Appliance	35	Staged	Activated	Failed	
4		4	4	0	
Online	Site	Status		HA State	Software Version
Yes	MCN_Azure	Activation Complete		Not Configured	11.2.2.1005.888881
Yes	Azure_VPX_Branch_test	Activation Complete		Not Configured	11.2.2.1005.888881
Yes	Branch_VPX_Azure	Activation Complete		Not Configured	11.2.2.1005.888881
Yes	Site_210	Activation Complete		Not Configured	11.2.2.1005.888881
			Page Size: 200 V	Showing 1-4 of 4 items	Page1 of1

It takes few minutes to complete the staging. You can view the status to track the staging progress. Initially the status shows **Staging Pending**, then **Downloading Appliance Software**, and finally **Staging Complete**. You can cancel the staging anytime by clicking **Cancel Stage** button.

- 5. Once the staging is completed, click **Activate** button to activate the software.
- 6. The LTE software activation is part of the scheduling window. To upgrade the LTE software, navigate to **Change Management Settings** tab. You can see a list of site names with scheduling information and an action option.

	erify Config	Current Deployment	Deployment History	Change Management Settings		
Scheduling	g Informatio	ſ				
Site Name		HA State	Scheduling Informa	ation	Maintenance Mode	Actions
Azure_VPX_	_Branch_test	Not Configured	2021-01-04 at 21	1:20:00 (Maintenance window of 1 hours and repeated every 1		ø
Site_110		Not Configured	2021-01-04 at 21	1:20:00 (Maintenance window of 1 hours and repeated every 1		Ø
MCN_Azure	e	Not Configured	2021-01-04 at 21	1:20:00 (Maintenance window of 1 hours and repeated every 1		Ø
Branch_VPX	X_Azure	Not Configured	2021-01-04 at 21	:20:00 (Maintenance window of 1 hours and repeated every 1		Ø

In the scheduling window, a specific time frame is specified to complete the LTE software upgrade.

7. Click the action symbol and provide the scheduling information - date with time, maintenance window duration in hours, repeat window with unit as days/weeks/months. Click **Save**.

Scheduling Info		
Site Name		
Azure_VPX_Branch_test		
Date:		
2021-01-04 21:20:00		
Maintenance Window (hours):		
1		
Repeat Window:		
1		
Unit:		
Days 🗸		
	Save	Cancel

Once the timing is set, it propagates the information to the appliance. LTE firmware upgrades when the time in the appliance matches with the time set in the schedule window. The schedule window lets you configure a specific time to upgrade LTE firmware. LTE firmware upgrade will not start immediately when you set the schedule window.

Note

For all the appliances, the following are the default scheduling information that is already set:

- Schedule window 21:20:00
- Maintenance window 1 hour
- Repeated window 1 day

So if you don't configure the change management settings, the scheduling window processes the update automatically. Also, when you set the value of **Maintenance Window (hours)** to **0**, the LTE firmware upgrade happens immediately.

Starting 11.1.0, a new configuration knob is added for in-band management configuration on the site interface group page. This is a mandatory configuration for any appliance that needs to be managed through an inband IP. Missing this configuration in the Citrix SD-WAN Orchestrator for On-premises can cause the appliance to go offline (especially important when the 210 s and 110 s that were managed over LTE upgrade to 11.1.0).

Address resolution protocol

March 8, 2021

In Citrix SD-WAN deployments such as Gateway and One-arm, when the Address Resolution Protocol (ARP) requests are received frequently, the access points become overloaded affecting traffic flow. To overcome the traffic overload, you can configure the following ARP timers to send the ARP requests with specific interval times.

- **Gateway ARP Timer (ms)**: The time, (range: 100–20000 milliseconds), between ARP requests for configured Gateway IP addresses.
- Host ARP Timer (ms): The time, (range: 1000–180000 milliseconds), between ARP requests for configured Host IP addresses.

onfiguration	/	Advanced Settings	/	ARP
ARP (i)				
Gateway ARP Timer	(ms))		
1000				
Host ARP Timer (ms	;)			
1000				
Save				

Neighbor discovery protocol

April 7, 2021

In an IPv6 network, Citrix SD-WAN appliances periodically multicast router advertisement messages to announce their availability and convey information to the neighboring appliances in the SD-WAN network. The router advertisements include the IPv6 prefix information. Neighbor Discovery protocol (NDP) running on Citrix SD-WAN appliances use these router advertisements to determine the neighboring devices on the same link. NDP also determines each other's link-layer addresses, finds neighbors, and maintains active neighbors reachability information.

To configure the NDP router advertisement, navigate to **Configuration > Advanced Settings > NDP** and click **+ NDP**.

Choose one of the configured virtual interfaces from the **Virtual Interface** drop-down list. Select **Enable Advertisement** to enable sending periodic router advertisements and responding to Router Solicitations for the selected virtual interface.

Specify the maximum, minimum, and router lifetime intervals.

- **Max Interval**: The maximum time (in seconds) allowed between sending periodic unsolicited multicast router advertisements.
- **Min Interval**: The minimum time (in seconds) allowed between sending periodic unsolicited multicast router advertisements.
- **Router Lifetime**: The time (in seconds) the router is considered valid by the hosts. 0 indicates the router cannot be used as the default router

Select **Managed Flag** if IP addresses are available through the DHCPv6 protocol. Select **Other Flag** if the configuration information (other than the IP addresses) is available through the DHCPv6 protocol.

Specify the following values for the selected interface.

- Link MTU: The recommended Maximum Transmission Unit (MTU) for the interface.
- **Reachable Time**: The time (in milliseconds) the NDP protocol stays in the **Reachable** state.
- **Retransmit Timer**: The time (in milliseconds) between retransmission of Neighbor Solicitation messages when resolving an IP address or probing a neighbor.
- Hop Limit: The maximum number of hops to be included in the router advertisement.

Click +Prefix List and enter the following values:

- **Prefix**: The prefix and prefix length in Classless Inter-Domain Routing (CIDR) notation.
- **Valid Lifetime**: The time in seconds up to which the prefix is valid. -1 represents infinity which means the prefix remains forever.
- **On-link**: When selected the prefix is considered as local to the network.
- **Autonomous Flag**: When enabled the prefix is used by the host's Stateless Address Autoconfiguration (SLAAC) to generate the IP address.
- Prefix Lifetime: The time (in seconds) up to which the prefix is considered as preferred.

NDP (i)

NDP Router Advertisement										
Virtual Interface *										
VIF-1-LAN-1		\sim	Enable Advertisement							
Max Interval (sec)	Min Interval (sec)		Router Lifetime (sec)							
600	200		1800							
Link MTU										
0	Managed Flag Other Flag									
Reachable Time (ms)	Retransmit Timer (ms) Hop Limit									
0	0		0							
Prefix List										
+ Prefix List										
prefix	Valid Lifetime(Sec)	On-Link	Autonomous Flag	Preferred Lifetime (sec)	Actions					
	2592000	Disabled	Disabled	604800	1 III III					
Save	ancel									

Virtual paths

September 2, 2021

A virtual path is a logical link between two WAN links. It comprises of a collection of WAN paths combined to provide high service-level communication between two SD-WAN nodes. This is done by constantly measuring and adapting to changing application demand and WAN conditions. The SD-WAN appliances measure the network on a per-path basis. A virtual path can be static (always exists) or dynamic (exists only when traffic between two SD-WAN appliances reaches a configured threshold).

Static virtual paths

The virtual path settings are inherited from the global wan link auto-path settings. You can override these configurations and add or remove the member path. You can also filter the virtual paths based on the site and the applied QoS profile. Specify a tracking IP address for the WAN Link that can be
pinged to determine the state of the WAN Link. You can also specify a reverse tracking IP for the reverse path that can be pinged to determine the state of the reverse path.

To configure static virtual paths, from the site level, navigate to **Configuration** > **Advanced Settings** > **Virtual Paths** > **Static Virtual Paths**.



The active member paths are listed in the **Active Member Paths** section, you can view or edit the member path settings.

- **IP DSCP Tagging**: A tag for the external IP header of the Virtual Path Control Protocol (VPCP) frame.
- **Loss Sensitive**: If enabled, a path might be marked as BAD due to loss and incurs a latency penalty in a path score. Set the percentage of loss over the time required to mark the path as BAD. Disable this option if loss of bandwidth is intolerable.
- **Percent Loss**: If packet loss exceeds the set percentage over the configured time, the GOOD Path state changes to BAD.
- **Over Time**: If packet loss exceeds the set percentage over this configured time, the path state is marked as BAD.
- **Silence Period**: The path state transitions from GOOD to BAD when no packets are received within the specified amount of time.
- **Path Probation Period**: The period to wait before changing the path state from BAD to GOOD.
- Instability Sensitive: Latency penalties due to BAD state and other spikes in latency are considered.

P DSCP Tagging					
Any	\sim				
ad Loss Sensitive	Percer	nt Loss (%)	(Over Time (ms)	
Enable		EFAULT	\sim	1000	\sim
ilence Period (ms)	Pat	th Probation Period (ms)			
DEFAULT	~	10000	```	 Instability Sensitiv 	е

The WAN link details for the selected active member paths are listed, you can change the settings as required. The **UDP port** settings can be configured for both IPv4 and IPv6.

- **UDP Port**: The port used for LAN to WAN and WAN to LAN packet transfer. You can also specify.
- Alternate Port: The alternate UDP Port to be used when UDP port switching is enabled.
- **Port Switch Interval**: The interval, in minutes, that the WAN Link alternates its UDP Port.
- Tunnel Header Size in Bytes: The size of the tunnel header, in bytes, if applicable.
- Active MTU Detect: The LAN to WAN paths for dynamic virtual paths is actively probed for MTU.
- **Enable UDP Hole Punching**: The MCN assists UDP connectivity between compatible NATprotected client sites.

OHETAMED		
Branch_VPX_Azure-Broad	lband-ACT-1	
UDP Port	UDP Port V6	
4980	4980	
Alternate Port	Alternate Port V6	
Port Switch Interval (min)	Port Switch Interval V6 (min)	
1440	1440	
Tunnel Header Size in Bytes		
0	Active MTU Detect	
Enable UDP Hole Punching	Enable UDP Hole Punching V6	

Dynamic virtual paths

With demand for VoIP and video conferencing, the traffic between offices has increased. Setting up full mesh connections through data centers is time consuming and inefficient. With Citrix SD-WAN, you can automatically create paths between offices on demand using the Dynamic Virtual Path feature. The session initially uses an existing fixed path. As the bandwidth and time threshold is met, a new path is created dynamically if that new path has better performance characteristics than the fixed path. The session traffic is transmitted through the new path resulting in efficient usage of resources. The dynamic virtual paths exist only when they are needed and reduce the amount of traffic transmitted to and from the data center.

To configure dynamic virtual paths, from the site level, navigate to **Configuration > Advanced Set**tings > Virtual Paths > Dynamic Virtual Paths.

Select **Override Global Defaults** to override the virtual path settings inherited from the global wan link auto-path settings. Select **Enable Dynamic Virtual Paths** to allow dynamic virtual paths between this site and other sites connected through an intermediate node. Set the maximum allowable dynamic virtual paths for the site.

Delivery Services 🛈				
Virtual Paths Internet Service Intranet Services				
Static Virtual Paths Dynamic Virtual Paths				
Jynamic Path Override Settings				
Site Specific Override				
Enable Dynamic Virtual Paths				
Jax limit for Number of dynamic virtual paths				
3				
Active Member Paths				
Link	UDP Port	Alternate Port	Interval (min)	Actions
Broadband-ATMNet-1	4980	0	1440	Ø
Save				

Set the UDP port and dynamic virtual path threshold. Specify the throughput threshold, in kbps or packets per second, on the intermediate site at which the dynamic virtual paths are triggered on LAN to WAN or WAN to LAN.

Member Path Info		
UDP Port	UDP Port V6	
4980	1025	
Alternate Port	Alternate Port V6	
0	0	
Interval (min)	Interval V6	
1440	0	
-LAN to WAN Throughput (Kbps)		WAN to LAN Throughput (Kbps)
		Cancel Done

Dynamic routing

August 10, 2022

After configuration and deployment of SD-WAN appliances in the network and once the connections are established, it is important to ensure that the traffic is properly redirected through the overlay SD-WAN network. You can check traffic redirection by using ping and traceroute diagnostic tools. If the ping and traceroute tests indicate that connectivity is established through the underlay paths, traffic redirection can be achieved by using the following dynamic routing protocols.

- **Open Shortest Path First (OSPF)**: It is an interior gateway protocol, used to redirect traffic within an autonomous system, like the enterprise network. OSPF uses a link state routing algorithm to detect changes in the network topology and reroute packets by computing the shortest path first for each route. Use this protocol to redirect MPLS traffic. For more information, see **OSPF** section.
- Border Gateway Protocol (BGP): It is an exterior gateway protocol designed to redirect traffic routing and reachability information among different autonomous systems on the internet. It is capable of making routing decisions based on paths determined by ISPs. Use this protocol to redirect Internet traffic. For more information, see Configure BGP section.

Earlier, the dynamic routing capability was available only for a single router ID. You were able configure a unique router ID either globally for all the configured routing domains (one for OSPF and BGP) or provide no router ID. From Citrix SD-WAN 11.3.1 release onwards, you can not only configure a router ID for the entire protocol but also configure a router ID for each routing domain. With this enhancement, you can enable stable dynamic routing across multiple instances with different router ID's converging in a stable manner.

If you configure a router ID for a specific routing domain, the specific router ID overrides the protocol level routing domain.

Router ID Settings		
Routing Domain*		Router ID*
Default_RoutingDomain	\sim	
Save Router ID Settings Cancel		

OSPF

To configure OSFF, navigate to **Configuration > Advanced Settings > Dynamic Routing > OSPF**.

OSPF basic settings

Here are the parameters to be configured:

- **Enable**: Allow the OSPF routing protocol on the SD-WAN appliance to start exchanging Hello packets between neighboring routers.
- **Router ID**: The IPv4 address used for OSPF advertisements. This field is optional. If it is not specified, the lowest virtual IPv4 address of the virtual interfaces participating in routing is chosen. For the IPv6 interface, it is mandatory to specify the router ID in IPv4 format. For example, 1.1.1.1.

Note

- The router ID configuration is optional for an IPv4 network. But for an IPv6 network, the router ID configuration is mandatory. The router ID for an IPv6 network must be configured in the same IPv4 format (32-bit notation).
- You must create separate IPv4 and IPv6 peering to the same router (if applicable) for learning and advertising.
- **Export OSPF Route Type**: Advertise the SD-WAN route to OSPF neighbors as type 1 Intra-area route or type 5 External route.
- **Export OSPF Route Weight**: The cost advertised to OSPF neighbors is the original route cost and the weight configured here.
- Advertise SD-WAN Routes: To advertise SD-WAN routes to the peer network elements.
- Advertise BGP Routes: To enable redistribution of BGP routes into the OSPF domain.

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Configuration / Advanced Settings	/ Dynamic Routing
Dynamic Routing ①	
OSPF BGP Import Filters Export	Filters
OSPF Basic Settings Areas	
Enable	
Export OSPF Route Type	
Type 5 AS External \sim	
Export OSPF Route Weight	
0	
Advertise Citrix SD-WAN Routes	Tag Value O
Advertise BGP Routes	Tag Value 0
Protocol Preference *	
150	
Router ID Settings	
Routing Domain*	Router ID *
Default_RoutingDomain	×
Save Router ID Settings	Cancel

Areas

Click **+ Area** and provide the Area ID of the network that OSPF will learn routes from and advertise routes. Stub area ensures that this area will not receive route advertisements from outside of the designated Autonomous System. Configure the virtual interface settings.

- BGP Import Filters	Export Filters		
Area Information			
Area ID * Enter Area ID	Stub Area		
Virtual Interfaces			
Name *	Routing Domain *	Authentication Type	Password
Select Interface V	Default_RoutingDomain 🗸	None ~	Enter Password 💿
	Natural Tax	Hello Interval *	Dead Interval *
Interface Cost *	Network Type		

BGP

To configure BGP, navigate to **Configuration > Advanced Settings > Dynamic Routing > BGP**.

Configuration	/ Advanced Settings / Dynamic Routing
Dynamic	Routing (i)
OSPF BGP	Import Filters Export Filters
BGP Basic Set	tings Communities Policies Neighbors

BGP basic settings

The following are the parameters to be configured:

- **Enable**: Allow the BGP routing protocol on the SD-WAN appliance to start sending an open message as part of BGP peering.
- **Router ID**: The IPv4 address used for BGP advertisements. If the router ID is not specified the lowest virtual IPv4 address of the virtual interfaces participating in routing is chosen.

Note

- The router ID configuration is optional for an IPv4 network. But for an IPv6 network, the router ID configuration is mandatory. The router ID for an IPv6 network must be configured in the same IPv4 format (32-bit notation).
- You must create separate IPv4 and IPv6 peering to the same router (if applicable) for learning and advertising.
- Local Autonomous System: Autonomous system number the BGP protocol is running in.
- Advertise SD-WAN Routes: To advertise SD-WAN routes to the peer network elements.
- Advertise OSPF Routes: To enable redistribution of OSPF routes into the BGP domain.

Configuration / Advanced Settings	/ Dynamic Routing		
Dynamic Routing (i)			
OSPF BGP Import Filters Ex	port Filters		
BGP Basic Settings Communities	Policies Neighbors		
Enable			
Local Autonomous System			
1			
Advertise Citrix SD-WAN Routes			
Advertise OSPF Routes			
Protocol Preference*			
100			
Router ID Settings			
Routing Domain*		Router ID *	
Select a Routing Domain	~		
Save Router ID Settings	Cancel		

Communities

Click **+ Community** to add a community. A collection of BGP communities that can be used for route filtering. The community list can also be used to set or modify the communities of a matching route.

For each policy, users can configure multiple community strings, AS-PATH-PREPEND, **MED** attribute. Users can configure up to 10 attributes for each policy.

Specify the name for the community and enter a community string to be advertised.

Dynamic Routing (i)

SPF BGP	Import Filte	rs Export Filters			
Communit	y Information				
Community N	lame *				
Enter Co	ommunity Name				
Communit	y Strings				
Manual/Well	Known	✓ New Format(AA:NN)	ASN*	Value *	
Manual	\sim				
Cance	el Dor	ne			

- **Community Name**: Enter a community name.
- **Manual/Well Known**: Configure BGP community manually or select a standard well known BGP community from the list.
- New Format (AA:NN): Select the check box to use the new format for configuring the BGP community.
- **ASN**: The first 16 digit of the BGP community when using the new format for configuration.
- Value: Enter the BGP community value.

Policies

A collection of BGP attributes which can be used to set or modify route attributes for each BGP Peer. Create BGP policies to be applied selectively to a set of networks on a per-neighbor basis, in either direction (import or export). An SD-WAN appliance supports eight policies per site, with up to eight network objects (or eight networks) associated with a policy.

Dynamic Routing (i)

SPF	BGP	Import Filters	Export Filters
Polic	cy Inform	ation	
BGP I	Policy Nam	e*	
E	inter Polic	y Name	
Rout	te Policy .	Attributes	
BGP	Attribute		
N	/led		\sim
MED	Value *		Copy Route Cost to MED
	Cancel	Done	

- **BGP Policy Name**: Enter the BGP policy name.
- **BGP Attributes**: Select the BGP attributes from the list and provide the necessary information.

Neighbors

Neighbors are all of the configured BGP peer routers that are checked to find the shortest paths for routing. All the neighbors must be part of the same Autonomous System.

Click + **Neighbor** to add a configured BGP policy for neighboring routers. You can specify the direction to indicate if this policy is applied for incoming or outgoing routes.

Dynamic Routing (i)

	Export filters				
Neighbor Information					
Routing Domain *	Virtual	Interface*	Neiį	ghbor IP*	
Default_RoutingDomain	~		~		
Neighbor AS *	Hold Time *	Local Pre	ference*	Password	
1	180	100			۲
🗹 IGP Metric 🗹 Multi Hop					
☑ IGP Metric ☑ Multi Hop Neighbor Policies					
☑ IGP Metric ☑ Multi Hop Neighbor Policies	Network Address	Use IP Group Commun	ity String list	BGP	Community(AA:NN)
 ✓ IGP Metric ✓ Multi Hop Neighbor Policies Order 100 	Network Address	Use IP Group Commun	ity String list Iual	BGP	Community(AA:NN)
✓ IGP Metric ✓ Multi Hop Neighbor Policies Order 100 AS Path	Network Address * BGP Po	Use IP Group Commun	ity String list uual Dire	BGP *	Community(AA:NN)
✓ IGP Metric ✓ Multi Hop Neighbor Policies Order 100 AS Path *	Network Address * BGP Po	Use IP Group Commun Mar	ity String list Iual V	BGP *	Community(AA:NN)

Route filtering

For networks with Route Learning enabled, Citrix SD-WAN Orchestrator provides more control over which SD-WAN routes are advertised to routing neighbors rather and which routes are received from routing neighbors, rather than advertising and accepting all or no routes.

Import filters

Import Filters are used to accept or not accept routes which are received using OSPF and BGP neighbors based on specific match criteria. Import filter rules are the rules that must be met before importing dynamic routes into the SD-WAN route database. No routes are imported by default.

You can configure Filters to fine-tune how route-learning takes place.

Click + Import Rule.

Dynamic Routing ③

Source Router	Destination IP	Use IP Group	Prefix	Next Hop	Route Tag
*	*		eq 🗸 *	*	*
D-WAN Cost	Export Route to Citrix Appl	iances	✓ Include		
	Eligibility Based On Path				
Ser	vice Name		Path		
~ S	elect Name	\sim	Select Path	\sim	
	Source Router main * D-WAN Cost Ser	Source Router Destination IP main	Source Router Destination IP Use IP Group main * >-WAN Cost	Source Router Destination IP Use IP Group Prefix main * eq * O-WAN Cost Export Route to Citrix Appliances Include Eligibility Based On Path Eligibility Based On Path Service Name Path Select Name Select Path	Source Router Destination IP Use IP Group Prefix Next Hop main * eq * *

Use the following criteria to construct each Export Filter that you want to create.

Field Criteria	Description	Value
Protocol	The routing protocol using which a route is learned. Select the protocol from the drop-down list.	Any, OSPF, BGP
Routing Domain	Enter the routing domain from the drop-down list.	 Routing Domain name
Source Router	The IP address of the source router, it is applicable for iBGP only	• IP address
Destination IP	The IP address and subnet mask of a route's destination	IP address
Use IP Group	Select the Use IP Group check box as needed.	• IP Group
Prefix	To match routes by prefix, choose a match predicate from the menu and enter a Route prefix in the adjacent field	 eq: Equal to, - lt: Less than, - le: Less than or equal to, - gt: Greater than, - ge: Greater than or equal to

Field Criteria	Description	Value
Next Hop	The IP address of the next hop	IP address
Route Tag	The OSPF Route tag that the filter matches. OSPF route tags prevent routing loops during mutual redistributing between OSPF and other protocols	Numeric value
Cost	The route cost used to match OSPF routes for importing	Numeric value
AS Path Length	The AS path length used to match BGP routes for importing	Numeric value
Export Route to Citrix Appliances	Select the check box to enable this filter. Otherwise the filter is ignored	None
Include	Select the check box to Include routes that match this filter. Otherwise matching routes are ignored	None
Eligibility Based on Gateway	Select this check box and provide the Service Type , Service Name and Path from the drop-down list.	Service Type (Local, Internet, Intranet, GRE Tunnel, Passthrough), Service Name, and Path
Eligibility Based on Path	Select this check box and provide the Service Type , Service Name and Path from the drop-down list.	Service Type (Local, Internet, Intranet, GRE Tunnel, Passthrough), Service Name, and Path

Click **Done** to save the settings.

Export filters

Export Filters are used to include or exclude routes for advertisement using OSPF and BGP protocols based on specific match criteria. Export filter rules are the rules that must be met when advertising SD-WAN routes over dynamic routing protocols. All the routes are advertised to peers by default.

Click + Export Rule.

Dynamic Routing ③

OSPF BGP Import Filters Exp	port Filters					
Export Filter Rule Attributes						
Routing Domain	Network Address/Mask Use IP Group	Prefix	Cost	Service Type	Service Name	Gateway IP Address
Default_RoutingDomain ~	*	eq ~ *	eq 🗸 *	Any 🗸	Select Name 🗸	*
Funded OODE Database Trans	Everyon OODE Davids Weilahd					
Type 5 AS External	Weight					
✓ Include						
Cancel Done						

Use the following criteria to construct each Export Filter that you want to create.

Field Criteria	Description	Value
Routing Domain	Select the routing domain from the drop-down list.	Routing domain
Network Address/Mask	Enter the IP address and subnet mask of configured Network Object that describes the route's network	• IP address
Use IP Group	Select the check box if needed and enter the IP group from the drop-down list.	• IP group
Prefix	To match routes by prefix, choose a match predicate from the menu and enter a Route prefix in the adjacent field	 eq: Equal to, - lt: Less than, - le: Less than or equal to, - gt: Greater than, - ge: Greater than or equal to
Cost	The method (predicate) and the SD-WAN Route Cost that are used to narrow the selection of routes exported	Numeric value
Service Type	Select the Service types that are assigned to matching routes from a list of Citrix SD-WAN Services	Any, Local, Virtual Path, Internet, Intranet, LAN GRE Tunnel, LAN IPsec Tunnel

Field Criteria	Description	Value
Site/Service Name	For Intranet, LAN GRE Tunnel, and LAN IPsec Tunnel, specify the name of the configured Service Type to use	Text string
Gateway IP Address	If you choose LAN GRE Tunnel as the Service Type, enter the gateway IP for the tunnel	IP address
Export OSPF Route Type	Advertise the Citrix SD-WAN route to OSPF neighbors as type 1 Intra-area route or type 5 External route. Default route is always advertised as type - 5 external route to normal areas and type-3 summary route to stub areas.	Route type
Export OSPF Route Weight	When export Citrix SD-WAN routes to OSPF, and the weight to each route's Citrix SD-WAN cost as total cost.	Weight
Include	Select the check box to Include routes that match this filter. Otherwise matching routes are ignored	None

Route filtering is implemented on LAN routes and Virtual Path routes in an SD-WAN network (Data Center/Branch) and is advertised to a non-SD-WAN network through using BGP and OSPF.

You can configure up to 512 Export Filters and 512 Import Filters. This is the overall limit, not per routing domain limit.

Network address translation

May 3, 2022

Network Address Translation (NAT) on the SD-WAN appliance performs IP address conservation to preserve the limited number of registered IP addresses. It translates the private addresses in the internal network into a legal public address and connects your private SD-WAN network with the public

internet. The public IP address is used for communication over the internet. NAT also ensures extra security by advertising only one address for the entire network to the internet, hiding the entire internal network.

You can configure the following types of NAT:

- Dynamic source NAT
- Static NAT
- Destination NAT

Note

The NAT capability can only be configured at the site level. There is no global configuration (templates) for NAT.

To configure NAT for a site using the Citrix SD-WAN Orchestrator for On-premises, from site level, navigate to **Configuration > Advanced Settings > NAT**.

NAT (i)

Dynamic Sou	Irce NAT Static Source N	IAT Destination NAT				
+ Dyna	mic Source NAT					
• Top of L	ist 🔵 Bottom of List 🔵	Specify Row Number	Row number			
No	Туре	Name	Inside Zone	Routing Domain	Inside IP	Actions

Inbound and Outbound NAT

The direction for a connection can either be inside to outside or outside to inside. When a NAT rule is created, you can define the direction using the **On Receive** check box. When the check box is selected, the direction is configured as **Inbound** and when the check box is cleared, the direction is configured as **Outbound**.

- **Inbound**: The source address is translated for packets received on the service. The destination address is translated for packets transmitted on the service. For example, Internet service to LAN service –For packets received (Internet to LAN), the source IP address is translated. For packets transmitted (LAN to Internet), the destination IP address is translated.
- **Outbound**: The destination address is translated for packets received on the service. The source address is translated for packets transmitted on the service. For example, LAN service to Internet service –for packets transmitted (LAN to Internet) the source IP address is translated. For packets received (Internet to LAN) the destination IP address is translated.

Zone Derivation

The source and destination firewall zones for the inbound or outbound traffic must not be the same. If both the source and destination firewall zones are the same, NAT is not performed on the traffic.

For outbound NAT, the outside zone is automatically derived from the service. Every service on SD-WAN is associated to a zone by default. For example, Internet service on a trusted internet link is associated with the trusted internet zone. Similarly, for an inbound NAT, the inside zone is derived from the service.

For a Virtual path service NAT zone derivation does not happen automatically, you have to manually enter the inside and outside zone. NAT is performed on traffic belonging to these zones only. Zones cannot be derived for virtual paths because there might be multiple zones within the Virtual path subnets.

Dynamic source NAT

Dynamic Source NAT is a many-to-one mapping of a private IP address or subnets inside the SD-WAN network to a public IP address or subnet outside the SD-WAN network. It allows multiple hosts to have their source IP addresses translated to the same public IP address with different port numbers. Port restricted NAT uses the same outside port for all translations related to an Inside IP address and port pair. The traffic from different zones and subnets over trusted (inside) IP addresses in the LAN segment is sent over a single public (outside) IP address.

Note

Dynamic NAT translations allow all reciprocal traffic for a session initiated from the Inside Network. To filter these connections, add filter Policies for the outbound traffic.

Port Address Translation

Dynamic NAT does Port Address Translation (PAT) along with IP address translation. Port numbers are used to distinguish which traffic belongs to which IP address. A single public IP address is used for all internal private IP addresses, but a different port number is assigned to each private IP address. PAT is a cost effective way to allow multiple hosts to connect to the Internet using a single Public IP address.

The **Symmetric** check box defines the PAT configuration. While configuring NAT rules, if the check box is selected, Symmetric NAT is configured and when cleared, Port Restricted NAT gets configured in the back-end.

• **Port Restricted**: Port Restricted NAT uses the same outside port for all translations related to an Inside IP Address and Port pair. This mode is typically used to allow Internet P2P applications.

• **Symmetric**: Symmetric NAT uses the same outside port for all translations related to an Inside IP Address, Inside Port, Outside IP Address, and Outside Port tuple. This mode is typically used to enhance security or expand the maximum number of NAT sessions.

Port Forwarding

Dynamic NAT with port forwarding allows traffic from an Outside network to access specific hosts and ports on the Inside network without the session being initiated from the inside. This is typically used for inside hosts like web servers.

Once the dynamic NAT is configured you can define the port forwarding policies. Configure dynamic NAT for IP address translation and define the port forwarding policy to map an outside port to an inside port. Dynamic NAT port forwarding is typically used to allow remote hosts to connect to a host or server on your private network.

Configure Dynamic Source NAT

To configure dynamic NAT for a site using the Citrix SD-WAN Orchestrator for On-premises, from site level, navigate to **Configuration > Advanced Settings > NAT > Dynamic Source NAT** tab. Click **+ Dynamic Source NAT**.

- **Type**: The SD-WAN service types on which the NAT policy is applied. For static NAT, the service types supported are Local, Virtual Paths, Internet, Intranet, and Inter-routing domain services.
- **Routing Domain**: Select the routing domain for which the selected translation applies to.
- IP Address Type: Select the IPv4 or IPv6 address type based on your preference.
- **Destination Service**: Provide a name for the service that corresponds to the Service Type.
- **Inside Zone**: The Inside firewall zone match-type that the packet must be from to allow translation.
- **Inside IP/Prefix**: The inside IP address and prefix that has to be translated to if the match criteria is met.
- **Outside IP**: The outside IP address and prefix that the inside IP address is translated to if the match criteria is met. For outbound traffic using Internet and Intranet services, the configured WAN link IP address is dynamically chosen as the outside IP address.
- **Port Parity**: If enabled, outside ports for NAT connections maintain parity (even if inside port is even, odd if outside port is odd).
- **Bind Responder Route**: Ensures that the response traffic is sent over the same service that it is received on, to avoid asymmetric routing.
- **Allow Related**: Allow traffic related to the flow matching the rule. For example, ICMP redirection related to the specific flow that matched the policy, if there was some type of error related to the flow.

- **IPSec Passthrough**: Allow an IPsec (AH/ESP) session to be translated.
- **GRE/PPTP Passthrough**: Ensures that the response traffic is sent over the same service that it is received on, to avoid asymmetric routing.
- **On Receive**: When this check box is selected, inbound NAT is configured. When cleared, outbound NAT is configured.
- **Symmetric**: When this check box is selected, Symmetric NAT is configured. When cleared, port restricted NAT is configured.

Port Forwarding Rules:

- Routing Domain: Select the routing domain for which the selected translation applies to.
- **Protocol**: TCP, UDP, or both.
- **Outside Port**: The Outside port that is port forward into the inside port.
- Inside IP: The inside address to forward matching packets.
- **Inside Port**: The Inside port that the outside port will be port forwarded into.

Every port forwarding rule has a parent NAT rule. The outside IP address is taken from the parent NAT rule.

Note

The Citrix SD-WAN Orchestrator for On-premises UI displays auto-created NAT rules when the following conditions are fulfilled:

- Internet service is enabled on the site.
- IPv4 outbound Internet dynamic source NAT rule is not configured at the site.
- At least 1 WAN link is on an untrusted interface or Internet is enabled on all routing domains.

NAT (i)

Dynamic Source NAT			
Гуре	Routing Domain	IP Туре	
Internet V	Default_RoutingDomain <	ipv4 🗸	
estination Service *	Inside Zone	Inside IP/Prefix	Outside IP
Internet	Default_LAN_Zone V	Any	
 Advanced Options 			
Port Bind Respon Parity Route	der Allow IPSec Related Passt	GRE/PPTP hrough Passthrough	On Symmetric
Port Forwarding Rules			
outing Domain	Protocol Outside Po	ort Inside IP*	Inside Port
Default_RoutingDomain $ \smallsetminus $	Both 🗸		
Cancel Done			

Static source NAT

Static NAT is a one-to-one mapping of a private IP address or subnet inside the SD-WAN network to a public IP address or subnet outside the SD-WAN network. Configure Static NAT by manually entering the inside IP address and the outside IP address to which it has to translate. You can configure Static NAT for the Local, Virtual Paths, Internet, Intranet, and Inter-routing domain services.

Configure Static source NAT

To configure static NAT for a site using the Citrix SD-WAN Orchestrator for On-premises, from site level, navigate to **Configuration > Advanced Settings > NAT > Static Source NAT** tab. Click **+ Static Source NAT**.

- **Type**: The SD-WAN service types on which the NAT policy is applied. For static NAT, the service types supported are Local, Virtual Paths, Internet, Intranet, and Inter-routing domain services
- **Destination Service**: Provide a name for the service that corresponds to the Service Type.
- **Inside Zone**: The Inside firewall zone match-type that the packet must be from to allow translation.
- **Outside Zone**: The outside firewall zone match-type that the packet must be from to allow translation.

- **IP Address Type**: Select the IPv4 or IPv6 address type based on your preference.
- Routing Domain: Select the routing domain for which the selected translation applies to.
- **Inside IP/Prefix**: The inside IP address and prefix that has to be translated to if the match criteria is met.
- **Outside IP/Prefix**: The outside IP address and prefix that the inside IP address is translated to if the match criteria is met.
- **Bind Responder Route**: Ensures that the response traffic is sent over the same service that it is received on, to avoid asymmetric routing.
- **Proxy ARP**: Ensures that the appliance responds to local ARP requests for the outside IP address.
- **Proxy NDP**: Ensures that the appliance responds to local NDP requests for the outside IP address.
- **On Receive**: When this check box is selected, inbound NAT is configured. When cleared, outbound NAT is configured.
- Auto Learn via PD: This check box gets enabled only when you select IPv6 as the IP Address Type. When selected, Citrix SD-WAN requests a prefix from the upstream delegating router and the delegating router responds with a prefix to Citrix SD-WAN.

NAT (i)

ype	Destination Service *	Inside Zone	Outside Zone
Internet ~	Internet	Default_LAN_Zone \lor	Default_LAN_Zone
Address Type 🔵 IPv4 💿 IPv6			
outing Domain	Inside IP/Prefix *	Outside IP/Prefix	WAN Link
Default_RoutingDomain <			
Bind Responder Route Proxy	NDP On Recieve Auto Learn vi	a PD	

Static NAT Policies for IPv6 Internet service

Citrix SD-WAN supports static NAT policies for the IPv6 Internet service from release 11.4.0 onwards. A static NAT policy for the IPv6 Internet service specifies the mapping of an inside network prefix to an outside network prefix. The number of static NAT policies required depends on the number of inside networks and the number of outside networks (WAN links). If there are **M** number of inside networks and **N** number of WAN links, then the number of static NAT policies required is **M x N**.

From Citrix SD-WAN release 11.4.0 onwards, while creating a static NAT policy, you can either enter the outside IP address manually or enable **Auto Learn via PD**. When **Auto Learn via PD** is enabled, the

SD-WAN appliance receives delegated prefixes from the upstream delegating router through DHCPv6 Prefix Delegation. Before Citrix SD-WAN release 11.4.0, the outside IP address was derived from the service automatically and there was no option to enter the outside IP address manually. If you are upgrading an appliance to 11.4.0 or a later release and have static NAT policies configured for IPv6 Internet service, then you must manually update the policies.

Configuration example

In the following topology, the Citrix SD-WAN appliance is configured with 2 inside networks and 2 WAN links:

- Inside network 1 resides in the CORPORATE routing domain with network prefix FD01:0203:6561::/64
- Inside network 2 resides in the Wi-Fi routing domain with network prefix FD01:0203:1265::/64
- Through WAN Link 1, the SD-WAN appliance receives from the upstream delegating router through DHCPv6 Prefix Delegation, 2 delegated prefixes 2001:0D88:1265::/64. These 2 delegated prefixes are used as the outside network prefixes when the traffic from the inside networks transits WAN link 1.
- Through WAN Link 2, the SD-WAN appliance receives from the upstream delegating router through DHCPv6 Prefix Delegation, 2 delegated prefixes 2001:DB8:8585::/64 and 2001:DB8:8599::/64. These 2 delegated prefixes are used as the outside network prefixes when the traffic from the inside networks transits WAN link 2.



In this scenario, there are M=2 inside networks and N=2 WAN links. Therefore, the number of static NAT policies required for proper deployment of the IPv6 Internet service is 2 x 2 = 4. These 4 static NAT policies specify the address translation for:

- Inside network 1 through WAN link 1
- Inside network 1 through WAN link 2
- Inside network 2 through WAN link 1
- Inside network 2 through WAN link 2

To configure these static NAT policies, from site level, navigate to **Configuration > Advanced Settings > NAT > Static Source NAT**. Click **+Static Source NAT**.

While creating NAT policies, ensure that you select the **Type** as **Internet** and **IP Address Type** as **IPv6**. Select the WAN link and in the **Inside IP/Prefix** field, enter the inside network prefix (only /64 prefixes are allowed). In the **Outside IP/Prefix** field, you can either manually enter the outside network prefix or select the **Auto Learn via PD** check box.

The following is an example where the outside IP address is entered manually in the static NAT policy.

NAT 🛈

Static Source NAT			
Туре	Destination Service *	Inside Zone	Outside Zone
Internet 🗸	Internet	Default_LAN_Zone \lor	Default_LAN_Zone
IP Address Type OIPv4 IPv4	/6		_
Routing Domain	Inside IP/Prefix*	Outside IP/Prefix*	WAN Link
Default_RoutingDomain \lor	FD01:0203:6561::/64	2001:0D88:1265::/64	0365t1-WL-1 V
Bind Responder Route	Proxy NDP On Recieve	Auto Learn via PD	
Cancel Save	l		

If you select the **Auto Learn via PD** check box, ensure that the upstream router supports DHCPv6 Prefix Delegation. Citrix SD-WAN requests a prefix from the upstream delegating router and the delegating router responds with a prefix to Citrix SD-WAN. Citrix SD-WAN uses this delegated prefix to translate the inside IP address to the outside IP address.

The following is an example where **Auto Learn via PD** is enabled, so that the outside network prefix is obtained through DHCPv6 Prefix Delegation.

NAT 🛈

Static Source NAT			
Туре	Destination Service *	Inside Zone	Outside Zone
Internet \lor	Internet	Default_LAN_Zone \lor	Default_LAN_Zone
IP Address Type OIPv4 IPv4	/6		
Routing Domain	Inside IP/Prefix *	Outside IP/Prefix	WAN Link
Default_RoutingDomain \lor	FD01:0203:6561::/64		0365t1-WL-2 🗸
Bind Responder Route	Proxy NDP 🔄 On Recieve 🗸	Auto Learn via PD	
Cancel Save			

Destination NAT

Destination NAT Policies allow for the configuration of Network Address Translation policies between individual hosts or subnets.

Note

- While both Inbound and Outbound translations can be configured simultaneously for a Service, only the first to match will be used. Multiple translations can occur if a rule exists on the Service a packet is received on and the Service a packet is sent on.
- Destination NAT translations are applicable only for traffic originating from Local Service.

To configure these destination NAT policies, from site level, navigate to **Configuration > Advanced Settings > NAT > Destination NAT**. Click **+ Destination NAT**.

- **Type**: The SD-WAN service types on which the NAT policy is applied. For static NAT, the service types supported are Local, Virtual Paths, Internet, Intranet, and Inter-routing domain services
- **Service Name**: Provide a name for the service that corresponds to the Service Type.
- **IP Type**: Select the IPv4 or IPv6 address type based on your preference.
- **Inside Port**: The Inside port that the outside port will be port forwarded into.
- **Outside IP**: The outside IP address and prefix that the inside IP address is translated to if the match criteria is met. For outbound traffic using Internet and Intranet services, the configured WAN link IP address is dynamically chosen as the outside IP address.
- **Outside Port**: The Outside port that is port forward into the inside port.
- Routing Domain: Select the routing domain for which the selected translation applies to.
- **On Receive**: When this check box is selected, inbound NAT is configured. When cleared, outbound NAT is configured.

NAT (i)

Destination N	AT			
Туре	Service Name *	ІР Туре		
Internet $ \smallsetminus $	Internet	ipv4	\sim	
Inside IP/ Prefix *	Inside Port	Outside IP *	Outside Port	Routing Domain
				Default_RoutingDomain 🗸
Cancel	Save			

Dynamic host configuration protocol

November 22, 2021

You can configure your SD-WAN appliances as either **DHCP Servers** or **DHCP Relay agent**. The DHCP server feature allows devices on the same network as the SD-WAN appliance's LAN/WAN interface to obtain their IP configuration from the SD-WAN appliance. The DHCP relay feature allows your SD-WAN appliances to forward DHCP packets between DHCP client and server.

DHCP ①										
Server Subnets Relay	s DHCP Options Set (Global)									
+ Server Subnet										
Virtual Interface	Domain Name	Primary DNS	Secondary DNS	Enabled	Actions					

DHCP server

Citrix SD-WAN appliances can be configured as a DHCP server. It can assign and manage IP addresses from specified address pools within the network to DHCP clients.

The DHCP server can be configured to assign other parameters such as the DNS IP address and default gateway. DHCP server accepts address assignment requests and renewals. The DHCP server also accepts broadcasts from locally attached LAN segments or from DHCP requests forwarded by other DHCP relay agents within the network.

To configure the DHCP server, in the Site configuration page, from site level, navigate to **Configuration** > Advanced Settings > DHCP > Server Subnets > click + Server Subnet.

Select the **Virtual interface** to be used to receive the DHCP requests. The IP Subnet to which the DHCP server provides the IP addresses is auto-populated.

DHCP 🛈

irtual Interface		IP Subnet			Domain Name		
VIF-5-LAN-2	~	10.146.110.1/23			uk.bgroup.bz		
imary DNS			Secondary DNS				
172.27.0.3		172.27.0.4				Enable	
IP Address Ranges							
+ IP Address Range							
Range Start IP	Range End IP	Gateway IP			DHCP Options Set	Actions	
10.146.110.21	10.146.110.32	10.146.110.1		CHDigital			
Reserved IP Addresses							
xed IP Address *			MAC Address *				
10.146.110.21			58:e6:ba:2b:	30:b1			
HCP Options Set + DHCP Options Set							

Enter the **Domain Name**, **Primary DNS**, and **Secondary DNS**. The DHCP Server forwards this information to the DHCP clients.

Configure dynamic IP address pools that is used to allocate IP addresses to clients. Specify the range starting and ending IP address and select the **DHCP Option Set**.

Note

The DHCP Option Set is groups of DHCP settings that can be applied to individual IP address ranges. For more information, see DHCP Option Set.

Set the reserved IP address by mapping individual hosts that require a fixed IP address to its MAC address. Enter the **Fixed IP Address**, **MAC Address**, and select a **DHCP Option Set**.

Note

For reserved IP addresses, the **Gateway IP** is set by configuring the **Router** option in the **DHCP Option Set**.

DHCP relay

Citrix SD-WAN appliance can be configured as a DHCP relay. It relays DHCP requests and replies between the local DHCP Clients and a remote DHCP Server.

It allows local hosts to acquire dynamic IP addresses from the remote DHCP Server. Relay agent receives DHCP messages and generates a new DHCP message to send out on another interface. To configure the DHCP server, in the Site configuration page, navigate to **Configuration > Advanced Settings > DHCP > Relays >** click **+ DHCP Relay**.

DHCP i					
Server Subnets	Relays	DHCP Options Set (Global)			
+ DHCP Re	lay				
Virtual Interface				IP Address	
Virtual Interfa	се	×	×	Server IP	Ē
Save					

Select a **Virtual Interface** that communicates to a remote DHCP Server. Enter the **DHCP Server IP** that the relay uses to forward the request and response from the clients.

You can configure a single **DHCP Relay** using a common Virtual Network Interface and point it to multiple DHCP Servers.

DHCP options set

DHCP (i)

DHCP Options are a group of DHCP configurations that can be applied to individual IP address ranges or a single host.

Set a name for the DHCP option profile and choose the **IP Address Type**. Click **+ DHCP Options Set** and select a DHCP option name from the list. The option number is pre-configured. For custom options, the range is 224–254. Select a **Data Type** and enter a **Value** for the option.

Brior				
Server Subnets Relays	DHCP Options Set (Global)			
IP Address Type V4	V6			
+ DHCP Options				
DHCP Option Name	Option Number	Data Type	DHCP Option Value	Actions
Cancel Save	2			

WAN link IP address learning through DHCP client

Citrix SD-WAN appliances support WAN Link IP address learning through DHCP Clients. This functionality reduces the amount of manual configuration required to deploy SD-WAN appliances and reduces ISP costs by eliminating the need to purchase static IP addresses. SD-WAN appliances can obtain dynamic IP addresses for WAN Links on untrusted interfaces. This eliminates the need for an intermediary WAN router to perform this function.

Notes

- DHCP Client can only be configured for untrusted non-bridged interfaces configured as Client Nodes.
- DHCP client and data port can be enabled on MCN/RCN only if Public IP address is configured.
- One-Arm or Policy Based Routing (PBR) deployment is not supported on the site with DHCP Client configuration.
- DHCP events are logged from the client's perspective only and no DHCP server logs are generated.

For information about configuring DHCP for an untrusted virtual interface on fail-to-block mode and fail-to-wire mode, see Site level configuration.

Multicast routing

July 15, 2022

Multicast routing enables efficient distribution of one-to-many traffic. A multicast source, sends multicast traffic in a single stream to a multicast group. The multicast group contains receivers such as hosts and adjacent routers that use the IGMP protocol for multicast communication. Voice over IP, Video on demand, IP television, and Video conferencing are some of the common technologies that use multicast routing. When you enable multicast routing on the Citrix SD-WAN appliance, the appliance acts as a multicast router.

Source specific multicast

Multicast protocols typically allow multicast receivers to receive multicast traffic from any source.

With the source specific multicast (SSM), you can specify the source from which the receivers receive the multicast traffic. It ensures that the receivers are not open listeners to every source that is sending multicast streams but rather listen to a particular multicast source. The SSM reduces the cost of resources used in consuming traffic from every possible source. The SSM also provides a layer of security by ensuring that the receivers receive traffic from a known sender.

The following topology shows two multicast receivers at a branch site and a multicast server (172.9.9.2) at the Data Center. The multicast server streams traffic over a particular group (232.1.1.1), the receivers join the group. Any traffic streamed on the multicast group is relayed to all the receivers that joined the group.

Note

For SSM to work, the multicast group IP must fall within the range 232.0.0.0/8.



1. The multicast receivers send an IP IGMP join request indicating that the receivers want to join the multicast group and want to receive the multicast stream from the source.

The IGMP join includes 2 attributes the multicast source and group (S, G). IGMP Version 3 is used for SSM on the multicast source and the receiver to relay some INCLUDE specific source addresses.

The SSM allows the receivers to explicitly receive streams from specific Multicast servers, whose source address is explicitly provided by the receivers as part of the JOIN request. In this example, an IGMP v3 join request is triggered with an explicit include source list, which contains the source 172.9.9.2, to be the address that sends the multicast stream over the group 232.1.1.1.

- 2. The Citrix SD-WAN at the branch listens to all the IGMP requests from these receivers and converts it into a membership report and sends it over the Virtual Path to the SD-WAN appliance at the data center.
- 3. The Citrix SD-WAN appliance at the data center receives the membership report over the Virtual Path and forwards it to the Multicast Source, establishing a control channel.
- 4. The Multicast source transmits the multicast stream over the Virtual path to the multicast receivers.

The control channel traffic and the multicast stream flow through the established virtual path between

the branch and the data center. The Citrix SD-WAN overlay path insures and insulates multicast traffic from WAN degradation or link brownouts.

Multicast configuration

To configure multicast, perform the following on the SD-WAN Orchestrator service at both the source and destination.

- 1. Create a multicast group Provide a name and IP address for the multicast group. The multicast group IP must fall within the range 232.0.0.0/8 for source specific multicast.
- 2. Enable IGMP proxy –You can configure the Citrix SD-WAN appliance as an IGMP/MLD proxy to carry the IGMP control channel information for multicast routing.
- 3. Define the upstream and downstream services An upstream interface enables the IGMP PROXY to connect to the SD-WAN appliance closer to the actual multicast source that streams the traffic. A downstream interface enables the IGMP Proxy to connect to the hosts that are farther away from the actual multicast source that streams the traffic.

The upstream and downstream services are different for the appliance at the source and the appliance at the destination.

Note:

Once the Branch or MCN is configured as upstream, it needs to be configured as upstream for the other groups as well.

To configure multicast, at the site level, navigate to **Configuration** > **Advanced Settings** > **Multicast Groups**. Create a multicast group by providing a name and IP address (IPv4 or IPv6) for the multicast group. Click **Enable IGMP Proxy**.

Configure the upstream and downstream paths for the Branch and data center appliances.

For the appliance closer to the multicast receiver (Branch), the appliance receives the multicast traffic on the Virtual Path Interface and sends the traffic on the Local Interface towards the receiver.

Note:

- When a multicast source is configured as an Intranet service, the source IP of the multicast stream must have a route mapped to the Intranet service.
- Ensure to create appropriate firewall policies to allow multicast traffic on the SD-WAN appliance.

Multicast Groups ③

Multicast Groups ③

Multicast Group				
Group Name* Grp2	Group IP* 232.1.1.1	Routing Domain * Default_RoutingDomain	V Enable IGMP Proxy	
Service				
+ Service				
Service Type	Service Instance	Direction	Upstream	Actions
Local	VIF-1-LAN-1	Send	No	
Virtual Path	orch_mcn	Receive	Yes	Ē
Cancel Save				

For the appliance closer to the multicast source (Data center), the appliance receives the multicast traffic on the Local Interface and sends the traffic on the Virtual Path Interface.

oup Name * iDC1_Grp	Group IP* 232.1.1.1	Routing Domain* Default_Rout	ingDomain V Enab	le IGMP Proxy
Service				
+ Service				
Service Type	Service Instance	Direction	Upstream	Actions
Local	VIF-2-WAN-1	Receive	Yes	
Virtual Path	orch_mc]	Send	No	

Monitoring

Flows statistics

After the multicast control channel is established and the multicast source begins streaming, you can view the multicast flows statistics. You can see that Multicast UDP traffic was sent on the virtual path service from a receiver to the multicast group 232.1.1.1.

Note:

If SSM is enabled and if the traffic is received from a different server that is not part of the expected

list of source senders the SD-WAN appliance will not have any reporting data.

Site Reports:Real Time Flows																	
Max	Maximum number of flows to display V Retrieve latest data							Search		Q							
Upload 🗸 Download									🗘 hize Columns								
Info	No	Application	Direction	Throughput (Kbps)	Routing Domain	Source IP Addr	Dest IP Addr	Source Port	Dest Port	Proto IP	Service Type	Packets	PPS	Class	Service Name	Age (mS)	Bytes
(j)	1	isakmp	Upload	1068.459	Default_RoutingDomain	10.3.2.4	232.1.1.1	44250	5001	UDP(17)	VPath	7212	89.157	N/A	zscalerService_1	3934	0
	Showing 1-1 of 1 items Page 1 of 1 4																

Firewall statistics

The firewall table shows the multicast traffic coming over the LAN interface over the Multicast group IP address and is sent over the virtual path.

Maximum numbe	r of Connections to di	splay	\sim	Retrieve latest data	Search	Q			Customize	} e Columns
				Source		Destina	ation			Sent
Application	Family	Routing Domain	IP Addr	Service Type	IP Addr	Service Type	State	Is NAT	Bytes	Kbps
Internet Security	Encrypted	Default_RoutingD	10.56.2.4	IPHost	165.225.218.38	Intranet	ESTABLISHED	NO	6429631	0.025
Internet Security	Encrypted	Default_RoutingD	10.56.2.4	IPHost	165.225.216.38	Intranet	ESTABLISHED	NO	6430975	0.025

Multicast group statistics

The multicast group table provides details about multicast traffic such as packets sent and received over source, destination, and the aggregation of both.

DASHBOARD	Site Report : Real T	ime Statistics			
iiii REPORTS V	ARP Routes Vi	rtual Path Services Classes	Ethernet Observed Protocols	Wan Path Application QOS	Multicast Group 🗡
Alerts Usage	Retrieve latest data	ation Services			
Quality	Multicast Group	Service Type	Service Name	Packets	Kbps
QoS	ATGDC1 Grp	IPHOST		1071	1068.503
Historical Statistics					
Real Time 🗸 🗸					
Statistics	Multicast Group Source Multicast Group	Services Service Type	Service Name	Packets	Kbps
Flows	ATGDC1_Grp	VPath	Ombud1	1071	1068.503
Firewall Connections					
Cloud Direct	Multicast Group Statisti	re			
O365 Metrics	Multicast Group	Packets Received	Kbps Received	Packets Sent	Kbps Sent
Appliance Reports (preview)	ATGDC1_Grp	1071	1068.503	1071	1068.503
CONFIGURATION >					

IGMP/MLD

When the multicast receivers initiate a join group request, you can see the receiver details under **Reports** > **Real Time** > **IGMP/MLD** > **IGMP/MLD Stats**. You can see this information at both the source and the destination. Click **Refresh** to get the current data.

The following image shows that the IGMP/MLD packets received and the filter type RECV is used to include IGMP/MLD receive packets.

IGMP/MLD

		IGMP/MLD	Proxy Group	IGMP/MLD Stat	tistics			
[R	efresh	Purge I	GMP/MLD Proxy Gr	oup		Purge IGMP/MLD Statistics]
9	Туре	e:RECV $ imes$ Click here t	o search or you can ente	er Key : Value format				× :
		TYPE		DESCRIPTION	VALUE	-	+	
>		RECV		Receive IGMP packets	613			
>		RECV		Receive V2 Leave	307			
>		RECV		Receive V3 General Query Upstream	306			

To view the details of IGMP proxy groups, navigate to **Reports** > **Real Time** > **IGMP/MLD** > **IGMP/MLD Proxy Groups**. Click **Refresh** to get the current data.

Select Purge IGMP/MLD Stats to purge IGMP statistical data from the IGMP stats table.

Select **Purge IGMP/MLD Group** to purge IGMP group data from the IGMP groups table.

Virtual router redundancy protocol

July 27, 2022

Virtual Router Redundancy Protocol (VRRP) is a widely used protocol that provides device redundancy to eliminate the single point of failure inherent in static default-routed environment.

VRRP allows you to configure two or more routers to form a group. This group appears as a single default gateway with one virtual IP address and one virtual MAC address.

A back-up router automatically takes over if the primary / main router fails. In a VRRP set-up, the main router sends a VRRP packet known as an advertisement to the back-up routers. When the main router stops sending the advertisement, the back-up router sets the interval timer. If no advertisement is received within this hold period, the back-up router starts the failover routine.

VRRP specifies an election process in which, the router with the highest priority becomes the main router. If the priority is the same among the routers, the router with the highest IP address becomes

the main router. The other routers are in backup state. The election process is initiated again if the main router fails, a new router joins the group, or an existing router leaves the group.

VRRP ensures a high availability default path without configuring dynamic routing or router discovery protocols on every end-host.

Citrix SD-WAN release version 10.1 supports VRRP version 2 and version 3 to inter-operate with any third party routers. Citrix SD-WAN release version 11.5 supports version 6. The SD-WAN appliance acts as the main router and direct the traffic to use the Virtual Path Service between sites. You can configure the SD-WAN appliance as the VRRP main router by configuring the Virtual Interface IP as the VRRP IP and by manually setting the priority to a higher value than the peer routers. You can configure the advertisement interval and the preempt option.

The below network diagram shows a Citrix SD-WAN appliance and a router configured as a VRRP group. The SD-WAN appliance is configured to be the main router. If the SD-WAN appliance fails, the back-up router takes-over within milliseconds, ensuring that there is no downtime.



Data Center

To configure VRRP, in the Site configuration page, navigate to **Configuration** > **Advanced Settings** > **VRRP** > click + **Add VRRP**.
VRRP 0

VRRP Settings			
VRRP Group ID*	Version V3 V	Priority*	Advertisement Interval *
Authentication Type	Authentication Text	✓ Reclaim	✓ Use V2 Checksum
Virtual Router IPs			
Virtual Interface *	Virtual IP Address*		VRRP Router IP*
VIF-1-One-Arm-1	✓ 1.1.1.1/1		1.2.3.4
Cancel Done			

You can edit the following member path parameters:

- **VRRP group ID**: The VRRP group ID. The group ID must be a value range is 1–255. The same group ID must be configured on the back-up routers too.
- Version: The VRRP protocol version. You can choose between VRRP protocol V2 and V3.
- **Priority**: The priority of the Citrix SD-WAN appliance for the VRRP group. The priority range is 1–254. Set this value to maximum (254) to make the SD-WAN appliance the main router.

Note

If the router is the owner of the VRRP IP address, the priority is set to 255 by default.

- Advertisement Interval: The frequency in milliseconds, with which the VRRP advertisements are sent when the SD-WAN appliance is the main router. The default advertisement interval is one second.
- Authentication Type: You can choose **Plain Text** to enter an authentication string. The authentication string is sent as a plain text without any encryption in the VRRP Advertisements. Choose **None**, if you do not want to set up authentication.
- Authentication Text: The authentication string to be sent in the VRRP Advertisement. This option is enabled if the Authentication Type is Plain Text.

Note

The **Authentication Type** and **Authentication Text** parameters are enabled only for VRRP protocol version 2.

• **Use V2 Checksum**: Enables compatibility with third party network devices for VRRPv3. By default, VRRPv3 uses the v3 checksum computation method. Certain third party devices might only support VRRPv2 checksum computation. In such cases, enable this option.

- **Virtual Interface**: The virtual interface to be used for VRRP. If IPv6 is used, then the virtual interface will have NDP RA enabled by default. Choose one of the configured virtual interfaces.
- Virtual IP Address: The virtual IP address assigned to the virtual interface. Choose one of the configured virtual IP addresses for the virtual interface. You can specify either the IPv4 or IPv6 address.
- VRRP Router IP: The virtual router IP address for the VRRP group. By default, the Virtual IP address of the SD-WAN appliance is assigned as the virtual router IP address. The VRRP Virtual Router IP should be a link-local IPv6 address.

Limitations

- VRRP is supported in Gateway Mode deployment only.
- You can configure up to four VRRP IDs (VRID).
- Up to 16 virtual network interfaces can participate in VRID.

High Availability and VRRP

You can significantly reduce network downtime and traffic disruption by applying both the high availability and VRRP features on your SD-WAN network. Deploy a pair of Citrix SD-WAN appliance in active/standby roles along with a standby router to form the VRRP group. This group appears as a single default gateway with one virtual IP address and one virtual MAC address.



The following are 2 cases with the High Availability and VRRP deployment:

1st case: High availability failover timer on SD-WAN equals the VRRP failover timer.

The expected behavior is high availability switchover to happen before the VRRP switchover, that is the traffic continues to flow through the new Active SD-WAN appliance. In this case SD-WAN continues with the VRRP Master role.

2nd case: High availability failover timer on SD-WAN greater than the VRRP failover timer.

The expected behavior is the VRRP switchover to the router happens, that is the router becomes VRRP Master and traffic might momentarily flow through the router, bypassing the SD-WAN appliance.

But once the high availability switchover happens, SD-WAN again becomes VRRP Master, that is the traffic now flows through the new active SD-WAN appliance.

For more information on high availability deployment modes, see High Availability.

Domain Name System settings

April 7, 2021

Domain Name System (DNS) translates human readable domain names to machine-readable IP addresses, and the opposite way. Citrix SD-WAN provides the following DNS features:

- DNS Proxy
- DNS Transparent Forwarding

To configure DNS settings, in the Site configuration page, navigate to **Configuration > Advanced Set-tings > DNS Settings**.

DNS (i	DNS ①							
Site Specific	DNS Services DNS Proxies DNS Transport	rent Forwarders						
+ DNS	Service							
No	DNS Service Name	Primary DNS	Secondary DNS	Actions				

Site specific DNS servers

On the **Site specific DNS servers** tab, click **+ DNS Server** to configure site-specific DNS servers to which the DNS requests are routed. Provide a name for the DNS server. Choose one of the following service types:

- **Static**: Intercepts the DNS requests destined to the Citrix SD-WAN IP address and forwards it to the specified IPv4 DNS servers. You can create internal, ISP, google or any other open source DNS service.
- **Dynamic**: Intercepts the DNS requests destined to the Citrix SD-WAN IP address and redirects it to one of the IPv4 DNS servers learned from the DHCP based WAN links. If the WAN link goes

down, another DHCP based WAN links DNS server is chosen. This feature is useful in the deployment where ISPs allow DNS requests only to DNS servers hosted by them. Dynamic DNS service can be configured at site level only. Only one dynamic DNS service is permitted per site.

- **StaticV6**: Intercepts the DNS requests destined to the Citrix SD-WAN IP address and forwards it to the specified IPv6 DNS servers. You can create internal, ISP, google or any other open source DNS service.
- **DynamicV6**: Intercepts the DNS requests destined to the Citrix SD-WAN IP address and redirects it to one of the IPv6 DNS servers learned from the DHCP based WAN links. If the WAN link goes down, another DHCP based WAN links DNS server is chosen. This feature is useful in the deployment where ISPs allow DNS requests only to DNS servers hosted by them. Dynamic DNS service can be configured at site level only. Only one dynamic DNS service is permitted per site.

To configure the Static DNS service, select the **Type** as **Static** (for IPv4 address) or **StaticV6** (for IPv6 address) and enter a pair of **Primary DNS** and **Secondary DNS** server IP addresses.

To configure Dynamic DNS service, select the **Type** as **Dynamic** (for IPv4 address) or **DynamicV6** (for IPv6 address) and select **Internet** for **Service Type** and **Service Instance**.

The corresponding DNS proxy services get listed in the **InBand Management DNS** drop-down list under **Site Configuration > Interfaces**.

DNS Service Name *	Туре	
Eg: dns_service1	Static	~
Service Type	Service Instance	
	×]	~
Primary DNS*	Secondary DNS	
Eg: a.b.c.d	Eg: a.b.c.d	

DNS (i)

DNS proxy

DNS proxy intercepts the DNS requests destined to the SD-WAN IP address and forwards it to the selected DNS servers. You can configure a proxy with multiple forwarders that helps steering DNS requests based on application domain names.

DNS (i)	
DNS Proxy	
DNS Proxy Name *	
DNS-proxy-1	
Interfaces to intercept DNS requests	
Virtual Interface	
VIF-1-LAN-1	
VIF-2-WAN-1	
VIF-3-WAN-2	
VIF-4-LAN-2	
IPv4 Default DNS Service	
IPv6 Default DNS Service	
×	
App Specific DNS Forwarding Rule	
Application * IPv4 DNS Service * IPv6	DNS Service
~ ~ ~ ~ ~	~
Cancel Done	

- DNS proxy settings:
 - **DNS Proxy Name**: Name of the DNS Proxy.
 - Interfaces to intercept DNS requests: The interfaces on which the DNS requests are intercepted. Only trusted interfaces are allowed.
 - **Default DNS Server for all traffic**: The default DNS server to which the DNS requests is forwarded, if none of the applications match in the DNS forwarder look-up.
 - **IPv4 Default DNS Service**: The IPv4 default DNS service to which the DNS requests are forwarded, if none of the applications match in the DNS forwarder look-up.
 - **IPv6 Default DNS Service**: The IPv6 default DNS service to which the DNS requests are forwarded, if none of the applications match in the DNS forwarder look-up.
- App specific DNS Forwarding rules:

- **Application**: Applications for which DNS requests have to be forwarded to the selected DNS server.
- **IPv4 DNS Service**: The IPv4 DNS service that the DNS request is forwarded to for the specified application.
- **IPv6 DNS Service**: The IPv6 DNS service that the DNS request is forwarded to for the specified application.

DNS transparent forwarders

Citrix SD-WAN can be configured as a transparent DNS forwarder. In this mode, SD-WAN can intercept DNS requests that are not destined to its IP address and forward them to the specified DNS servers. Only the DNS requests coming from the local service on trusted interfaces are intercepted. If the DNS requests match any applications in the DNS forwarder list, then it is forwarded to the configured DNS service.

DNS (i)

DNS Transparent Fo	prwarder		
Application *			
	\sim		
IPv4 DNS Service *	IPv6 DNS Service		
	~	\sim	
Cancel	Save		

- **Application**: Applications for which DNS requests have to be forwarded to the selected DNS server.
- **IPv4 DNS Service**: The IPv4 DNS service that the DNS request is forwarded to for the specified application.
- **IPv6 DNS Service**: The IPv6 DNS service that the DNS request is forwarded to for the specified application.

Prefix delegation groups

April 7, 2021

Citrix SD-WAN appliances can be configured as a DHCPv6 client to request a prefix from the ISP using the configured WAN port. Once the Citrix SD-WAN appliance receives the prefix, it uses the prefix to create a pool of IP addresses to cater to the LAN clients. The Citrix SD-WAN appliance then behaves as a DHCP server and advertise the prefix on the LAN ports to the LAN side clients.

To configure prefix delegation, navigate to **Configuration > Advanced Settings > Prefix Delegation Groups** and click **+ Prefix Delegation Groups**.

Choose a configured WAN Virtual Interface on which the prefix is requested from the ISP and provide the following details:

- LAN Virtual Interface: Select one of the configured LAN virtual interfaces for which the prefix is requested.
- Prefix Length: The number of bits of a Global Unicast IPv6 address that are part of the prefix.
- Interface IP Host Portion: The host portion to be used for the interface IP address.
- **Prefix ID**: A unique identifier to identify the prefix delegation requests for the LAN interface.

Prefix Delegation Groups ③

Prefix Delegation Group				
WAN Virtual Interface *				
Select WAN Virtual Interface		\sim		
Prefix Delegation List				
LAN Virtual Interface *			Prefix Length	
Select LAN Virtual Interface		\checkmark	64	
Interface IP Host Portion	Prefix ID			
Save Prefix Delegation List	Cancel			

Link aggregation groups

October 4, 2021

The Link Aggregation Groups (LAG) functionality allows you to group two or more ports on your SD-WAN appliance to work together as a single port. This ensures increased availability, link redundancy, and enhanced performance.

Citrix SD-WAN Orchestrator for On-premises supports simple Link Aggregation Group (ACTIVE-BACKUP). The 802.3ad LACP protocol based negotiations are not supported in the current release. At any time only one port is active and the other ports are in backup mode. The active and backup supports rely on the Data Plane Development Kit (DPDK) package for LAG functionality.

The LAG functionality is available only on the following platforms:

- Citrix SD-WAN 110 SE
- Citrix SD-WAN 210 SE
- Citrix SD-WAN 410 SE
- Citrix SD-WAN 1100 SE/PE
- Citrix SD-WAN 2100 SE/PE
- Citrix SD-WAN 4100 SE
- Citrix SD-WAN 5100 SE/PE
- Citrix SD-WAN 6100 SE/PE

Note

- The LAG functionality is not supported on VPX/VPXL platforms.
- A minimum of two ports and a maximum of four ports are supported per LAG.
- All members of LAG must be of the same type, for example 1/1 or 1/2. 1/1 and 10/1 are not supported LAG configuration.
- The Link State Propagation (LSP) feature is not supported, if LAGs are used as Ethernet interfaces in Interface Groups.

Platform	Maximum number of LAGs supported	LACP supported ports
110	1	1/1
210	2	1/1 or 1/2
410	1	1/1 or 1/2

Platform	Maximum number of LAGs supported	LACP supported ports
1100	3	1/1 or 1/2
2100	3	1/1 or 1/2
4100	4	1/1 or 1/2
5100	3	10/1 or 10/2

	Maximum number of LAGs		
Platform	supported	LACP supported ports	
6100	4	1/1 or 1/2	

To configure link aggregation groups, at the site level, navigate to **Configuration > Advanced Settings > LAG** and select the member Ethernet interfaces to form a link aggregation group.

L	AG (i)				
	Name	Ethernet Interfaces	Mode	Transmission Policy	
	LAGO	1/1 1/2 1/3	LACP 🗸	IP+L4 V	
	LAG1	1/1 1/2 1/3	~	~	
	Save				

Once the ports are added to the LAG, you can select the LAGs to configure interfaces under **Site Con-figuration**. These interfaces are further used to configure LAN/WAN links and HA. You cannot change settings for individual member ports, any configuration changes made to the LAG, is automatically pushed to the member ports.

	erify Config 01 Site	Details 02 Device	Details 03 Interfaces	04 WAN Links	05 Routes	06 Summa
nterface /	Attributes					
eployment I	Mode [*] Int	terface Type *	Security *	Interface Name		
Edge (G	iateway) 🗸 🗸	WAN	Untrusted	V WAN-1		
LAGO	1/1 1/4-MGMT I	.TE-1				
LAG0 /irtual Inte + Suk	1/1 1/4-MGMT L erfaces -Interface	.TE-1				
LAGO /irtual Inte + Suk	1/1 1/4-MGMT L erfaces e-Interface Routing Domain	TE-1 Firewall Zone	IP Address	VIF Name	Actions	

In the **Interfaces** section, click **Link Aggregation Group** to quickly change the LAG configuration if necessary.

Lir	nk Aggregat	ion Groups		
	Name	Ethernet Interfaces	Mode	Transmission Policy
	LAG0	1/1 1/2 1/3	~	~
	LAG1	1/1 1/2 1/3	Active-Backup 🗸	None 🗸
	Cancel	Done		

You can view the details of the interfaces that are configured with LAG and LACP under **Reports > Appliance Reports > LACP LAG Group**. For more information, see Appliance reports.

Appliance settings

June 28, 2022

Citrix SD-WAN Orchestrator for On-premises allows you to configure the appliance settings, at the site level and push it to the remote appliances.

You can configure the user, network adapters, NetFlow, AppFlow, SNMP, Fallback configuration, and Purge flow settings.

Note

The option to configure appliance settings is not available while creating or editing a site template.

If HA is configured, select the primary or secondary appliance for which you want to change the appliance settings.

Select Device	
Primary ~	
Primary Secondary	

Administrative interface

The administrative interface allows you to add and manage the local and remote user accounts. The remote user accounts are authenticated through the RADIUS or TACACS+ authentication servers.

Manage users

You can add new user accounts for the site. To add a new user, navigate to **Configuration > Appliance** Settings > Administrator Interface > Manage Users, and click +User.

Manage Users		
+ User		
Note: Deleting a user will also delete lo	cal files for that user.	
User Name		
~	Delete Selected User	

Provide the following details:

- User Name: The user name for the user account.
- **New Password**: The password for the user account.
- Confirm Password: Reenter the password to confirm it.
- User level: Select one of the following account privileges:
 - **Admin**: An Admin account has read-write access to all the settings. An admin can perform configuration and software update to the network.
 - **Viewer**: A Viewer account is a read-only account with access to Dashboard, Reporting, and Monitoring sections.
 - **Network Admin**: A Network Administrator has read-write access to the Network setting and read-only access for other settings.
 - **Security Admin**: A Security Administrator has read-write access for the Firewall / Security related settings read-only access for other settings.

Note

Security administrator has the authority to disable the write access to the firewall for other users (Admin/Viewer).

Manage Users	
User Name *	
admin	
New Password *	
•••••	
Confirm Password *	

User Level *	
admin	~
Cancel	Save

To delete a user, select a user name and click **Delete Selected User**. The user account and the local files are deleted.

Change local user password

To change the local user password, navigate to **Configuration > Appliance Settings > Administrative** Interface > User Accounts > Change Local User Password and provide the following values:

- **User Name**: Select a user name for which you want to change the password from the list of users configured at the site.
- Current Password: Enter the current password. This field is optional for admin users.
- **New Password**: Enter a new password of your choice.
- Confirm Password: Reenter the password to confirm it.

User Accounts	RADIUS	TACACS+		
- 1 1 1 1 1				
Change Local	User Passwo	ord		
User Name *				
admin		\sim		
Current Password	I			
•••••				
New Password *				
•••••				
Confirm Password	*			
•••••				
Save				

RADIUS authentication server

RADIUS enables remote user authentication on the appliance. To use RADIUS authentication, you must specify and configure at least one RADIUS server. Optionally, you can configure redundant backup RADIUS servers, up to a maximum of three. The servers are checked sequentially. Ensure that the required user accounts are created on the RADIUS authentication server.

To configure RADIUS authentication, navigate to Configuration > Appliance Settings > Administrative Interface > RADIUS, and click Enable RADIUS.

Note

You can either enable RADIUS or TACACS+ authentication on a site. You cannot enable both at the same time.

Provide the host IP address of the RADIUS server and the authentication port number. The default port number is 1812. Enter a Server key and confirm it, it is a secret key used to connect to the RADIUS server. Specify the time interval to wait for an authentication response from the RADIUS server. The timeout value must be less than or equal to 60 seconds.

Note

The **Server Key** and **Timeout** settings are applied to all the configured servers.

G	Administrator Interface	NetFlow Host Settings	Network Adapters	AppFlow Host Se	ttings SNMP	Fallback Configuration	
User Accounts	RADIUS TACACS+						
Radius Settin	gs						
🗸 Enable RA	DIUS						
Server 1:	IP Address 10.102.72.41		Authentication Port* 1812				
Server 2:	IP Address 10.102.72.56		Authentication Port 1812				
Server 3:	IP Address		Authentication Port				
Server Key:							
Confirm Serve	r Key:						
Timeout:	10						
Save	I						

TACACS+ authentication server

TACACS+ enables remote user authentication on the appliance. To use TACACS+ authentication, you must specify and configure at least one TACACS+ server. Optionally, you can configure redundant backup TACACS+ servers, up to a maximum of three. The servers are checked sequentially. Ensure that the required user accounts are created on the TACACS+ authentication server.

To configure TACACS+ authentication, navigate to **Configuration** > **Appliance Settings** > **Administrative Interface** > **TACACS+** and click **Enable TACACS+**.

Note

You can either enable RADIUS or TACACS+ authentication on a site. You cannot enable both at the same time.

- 1. Select the encryption method to send the user name and password to the TACACS+ server.
- 2. Provide the host IP address of the TACACS+ server and the authentication port number. The default port number is 49.
- 3. Enter a Server key and confirm it. It is a secret key used to connect to the TACACS+ server.
- 4. Specify the time interval to wait for an authentication response from the TACACS+ server. The timeout value must be less than or equal to 60 seconds.

Note

The **Authentication type**, **Server Key**, and **Timeout settings** are applied to all the configured servers.

Tacacs Settings			
Enable TACACS			
	IP Address*	Authentication Port*	
Server 1:	10.102.75.41	49	
	IP Address	Authentication Port	
Server 2:	10.102.75.46	49	
	IP Address	Authentication Port	
Server 3:			
Authentication Type:	• PAP ASCII		
Server Key:			
Confirm Server Key:			
Timeout:	10		
Save			

NetFlow host settings

NetFlow Collectors collect IP network traffic as it enters or exits an SD-WAN interface. You can determine the source and destination of traffic, class of service, and the causes for traffic congestion using NetFlow data. For more information, see <u>Multiple NetFlow Collector</u>.

You can configure up to three NetFlow hosts. To configure NetFlow host settings, navigate to **Configuration** > **Appliance Settings** > **NetFlow Host Settings**. Select **Enable NetFlow** and provide the IP Address, and Port number of the NetFlow host.

NetFlow Host \$	Settings		
🗸 Enable NetF	low		
	IP Address*	Port [*]	
NetFlow Host 1:	10.102.72.41	2055	
	IP Address	Port	
NetFlow Host 2:			
	IP Address	Port	
NetFlow Host 3:			
Save			

Network adapters

For Citrix SD-WAN appliances, you can manually change the management network preference, management IP address and other network parameters. You can change the IPv4 address, subnet mask, gateway IP address, IPv6 address, and prefix of the appliance or obtain the IP address automatically by enabling DHCP or SLAAC (only for IPv6 addresses). For more information, see Dynamic host configuration protocol.

Note

- You cannot change the IP address, if the interface is used for in-band management. For more information on in-band management, see In-band management.
- The In-band option works only if you have configured a data port as the In-band management port and Internet service is configured. Ensure that you have the configuration to support In-band management for the SD-WAN appliance, prior to setting the management preference.
- The Management Network Preference (In-band and Out-of-band) section is visible if the appliance is running a software version of 11.4.2 or later.

To configure the network adapter settings, navigate to **Configuration** > **Appliance Settings** > **Network Adapter**.

Administratice Net	iter Network Adapters	AppFlow SNM	Falback	DateTime Syste	Overlay Soft-Reset Actions	Certificate Authentication	Mobile Broadband Status	Mobile Broadband Settings	
Management Network Preference									
Out-Of-Band In-Band									
IP Address									
IPv4 Protocol Datale Pv4 Datale DHCP Protocol Protocol			Subret Wash			California d' Address			
Pv6 Protocol Enable Pv6 Enable SLAC									
Public DHCP Public DHCP						Pata			
DNS Settings									
Primary DNS			Secondary DNS						
Save									

AppFlow host settings

AppFlow and IPFIX are flow export standards used to identify and collect application and transaction data in the network infrastructure. This data gives better visibility into application traffic utilization

and performance.

The collected data, called flow records are transmitted to one or more IPv4 collectors. The collectors aggregate the flow records and generate real-time or historical reports. For more information, see AppFlow and IPFIX.

SNMP

SNMP is used for exchanging management information between network devices. SNMPv1 is the first version of the SNMP protocol. SNMPv2 is the revised protocol, which includes enhancements in protocol packet types, transport mappings and MIB structure elements. SNMPv3 defines the secure version of the SNMP. SNMPv3 protocol also facilitates remote configuration of the SNMP entities.

The SNMP agent collects the management information from the appliance locally and sends it to the SNMP manager whenever it is queried. If the agent detects an emergency event on the appliance, it sends out a warning message to the manager without waiting to be queried for data. This emergency message is called a trap. Enable the required SNMP version agents, the corresponding traps, and provide the required information. For more details see, SNMP.

To configure SNMP settings, navigate to Configuration > Appliance Settings > SNMP

SNMP
UDP Port:
161
System Description:
Citrix Virtual WAN Appliance
System Contact:
support@citrix.com
System Location:
SNMP v1/v2
Enable v1/v2 Agent
Community String:
public
Enable v1/v2 Traps
Destination IP Address(es):
Port:
162
SNMP v3
Enable v3 Agent
User Name:
Password:
Verify Password:
Authentication:
MD5 V
Encryption:
None ~
Enable v3 Traps
Destination IP Address(es):
Port:
162
User Name:
Password:
Verify Password:
Authentication:
MD5 V
Encryption:
None 🗸
Save

Fallback configuration

Fallback configuration ensures that the appliance remains connected to the zero-touch deployment service if there is a link failure, configuration mismatch, or software mismatch. Fallback configuration is enabled by default on the appliances that have a default configuration profile. You can also edit the fallback configuration as per your existing LAN network settings. For more information, see Fallback configuration.

Flows

The flows section allows you to enable or disable Citrix Virtual WAN service on the appliance. Enabling the service enables and starts the Virtual WAN daemon. An option to enable Citrix Virtual Wan Service is available if the service is disabled.



Disable Citrix Virtual WAN service

The **Disable Citrix Virtual WAN Service** option is available if the service is enabled. Disabling the service stops the Virtual WAN daemon on the appliance.

You can choose to collect a diagnostic dump of the Virtual WAN network before disabling the Citrix Virtual WAN service.



Restart dynamic routing

You can restart the dynamic route learning process through OSPF and BGP routing protocols. The restart dynamic routing option is provided for troubleshooting only.

Warning

Restarting dynamic routing might result in network outage.



Virtual paths

You can choose to enable or disable the virtual path between 2 sites. You can either choose the underlying individual paths, in either directions, or the overlay virtual path. Disabling individual paths, disables the entire virtual path.

Note

All paths are re-enabled after restarting the Citrix Virtual WAN Service.



All paths on WAN link

You can choose to enable or disable WAN links between 2 sites Disabling all WAN links, disables the Virtual path.

Note

All the WAN links are re-enabled after restarting the Citrix Virtual WAN Service.

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All Paths on WAN Link
Enable 🗸 WAN Link: London-Internet-AOL-1 🗸
Notes: Disabling all paths in either direction will cause the entire virtual path to be disabled. Disabling paths for a WAN Link is not persistent across Citrix Virtual WAN Service restart operations. All paths will be re-enabled after a restart.
Submit

Purge all current flows

Purging flows ends all the current flows, clears the flow tables, re-establishes flow connections, and repopulates the flow table.

Purge All Current Flows
Note: Purging flows may disconnect network connections, thereby requiring those connections to be reestablished.
Purge All Flows

Date and time

You can change the date and time of the appliance either manually or by using an NTP server. To configure date and time manually, ensure that the **Use NTP server** option is not selected and provide the date and time.

Date/Time Settings

NTP Settings		
Use NTP Server		
NTP Server 1		
time.nist.gov		
NTP Server 2		
NTP Server 2		
NTP Server 3		
NTP Server 3		
NTP Server 4		
NTP Server 4		
Date/Time Settings Date		
01/03/2021		
Time		

If you select the **Use NTP server** option, then you cannot manually enter a current date and time. You can specify up to 4 NTP servers, but you must specify at least one. These act as backup NTP servers, if one server is down the appliance automatically synchronizes with the other NTP server. If you specify a domain name for an NTP server, you must also configure a DNS server unless you have already done so.

Date/Time Settings

1	
Use NTP Server	
P Server 1	
time.nist.gov	
P Server 2	
NTP Server 2	
P Server 3	
NTP Server 3	
P Server 4	
NTP Server 4	
ate/Time Settings	
te	
01/03/2021	
ne	
6:23 AM	

If the time zone has to be changed, change it before setting the date and time, or else your settings do not persist. Reboot the appliance after changing the time zone.

Timezone Settings
After changing the timezone setting, a reboot will be necessary for the timezone changes to take full effect.
Until then, some logs will continue to use the actual timezone setting in effect at the time of the last reboot, even though events timestamps may reflect the new setting.
Timezone
UTC 🗸
Save

Syslog server settings

You can configure Syslog server settings of SD-WAN appliances using Citrix SD-WAN Orchestrator for On-premises. By enabling Syslog settings, you can send system alerts and event details of SD-WAN appliances to an external Syslog server. However, you must select the event type on the SD-WAN appliance UI by navigating to **Configuration** > **Appliance Settings** > **Logging/Monitoring** > **Alarm Options**. For more information, see Configure Alarms.

	Admin Interface	NetFlow	Network Adapters	AppFlow	SNMP	Fallback	DateTime	Syslog	Overlay Soft-Reset Actions	Mobile Broadband Status
Syslog	Server Setting	ţs								
🗸 Enab	ole Syslog Messages									
Server IP	Address									
34.2	4.53.44									
Server Po	rt									
🗸 Auth	entications to Syslog	ŝ								
✓ Firev	vall Logs to Syslog									
Sav	ve									

The following Syslog server settings are configurable through Citrix SD-WAN Orchestrator for On-premises:

- Enable Syslog Messages: Enable or disable sending logs or event messages to Syslog server.
- Server IP Address: IP address of the Syslog server.
- Server Port: Port number of the Syslog server.
- Authentication to Syslog: Enable or disable sending authentication logs or event messages to the Syslog server.
- Firewall Logs to Syslog: Enable or disable sending firewall logs to the Syslog server.

Certificate authentication

Citrix SD-WAN Orchestrator for On-premises ensures that secure paths are established between appliances in the SD-WAN network by using security techniques such as network encryption and virtual path IPsec tunnels. In addition to the existing security measures, certificate based authentication is introduced in Citrix SD-WAN Orchestrator for On-premises.

Certificate authentication allows organizations to use certificates issued by their private Certificate Authority (CA) to authenticate appliances. The appliances are authenticated before establishing the virtual paths. For example, if a branch appliance tries to connect to the data center and the certificate from the branch does not match with the certificate that the data center expects, the virtual path is not established.

The certificate issued by the CA binds a public key to the name of the appliance. The public key works with the corresponding private key possessed by the appliance identified by the certificate.

To enable appliance authentication, at network level, navigate to **Configuration** > **Security** > **Network Security** and select **Enable Appliance Authentication**. Click **Save**.

Network Security 🔅
Network Security Settings
Encryption
AES-128 ~
 Enable Encryption Key Rotation Enable Extended Packet Encryption Header Enable Extended Packet Authentication Trailer
Extended Packet Authentication Trailer Type
Enable FIPS Mode Enable Appliance Authentication
Save Network Secure Key
Regenerate

During deployment, if the appliance authentication is enabled but a PKI certificate is not installed in the appliance, then the staging shows failed status.

urrent Deployme	Deployment History	Change Management Set	ttings Site Details					
Software Versio	on:							
Cancel Sta	age	×	Activate	Ignore Inco	omplete		(Settings
0/2				Staged Appliances				
0/2				out of the other				
				Activated Appliances				
Total Appliances		Ready For Activation	Activa	ted	Failed		Offline	
2		0	0		1		0	
					Search			Q
							Export as	CSV Export as PDF
Online	Site	Status				HA State	Software Version	Actions
Yes	S1	Staging in Progress				Not Configured	1000 million (1000 million)	5
Yes	S2	Staging Failed(ER613 -	PKI Cert Not Installed)	h		Not Configured	1.	10
				v	Pag	e Size: 50 🗸 Showin	g 1-2 of 2 items Page	ofi 🐳 🔿

View certificate

You can go to the device detail page to verify if the PKI Certificate is installed or not. To do that, navigate to **Configuration** > **Network Home** > click the **Action** symbol for the site you want to verify the certificate > click **View Details**.

Network Sites							Site Group:	All 🗸 🗸	d Sites 🗸 🗸	More		
2 TOTAL SITES	0 CRITICAL	0 WARNING	2 NORMAL	0 INACTIVE	0 UNKNOWN				Search			Q
											Export	t as CSV Export as PDF
Site Name						Role	Overlay Status	Model	Bandwidth Tier	Orchestrator Connectivity	Serial No	Actions
S1						MCN	NORMAL	VPX-SE	500 Mbps	PRIMARY ACTIVE ONLINE	826EBE8	View Details
S2						Branch	NORMAL	VPX-SE	500 Mbps	PRIMARY ACTIVE ONLINE	92295A28	Clone
												Delete
									Dage Si	50 V Showing 1.2 of	2 items Da	Reboot
									Page 50	ter ov - anowing 1-2 of	e noons Pa	Reset
												Update Password

The following screen populates with the site and device details:

Site Name	S2
Site Role	Branch
Device Model	VPX-SE
Sub-Model	BASE
Bandwidth Tier	500
Device Details	
Device Name	Primary
Orchestrator Connectivity	Yes
	REPORT AND ANY ANY CONCERNMENT
Serial No.	
Serial No. Management IP	11-12-10-10

Under the **Device Details** section, you can view the PKI certificate installation status.

Upload identity bundle

The Identity bundle includes a private key and the certificate associated with the private key. You can upload the appliance certificate issued by the CA into the appliance. The certificate bundle is a PKCS12 file, with .p12 extension. You can choose to protect it with a password. Drag and drop the PKCS12 file, enter a password and click **Upload**. If you leave the password field blank, it is treated as no password protection.

Upload Certificate Authority Bundle (PKCS12)
Click here or drag and drop a Certificate Authority Bundle to upload. Allowed file types are .p12
Upbad

Upload certificate authority bundle

Upload the PKCS12 bundle that corresponds to the certificate signing authority. The certificate authority bundle includes the complete chain of signatures, the root, and all the intermediate signatory authority. Drag the PKCS12 bundle and click **Upload**.



Create certification signing request

The appliance can generate an unsigned certificate and create a Certificate Signing Request (CSR). To create a CSR for an appliance, provide the organization name, unit, town/city, province/region/-county/city, country, and email address. The appliance common name is the site name that is auto populated and non-editable. Click **Create CSR**.

Common Name:	Business name / Organization:*				
S2					
Department Name / Organizational Unit: *	Town / City: *				
Province, Region. County or State: *	Country: "				
Email address:*					
Create CSR					

Manage certificate signing request

Once the CSR is generated successfully from the back end, you need to download the CSR from the appliance and get it signed by its CA, upload it back to the appliance in PEM or DER formats. This is used as an Identity certificate for the appliance. First upload the CA to sign the certificate.

Upload Certificate Authority Bundle (PKCS12)	
Click here or drag and drop a Certificate Authority Bundle to upload. Allowed file types are .p12	
cert.p12	
Upload Successful	

Once the CA is uploaded, upload the signed CSR.

Manage Certificate Signing Request (CSR)								
Certificate Signing Request: Download CSR								
Click here or drag and drop a Signed CSR to upload. Allowed file types are .pem, .der								
servercert.pem Upload Upload Successful	4							

Certificate revocation list manager

A Certificate Revocation List (CRL) is a published list of certificate serial numbers that are no longer valid in the network. The CRL file is periodically downloaded and stored locally on all the appliance. When a certificate is being authenticated the responder examines the CRL to see if the initiators certificate was revoked already. Citrix SD-WAN currently supports version 1 CRLs in PEM and DER format.

To enable CRL, select the CRL enabled check box. Provide the location where the CRL file is maintained. HTTP, HTTPS, and FTP locations are supported. Specify the time interval to check and download the CRL file, the range is 1–1440 minutes. Click **Upload Settings**.

Certificate Revocation List Management (CRL)	
CRL Enabled:	
CRL URI:	
http://example.com	
CRL Update Interval (Minutes): *	
300	
Update Settings	

Note

The reauthentication period for a virtual path can be between 10–15 minutes, if the CRL update interval is set to a shorter duration, the updated CRL list might include a currently active serial number. Make an actively revoked certificate available in your network for a short duration.

Mobile broadband settings

Citrix SD-WAN Orchestrator for On-premises allows you to connect a Citrix SD-WAN appliance from your branch site to a network using a mobile broadband connection.

To configure the mobile broadband settings, at the site level, navigate to **Configuration > Appliance** Settings > Mobile Broadband Settings.

Currently, the mobile broadband settings can be configured on Citrix SD-WAN 110 and Citrix SD-WAN-210 appliances.

You can configure the following mobile broadband settings on Citrix SD-WAN Orchestrator for Onpremises.

SIM PIN status

If you have inserted a SIM card that is locked with a PIN, the SIM state is **Enabled**. You cannot use the SIM card until it is verified using the SIM PIN. You can obtain the SIM PIN from the carrier. Click **Verify**.

Enter the SIM PIN provided by the carrier and click **Verify**.

Disable SIM PIN You can disable SIM PIN functionality for a SIM for which SIM PIN is enabled and verified. Click **Disable**. Enter the SIM PIN and click **Disable**.

Enable SIM PIN To enable the SIM PIN, click **Enable**. Enter the SIM PIN provided by the carrier and click **Enable**.

If the SIM PIN state changes to **Enabled and Not Verified**, it means that the PIN is not verified, and you cannot perform any operations until the PIN is verified.

Click Verify PIN. Enter the SIM PIN provided by the carrier and click Verify PIN.

Modify SIM PIN Once the PIN is in **Enabled and Verified** state you can choose to change the PIN.

Click **Modify**. Enter the SIM PIN provided by the carrier. Enter the new SIM PIN and confirm it. Click **Modify**.

Unblock SIM If you forget the SIM PIN, you can reset the SIM PIN using the SIM PUK obtained from the carrier.

To unblock a SIM, click **Unblock**. Enter the SIM PIN and SIM PUK obtained from the carrier and click **Unblock**.

Note

The SIM card gets permanently blocked with 10 unsuccessful attempts of PUK, while unblocking the SIM. Contact the carrier service provider for a new SIM card.

APN settings

To configure the APN settings, enter the APN, username, password, and authentication provided by the carrier. You can choose from **PAP**, **CHAP**, or **PAPCHAP** authentication protocols. If the carrier has not provided any authentication type, set it to **None**.

Network settings

You can select the mobile network on Citrix SD-WAN appliances that support internal modems.

Roaming

The roaming option is enabled by default on your devices. You can choose to disable it.

Manage Firmware

Every appliance that has LTE enabled will have a set of available firmware. You can select from the existing list of firmware or upload a firmware and apply it. If you are unsure of which firmware to use, select the AUTO-SIM option to allow the LTE modem to choose the most matching firmware based on the SIM card inserted in the appliance.

Note

Currently, the firmware can be applied only on SD-WAN SE 210 LTE appliances.

Enable/Disable modem

Enable or disable the modem depending on your intent to use the broadband functionality. By default, the modem is enabled.

Reboot modem

Reboots the modem. This process can take up to 3-5 minutes for the reboot operation to complete.

Refresh SIM

Use this option when you hot swap the SIM card to detect a new SIM card.

<pre>body be Broadband Operations prove the Status to the second to the</pre>	Admin Interface NetFlow Network Adapters	AppFlow SNMP Fa	allback DateTime	Syslog	Overlay Soft-Reset Actions	Certificate Authentication	Mobile Broadband Status	Mobile Broadband Settings
<pre>status terustation terustation</pre>	Mobile Broadband Operations							
Event More SMP Stand (MM Org) Pit Mar NA	Modem Type							
SM PN State (SM Oni Ni A Ni A tone State State	Internal Modern	~						
No Status Skol Ooj No Status Skol Ooj No Skol Skol Ooj No Skol Skol Ooj Adventation No Skol Skol Ooj								
Notes NA PN destessing . PN destessing <td>SIM PIN Status (SIM One)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	SIM PIN Status (SIM One)							
Image Finance Contract manage i Image Finance Contract manage i Image Finance Contract manage i Image Finance d>PIN State N/A</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	PIN State N/A							
Image Frome/Provide Code of the statistic file. Image Frome/Provide Image From/Provide Image Fr	PUK Retries Remaining							
AN Strings	Enable Verify Modify	Unblock						
API Settings antentiation Interior Read Approx Reading Reading Badded Color Marage Formware Color, Hight The subset of file. Color, Tight The subset of file. Color, Co								
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Disable Reboot Modern Reboot	Enable/Disable Modem							
Reboot Modem Reboot	Disable							
Reboot Modern								
Reboot	Reboot Modem							
	Reboot							
SIM Card (SIM One)	SIM Card (SIM One)							
Refresh SIM	Refresh SIM							

Mobile broadband status

The Mobile broadband status section displays the status of your broadband configuration settings. To view the mobile broadband status, at the site level, navigate to **Configuration** > **Appliance Settings** > **Mobile Broadband Status**. You can view the status of your device and the active SIM.

Admin Interface NetFlow Network Adapters AppFlow SNMP Fallback Mobile Broadband Settings	DateTime Syslog Overlay Soft-Reset Actions Certificate Authentication Mobile Broadband Status
Nobile Broadband Status	
Modern Type Status Of	
Internal Modem 🗸 Device	×
Status	
Active SIM	SIM Two
Data Service Capability	non-simultaneous-cs-ps
ESN	0
Expected Data Format	802-3
Hardware Revision	10000
IMEI	015724000010437
MEID	86769804038963
MSISDN	
Manufacturer	QUALCOMM INCORPORATED
Max RX Channel Rate (bps)	10000000
Max TX Channel Rate (bps)	5000000
Model	QUECTEL Mobile Broadband Module
Modem Mode	QMI
Networks	gsm umts Ite
Operating Mode	online
Operating Mode HW Restricted	0
PRL Only Preference	0
PRL Version	0
Revision	EG25GGBR07A07M2G
SIM Capability	supported
Software Version	EG25GGBR07A07M2G
Туре	110-WIFI-LTE

Ethernet Interface Settings

The Ethernet Interface status section displays the connectivity status of the ethernet ports, Interface type, MAC address, auto negotiate, and the duplex setting information. To view the ethernet interface settings, at the site level, navigate to **Configuration** > **Appliance Settings** > **Ethernet Interface Settings**. The ports that are administratively down are indicated in red color.

Note

This setting is currently available in read-only mode on the Citrix SD-WAN Orchestrator for Onpremises UI. If you want to modify the Ethernet Interface settings, you can do so by using the new user interface for SD-WAN appliances.
Ethernet Interface Settings

Interface	State	MAC Address	Autonegotiate	Speed	Duplex
0/1	•			1000Mb/s 🗸	Full 🗸
1/1	•			1000Mb/s 🗸	Full 🗸
1/2	•		\checkmark	1000Mb/s 🗸	Full 🗸
1/3	•		\checkmark	1000Mb/s 🗸	Full 🗸
1/4	•		\checkmark	1000Mb/s 🗸	Full 🗸
1/5	•		\checkmark	Unknown 🗸	Unknown 🗸
1/6	•		\checkmark	Unknown 🗸	Unknown 🗸
1/7	•		\checkmark	1000Mb/s 🗸	Full 🗸
1/8	•		\checkmark	1000Mb/s 🗸	Full 🗸
LAG0	•	Device not	\checkmark	Unknown 🗸	Unknown 🗸

In-band management

February 1, 2022

Citrix SD-WAN Orchestrator for On-premises allows you to manage the SD-WAN appliance in two ways, out-of-band management and in-band management. Out-of-band management allows you to create a management IP using a port reserved for management, which carries management traffic only. In-band management allows you to use the SD-WAN data ports for management. It carries both data and management traffic, without having to configure an addition management path.

In-band management allows virtual IP addresses to connect to management services such as web UI and SSH. You can enable in-band management on a trusted interface that is enabled to be used for IP services. You can access the web UI and SSH using the management IP and in-band virtual IPs.

Note

In-band management in Citrix SD-WAN Orchestrator for On-premises is supported for Citrix SD-WAN 11.1.1 and higher.

To enable in-band management on a virtual IP, at the site level, navigate to **Configuration** > **Site Configuration** > **Interfaces**. Select the virtual IP to be used as the In-band management port. You can use the **InBand Management IP** or **InBand Management IPv6** to access the web UI and SSH.

Note

In-band management is supported on LAN ports only.

Verify C	Config 01 Site	Details	2 Device Details 03 Interfaces	04 WAN Links	05 Routes 06 Summary
+ Interface	+ HA I	nterface 🚿	/		
n-band Managemen None	t IP In-band Mar	nagement IPv6	In-band Management DNS	n-band Management DNS /6 None ~]
Interface Name	Port(s)	VLAN ID	IP Address	Actions	
1,0001			172 H.M. R. H. H. M.	Ē	
10010-1			121631-024, MR08-0264	Ī	
10010-2			172 H.M. 1010A, MRNH 10464	Ē	
1.489.2			172.00.00 (UDA, MRAA (UDA	1	

For detailed procedure on configuring a virtual IP address, see Interfaces.

The In-band management IP also acts as a back-up management IP. It is used as the management IP address if the management port is not configured with a default gateway. Select the **DNS proxy** to which all DNS requests over the in-band management plane is forwarded to. For information on configuring DNS proxy, see DNS proxy.

For use cases where the appliance connectivity to Citrix SD-WAN Orchestrator for On-premises toggles between management and in-band ports, configure **InBand Management DNS** or **InBand Management DNS V6** to ensure uninterrupted Citrix SD-WAN Orchestrator for On-premises connectivity.

In-band provisioning

The need to deploy SD-WAN appliances in simpler environments like home or small branches has increased significantly. Configuring separate management access for simpler deployments is an added overhead. Zero-touch deployment along with the in-band management feature enables provisioning and configuration management through designated data ports. Zero-touch deployment is supported on the designated data ports and there is no need to use a separate management port for Zero-touch deployment.

You can provision an appliance in the factory shipped state, that supports in-band provisioning by connecting the data or management port to the internet. The appliances that support in-band provisioning have specific ports for LAN and WAN. The appliance in the factory reset state has a default configuration that allows to establish a connection with the zero-touch deployment service. The LAN port acts as the DHCP server and assigns a dynamic IP to the WAN port that acts as a DHCP client. The WAN links monitor the Quad 9 DNS service to determine WAN connectivity.

Once the IP address is obtained and a connection is established with the zero-touch deployment service the configuration packages are downloaded and installed on the appliance. For information on zero-touch deployment through the Citrix SD-WAN Orchestrator for On-premises, see Zero Touch Deployment.

Note

- In-band provisioning is applicable to all the platforms. However, default configuration is enabled only on Citrix SD-WAN 110 and VPX platforms because the other platforms are shipped with an older software version.
- For day-0 provisioning of SD-WAN appliances through the data ports, the appliance software version must be Citrix SD-WAN 11.1.1 or higher.

The default configuration of an appliance in factory reset state includes the following configurations:

- DHCP Server on LAN port
- DHCP client on WAN port
- QUAD9 configuration for DNS
- Default LAN IP is 192.168.101.1/24 for Citrix SD-WAN appliances with factory image 11.1.1.39.
- Default LAN IP is 192.168.0.1/24 for Citrix SD-WAN 110 appliance with factory image 11.0.4.
- Grace License of 35 days.

Once the appliance is provisioned, the default configuration is disabled and overridden by the configuration received from the zero-touch deployment service. If an appliance license or grace license expires, the default configuration is activated, ensuring that the appliance remains connected to the zero-touch deployment service and receives the license managed service.

Fallback configuration

Fallback configuration ensures that the appliance remains connected to the zero-touch deployment service if there is a link failure, configuration mismatch, or software mismatch. Fallback configuration is enabled by default on the appliances that have a default configuration profile. You can also edit the fallback configuration as per your existing LAN network settings.

The fallback configuration retains the connectivity to appliance through the appliance in-band management IP and Citrix SD-WAN Orchestrator service in the following scenarios:

- Where the t2_app crashes
- you attempt to perform the configuration reset

In a scenario, where an appliance has in-band management configured and you perform manual configuration reset or the t2_app crashes more than four times in 120 seconds due to user configuration. In such framework, the service gets disabled and hence you lose connectivity to Citrix SD-WAN Orchestrator service and the appliance.

But if you had fallback configuration enabled, then you get below features:

- Basic in-band access to management features (Web UI/SSH/SNMP)
- Ability for appliance connects to outside services over an in-band port (Citrix SD-WAN Orchestrator service/ZTD)

For such scenarios, instead of disabling the service appliance comes back with fallback configuration with service enabled. The connectivity to Citrix SD-WAN Orchestrator service and the appliance through the in-band management IP remains intact as long as the link has internet connectivity.

Note

After the initial appliance provisioning, ensure that the fallback configuration is enabled for zerotouch deployment service connectivity.

If the fallback configuration is disabled, you can enable it through Citrix SD-WAN Orchestrator service at the site level by navigating to **Configuration** > **Appliance Settings** > **Fallback** and click **Enable Fallback** Configuration.

C DASHBOARD	Administrator Interface NetFlow Host Settings	Network Adapters AppFlow Host Settings SNI	MP Fallback DateTime Syslog Flows Mobile Broadband	Status
REPORTS >	ш -			
	'Day 0' Default / 'Day N' Fallback Config			
CONFIGURATION V	The fallback configuration provides basic network functionality	when a critical failure occurs and the system can no longer f	unction.	
Site Configuration Advanced Settings >	Enable Fallback Configuration			Reset
Appliance Settings	LAN Settings			
WAN-OP Settings	VLAN ID	IP Address		
	0	192.168.101.1/24		
C TROUBLESHOOTING >	Enable DHCP Server			
	DHCP Start	DHCP End		
	192.168.101.50	192.168.101.250		
	Junamic DNS Servers			
	DNS Server	Alt DNS Server		
	Internet Access			

To customize the fallback configuration as per your LAN network, edit the values for the following LAN settings as per your network requirements. This is the minimum configuration required to establish a connection with the zero-touch deployment service.

- VLAN ID: The VLAN ID to which the LAN port must be grouped.
- **IP Address**: The virtual IP address assigned to the LAN port.
- **Enable DHCP Server**: Enables the LAN port as the DHCP server. The DHCP server assigns dynamic IP addresses to the WAN port.
- **DHCP Start and DHCP End**: The range of IP addresses which DHCP uses to assign an IP to the WAN port dynamically.
- Dynamic DNS Server: Enables the LAN port as the domain name server.
- **DNS Server**: The IP address of the primary DNS server.
- Alt DNS Server: The IP address of the secondary DNS server.
- Internet Access: Permit internet access to all LAN clients without other filtering.

Day O' Default / 'Day N' Fallback Co	nfig		
The fallback configuration provides basic network	functionality when a critical failure occurs and the system of	I can no longer function.	
Enable Fallback Configuration			Reset
LAN Settings			
VLAN ID	IP Address		
0	192.168.101.1/24		
C Enable DHCP Server			
DHCP Start	DHCP End		
192.168.101.50	192.168.101.250		
Dynamic DNS Servers			
DNS Server	Alt DNS Server		
✓ Internet Access			

Configure the mode for each port. The port can be a LAN port or a WAN port or can be disabled. The ports displayed depend on the appliance model. Also, set the port bypass mode to **Fail-to-Block** or **Fail-to-wire**.

The following table provides the details of pre-designated WAN and LAN ports for fallback configuration on different platforms:

Platform	WAN Ports	LAN Ports
110	1/2	1/1
110-LTE	1/2, LTE-1	1/1
210	1/4, 1/5	1/3
210-LTE	1/4, 1/5, LTE-1	1/3
VPX	2	1
410	1/4, 1/5, 1/6	1/3 (FTB)
1100	1/4, 1/5, 1/6	1/3 (FTB)

Port Settings							
Port		Mode					
1	⊖ WAN	• LAN	O Disabled				
2	• WAN	\bigcirc LAN	O Disabled				
3	⊖ WAN	\bigcirc LAN	• Disabled				
4	⊖ WAN	\bigcirc LAN	• Disabled				
5	⊖ WAN	\bigcirc LAN	• Disabled				
6	⊖ WAN	\bigcirc LAN	• Disabled				
7	⊖ WAN	\bigcirc LAN	• Disabled				
8	⊖ WAN	\bigcirc LAN	• Disabled				
MGT	O WAN	\bigcirc LAN	• Disabled				
Unassigned Port Bypass Mode							
Fail to Block	\sim						

The WAN ports can be configured as independent WAN Links using the DHCP client and monitor the Quad9 DNS service to determine WAN connectivity. You can configure WAN IPs/static IPs for the WAN ports in the absence of DHCP to use In-band management for initial provisioning.

Note

You can only configure the Ethernet ports with the static IPs. The static IPs are not configurable with LTE-1 and LTE-E1 ports. Though you can add the LTE-1 and LTE-E1 port as WAN, the configuration fields remain non-editable.

When you add a WAN port, it is added under the **WAN Settings (Port: 2)** section with the **Enable DHCP** check box selected by default. If the **DHCP Mode** check box is selected, the **IP Address**, **Gateway IP Address**, and the **VLAN ID** text fields are grayed out. Clear the **Enable DHCP** check box, if you want to

configure static IP.

WAN Settings				
Port	DHCP Mode IP Address	Gateway IP Address	Vlan ID	WAN Tracking IP
2	Enable DHCP		0	9.9.9.9

By default, the **WAN Tracking IP Address** field is auto filled with the 9.9.9.9. You can change the address as needed.

Note

If you are selecting the **Dynamic DNS Servers** check box, ensure to add/configure at least one WAN port with the **DHCP Mode** selected.

To reset the fallback configuration to default configuration at any time, click **Reset**.

Note

It is recommended to enable fallback configuration on all appliances that are connected to Orchestrator through the In-band/Management Port connected to LAN subnet. Ensure that the default fall-back configuration is set up as per your network subnet requirements.

Port failover

Citrix SD-WAN Orchestrator for On-premises also allows to fail over management traffic seamlessly to the management port when the data port goes down and conversely. If an appliance can connect to the internet through both the management and in-band ports, the management port is chosen for zero-touch deployment.

On rebooting the appliance, if internet is available over the in-band port and not the management port, the appliance is connected to the Citrix SD-WAN Orchestrator for On-premises immediately.

Once the connection is established, a service agent running on the appliance sends the heartbeat information to the Citrix SD-WAN Orchestrator for On-premises every 10 seconds. If the Citrix SD-WAN Orchestrator for On-premises does not receive the heartbeat for 5 minutes, the In-band port failover is activated. Citrix SD-WAN Orchestrator for On-premises reports the appliance as offline during this period.

On rebooting the appliance, if internet is not available over both the management and in-band port and once internet connection is re-established, the service agent takes about 5 minutes to restart and establish a connection.

Ensure that the **Preserve route to internet from link even if all associated paths are down** option is enabled at the network level, **Configuration** > **Delivery Services** > **Internet**. Ensuring that the

connectivity to the Citrix SD-WAN Orchestrator for On-premises is maintained even if the virtual path is down.

Verify Config	Service & Bandwidth		
Internet Service			
Service Name	Cost 5		
Advance Settings			
✓ Preserve route to In	iternet from link even if all associated i	paths are down	
Cancel	Save		

Configurable management or data port

In-band management allows the data ports to carry both data and management traffic, eliminating the need for a dedicated management port. It leaves the management port unused on the low end appliances, which already have low port density. Citrix SD-WAN allows you to configure the management port to operate as either a data port or a management port.

Note

You can convert the management port to data port only on the following platforms.

- Citrix SD-WAN 110 SE/LTE
- Citrix SD-WAN 210 SE/LTE

While configuring a site, use the management port in your configuration. After the configuration is activated, the management port is converted to a data port.

Note

You can configure a management port only when in-band management is enabled on other trusted interfaces on the appliance.

To configure a management interface, at the site level, navigate to **Configuration** > **Site Configuration** > **Interfaces** and select the MGMT interface. For more information on configuring interface groups, see Interfaces.

Verify Config	of Site Details	02 Device Details	03 Interfaces	04 WAN Links	05 Routes	06 Summary
Interface Attributes						
Deployment Mode*	Interface Type *	Security*		face Name LAN-1		
Physical Interface						
Select Interface *	MGMT		Link	Aggregation Group	2	
Virtual Interfaces						
VLAN ID*	Virtual I	nterface Name *				

To reconfigure the management port to perform management functionality, remove the configuration. Create a configuration without using the management port and activate it.

View configuration (Preview)

June 14, 2022

The **View configuration** page provides a consolidated summary of a site's configuration settings. To view the configurations, at the site level, navigate to **Configuration** > **View Configuration**. For more information about site configuration, see Site configuration.

Sites

The **Sites** page displays a summary of the site details. The site summary includes network properties, site properties, and WAN link status. To view the site configuration details, navigate to **Configuration** > **View Configuration** > **Site**.

View Configuration (Preview) (i)

Site Interfaces WAN Links Routes Application Routes Dynamic Routing

Network Properties

Encryption Mode is: aes128 Encryption Rekey is: Enabled

Site Properties

WAN to WAN forwarding is: Enabled Device Model: cbvpx Sub-Modal: BASE Device Edition: SE Site Role: client Bandwidth Tier (Mbps): 20 Gateway ARP Timer (ms): 1000 Primary Device Serial Number: Max dynamic virtual paths configured is: 4

WAN Links

Broadband-ACT-1

Interfaces

The **Interfaces** page displays a summary of the configured interfaces. To view the configuration details of the virtual interfaces, navigate to **Configuration** > **View Configuration** > **Interfaces**.

In-band Management Settings	
Interface Attributes	Virtual Interfaces
Deployment Mode: fail, to, Mock	VIF-2-LAN-1
Security: Invated	Routing Domain: Default_RoutingDomain
Ethernet Interface: 1	Firewall Zone: Default_LAN_Zone
Bridge Pairs: NIA	IP Addresses:
WAN-1	
Interface Attributes	Virtual Interfaces
Deployment Mode: fail, to, block	VIF-INAN-3-VLAN-0
Security: untrusted	Routing Domain: Default, RoutingDomain
Ethernet Interfaces: 3	Firewall Zone: Default,LAN,Zone
Bridge Pairs: NIA	IP Addresses:
WAN-2	
Interface Attributes	Virtual Interfaces
Deployment Mode: fail.to.block	VIF-I-WAN-2
Security: trusted	Routing Domain: Default_RoutingDomain
Ethernet Interfaces: 2	Firewall Zone: Default_LAN_Zone
Bridge Peirs: N/A	IP Addresses:

WAN links

To view the configuration details of the configured WAN links, navigate to **Configuration** > **View Con-figuration** > **WAN Links**.



Routes

To view the route information of the IP routes created, navigate to **Configuration > View Configura**tion > Routes.

Site Interfaces WANLinia Routes Application Routes										
Routes for routing of	Routes for routing domain Default_RoutingDomain :									
Natural Addr	D determy if Addr D	Service Type 0	Service Name	Cest 1	Expert Roote 0	Summary Roote 0	Elightity Based or Generary 1	Eligibility Boost on Turnel 0		
		Internet		4						
	10112	Local		5	Disabled	Disabled	Enabled			
		IPHost		5						
				5						
		(PHost		5						
				5						
		IPHost .		5						
				5						
		Passthrough		65535						
		Discard		65535						
		Passthrough		65535						
		Discard	-	65535	÷	-				

Application routes

To view a summary about the specific application routes, navigate to Configuration > View Configuration > Application Routes.

Vie	View Configuration										
Site	Interfaces	WAN Links	Routes	Application Rout	es Dynamic Rout	ing					
Ro	Routes for routing domain RD1 :										
A	pplication Object		Service Type		Service Name		Cost 🌐	Eligibility Based on Gateway		Eligibility Based on Tunnel	
с	utom_app_test		Internet Break	kout	-		8	-		-	
D	efault_SIA_Conn	ector_App	Internet Break	kout	-		20	-		-	
Ir	ncomplete virtual	protocol	Internet Break	kout	-		21	-		-	
D	istributed Compu	ting Envir	Zscaler		zscalerService		21	-		Enabled	
A	dvance Message	Queuing P	IPSec Tunnel		ipsec2		21	-		Enabled	
Ν	letware Core Prot	ocol	Cloud Direct S	Service	-		45	-		-	
Ν	alformed virtual	protocol	Secure Intern	et Access Servi	citrixSIAService		45	-		Enabled	
с	ustom1_IP		Secure Intern	et Access Servi	citrixSIAService		45	-		Enabled	
C	03650ptimize_InternetBrea Internet Breakout		kout	-		50	-		-		
C	itrix_Cloud_and_	Gateway	Internet Break	kout	-		50	-		-	
Ro	Routes for routing domain RD2 :										
A	pplication Object		Service Type		Service Name		Cost 🌐 🤤	Eligibility Based on Gateway		Eligibility Based on Tunnel	
а	pp23		IPSec Tunnel		ipsec1		3	-		Enabled	

Dynamic routing

To view a summary of the OSPF, BGP, import filter, and export filter configurations, navigate to Configuration > View Configuration > Dynamic Routing.

Citrix SD-WAN Orchestrator for On-premises 14.4

Site	Interfaces	WAN Links	Routes	Application Rou	ites Dynami	c Routing					
OSP Expo Adve SDW Adve BGP Prote Rout	F Enabled ort OSPF Ro ortise Citrix AN Routes ortise BGP F Routes Tag ocol Prefere er ID Settin	ute Type: type SD-WAN Route Tag Value: 22 Routes: Enabled Value: 34 ence: 150 gs:	.5_as_external s: Enabled								
Rou	ting Do‡	Area ID 🌲	Is Stub Area 🗘	Virtual Inte 🗘	Source IP 🌲	Authentica 🗘	Cost 🗘	Network Ty÷	Hello Interv	Dead Interv	Dead Interval $\hat{\mathbb{Q}}$
Def	ault_Ro	23	Disabled	VIF-1-Bridg		None	10	Auto	10	40	40
BGP Loca Adve Adve Prote Rout	Enabled I Autonomo ertise Citrix ertise OSPF pocol Prefere er ID Settin	us System: 1 SD-WAN Route Routes: Enable ence: 100 gs:	s: Enabled ed								

Provider dashboard

October 21, 2020

When you log in as a Citrix partner, the **Provider Dashboard** appears. It offers a bird's eye view of all the SD-WAN customers managed by a service provider.

Provider Dashboard		New Customer
2 0 0 2 0 Total Customers Critical Warning Inactive Norma	Search	Q III III
customer2 INACTIVE ····	customer1 INACTIVE ····	
0 0 0 0 0 0 Total Sites Critical Warning Inactive Normal	OOOOTotal SitesCriticalWarningInactiveNormal	

A color-coded health snapshot of each customer's SD-WAN network is provided, with a provision to drill down into any of them for customer specific details. The dashboard is available in both **Tile View** and **List View**.

The color-coding criteria used for the customer's network are:

- Critical (Red): One or more sites are down
- Warning (Orange): No sites are down but there are one or more critical alerts.

- Normal (Green): No sites are down and there are no critical alerts.
- Inactive (Gray): The network is being configured, but has not been deployed yet.

The color-coding criteria allows administrators to focus on the customers that need their attention.

Customer/Network dashboard

March 30, 2022

The Network Dashboard provides a bird's eye view of an organization's SD-WAN network in terms of health and usage across all the sites. The dashboard captures a summary of the network-wide alerts, uptime of the overlay and underlay paths, highlights usage trends, and provides a global view of the network.

The dashboard summarizes the following aspects of a network, with a provision to drill down for more details.

- Critical Alerts: Running count of the critical health alerts, if any, popping up on the network.
- **Uptime**: Side-by-side comparison of the average uptime offered by the SD-WAN virtual overlay network v/s the physical underlay network
- Usage Trends: Top Apps based on traffic volume and Top Sites based on capacity utilization.
- **Network View**: A visual representation of all the sites across a network, available in both Map View and List View.

The dashboard lists the total number sites in the network and also segregates the sites based on their connectivity status. Select the numbered links to view the sites based on the following status categories:

- **Critical** –Sites that have all the associated virtual paths down.
- Warning Sites that have at least one virtual path down.
- Normal All virtual paths and associated member paths of the site are up.
- Inactive Sites that are in the undeployed and inactive state.
- Unknown Status of the site is unknown.

Clicking the status filters the sites based on their status and displays the details. You can also use the **Search** bar to view the details of a site based on the site name, role, overlay connectivity, model, bandwidth tier, and the serial number parameters.



The map provides a real-time view of the global network with all the organization's sites depicted on a world map, based on their locations. The color of each site reflects its current health.

Following are the color-coding criteria used for each site:

- Critical (Red): At least one overlay virtual path associated with a site is DOWN.
- **Warning (Orange)**: At least one underlay member path is DOWN, but all the overlay virtual paths are UP.
- Normal (Green): All overlay virtual paths and the associated underlay member paths are UP.
- Inactive (Grey): Site is under-configuration and has not been deployed yet.

On hovering over any site, some of the key site-specific details such as the site role, device model, bandwidth tier is displayed. The virtual paths associated with a site show up with suitable color codes that reflect their health. The **List View** provides the same details for each site, summarized as entries in a table.

Clustering

The **Clustering ON** feature monitors the consistency, status, and health of various sites of a cluster or a combination of clusters. The Clustering ON service provides a real-time view of sites that help to monitor the failover and the current state of the site. This **Clustering ON** feature is introduced to manage the high density of sites. It is not recommended to use the clustering off option when there are thousands of sites and it also brings down the performance.



The following table describes the five colors shade that is used for clusters to represent the health of sites:

Color Legends	Description
	All sites in the cluster are green. That means
_	each site has all the virtual paths, and the associated member paths UP
	All sites in the cluster are orange. That means
	each site has at least one member path DOWN,
_	but all virtual paths UP
	All sites in the cluster are red. That means each
	site has at least one virtual path DOWN
	The cluster has a combination of green and
	orange sites
	The cluster has a combination of red and
	non-red sites

You can also verify the network aspect by hovering your mouse on any cluster. The critical or warning alerts are visible on top of the cluster as a pop-up.

If you click the cluster, it zooms into that cluster and shows other clusters. You can see a view bar with

the number of clusters. The arrow option helps to bring you back one step. Click the **Close (X)** button to resume to the original page.

Network Dashboa	rd 📿							Relative Tim	e 🗸 Interval:	Last 1 Hour \lor	Site Group:	All 🗸
ALERTS 79 Critical	See All	() UPTIME Overlay 80.0%	:	Underlay 75.0%	<u>See Details</u>	Unkn 0 KB	DP APPS Iown		<u>See All</u>	© TOP SITES SantaClara 0.21 %	Boston 0.16 %	<u>See All</u> Kansas 0.12 %
5 1 CRITICAL	1 WARNING	3 NORMAL	0 INACTIVE	O UNKNOWN			Search			Q		
											Ex	port as CSV Export as PDF
Site Name					Role		Overlay Status	Model	Bandwidth Tier	Orchestrator Conn	ectivity	Serial No
myLTE					Bran	ch	CRITICAL	210-SE	20	PRIMARY ACTIVE ON	LINE	
SantaClara					MCN	I	WARNING	VPX-SE	50	PRIMARY ACTIVE ON	LINE	C 10547436-040
Boston					Bran	ch	NORMAL	VPX-SE	50	PRIMARY ACTIVE ON	LINE	C + 386 84 3C + 54
Kansas					Bran	ch	NORMAL	VPX-SE	20	PRIMARY ACTIVE ON	LINE	C AC 754 335 7084
Dallas					Bran	ch	NORMAL	VPX-SE	20	PRIMARY ACTIVE ON	LINE	C +E9+500+ DE3.
								Page	Size: 50 \lor	Showing 1-5 of §	5 items	Page1 of1

Alternatively, you can view the network summary in **List View**.

- Clicking any inactive "under-configuration" site that is yet to be deployed, would take you to the site configuration workflow.
- Clicking any active site, which has already been deployed, would take you to the **Site Dash-board**.

Note

Citrix SD-WAN overlay tunnels are called Virtual Paths. You would typically have one virtual path tunnel between each site and the Master Control Node (MCN), and extra site-site virtual paths as needed. Virtual paths are formed by bonding together the underlay WAN links / paths. So, each virtual path comprises multiple member paths.

This can be shown when a user hovers over the term virtual path or member path.

You can drag the **Pegman** onto the map to open the street view.



Record device mismatch

Citrix SD-WAN Orchestrator for On-premises reports a mismatch that is identified between the appliance reported platform model and the user reported platform model.

When the platform model and the sub-model provided by a user during site configuration does not match the platform model and sub-model provided by the appliance during the initial registration with Citrix SD-WAN Orchestrator for On-premises, a notification about the mismatch is displayed on the network dashboard. In such a scenario, ensure to configure the platform model reported by the appliance.

Click **View more** for a tabular representation of the platform model mismatch for each site.

A Identified platform mod	lel mismatch for some sites. <u>View more</u>			
Network Dashboard 🖸	l i i i i i i i i i i i i i i i i i i i	Relative Time 🗸 Interval: Las	tt 1 Hour \vee Site Group	a All V
C ALERTS See All	© UPTIME See Details No Statistics Available	TOP APPS See All Unknown 0 KB	© TOP SITES site120 0.01%	See All site121 0.01%
2 2 0	0 0 0	Search		۰ 📰

The **Platform Mismatch Details** provides information such as site name, appliance reported platform model and sub-model, and user reported platform model and sub-model.

Platform Mis	smatch	Details				
Site Name		Device Platform	User Reported Platform	Device Submodel	User Reported Submodel	
site120		CBVPX	CB110			
					Close	

Site dashboard

September 15, 2021

The Site Dashboard provides an overview of a site's health and usage trends.

The dashboard summarizes the following aspects of a site, with a provision to drill down for more details.

- **Critical Alerts**: Running count of the critical health alerts, if any, popping up on the site.
- **Uptime**: Side-by-side comparison of the average uptime offered by the SD-WAN virtual overlay paths v/s the physical underlay paths, associated with a site
- Usage Trends: Top Apps and App Categories associated with a site, based on traffic volume
- Site Details: WAN Connections, and Devices associated with a site

Site Dashboard 3					Relative Time \lor	Interval:	ast 1 Hour \vee
Particular See All 30 Critical	() UPTIME No Statistics Available	<u>See Details</u>	TOP APPS Unknown ^{O KB}	<u>See All</u>	⊞ TOP APP CA None окв	TEGORIES	<u>See All</u>
wan DEVICES	ections	1 Total	0 ● Critical	0 • Warning	1 Normal		
		VPX_BR	ANCH_MAA				
		VPX_	MCN_BLR				1-1 of 1

Tip

Click See All or See Details to view statistics that are more detailed.

All the overlay virtual path connections associated with a site are displayed with suitable color-coding to reflect the health of each connection.

You can select any virtual path connection, to review the corresponding health metrics and trends.

The color-coding criteria used for virtual path connections are:

- Critical (Red): Virtual path is DOWN.
- Warning (Orange): Virtual path is UP, but at least one member path is DOWN.
- Normal (Green): Virtual path and all member paths are UP.

Health metrics

Health metrics and graphical trends around availability, latency, loss, jitter, and throughput are displayed for the selected virtual path connection. These statistics are available in both the directions: **WAN to LAN** and **LAN to WAN**. All the metrics can be reviewed against a common timeline, to help quickly narrow down the problem domain while troubleshooting.



You can further drill down into each health metric to get a comparative view of the overlay virtual path and the underlay member paths for the same metric. This would aid in troubleshooting overlay versus underlay issues.

	4:18pm	4:23pm	4:28pm	4:33pm	4:38pm	4:43pm	4:48pm	4:53pm	4:58pm	5:03pm	5:08pm	5:13pm	5:18p
	1												
/PX_MCN_BLR-	0.75												
	0.5												
	0.0												
	0.25												
	0												
PX_MCN_BLR-Broadband-ACT-	1												
VPX_BRANCH_MAA-Broadband-	0.75												
CT-1	0.5												
	0.05												
	0.25												

Devices

The **Devices** tab displays details associated with the site's devices, interfaces, and disk temperature. You can also reboot the appliance, reset the appliance configuration or download device logs.

The **Temperature** section displays the temperature of the system, CPU, and the disks in degree Celsius.

76 🗠

NAN DEVICE	ES								
evice Info									
Orchestrator Connectivity	Uptime	Short Name	Device Model	Device Edition	Serial N	0.	Bandwidth	Management IP	Actions
Yes	1 month 22 days 54 m	inutes Primary	210	SE	<i>I</i> 02XX	CX45J	20 Mbps	10.217.110.33	5 U
erfaces (P	Primary)								
TATUS	Interfac	e Port	Bytes Sent			Bytes Received		Errors	
Down	1/1		117056			0		0	
Down	1/2		117056			0		0	
Up	LTE-1		2595352			7122		0	
>mperature Device Nam	e : Primary								
Serial No : Name Temperature (C)									
System		58							
cpu0		58							
sda		30 🗠							

You can also click the graph icon in the **Temperature (C)** column and view the information in graphical form.

2 Temperat	ure	DZXXCX45	i adhi											×
	100	10:00	10:05	10:10	10:15	10:20	10:25	10:30	10:35	10:40	10:45	10:50	10:55	
Disk Temp (C)	80													
	0													

Provider Troubleshooting

February 1, 2022

sdb

The Provider audit logs page displays provider-level logs and device logs, enabling quick troubleshooting.

Audit logs

Audit logs capture the action, time, and result of the action performed by the providers. Navigate to **Troubleshooting > Audit Logs** to view the **Provider Troubleshooting: Audit Logs** page.

The Provider Audit logs page displays the following information:

- Search bar: Search for an audit activity based on a keyword.
- Filtering options: Run an audit log search by filtering based on the following criteria:
 - User
 - Feature
 - Time range
- **Export as CSV**: When you click this option, the audit log entries are exported to a CSV file.
- Audit Info: Select the icon on the Action column to navigate to the Audit Info section. This section provides the following information:
 - Method: HTTP request method of the invoked API.
 - **Status**: Result of the API request.
 - **Payload**: Body of the request sent through API.
 - **Response**: Error response when the API request fails. This field is displayed only when the API request fails.
 - URL: HTTP URL of the revoked API.
 - **Source IP**: The IP address of the endpoint from which the feature was configured. This field is displayed on the Audit logs page and the Audit Info page.

Method	POST
Status	Failure (404)
Payload	
Response	{"type": "https://errors-api.cloud.com/common/notFound", "detail": "Multi-MCN not found", "parameters": [{"name": "id", "value": "22afd958-617c-4295-8d56-98cdc7331613"}, {"name": "entityType", "value": "Msp"}]}
URL	/policy/v1/msp/22afd958-617c-4295-8d56-98cdc7331613/domainName
Source IP	

• Log payloads: By default, this option is disabled. When enabled, the request body of the API message is displayed in the **Audit Info** section. For more information about API, refer to API guide for Citrix SD-WAN Orchestrator.

Provider Tro	ubleshooting: Au	dit Lo	gs	Log Payloads	Search		Q
User		\sim	Feature	✓ Start Date		End Date	
							Export as CSV
Feature	Message		User	Created At	Sour	rce IP	Action
🔵 Base Msp	Create Customers			September 30), 2021 3:51		(i)
🔵 Base Msp	Create Customers			May 26, 2021	11:30 PM		(i)
				Showin	g 1-2 of 2 items	Page 1 of 1	< F

Network Troubleshooting

February 3, 2022

Customers can view logs of all the network appliances, enabling quick troubleshooting.

Audit logs

Audit logs capture the action, time, and result of the action performed by users on a customer network. Navigate to **SD-WAN Troubleshooting** > **Audit Logs** to view the **SD-WAN Troubleshooting**

Close

Audit Logs page.

The SD-WAN Troubleshooting Audit Logs page displays the following information:

- Search bar: Search for an audit activity based on a keyword.
- Filtering options: Run an audit log search by filtering based on the following criteria:
 - User
 - Feature
 - Site
 - Time range
- **Export as CSV**: When you click this option, the audit log entries are exported to a CSV file.
- Audit Info: Select the icon on the Action column to navigate to the Audit Info section. This section provides the following information:
 - Method: HTTP request method of the invoked API.
 - **Status**: Result of the API request. You see the following error response when the API request fails.
 - **Payload**: Body of the request sent through API.
 - **Response**: Error response when the API request fails. This field is displayed only when the API request fails.
 - **URL**: HTTP URL of the revoked API.

Vethod	PUT
Status	Success (200)
Payload	{"regions": [{"name": "", "isDefault": true, "siteNames": ["s1"], "allowExternalVipMatch": false, "forceInternalVipMatch": false, {"id": null, "name": "US-WEST", "admins": [], "subnets": [], "isDefault": false, "siteNames": ["Branch_MCN", "Branch_SC"], "description": "", "allowExternalVipMatch": false, "forceInternalVipMatch": false}]}
JRL	/policy/v1/customer/e53af250-79fe-4d60-8b48-f564f9206533/config/regions

- **Source IP**: The IP address of the endpoint from which the feature was configured. This field is displayed on the Audit logs page and the Audit Info page.
- What Changed: This section displays the logs of all the changes made to the features through the UI. Enable the Log Payloads toggle button to view the changes in the Audit Info section.

Source IP	
	{
	1 gre: [
	2 {
	3 greService: {
	4 mtu: 1500,
	5 checksum: false,
	6 serviceName: "GRELan",
	7 serviceType: "lan",
	<pre>8 firewallZone: "",</pre>
what Changed	9 routingDomain: "Default_RoutingDomain",
	10 keepalivePeriod: 10,
	11 keepaliveRetries: 3
	12 },
	13 greSiteBindings: [
	14]
	15 },
	16 + {}
	2.9 1

• Log payloads: By default, this option is disabled. When enabled, the request body of the API message is displayed in the **Audit Info** section. For more information about API, see API guide for Citrix SD-WAN Orchestrator.

SD-WAN Troublesh	nooting Audit Logs ③				
		Log Payloads	Search		Q
User	✓ Feature ✓ Site	~	Start Date	End Date	
					Export as CSV
Feature	Message	User	Created At	Source IP	Action
 Site 	Perform Cm Activate	admin	January 28, 2022 12:09 PM		0
Site	Perform Cm Stage	admin	January 28, 2022 12:08 PM		0
Troubleshooting	Create Diagnostic Bundle	admin	January 25, 2022 5:03 PM		0
Troubleshooting	Create Diagnostic Bundle	admin	January 25, 2022 4:09 PM		0
Appliance	Create Device E842a311-8e93-4e47-83ba-6ac998943eb5 Appliance S	admin	January 25, 2022 3:01 PM		0
Appliance	Create Device 76ebd472-3ec8-4943-9fca-670f8a1d78de Appliance Set	admin	January 25, 2022 3:00 PM		0
Appliance	Create Device 69287e1d-44c0-4154-a523-2ae34196acd3 Appliance Se	admin	January 25, 2022 3:00 PM		0
Appliance	Create Device 370e63cf-3faf-430e-9ddd-1e768a729168 Appliance Sett	admin	January 25, 2022 2:59 PM		0
Appliance	Create Device 772a2f37-fdf5-4c3e-909a-8d92ced65f90 Appliance Set	admin	January 25, 2022 2:58 PM		0
User Settings	Create Scope Userrole	sdwan-onprem-sp	January 25, 2022 11:35 AM		0
 User Settings 	Create Scope Userrole	sdwan-onprem-sp	January 25, 2022 11:34 AM		0
User Settings	Delete Scope Userrole 6a11915d-0bea-4c88-945d-5a6cd7017aff	sdwan-onprem-sp	January 25, 2022 11:34 AM		0
User Settings	Create Scope Userrole	sdwan-onprem-sp	January 25, 2022 11:32 AM		0
User Settings	Delete Scope Userrole 13b70c5b-453e-4405-b80e-2286bf58c996	sdwan-onprem-sp	January 25, 2022 11:31 AM		0

Device logs

Customers can view the device logs that are specific to sites.

You can select specific device logs, download it, and share it with site admins if necessary.

Network	TroubleShooting : Device Logs			
Select Site				
San Fra	ncisco 🗸			
<u>초</u> 0	ownload (0 Bytes / 1 GB)			Search Device Logs Q
	Name	Last Modified	Size	
	init.log	September 20, 2019 11:10 AM	2.76 MB	
	SDWAN_filetransfer.log	September 20, 2019 11:10 AM	1.66 MB	
	SDWAN_ip_learned.log	September 20, 2019 11:10 AM	1.21 MB	
	SDWAN_snmp_poll.log	September 20, 2019 11:10 AM	1.66 MB	
	SDWAN_config_update_old.log	September 20, 2019 11:10 AM	1.91 MB	
	SDWAN_snmp_poll.old.log	September 20, 2019 11:10 AM	1.91 MB	
	SDWAN_dynamic_virtual_path.old.log	September 20, 2019 11:10 AM	7.63 MB	
	SDWAN_management.log	September 20, 2019 11:10 AM	1.51 MB	
	SDWAN_filetransfer.old.log	September 20, 2019 11:10 AM	1.91 MB	
	SDWAN_common.old.log	September 20, 2019 11:10 AM	3.81 MB	
	SDWAN_dynamic_virtual_path.log	September 20, 2019 11:10 AM	1.66 MB	
	SDWAN_igmp_proxy.old.log	September 20, 2019 11:10 AM	1.91 MB	
	SDWAN_security.old.log	September 20, 2019 11:10 AM	1.91 MB	
	dynamic_routing.log	September 20, 2019 11:10 AM	123.47 KB	

Site troubleshooting

September 30, 2021

Device logs

Logs are useful to troubleshoot issues. The site administrator can view a list of all the logs that are captured across all the devices at the site. You can also download logs for further verification.

<u>*</u> 0	ownload (0 Bytes / 1 GB)			Search Device Logs Q
	Name	Last Modified	Size	
	ps.1.log	February 25, 2020 10:12 AM	24.52 MB	
	init.log	February 25, 2020 10:12 AM	2.65 MB	
	SDWAN_filetransfer.log	February 25, 2020 10:12 AM	1.08 MB	
	SDWAN_ip_learned.log	February 25, 2020 10:12 AM	1.08 MB	
	SDWAN_snmp_poll.log	February 25, 2020 10:12 AM	1.07 MB	
	SDWAN_config_update.old.log	February 25, 2020 10:12 AM	1.91 MB	
	SDWAN_snmp_poll.old.log	February 25, 2020 10:12 AM	1.91 MB	
	SDWAN_dynamic_virtual_path.old.log	February 25, 2020 10:12 AM	7.63 MB	
	SDWAN_management.log	February 25, 2020 10:12 AM	32.42 KB	
	launch_proc.log	February 25, 2020 10:12 AM	38.02 KB	
	SDWAN_filetransfer.old.log	February 25, 2020 10:12 AM	1.91 MB	
	SDWAN_common.old.log	February 25, 2020 10:12 AM	3.81 MB	
	SDWAN_dynamic_virtual_path.log	February 25, 2020 10:12 AM	1.07 MB	

Show Tech Support Bundle

The Show Tech Support (STS) Bundle contains important real-time system information such as access logs, diagnostics logs, firewall logs. The STS bundle is used to troubleshoot issues in the SD-WAN appliances. You can create, download the STS bundle, and share it with Citrix Support Representatives.

If a site is configured in HA deployment mode, you can select the active or standby appliance for which to create or download the STS bundle.

To create an STS bundle for a site appliance, at the site level, navigate to **Troubleshooting** > **STS bundle** and click **Create New**.

Select Device Active	~			
Create New				Search Q
Name	Last Updated At	File Size	Status	Action
bangalore_mcn-8dc156e	August 12, 2020 2:11 PM	16.04 MB	Available For Download	⊥ 💼
new_test-8dc156e9-af52	August 11, 2020 10:36 AM	16.34 MB	Available For Download	上 💼
* STS is Available for Only 5 D	Days			

Provide a name for the STS bundle. The name must begin with a letter and can contain letters, numbers, dashes, and under-scores. The maximum allowed length of the name is 32 characters. The user provided name is used as a prefix in the final name. To ensure that the file names are unique (timestamp) and to help recognize the device from the STS package (serial number), the service generates a full name. If no name is provided, a name is auto-generated while creating the bundle.

You can request for a new STS only when the device is online and no STS process is currently running on the appliance. You can download an already available STS from the Citrix SD-WAN Orchestrator for On-premises even if the device is offline.

Crea	ate Diagnostic Information Dump
Creat	e a diagnostic dump.
If the	e filename is left blank, one will be auto-generated.
Filenar	me
st	s-bundle-1

Cancel

Create

At any given time, the STS process is in one of the following states:

STS Status	Description
Requested	A new STS bundle is requested. The request takes a few minutes to get processed. You can choose to cancel the STS creation process, if
Uploading	necessary. The created STS package is uploaded to the cloud service. The duration depends on the size of the package. The status is updated every 5 seconds. You cannot cancel the STS upload process.
Failure	The STS process has failed during creation or upload. You can delete the entries of failed STS operations.
Available for download	The STS creation and upload process are successful. You can now download or delete the STS packages.

Once the STS process starts on the appliance, the progress is updated under the status column at regular intervals. For example, **Requested (Collecting log files)**.

The STS bundles and failure records are maintained for 7 days, post which they are auto-deleted.

Provider reports

April 23, 2021

The **Provider Reports** provide visibility into alerts, usage trends, and inventory aggregated across all the customers managed by a Provider.

In the Citrix SD-WAN Orchestrator for On-premises provider level UI, navigate to **Reports**.

Alerts

The provider can review all the events and alerts generated across all the customer networks.

The **Summary** view displays the number of high, medium, and low alerts for each customer.

Dashboard		Provider Report : Alerts					
In Reports	~	Summary Details					
Alerts							
Usage						Search	Q
Inventory		Customer Name	High	Medium	LOW		
		Citrix Demo Center	0	0	0		
Configuration	>	ABC Systems	0	0	0		
•		Winstorm Motors	0	0	0		
F Troubleshooting	>	Creative Enterprises	0	0	0		
		Gremona Textiles	0	0	0		
Ω Administration	>	AMS_Demo	0	0	0		
		Demo1	0	0	0		
		Test	0	0	0		
		Test-Customer-t123	0	0	0		
		Rehab_Test	0	0	0		
		Support_Training	59	10	11		
		Abycare Hospitals	0	76	480		
				Page	Size: 25 V Showing 1 - 12 of 12 items	Page 1 of 1	${ { \leftarrow } } { > } { - }$

You can also view the severity, site at which the alert originated, alert message, time, and other information under **Details**.

Provider Report : Alerts

	Summary Deta	ails				
T	Delete Alerts				Search Q 54	4 8 42 ■ HigH ■ MEDIUM ■ LOW
	Severity	Customer Name	Site	Source	Message	Time
	Low	Abycare Hospitals	San Francisco	APPLIANCE	Virtual Path San_Francisco-Madrid Path Madrid-DSL-ono-1- >San_Francisco-Broadband-AMIS-2 state has changed from BAD to GOOD.	Jun 21st 2020, 5:40 am
	Low	Abycare Hospitals	San Francisco	APPLIANCE	The state of Virtual Path San_Francisco-Madrid has changed from BAD to GOOD	Jun 21st 2020, 5:40 am
	Low	Abycare Hospitals	Madrid	APPLIANCE	Virtual Path San_Francisco-Madrid Path Madrid-DSL-ono-1- >San_Francisco-Broadband-AMIS-2 state has changed from BAD to GOOD because notified by peer.	Jun 21st 2020, 5:40 am
	Low	Abycare Hospitals	Madrid	APPLIANCE	Virtual Path San_Francisco-Madrid Path Madrid-DSL-ono-1- >San_Francisco-Broadband-AMIS-2 state has changed from GOOD to BAD because notified by peer.	Jun 21st 2020, 5:40 am
	Low	Abycare Hospitals	San Francisco	APPLIANCE	Virtual Path San_Francisco-Madrid Path Madrid-DSL-ono-1- >San_Francisco-Broadband-AMIS-2 state has changed from GOOD to BAD because silence time exceeds threshold.	Jun 21st 2020, 5:40 am
	Medium	Abycare Hospitals	San Francisco	APPLIANCE	The state of Virtual Path San_Francisco-Madrid has changed from GOOD to BAD	Jun 21st 2020, 5:40 am
	Low	Abycare Hospitals	Madrid	APPLIANCE	WAN Link Madrid-DSL-ono-1 is now up.	Jun 19th 2020, 12:29 pm
	Low	Abycare Hospitals	London	APPLIANCE	Ethernet link on device 2 changed from ETH_LINK_DOWN to ETH_LINK_UP.	Jun 19th 2020, 12:29 pm
	Medium	Abycare Hospitals	London	APPLIANCE	The Citrix SD-WAN service has restarted.	Jun 19th 2020, 12:29 pm
	Low	Abycare Hospitals	London	APPLIANCE	Ethernet link on device 1 changed from ETH_LINK_DOWN to ETH_LINK_UP.	Jun 19th 2020, 12:29 pm
	Low	Abycare Hospitals	San Francisco	APPLIANCE	Virtual Path San_Francisco-Madrid Path Madrid-DSL-ono-1- >San_Francisco-Broadband-AMIS-2 state has changed from DEAD to BAD because packet loss exceeds threshold.	Jun 19th 2020, 12:29 pm
	High	Abycare	San Francisco	APPLIANCE	The Virtual Path San_Francisco-Madrid is no longer DEAD	Jun 19th 2020, 12:29 pm

Suitable filtering options can be used as needed for example: Look for the high severity alerts across all the customers, or the alerts for a given customer and so on.

You can also select and delete alerts.

Usage

The provider can review cross-customer usage trends such as **Top Applications**, **Top Application Categories**, **Application Bandwidth**, and **Top Sites**.

Top application and application categories

The **Top Applications** and **Top Application Categories** chart shows the applications and application families that are widely used across all customer networks. This allows you to analyze the data consumption pattern and reassign the bandwidth limit for each class of data, if necessary.

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nuor	nepont. Usage					Relative Tin			Last I Hou
Ap	plication Usage Net	work Usage							
≥port Typ	De	Apps							
Top A	Apps ~	All	\sim						
				Top Applications					
mi	crosoft (36%) 💻 lync_c	online (27%) 💻 window	vslive (27%) 🔳 windows	s_update (9%) 🖕 Unkno	own (0%)				
Top	crosoft (36%) <mark>=</mark> lync_c o Applications	online (27%) 💻 window	vslive (27%) 🔳 windows	5_update (9%) 🖕 Unkne	own (0%)		Search		٩
Top No	crosoft (36%) Ivnc_c o Applications	online (27%) 💼 window Total Data	vslive (27%) 🔳 windows Upload Data	s_update (9%) Unkno	own (0%) Total Bandwidth	Upload Bandwic	Search I	Download	Q d Bandwidth
Top No 1	Crosoft (36%) Ivnc_c O Applications Mercosoft	online (27%) 🗖 window Total Data 36.25 KB	vslive (27%) windows Upload Data 11.75 KB	5_update (9%) Unkno Download Data 24.5 KB	Dwn (0%) Total Bandwidth 0.08 Kbps	Upload Bandwic 0.03 Kbps	Search tth [Download	Q d Bandwidth ps
Top No 1 2	Crosoft (36%) IVnc_c O Applications Applications microsoft Ivnc_online	Total Data 36.25 KB 32.72 KB	vslive (27%) windows Upload Data 11.75 KB 8.96 KB	Download Data 24.5 KB 23.76 KB	Total Bandwidth 0.08 Kbps 0.73 Kbps	Upload Bandwic 0.03 Kbps 0.2 Kbps	Search I ith I	Download 0.05 Kb 0.53 Kb	Q, d Bandwidth ps ps
min Top No 1 2 3	crosoft (36%) IVnc_c Applications Applications microsoft lync_online windowslive	Total Data 36.25 KB 32.72 KB 26.11 KB	vslive (27%) ■ windows Upload Data 11.75 KB 8.96 KB 6.57 KB	Download Data 24.5 KB 23.76 KB 19.54 KB	Total Bandwidth 0.08 Kbps 0.73 Kbps 3.48 Kbps	Upload Bandwice 0.03 Kbps 0.2 Kbps 0.88 Kbps	Search IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Download 0.05 Kb 0.53 Kb 2.61 Kb	Q d Bandwidth ps ps ps ps
■ mid Top No 1 2 3 4	Applications Applications microsoft lync_online windowslive windows_update	Total Data window 36.25 KB 32.72 KB 26.11 KB 7.28 KB	Upload Data 11.75 KB 8.96 KB 6.57 KB 1.75 KB	Download Data 24.5 KB 23.76 KB 19.54 KB 5.53 KB	Total Bandwidth 0.08 Kbps 0.73 Kbps 3.48 Kbps 0.32 Kbps	Upload Bandwic 0.03 Kbps 0.2 Kbps 0.88 Kbps 0.08 Kbps	Search I tth I C C C C	Download 0.05 Kb 0.53 Kb 2.61 Kb 0.25 Kb	Q J Bandwidth ps ps ps ps ps ps

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	noponti obugo					Relative Time \lor	Interval: Last 1 Hour
Ap	pplication Usage Net	twork Usage					
ort Typ	pe	App Categories					
Top A	App Categories 🛛 🗸	All	~				
				Top Application Catego	ries		
We	eb (91%) 📕 Applicatior	n Service (9%) 💻 None	(0%)				
Top	eb (91%) a Application O Application Cate	n Service (9%) 🛑 None egories	(0%)			Sean	rch Q
We Top No	eb (91%) Application Application Cate Application Category	n Service (9%) None egories Total Data	(0%) Upload Data	Download Data	Total Bandwidth	Sear Upload Bandwidth	rch Q Download Bandwidth
We Top No 1	eb (91%) Application O Application Category None	n Service (9%) None egories Total Data 0 KB	(0%) Upload Data 0 KB	Download Data 0 KB	Total Bandwidth 0 Kbps	Sean Upload Bandwidth O Kbps	rch Q Download Bandwidth 0 Kbps
Top No 1 2	eb (91%) Application Application Category None Application Service	n Service (9%) None egories Total Data 0 KB 8.62 KB	(0%) Upload Data 0 KB 2.54 KB	Download Data 0 KB 6.07 KB	Total Bandwidth 0 Kbps 1.15 Kbps	Sean Upload Bandwidth 0 Kbps 0.34 Kbps	rch Q Download Bandwidth 0 Kbps 0.81 Kbps

You can view the bandwidth usage statistics. The bandwidth statistics are collected for the selected time interval. You can filter the statistics report based on the **Report Type, Apps or Apps Categories,** and **Metrics**.



- Report Type: Select Top App or App Categories from the list.
- Apps/App Categories: Select top application or categories from the list.

• **Metric:** Select the bandwidth metric (such as Total Data, Incoming Data, Total Bandwidth) from the list.

Network usage

The network usage chart depicts the top 10 sites across all the customers that have the highest bandwidth usage. You can view the Sites by Utilization (%) or Data Volume (MB).



Inventory

The provider can view the entire device inventory across all the customers. You can choose to view an inventory summary or a detailed view.

The inventory summary view provides a chart of the inventory spread, depicting the various appliance models and the number of each type of appliances used across customer networks.



Suitable filtering options can be used as needed for example: Look for all appliances belonging to a specific customer, or all appliances with a certain device model and so on

The inventory detailed view provides a list of all the appliances that are deployed and those appliances that are configured but not deployed yet. Choose a customer from the **Select Customer** drop-down list. You can view the site name, device role, device model, device serial number, current software, and device management IP address.

Provider Report : Inventory									
Summary	Details								
Select Customer :	Abycare Hospitals V		Search	Q, DEPLO	YED UNDEPLOYED				
Site Name	Device Role	Device Model	Serial Number	Current Software	Management IP				
San Francisco	MCN	CBVPX	4ffa8122-3baa-5d43-315	11.2.0.88.861012	10.106.112.17				
San Francisco	MCN	CBVPX	691852ab-fcc0-3d18-b4	11.2.0.88.861012	10.106.112.72				
Madrid	Branch	CBVPX	4343796c-53f6-4ce2-631	11.2.0.88.861012	10.106.112.71				
Belgium	Branch	CBVPX	e5a3bc15-e874-4803-db	10.2.6.1012.846463	10.106.112.18				
London	Branch	CBVPX	3fc0e3c3-1a16-7356-710	11.2.0.88.861012	10.106.112.70				
NewYork	Branch	CBVPX	c460fa20-aee7-0b54-4cc	11.2.0.88.861012	10.106.112.23				
			Page Size: 25 🗸	Showing 1 - 6 of 6 items	Page 1 of 1				

Customer/Network reports

May 26, 2022

The **Customer Reports** provide visibility into network-wide alerts, usage trends, inventory, quality, diagnostics, and firewall status aggregated across all the sites in a customer network.

Alerts

The customer can review a detailed report of all the events and alerts generated across all the sites in this network.

It includes the severity, site at which the alert originated, alert message, time, and other details.

Network Reports : Alerts Site Group: All ~									
1	Delete Alerts			Search Q TOTAL	41 67 401 ■ HIGH ■ MEDIUM ■ LOW				
	Severity	Site	Source	Message	Time				
	Low	San Francisco	APPLIANCE	The state of Virtual Path San_Francisco-Madrid has changed from BAD to GOOD	Jan 30th 2020, 12:35 am				
	Low	San Francisco	APPLIANCE	Virtual Path San_Francisco-Madrid Path Madrid-DSL-ono-1->San_Francisco-Broadband	Jan 30th 2020, 12:35 am				
	Low	San Francisco	APPLIANCE	Virtual Path San_Francisco-Madrid Path San_Francisco-Broadband-AMIS-2->Madrid-DS	Jan 30th 2020, 12:35 am				
	Low	San Francisco	APPLIANCE	Virtual Path San_Francisco-Madrid Path San_Francisco-Broadband-AMIS-2->Madrid-DS	Jan 30th 2020, 12:35 am				
	Low	San Francisco	APPLIANCE	Virtual Path San_Francisco-Madrid Path Madrid-DSL-ono-1->San_Francisco-Broadband	Jan 30th 2020, 12:35 am				
	High	San Francisco	APPLIANCE	The Virtual Path San_Francisco-Madrid is no longer DEAD	Jan 30th 2020, 12:35 am				
	Low	NewYork	APPLIANCE	WAN Link NewYork-Internet-AOL-1 is now up.	Jan 30th 2020, 12:16 am				
	Low	San Francisco	APPLIANCE	Ethernet link on device 4 changed from ETH_LINK_DOWN to ETH_LINK_UP.	Jan 30th 2020, 12:15 am				

Suitable filtering options can be used as needed for example: Look for all the high severity alerts across all the sites, or all the alerts for a particular site and so on.

You can also select and clear alerts.

Usage

Customers can review usage trends such as **Top Applications**, **Top Application Categories**, **App Bandwidth**, and **Top Sites** across all the sites in their network.

Top application and application categories

The **Top Applications** and **Top Application Categories** chart shows the top applications and top application families that are widely used across all the sites. This allows you to analyze the data consumption pattern and reassign the bandwidth limit for each class of data within the network.
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Network Reports : Us	sage 🥑			Relative Time $\!$	interval:	Last 1 Hour \lor	Site Group:	All	~
Application Usage	Network Usage								
Report Type Top Apps	Apps All	~							
			Top Applicati	ions					

🔳 windows_marketplace (94%) 📒 windows_update (5%) 📕 microsoft (1%) 📕 lync_online (0%) 📒 cloudflare (0%) 🔳 Others (0%)

Тор	Applications						Search Q
No	Applications	Total Data	Incoming Data	Outgoing Data	Total Bandwidth	Incoming Bandwidth	Outgoing Bandwidth
1	Unknown	0 Kb	0 Kb	0 Kb	0 Kb	0 Kb	0 Kb
2	https	44.54 Kb	17.57 Kb	26.97 Kb	2.97 Kb	1.8 Kb	1.17 Kb
3	windowslive	19.77 Kb	6.53 Kb	13.23 Kb	1.32 Kb	0.88 Kb	0.44 Kb
4	ocsp	7.54 Kb	3.28 Kb	4.26 Kb	0.5 Kb	0.28 Kb	0.22 Kb
5	windows_update	18.65 Mb	381.6 Kb	18.27 Mb	226.08 Kb	221.45 Kb	4.63 Kb
6	google_gen	34.6 Kb	9.61 Kb	24.99 Kb	1.15 Kb	0.83 Kb	0.32 Kb
7	windows_marketpl	361.29 Mb	7.48 Mb	353.81 Mb	4.82 Mb	4.72 Mb	99.77 Kb

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Арр	Application Usage Network Usage										
Report Type Top A	e pp Categories 🔍 🗸	App Categories All	~								
Top Application Categories											
App	Application Service (94%) Web (6%) Encrypted (0%) Instant Messaging (0%) None (0%)										
Тор	Application Cate	gories					Search	Q			
No	Application Category	Total Data	Incoming Data	Outgoing Data	Total Bandwidth	Incoming Bandwidth	Outgoing Bandw	vidth			
1	None	0 Kb	0 Kb	0 Kb	0 Kb	0 Kb	0 Kb				
2	Application Service	361.29 Mb	7.48 Mb	353.81 Mb	4.82 Mb	4.72 Mb	99.77 Kb				
3	Encrypted	7.54 Kb	3.28 Kb	4.26 Kb	0.5 Kb	0.28 Kb	0.22 Kb				
4	Instant Messaging	12.16 Kb	3.41 Kb	8.75 Kb	0.03 Kb	0.02 Kb	0.01 Kb				
5	Web	23.67 Mb	650.53 Kb	23.02 Mb	29.23 Kb	28.43 Kb	0.8 Kb				

Application bandwidth

You can view the bandwidth usage statistics for the selected site group or for all sites. The bandwidth statistics are collected for the selected time interval. You can filter the statistics report based on the **Report Type, Apps or Apps Categories,** and **Metrics**.



- Report Type: Select Top App or App Categories from the list.
- **Apps/App Categories:** Select top application or categories (such as network service) from the list.
- **Metric:** Select the bandwidth metric (such as Total Data, Incoming Data, Total Bandwidth) from the list.

Network usage

The **Top Sites** chart depicts the top sites in the customer network that have the highest bandwidth usage. You can view the Sites by Utilization (%) or Traffic Volume (MB).



Inventory

The customer can view the entire device inventory across all the sites in the network. You can choose to view an inventory summary or a detailed view.

The inventory summary view provides a chart of the inventory spread, depicting the various appliance models and the number of each type of appliances used across all sites in the customer network.



Suitable filtering options can be used as needed for example: Look for all appliances belonging to a specific site, or all appliances with a certain device model and so on.

The inventory detailed view provides a list of all the appliances that are deployed and those appliances that are configured but not deployed yet. Along with the customer, site name, device role, device serial number, current software, and device management IP address.

Network Reports :	Inventory				Sites: All Sites
Summary D	etails				
				Search Q	DEPLOYED UNDEPLOYED
SITE NAME	DEVICE ROLE	DEVICE MODEL	SERIAL NUMBER	CURRENT SOFTWARE	MANAGEMENT IP
SFO	MCN	2000	7A9D12F8VZ	10.1.1.37.715522	10.200.33.72
Chennai	Branch	1000	JNHF2CKG1X	10.1.1.37.715522	10.200.32.42
				Page Size: 25 V Showing 1 - 2	of 2 items Page1 of 1 🛛 🐇 🕨

HDX dashboard and reports

For details on HDX dashboard and reports, see HDX dashboard and reports.

Quality

The **Network Quality** report enables a network-level comparison between the virtual overlay and the physical underlay paths in terms of availability and loss, latency, and jitter. This helps to effectively monitor how the overlay is faring relative to the underlay network, and also aids troubleshooting. For Latency and Jitter, only the details of the underlay member paths are displayed.



Click the table entry to see the detailed view.

← Virtual Path Details	
	🔵 Up 🔶 Partially Up 🌻 Down 🌘 Unknown
Download : onpremmcn -> branchvpx	Upload : branchvpx -> onpremmcn
Virtual Path : onpremmcn-branchvpx 4:56pm 5:06pm 5:16pm 5:26pm 5:36pm 5:56pm	Virtual Path : branchvpx-onpremmcn 4:56pm 5:06pm 5:16pm 5:26pm 5:36pm 5:56pm
Member Paths : onpremmcn-Broadband-act-1:branchvpx-Broadband-ATT-1	Member Paths : branchvpx-Broadband-ATT-1:onpremmcn-Broadband-act-1
onpremmcn-Broadband-act-1:branchvpx-Broadband-act-2	branchvpx-Broadband-act-2:onpremmcn-Broadband-act-1

You can customize the threshold for each network quality parameter.

Loss : Custom Thresholds	
Green 🔴 <= 5 % Loss	
Citrus 🔴 5 - 10 % Loss	
Yellow 🔶 >= 10 % Loss	
Cancel	Save

Quality of Service

Quality of Service (QoS) manages data traffic to reduce packet loss, latency, and jitter on the network. For more information, see <u>Quality of Service</u>. The following are two ways to view the Qualityof-Service (QoS) report:

• **Summary View:** Summary view provides an overview of bandwidth consumption across all types of traffic - real-time, interactive, bulk, and control across the network and per site.

Network Reports : QOS		Relativ	e Time V Interval: Last 1 Hour V Site Gro SUMMAR	up: All V QOS DETAILS
Bandwidth Distribution (%)	Traffic Type	Bandwidth		
		Realtime Class	Bandwidth Utilization (%)	Data Volume
		HDX High	0 %	0 Kb
	Realtime	Low	0 %	0 Kb
		Medium	0 %	0 Kb
		High	0 %	0 Kb
		Interactive Class	Bandwidth Utilization (%)	Data Volume
		HDX High	0 %	0 Kb
		HDX Medium	0 %	0 Kb
	Interactive	HDX Low	0 %	0 Kb
Realtime Interactive Rulk Control		High	0 %	0 Kb
		Medium	0 %	0 Kb
		Low	0 %	0 Kb
		Bulk Class	Bandwidth Utilization (%)	Data Volume
	Pulk	High	0 %	0 Kb
	DUIK	Medium	0 %	0 Kb
		Low	0 %	0 Kb
	Control	Control Class	Bandwidth Utilization (%)	Data Volume
	control	ControlClass	100 %	35.35 Mb

- Real-time: Used for low latency, low bandwidth, time-sensitive traffic. Real-time applications are time sensitive but don't really need high bandwidth (for example voice over IP). Real-time applications are sensitive to latency and jitter, but can tolerate some loss.
- Interactive: Used for interactive traffic with low to medium latency requirements and low
 to medium bandwidth requirements. Interactive applications involve human input in the
 form of mouse clicks or cursor moves. The interaction is typically between a client and
 a server. The communication might not need high bandwidth but is sensitive to loss and
 latency. However, server to client does need high bandwidth to transfer graphical information, which might not be sensitive to loss.
- **Bulk:** Used for high bandwidth traffic that can tolerate high latency. Applications that handle file transfer and need high bandwidth are categorized as bulk class. These applications involve little human interference and are mostly handled by the systems themselves.
- **Control:** Used to transfer control packets that contain routing, scheduling, and link statistics information.
- **Detailed View:** The detailed view captures trends around bandwidth consumption, traffic volume, packets dropped and so on for each QoS class associated with an overlay virtual path.

Network Reports :	QOS C				Relative Time $\ \lor$ Interval:	Last 1 Hour $ \lor $ Site Gr	All 🗸
Site : All	✓ Traffic Type	: All	 Select Priority : 	All	v	SUMMAR	QOS DETAILS
SITE	VIRTUAL PATH	TRAFFIC TYPE	PRIORITY	BANDWIDTH	DATA VOLUME	DROP (%)	DROP VOLUME
Berlin	Berlin-Miami	Control	ControlClass	13.44 Kbps	5.95 Mb	0 %	0 Kb
Berlin	Berlin-Colombia	Control	ControlClass	23.03 Kbps	10.19 Mb	0 %	0 Kb
Miami	Miami-Berlin	Control	ControlClass	17.35 Kbps	7.68 Mb	0 %	0 Kb
Colombia	Colombia-Berlin	Control	ControlClass	26.98 Kbps	11.94 Mb	0 %	0 Kb
					Page Size: 25 V Sho	owing 1 - 4 of 4 items	Pagelofl 🚽 🕨

This report is available at the site level where the user can view QoS statistics based on the virtual path between the two sites. For more information see Site reports.

Historical statistics

For each site, you can view the statistics as graphs for the following network parameters:

- Sites
- Virtual Paths
- Paths
- WAN Links
- Interfaces
- Classes
- GRE Tunnels
- IPsec Tunnels

The statistics are collected as graphs. These graphs are plotted as timeline versus usage, allowing you to understand the usage trends of various network object properties. You can view graphs for network-wide application statistics.

You can view or hide the graphs and customize the columns as needed.

Sites

To view the Site statistics, navigate to **Reports > Historical Statistics > Sites** tab.

Select the site name from the list.

Network Rep	orts : Histori	cal Statistics	5 C		Relati	ive Time 🗸 Inte	Last 1 Hou	Ir 🗸 Site Group:	All 🗸		
Sites Virtual	Paths Paths	WAN Links	Interfaces Cla	isses GRE Tunr	nels IPSec Tur	inels					
Network Summary : Capacity Utilization Across Sites											
			80-95% Ut	ilization : 0 % of Site	s						
	S=95% Utilization : 0 % of Sites <=80% Utilization : 100 % of Sites <=80% Utilization 80-95% Utilization										
Select Site :	All	\sim					(Ingress = LAN To	WAN, Egress = WAM	Customize Columns		
Site Name	Bandwidth Total	Utilization %	Bandwidth Ingress	Bandwidth Egress	Available Bandwidth Ingress	Permitted Bandwidth Ingress	Control Bandwidth Ingress	Realtime Bandwidth Ingress	Expand/Collapse		
London	42.34 Kbps	0.02 %	28.73 Kbps	13.62 Kbps	80 Mbps	80 Mbps	28.73 Kbps	0 Kbps	•		
San_Francisco	44.97 Kbps	0.03 %	19.74 Kbps	25.23 Kbps	88 Mbps	88 Mbps	19.71 Kbps	0 Kbps	•		
Madrid	43.21 Kbps	0.03 %	29.54 Kbps	13.67 Kbps	80 Mbps	80 Mbps	29.54 Kbps	0 Kbps	•		

- Site Name: The site name.
- **Bandwidth Total**: Total bandwidth consumed by all packet types. Bandwidth = Control Bandwidth + Real-time Bandwidth + Interactive Bandwidth + Bulk Bandwidth.
- Utilization: You can view the site statistics by Utilization (%).
- Bandwidth Ingress: The max and the min download speed through the WAN port.
- Bandwidth Egress: The max and the min upload speed through the WAN port.
- Available Bandwidth Ingress: Total bandwidth allocated to all the WAN links of a site.
- Permitted Bandwidth Ingress: Bandwidth available for transmitting information.
- **Control Bandwidth Ingress**: Bandwidth used to transfer control packets that contain routing, scheduling, and link statistics information.
- **Realtime Bandwidth Ingress**: Bandwidth consumed by applications that belong to the realtime class type in the NetScaler SD-WAN configuration. The performance of such applications depends on a great extent upon network latency. A delayed packet is worse than a lost packet (for example, VoIP, Skype for Business).
- Expand/Collapse: You can expand or collapse the data as needed.

Virtual paths

To view the Virtual Paths statistics, navigate to Reports > Statistics > Virtual Paths tab.

Relative Time Interval: Last 1 Hour Site Group: All V											
Virtual Paths Paths WAN Links Interfaces Classes GRE Tunnels IPSec Tunnels											
Network Summary : Uptime Across Virtual Paths											
0-100% Uptime : 0 % of V.Paths 0% Uptime : 0 % of V.Paths 100% Uptime : 100 % of V.Paths											
				100% Uptime	😑 0-100% Uptime	😑 0% Uptime					
Select Site :	All	~					(Ingress = LAN 1	To WAN, Egress = WAN	Customize Columns		
Virtual Path Name	Uptime %	Latency	Loss	Jitter	Bandwidth Ingress	Control Bandwidth	Realtime Bandwidth	Interactive Bandwidth	Expand/Collapse		
San_Francisco - Belgium	100 %	2 ms	0 %	2 ms	37.76 Kbps	37.76 Kbps	0 Kbps	0 Kbps	•		
Belgium - San_Francisco	100 %	2 ms	0 %	2 ms	50.3 Kbps	50.3 Kbps	0 Kbps	0 Kbps	•		
London - San_Francisco	100 %	2 ms	0 %	2 ms	28.93 Kbps	28.93 Kbps	0 Kbps	0 Kbps	•		
San_Francisco - London	100 %	2 ms	0 %	2 ms	13.79 Kbps	13.79 Kbps	0 Kbps	0 Kbps	•		
San_Francisco - Madrid	100 %	2 ms	0 %	2 ms	13.81 Kbps	13.81 Kbps	0 Kbps	0 Kbps	•		
Madrid - San_Francisco	100 %	2 ms	0 %	2 ms	29.68 Kbps	29.68 Kbps	0 Kbps	0 Kbps	•		
NewYork - San_Francisco	100 %	2 ms	0 %	2 ms	28.79 Kbps	28.79 Kbps	0 Kbps	0 Kbps	•		
San_Francisco - NewYork	100 %	2 ms	0 %	2 ms	13.68 Kbps	13.68 Kbps	0 Kbps	0 Kbps	•		

- Virtual Path Name: The virtual path name.
- Latency: The latency in milliseconds for real-time traffic.
- Loss: Percentage of packets lost.
- Jitter: Variation in the delay of received packets, in milliseconds.
- Bandwidth Ingress: Ingress (LAN to WAN) Bandwidth usage for the selected time period.
- **Control Bandwidth**: Bandwidth used to transfer control packets that contain routing, scheduling, and link statistics information.
- **Real-time Bandwidth**: Bandwidth consumed by applications that belong to the real-time class type in the SD-WAN configuration. The performance of such applications depends on a great extent upon network latency. A delayed packet is worse than a lost packet (for example, VoIP,

Skype for Business).

- **Interactive Bandwidth**: Bandwidth consumed by applications that belong to the interactive class type in the SD-WAN configuration. The performance of such applications depends on a great extent upon network latency, and packet loss (for example, XenDesktop, XenApp).
- **Bulk Bandwidth**: Bandwidth consumed by applications that belong to the bulk class type in the SD-WAN configuration. These applications involve little human intervention and are handled by the systems themselves (for example, FTP, backup operations).
- **Expand/Collapse**: You can expand or collapse the data as needed.

Paths

Network Rep	Network Reports : Historical Statistics C Relative Time Interval: Last 1 Hour Site Group: All											
Virtual Paths	Paths WAN Links	Interfaces	Classes	GRE Tunnels	IPSec Tunne	els						
	Network Summary : Uptime Across Paths											
0% Uptime : 40 % of Paths 0-100% Uptime : 0 % of Paths 0 100% Uptime : 0 % of Paths 0 100% Uptime 0 0-100% Uptime 0 0% Uptime												
Select Site :	All	~					(Ir	ngress = LAN To WA	N, Egress = WAN To	Customize Columns		
From WAN Link	To WAN Link	Uptime %	Latency	Loss	Jitter	Bandwidth	Control Bandwidth	Realtime Bandwidth	Interactive Bandwidth	Expand/Collapse		
London- Broadband- ARNES-1	San_Francisco- Broadband-AMIS- 2	100 %	2 ms	0 %	2 ms	19.71 Kbps	19.71 Kbps	0 Kbps	0 Kbps	•		
NewYork-AOL-1	San_Francisco- Broadband-AMIS- 2	100 %	2 ms	0 %	2 ms	19.64 Kbps	19.64 Kbps	0 Kbps	0 Kbps	•		

To view the **Paths** statistics, navigate to **Reports > Statistics > Paths** tab.

- From WAN Link: The source WAN link.
- To WAN Link: The destination WAN link.
- Latency: The latency in milliseconds for real time traffic.
- Loss: Percentage of packets lost.
- Jitter: Variation in the delay of received packets, in milliseconds.
- **Bandwidth**: Total bandwidth consumed by all packet types. Bandwidth= Control Bandwidth + Real-time Bandwidth + Interactive Bandwidth + Bulk Bandwidth.

- **Control Bandwidth**: Bandwidth used to transfer control packets that contain routing, scheduling, and link statistics information.
- **Real-time Bandwidth**: Bandwidth consumed by applications that belong to the real-time class type in the SD-WAN configuration. The performance of such applications depends on a great extent upon network latency. A delayed packet is worse than a lost packet (for example, VoIP, Skype for Business).
- **Interactive Bandwidth**: Bandwidth consumed by applications that belong to the interactive class type in the SD-WAN configuration. The performance of such applications depends on a great extent upon network latency, and packet loss (for example, XenDesktop, XenApp).
- **Bulk Bandwidth**: Bandwidth consumed by applications that belong to the bulk class type in the SD-WAN configuration. These applications involve little human intervention and are handled by the systems themselves (for example, FTP, backup operations).
- **Expand/Collapse**: You can expand or collapse the data as needed.

WAN links

To view the statistics at WAN Link level, navigate to Reports > Statistics > WAN Links tab.



- WAN Link Name: The path name.
- Bandwidth Ingress: Ingress (LAN to WAN) Bandwidth usage for the selected time period.

- **Bulk Bandwidth Ingress**: Ingress (LAN to WAN) Virtual Path Bandwidth used by Bulk traffic for the selected time period.
- **Control Bandwidth Ingress**: Ingress (LAN to WAN) Virtual Path Bandwidth used by Control traffic for the selected time period.
- **Control Packet Ingress**: Ingress (LAN to WAN) Virtual Path Control packets for the selected time period.
- Interactive Bandwidth Ingress: Ingress (LAN to WAN) Virtual Path Bandwidth used by Interactive traffic for the selected time period.
- **Max Bandwidth Ingress**: Max Ingress (LAN to WAN) Bandwidth used in a minute for the selected time period.
- **Min Bandwidth Ingress**: Min Ingress (LAN to WAN) Bandwidth used in a minute for the selected time period.
- Expand/Collapse: You can expand or collapse the data as needed.

Interfaces

The Interfaces statistic report helps you during troubleshooting to quickly see whether any of the ports are down. You can also view the transmitted and received bandwidth, or packet details at each port. You can also view the number of errors that occurred on these interfaces during a certain time period.



To view Interface statistics, navigate to Reports > Statistics > Interfaces tab.

- Interface Name: The name of the Ethernet interface.
- **Tx Bandwidth**: Bandwidth transmitted.
- Rx Bandwidth: Bandwidth received.
- Errors: Number of errors observed during the selected time period.
- Expand/Collapse: You can expand or collapse the data as needed.

Classes

The virtual services can be assigned to particular QoS classes, and different bandwidth restraints can be applied to different classes.

To view **Class** statistics, navigate to **Reports > Statistics > Classes** tab.

			_							
Network Repo	orts : Histor	ical Statistics	C		Relati	ve Time 🖂 Inter	val: Last 1 Hour	i 🗸 Site Group:	All 🗸	
Virtual Paths	Paths WAN Li	inks Interfaces	Classes	GRE Tunnels	IPSec Tunnels					
Network Summary : Bandwidth Utilization across Classes										
Select Site :	All	~					(Ingress = LAN To	WAN, Egress = WAN	Customize Columns	
Virtual Path Name	Total Bandwidth	Realtime Bandwidth	Interactive Bandwidth	Bulk Bandwidth	Control Bandwidth	RealTime Bandwidth %	Interactive Bandwidth %	Bulk Bandwidth %	Expand/Collapse	
London - San_Francisco	29.03 Kbps	0 Kbps	0 Kbps	0 Kbps	29.03 Kbps	0	0	0	•	
NewYork - San Francisco	29.07 Kbps	0 Kbps	0 Kbps	0 Kbps	29.07 Kbps	0	0	0	•	

- QoS Class: The class name.
- Bandwidth: Transmitted bandwidth.
- Data Volume: Data sent, in Kbps.
- Drop Volume: Percentage of data dropped.
- Drop Percent: Percentage of data dropped.
- Expand/Collapse: You can expand or collapse the data as needed.

GRE tunnels

You can use a tunneling mechanism to transport packets of one protocol within another protocol. The protocol that carries the other protocol is called the transport protocol, and the carried protocol is called the passenger protocol. Generic Routing Encapsulation (GRE) is a tunneling mechanism that uses IP as the transport protocol and can carry many different passenger protocols.

The tunnel source address and destination address are used to identify the two endpoints of the virtual point-to-point links in the tunnel. For more information about configuring GRE tunnels on Citrix SD-WAN appliances, see <u>GRE Tunnel</u>.

To view **GRE Tunnel** statistics, navigate to **Reports > Statistics > GRE Tunnels** tab.

You can view the following metrics:

- Site Name: The site name.
- **Tx Bandwidth**: Bandwidth transmitted.
- **Rx Bandwidth**: Bandwidth received.
- **Packet Dropped**: Number of packets dropped, because of network congestion.
- **Packets Fragmented**: Number of packets fragmented. Packets are fragmented to create smaller packets that can pass through a link with an MTU that is smaller than the original datagram. The fragments are reassembled by the receiving host.
- **Expand/Collapse**: You can expand or collapse the data as needed.

IPsec tunnels

IP Security (IPsec) protocols provide security services such as encrypting sensitive data, authentication, protection against replay, and data confidentiality for IP packets. Encapsulating Security Payload (ESP), and Authentication Header (AH) are the two IPsec security protocols used to provide these security services.

In IPsec tunnel mode, the entire original IP packet is protected by IPsec. The original IP packet is wrapped and encrypted, and a new IP header is added before transmitting the packet through the VPN tunnel.

For more information about configuring IPsec tunnels on Citrix SD-WAN appliances, see IPsec Tunnel Termination.

To view **IPsec Tunnel** statistics, navigate to **Reporting > statistics > IPsec Tunnels** tab.

- Tunnel Name: The tunnel name.
- Tunnel State: IPsec tunnel state.
- **MTU**: Maximum transmission unit—size of the largest IP datagram that can be transferred through a specific link.

- Packet Received: Number of packets received.
- Packets Sent: Number of packets Sent.
- Packet Dropped: Number of packets dropped, because of network congestion.
- Bytes Dropped: Number of bytes dropped.
- **Expand/Collapse**: You can expand or collapse the data as needed.

Real time statistics

The Real time statics page displays the following statistical information at the customer level:

Network statistics

The **Network Statistics** page provides the following real time statistical information under **Reports** > **Real Time** > **Network Statistics**:

- Sites
- Virtual Paths
- WAN Member Paths
- WAN Links
- WAN Link Usage
- MPLS Queues
- Access Interfaces
- Interfaces
- Intranet
- IPsec Tunnel
- GRE

To get a real time statistical report, go to the required tab (such as sites, virtual paths, WAN links), select the site from the drop-down list, and click **Retrieve latest data**.

Network Statistics

Select Sit	e* ct Site					~												
Sites	Virtual Paths	WAN Member	Paths	WAN Links	WAN L	ink Usage	MPLS Qu	eues Ad	ccess Interfa	ces Int	erfaces	Intr	anet	IPsec Tunr	nel	GRE		
Re	trieve latest da	ita																
LAN to	WAN Stats														[Search		Q
Service		Packets		Bytes		PktsDrop		BytesDrop		Pkts/sec			Kbps			PktsDrop/s	KbpsDrop	÷ +

Add/Remove Columns	×
✓ State	
MTU	
✓ Latency BOWT (ms)	
✓ Worst Jitter (ms)	
Best Jitter (ms)	
Receive Rate (Kbps)	
Add Columns	
Virtual Path Service Type	
Since Created (s)	
WAN Link Congested	
IPsec Tunnel State	
	_

Update

Click the plus (+) symbol to add or remove any column from the statistics table and click **Update**.

App statistics

The **App Statistics** page provides the following real time statistical information under **Reports > Real Time > App Statistics**:

- Applications
- App QoS
- QoS Classes
- QoS Rules
- Rule Groups

To get a real time statistical report, go to the required tab (such as applications, QoS rule, QoS classes) select the site from the drop-down list, and click **Retrieve latest data**.

App Statistics

Select Site*						
C82105wis		~				
Applications App QoS Qo	oS Classes QoS Rules	Rules Groups				
Retrieve latest data						
				Search		Q
Application	Family		Bytes Received	Bytes Sent 🗘	Total Bytes	+
HyperText Transfer Protocol	Web		21806929280	1800782481932	1822589411212	
Unknown Protocol	None		0	0	0	

Click the plus (+) symbol if you want to add or remove any column from the statistics table and click **Update**.

Add/Remove Columns	\times
Current Columns	
Application	
Family	
✓ Bytes Received	
✓ Bytes Sent	
✓ Total Bytes	
	Update

Route statistics

The **Routes Statistics** page provides the following real time statistical information under **Reports > Real Time > Route Statistics**:

- ARP
- Routes
- Application Routes
- Observed Protocols
- Multicast Group
- NDP Rules Groups

To get a real time statistical report, go to the required tab (such as ARP, Routes, Application Routes) select the site from the drop-down list, and click **Retrieve latest data**.

Multicast Group NDP Rule G	Groups			
Multicast Group NDP Rule (Groups			
Multicast Group NDP Rule (Groups			

Click the plus (+) symbol if you want to add or remove any column from the statistics table and click **Update**.

Add/Remove Columns	\times
Current Columns	
V Num	
✓ Interface	
VLAN	
✓ IP Address	
MAC Address	
✓ State	
🗸 Туре	
Reply Age (ms)	
	Update
l l	

Flows

At the network level, select the site from the drop-down list before you can fetch the statistics. The **Flows** feature provides a unidirectional flow information related to a particular session going through the appliance. This provides information on the destination service type the flow is falling into and also the information related to the rule and class type and also the transmission mode.

Flows		
Select Site*	Maximum Entries to display	
Select Site 🗸	100 ~	
Retrieve latest data		
	🖉 Upload 📝 Download	Search Q
Application \diamond Routing Domain \diamond Source IP Addr \diamond Dest IP Addr \diamond	Orrection Ource Port Dest Port Proto IP IP DSCP	$\begin{array}{c} & \\ & \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ $

Firewall statistics

Eirowell Statistics

At the network level, select the site from the drop-down list before you can fetch the statistics. The **Firewall statictics** provide the state of the connection related to a particular session based on the firewall action configured. Firewall connections also provide complete details about the source and destination of the connection.

Select Site*						Stats Type						Maximum Entri	es to dis	play		
Select Site					\sim	Connectio	ins				\sim	100				
Retrieve lat	test dat	a														
														Search		0
Application		Family		Routing Domain		Src IP Addr		Src Port		Src Zone	D	Dest IP Addr		Dest Port	Dest Zone	

Application Quality

Application QoE is a measure of Quality of Experience of applications in the SD-WAN network. It measures the quality of applications that flow through the virtual paths between two SD-WAN appliances. The Application QoE score is a value between 0 and 10. The score range that it falls in determines the quality of an application. Application QoE enables network administrators to review the quality of experience of applications and take proactive measures when the quality goes below the acceptable threshold.

Quality	Range	Color Coding
Good	8–10	Green

Quality				Range				Color Coding						
air				4–8				Orange Red						
oor				0–4										
Network Rep	ports: Applicati	on Quality	Ø				Relative 7	Fime 🧹 Interva	Last	1 Hour 🗸	Site Group:	All		
+ App / App G	Group	h Applications	Q	L.										
7 Total Apps	O Good	0 Fair	0 Poor	7 No Traffic								View by: 🔡 \Xi		
7 Total Apps	O Good	0 Fair	O Poor Avg QoE:/10	7 No Traffic ICA Backgrou	Ind		Avg QoE:/10	ICA Bulk	:-Transfe	PF		View by: 88 :Ξ Avg QoE:/10		
7 Total Apps custom_i 3 Total Sites	app Poor Fair	O Fair	O Poor Avg QoE:/10 3 Inactive	7 No Traffic ICA Backgrou 3 Total Sites Poor	und Fair	 Good	Avg QoE:/10 3 Inactive	ICA Bulk 3 Total Sites	 Poor	P r Fair	 Good	View by: B III		
7 Total Apps custom_i 3 Total Sites	app Poor Fair	O Fair	O Poor Avg QoE:/10 3 Inactive 	7 No Traffic ICA Backgrou 3 Total Sites Poor	ind Fair	 Good	Avg QoE:/10 3 Inactive 	ICA Bulk 3 Total Sites	 Poor	P Fair	 Good	View by: B == Avg QoE:/10 3 Inactive		
7 Total Apps custom_i 3 Total Sites	O Good	O Fair Good	Poor Avg QoE:/10 3 Inactive Avg QoE:/10	7 No Traffic ICA Backgrou 3 Total Sites Poor	ind Fair	 Good	Avg QoE:/10 3 Inactive *** Avg QoE:/10	ICA Bulk 3 Total Sites	 Poor dent Cor	Fair	Good rch	View by: 88 12 Avg QoE:/10 3 Inactive Avg QoE:/10		
7 Total Apps custom_i 3 Total Sites ICA Inter 3 Total Sites	app Poor Fair ractive	O Fair Good	Poor Avg QoE:/10 3 Inactive Avg QoE:/10 3 Inactive	7 <u>ICA Backgrou</u> <u>3</u> Total Sites <u>ICA Realtime</u> <u>3</u> <u></u> <u>Total Sites</u> <u>Poor</u>	and Fair	 Good	Avg QoE:/10 3 Inactive Avg QoE:/10 3 Inactive	ICA Bulk 3 Total Sites Independ 3 Total Sites	 Poor dent Cor Poor	Prir Fair	Good rch Good	View by: B := Avg QoE:/10 3 Inactive Avg QoE:/10 3 Inactive		

The top of the dashboard displays the overall number of applications and the number of applications that have good, fair, or poor Application QoE in the network. It also displays the number of applications that do not have any traffic.



The individual application card displays the number of sites that have poor, fair, or good Application QoE for the specific application. It also displays the number of sites that are not actively using the application. The Avg QoE is the average QoE score of the application across all the sites in the network.



Click an individual application card to view the details on the number of sites that have good, fair, or poor application QoE for the selected application. A map view of all the sites that is running the

selected application is displayed. Click a site in the map to further drill down and view the Application QoE statistics of the various virtual paths at the site.



You can view the following metrics for Real-time, Interactive, and Hybrid traffic for the selected timeframe:

- **QoE**: The QoE score for the traffic.
- Loss: The loss percentage for the traffic.
- Latency: The latency in milliseconds for the traffic.
- Jitter: The jitter observed in milliseconds for the traffic.

Network Repor	ts: Applica	ation C)uality	Ø							Relativ	e Time 🗸	Interval: La	ast 1 Hour 🗸	Site Group:	All	~
Application QoE /	iperf 🖌 🕧 I	//CN_211	~														
Select Virtual Path :	MCN_211 -	Des	tination S	te	~ 1	raffic Type :	Realtim	e v									
			10-	1:36am	11:41a	m 11:46	Realtime Interactiv	e	1:56am	12:01pm	12:06pm	12:11pm	12:16pm	12:21pm	12:26pm	12:31pm	12:36pm
	Avg	0					Hybrid										
QoE	Worst	0	6-														
	Best	0	3- 0_														
			1	1:36am	11:41a	m 11:46	am 11	51am	11:56am	12:01pm	12:06pm	12:11pm	12:16pm	12:21pm	12:26pm	12:31pm	12:36pm
	Avg	0															
Loss(%)	Worst	0	0-														
	Best	0															
			1	1:36am	11:41a	m 11:46	am 11	:51am	11:56am	12:01pm	12:06pm	12:11pm	12:16pm	12:21pm	12:26pm	12:31pm	12:36pm
	Avg	0															
Latency(ms)	Worst	0	0-														
	Best	0															

Application QoE profiles

Click **+ App / App Group** to map applications, custom applications, or application groups to the default or custom QoE profiles.

Network Re	ports : Ap	oplication Qu	uality 📿							Relative Time $\!$	Interval:	Last 3 Hour 🗸	Site Group:	All 🗸
Application QoE	/ All Applic	ations 🗸												
+ App / App G	Group	Search Applicati	ions	Q										
6 Total Apps	0 Good	5 Fair	0 Poor	1 No Traffic										View by: 🗄 🗄
iperf				Avg QoE: 5/10	ICA Realt	ime			Avg QoE: 5/10	ICA Bulk-	Transfer			Avg QoE: 4.01/10
2 Total Sites	0 Poor	<mark>1</mark> Fair	0 Good	1 Inactive	2 Total Sites	0 Poor	2 Fair	0 Good	0 Inactive	2 Total Sites	1 Poor	1 Fair	0 Good	0 Inactive
ICA Back	ground			Avg QOE 3.9/10	ICA Inter	active			Avg QOE: 4,96/10	Ibay.com	mv			Avg QoE:/10
2 Total Sites	1 Poor	1 Fair	0 Good	0 Inactive	2 Total Sites	0 Poor	2 Fair	0 Good	0 Inactive	2 Total Sites	Poor	Fair	Good	2 Inactive

The QoE profiles define the threshold for real-time, interactive, and hybrid traffic. The QoE thresholds as per the QoE profiles are applied to the selected application or application group.

Add App/App Group					×
Type *		Application *		QoE Profile *	<u>+ New QoE Profile</u>
Application	\sim	Ibay.com.mv(ibay)	\sim	new_qoe_profile	~
Application Cancel Ok	~	Application Ibay.com.mv(ibay)	\sim	QoE Prohie new_qoe_profile	

Click + **New QoE Profile** to create a new application QoE profile and enter the value for the following parameters:

- **Profile Name**: A name to identify the profile that sets thresholds for real-time and interactive traffic.
- **Traffic Type**: Choose the type of traffic –Real-time, Interactive, or Hybrid. If the traffic type is Hybrid, you can configure both Real-time and Interactive QoE profile thresholds.
- **Realtime Configuration**: Configure thresholds for traffic flows that select the real-time QoS policy. A flow of a real-time application that meets the following thresholds for latency, loss, and jitter is considered to be of good quality.
 - **One Way latency**: The latency threshold in milliseconds. The default QoE profile value is 160 ms.

- **Jitter**: The jitter threshold in milliseconds. The default QoE profile value is 30 ms.
- **Packet Loss**: The percentage of packet loss. The default QoE profile value is 2%.
- Interactive Configuration: Configure thresholds for traffic flows that select the interactive QoS policy. A flow of an interactive application that meets the following threshold for burst ratio and packet loss is considered to be of good quality.
 - Expected Burst Rate: The percentage of expected burst rate. The egress burst rate must be at least the configured percentage of ingress burst rate. The default QoE profile value is 60%.
 - Packet loss per flow: The percentage of packet loss. The default QoE profile value is 1%.

Add App/App Group					×
Type *		Application *		QoE Profile *	+ New QoE Profile
Application	~	Ibay.com.mv(ibay)	\sim	DefaultQOEProfile	\sim
Profile Configuration					
Profile Name *	Traffic Type *				
Test-Profile	Hybrid	~			
Realtime Configuration		litter (ms) *		Packet Loss (%) *	
190		30		3	
Interactive Configuration					
Expected Burst Rate (%) *	Packet Loss p	er Flow (%) *			
60	2				
Cancel Done					

The newly added application is displayed in the Application Quality dashboard.

You can also define and configure application QoE from App & DNS Settings for more information see, Application quality profiles and Application quality configuration.

Site reports

June 16, 2022

The **Site Reports** provide visibility into site-level alerts, usage trends, quality, device information, and firewall statistics.

Alerts

The site administrator can review a detailed report of all the events and alerts generated at the site level.

It includes the severity, site at which the alert originated, alert message, time, and other details.

Site Re	port : Alerts			
🗑 D	elete Alerts		Search Q 216	10 17 189 HIGH MEDIUM LOW
	Severity	Source	Message	Time
	Low	APPLIANCE	The state of Virtual Path San_Francisco-Madrid has changed from BAD to GOOD	Jan 30th 2020, 12:35 am
	Low	APPLIANCE	Virtual Path San_Francisco-Madrid Path Madrid-DSL-ono-1->San_Francisco-Broadband-AMIS-2 state has chang	Jan 30th 2020, 12:35 am
	Low	APPLIANCE	Virtual Path San_Francisco-Madrid Path San_Francisco-Broadband-AMIS-2->Madrid-DSL-ono-1 state has chang	Jan 30th 2020, 12:35 am
	Low	APPLIANCE	Virtual Path San_Francisco-Madrid Path San_Francisco-Broadband-AMIS-2->Madrid-DSL-ono-1 state has chang	Jan 30th 2020, 12:35 am
	Low	APPLIANCE	Virtual Path San_Francisco-Madrid Path Madrid-DSL-ono-1->San_Francisco-Broadband-AMIS-2 state has chang	Jan 30th 2020, 12:35 am
	High	APPLIANCE	The Virtual Path San_Francisco-Madrid is no longer DEAD	Jan 30th 2020, 12:35 am
	Low	APPLIANCE	Ethernet link on device 4 changed from ETH_LINK_DOWN to ETH_LINK_UP.	Jan 30th 2020, 12:15 am
	Low	APPLIANCE	Ethernet link on device 3 changed from ETH_LINK_DOWN to ETH_LINK_UP.	Jan 30th 2020, 12:15 am
	Low	APPLIANCE	Ethernet link on device 2 changed from ETH_LINK_DOWN to ETH_LINK_UP.	Jan 30th 2020, 12:15 am
	Low	APPLIANCE	Ethernet link on device 1 changed from ETH_LINK_DOWN to ETH_LINK_UP.	Jan 30th 2020, 12:15 am
	Low	APPLIANCE	The state of Virtual Path San_Francisco-Madrid has changed from BAD to GOOD	Jan 24th 2020, 12:05 pm
	Low	APPLIANCE	Virtual Path San_Francisco-Madrid Path Madrid-DSL-ono-1->San_Francisco-Broadband-AMIS-2 state has chang	Jan 24th 2020, 12:05 pm
	Low	APPLIANCE	Virtual Path San_Francisco-Madrid Path San_Francisco-Broadband-AMIS-2->Madrid-DSL-ono-1 state has chang	Jan 24th 2020, 12:05 pm
	Low	APPLIANCE	Virtual Path San_Francisco-Madrid Path San_Francisco-Broadband-AMIS-2->Madrid-DSL-ono-1 state has chang	Jan 24th 2020, 12:05 pm
	Low	APPLIANCE	Virtual Path San_Francisco-Madrid Path Madrid-DSL-ono-1->San_Francisco-Broadband-AMIS-2 state has chang	Jan 24th 2020, 12:05 pm
	High	APPLIANCE	The Virtual Path San_Francisco-Madrid is no longer DEAD	Jan 24th 2020, 12:05 pm
	Medium	APPLIANCE	Virtual Path San_Francisco-Madrid Path Madrid-DSL-ono-1->San_Francisco-Broadband-AMIS-2 state has chang	Jan 24th 2020, 12:05 pm

Suitable filtering options can be used as needed for example: Look for all the high severity alerts at the site or the alerts that occurred during a particular period.

You can also select and clear alerts.

Usage

Site administrators can review usage trends such as **Top Applications, Top Application Categories**, and **App Bandwidth** in a particular site.

Top applications and application categories

The **Top Applications** and **Top Application Categories** chart shows the top applications and top application families that are widely used in the site. This allows you to analyze the data consumption pattern and reassign the bandwidth limit for each class of data within the site.

You can also view the bandwidth usage statistics. The bandwidth statistics are collected for the selected time interval. You can filter the statistical report based on the **Report Type, Apps or Apps Categories,** and **Metrics**.



- Report Type: Select Top App or App Categories from the list.
- **Apps/App Categories:** Select top application or categories (such as network service) from the list.
- **Metric:** Select the bandwidth metric (such as Total Data, Incoming Data, Total Bandwidth) from the list.

Quality

Site administrators can use the Quality reports to analyze the Quality of Experience (QoE) at the site for each QoS metric such as availability, loss, latency, and jitter. The quality metric is displayed for both the overlay virtual paths and its underlying member paths.

Availability

Citrix SD-WAN Orchestrator for On-premises 14.4



• Loss

MCN_211

Select Virtual Path : BR0_110 -

Metric : Loss

							Export as CSV	
Download : MC	N_211-> BR0_11	0		Upload: BR0_1	10-> MCN_211			
Path	Max (%)	Avg (%)	Min (%)	Path	Max (%)	Avg (%)	Min (%)	
Overlay	0	0	0	Overlay	0	0	0	
Underlay	0	0	0	Underlay	0	0	0	
Virtual Path : MCN_211-BR0_110 2:29pm	2:39pm 2:49pm	259pm 3.0	9pm 3:19pm 3:29pm	Virtual Path : BR0_110-MCN_211 2:29pm	2:39pm 2:49pm	1 2:59pm 3:05)pm 3:19pm 3:29pm	
Member Paths : MCN_211-Broadband-ACT-1:BR0_110-AOL_Broadband-1				Member Paths : BR0_110-AOL_Broadband-I:MCN_211-Broadband-ACT-1				
0				0				
MCN_211-Broadband-	AOL-2:BR0_110-AOL_Br	oadband-1		BR0_110-AOL_Broadt	band-1:MCN_211-Broadb	and-AOL-2		

• Jitter

Select Virtual Path : BR0_110 - MCN_211 Metric : Jitter \sim

Export as CSV



Throughput

							Export as C
Download : N	ICN_211-> BR0	110		Upload: BR0_	110 -> MCN_211		
Path	Max	Aug	Min	Path	Max	Avg	Min
Overlay	9.44 Mbps	9.44 Mbps	9.43 Mbps	Overlay	0.45 Mbps	0.44 Mbps	0.44 Mbps
Underlay	9.43 Mbps	4.72 Mbps	0.01 Mbps	Underlay	0.44 Mbps	0.22 Mbps	0.01 Mbps
Vistual Dath				Vistual Daths			
Virtual Path : MCN_211-BR0_110 9.442 2:31pm 6 	2:4]pm 2:5]	pm 3:01pm	3:11pm 3:21pm 3:31pm	Virtual Path : BR0_110-MCN_211 0.451 2.31pm 0.451 0.3- 0.15	2:41pm 2:51	m 3:01pm	3:11pm 3:21pm 3:31
Virtual Path : MCN_211-BR0_110 9.442 6 3 0	2:41pm 2:51	pm 3:01pm	3:11pm 3:21pm 3:31pm	Virtual Path : BR0_110-MCN_211 0.451 2.31pm 0.451 0.3- 0.15- 0 Member Path BPD 10 401	2:4[pm 2:5]	om 3:01pm	3:11pm 3:21pm 3:31
Virtual Path : MCN_211-BRO_110 9.442 6 3 0 0 Member Patl MCN_211-Broadba	: 2:41pm 2:51 hs : nd-ACT-1:BR0_110-AOL	pm 3:01pm Broadband-1	3:11pm 3:21pm 3:31pm	Virtual Path : BR0_110-MCN_211 0.451 0.3 0.15 0 Member Path BR0_110-AOL_Bros 0.439	2:4[pm 2:5] s : sband-1:MCN_211-Broa	om 3:01pm dband-ACT-1	3:11pm 3:21pm 3:31
Virtual Path : MCN_211-BRO_110 9.442 6 3 0 0 Member Patl MCN_211-Broadba	: 2:41pm 2:51 hS : nd-ACT-1:BR0_110-AOL	pm 3:01pm Broadband-1	3:11pm 3:21pm 3:31pn	Virtual Path : BR0_110-MCN_211 0.451 2:31pm 0.451 0.3 0.15 0 Member Path BR0_110-AOL_Bros 0.439 0.15	2:41pm 2:51 s : \$band-1:MCN_211-Broa	dband-ACT-1	3:11pm 3:21pm 3:31

Export as CSV

With the **Export as CSV** capability, you can download the path graph points (virtual/member path) for any time series (hourly, weekly and so on) as an excel Comma-separated Value (CSV) file and be able to plot all distinct points of data for a particular site report.

To download/export the path graph as CSV, navigate to **Reports** > **Quality** at site level. Select the site and metric from the drop-down list and click the **Export as CSV** link.

Select the path you want to fetch the data for and click **Download Graph Points**.

Note: Selected Path Graph points (Time and Value) will be available in the downloaded CSV file

\checkmark	Path Name
\checkmark	DCVPX_HA-Sai
	DCVPX_HA-Broadband-Telerama-1:Sai-Broadband-ACT-1
\checkmark	DCVPX_HA-Broadband-Telerama-1:Sai-Broadband- AOL-2

Download Graph Points

By default, all the path check boxes are auto selected. You can modify it as needed.

Note

If none of the paths is selected, the **Download Graph Points** button remains disabled.

Path Name
DCVPX_HA-Sai
DCVPX_HA-Broadband-Telerama-1:Sai-Broadband- ACT-1
DCVPX_HA-Broadband-Telerama-1:Sai-Broadband- AOL-2

Download Graph Points

The naming convention of the downloaded CSV file is **SiteQuality** followed by a timestamp of the download. You can view each path with a pair of time and value along with a unique identifier. You can see the time in milliseconds and the value as in unit.

	1	1			_
				SiteQuality_2022-01-18T13_06_12+05_30	
1	DCVPX_HA - Sai-time	DCVPX_HA - Sai-value	DCVPX_HA-Broadband-Telerama-1:Sai-Broadband-ACT-1-time	DCVPX_HA-Broadband-Telerama-1:Sai-Broadband-ACT-1-value	DCVPX_HA
2	1642487670572	2	1642487670572	2	
3	1642487730572	2	1642487730572	2	
4	1642487790572	2	1642487790572	2	
5	1642487850572	2	1642487850572	2	
6	1642487970572	2	1642487910572	2	
7	1642488030572	2	1642487970572	2	
8	1642488090572	2	1642488030572	2	
9	1642488150572	2	1642488090572	2	
10	1642488210572	2	1642488150572	2	
11	1642488270572	2	1642488210572	2	

Based on the following metric selection, you can see different values are getting generated in the CSV file:

- Loss: Value shows in %.
- Latency and Jitter: Value shows in milliseconds.
- Throughput: Value shows in Kbps.
- Availability: Shows the path up, partially up, down, and unknown time.
 - If the value is 4, then the path is in Up state.
 - If the value is 3, then the path is partially Up state.
 - If the value is lesser than 3, then the path is in Bad/down state.

Quality of Service

Quality of Service (QoS) manages data traffic to reduce packet loss, latency, and jitter on the network. For more information, see <u>Quality of Service</u>. The following are two ways to view the Qualityof-Service (QoS) report:

• **Summary View:** Summary view provides an overview of bandwidth consumption across all types of traffic - real-time, interactive, bulk, and control across the network and per site.

Site Report : QoS 🧭			Relative Time V	Last 1 Hour V			
Select virtual Path : LONDON - NewYork V			SUMMART	QUS DETAILS			
Bandwidth Distribution (%)	Traffic Type	Bandwidth					
		Realtime Class	Bandwidth Utilization (%)	Data Volume			
		HDX High	0 %	0 Kb			
	Realtime	Low	0 %	0 Kb			
		Medium	0 %	0 Kb			
		High	0 %	0 Kb			
		Interactive Class	Bandwidth Utilization (%)	Data Volume			
		HDX High	0 %	0 Kb			
		HDX Medium	0 %	0 Kb			
	Interactive	HDX Low	0 %	0 Kb			
Pealtime Interactive Rulk Control		High	0 %	0 Kb			
		Medium	0 %	0 Kb			
		Low	0 %	0 Kb			
		Bulk Class	Bandwidth Utilization (%)	Data Volume			
	Bulk	High	0 %	0 Kb			
	buik	Medium	0 %	0 Kb			
		Low	0 %	0 Kb			
	Control	Control Class	Bandwidth Utilization (%)	Data Volume			
	control	ControlClass	100 %	90.2 Kb			

- Real-time: Used for low latency, low bandwidth, time-sensitive traffic. Real-time applications are time sensitive but don't really need high bandwidth (for example voice over IP). Real-time applications are sensitive to latency and jitter, but can tolerate some loss.
- Interactive: Used for interactive traffic with low to medium latency requirements and low to medium bandwidth requirements. Interactive applications involve human input in the form of mouse clicks or cursor moves. The interaction is typically between a client and a server. The communication might not need high bandwidth but is sensitive to loss and latency. However, server to client does need high bandwidth to transfer graphical information, which might not be sensitive to loss.
- **Bulk:** Used for high bandwidth traffic that can tolerate high latency. Applications that handle file transfer and need high bandwidth are categorized as bulk class. These applications involve little human interference and are mostly handled by the systems themselves.
- **Control:** Used to transfer control packets that contain routing, scheduling, and link statistics information.
- **Detailed View:** The detailed view captures trends around bandwidth consumption, traffic volume, packets dropped and so on For each QoS class associated with an overlay virtual path. You can view QoS statistics based on the virtual path between two sites.

Site Report : QoS C				Rela	tive Time $\!$	Interval:	.ast 1 Hour \lor
Select Virtual Path : London - NewYork	✓ Traffic Type : All		~		SUMN	MARY	QOS DETAILS
12.15 Kb	**************************************	Traffic Type	Priority	Bandwidth	Data Volume	Drop (%)	Drop Volume
		Realtime	HDX High	0 Kbps	0 Kb	0 %	0 Kb
		Realtime	Low	0 Kbps	0 Kb	0 %	0 Kb
		Realtime	Medium	0 Kbps	0 Kb	0 %	0 Kb
		Realtime	High	0 Kbps	0 Kb	0 %	0 Kb
8 Kb		Interactive	HDX High	0 Kbps	0 Kb	0 %	0 Kb
		Interactive	HDX Medi	0 Kbps	0 Kb	0 %	0 Kb
		Interactive	HDX Low	0 Kbps	0 Kb	0 %	0 Kb
		Interactive	High	0 Kbps	0 Kb	0 %	0 Kb
		Interactive	Medium	0 Kbps	0 Kb	0 %	0 Kb
4 Kb		Interactive	Low	0 Kbps	0 Kb	0 %	0 Kb
		Bulk	High	0 Kbps	0 Kb	0 %	0 Kb
		Bulk	Medium	0 Kbps	0 Kb	0 %	0 Kb
•		Bulk	Low	0 Kbps	0 Kb	0 %	0 Kb
0 Kb 9:48am 9:58am 10:08am 10:18am 10:	28am 10:48am	Control	ControlCl	12.02 Kbps	90.17 Kb	0 %	0 Kb
→ realtime → interactive → bulk → cor	ntrol	Page Size	e: 25 🗸	Showing 1 - 14	of 14 items	Page 1 of 1	\rightarrow

Historical statistics

For each site, you can view the statistics as graphs for the following network parameters:

- Virtual Paths
- Paths
- WAN Links
- Interfaces
- Classes
- Services
- GRE Tunnels
- IPsec Tunnels

The statistics are collected as graphs. These graphs are plotted as timeline versus usage, allowing you to understand the usage trends of various network object properties. You can view graphs for network-wide application statistics.

You can view or hide the graphs and customize the columns as needed.

Virtual paths

To view the Virtual Paths statistics, navigate to Reports > Statistics > Virtual Paths tab.



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- Virtual Path Name: The virtual path name.
- Latency: The latency in milliseconds for real time traffic.
- Loss: Percentage of packets lost.
- Jitter: Variation in the delay of received packets, in milliseconds.
- Bandwidth Ingress: Ingress (LAN > WAN) Bandwidth usage for the selected time period.
- **Control Bandwidth**: Bandwidth used to transfer control packets that contain routing, scheduling, and link statistics information.
- **Real-time Bandwidth**: Bandwidth consumed by applications that belong to the real-time class type in the SD-WAN configuration. The performance of such applications depends on a great extent upon network latency. A delayed packet is worse than a lost packet (for example, VoIP, Skype for Business).
- **Interactive Bandwidth**: Bandwidth consumed by applications that belong to the interactive class type in the SD-WAN configuration. The performance of such applications depends on a great extent upon network latency, and packet loss (for example, XenDesktop, XenApp).
- Bulk Bandwidth: Bandwidth consumed by applications that belong to the bulk class type in

the SD-WAN configuration. These applications involve little human intervention and are mostly handled by the systems themselves (for example, FTP, backup operations).

• Expand/Collapse: You can expand or collapse the data as needed.

Paths

To view the **Paths** statistics, navigate to **Reports > Statistics > Paths** tab.

Site Report	: Statistics	C						Relative	fime 🗸 Interval:	Last 1 Hour \lor
Virtual Paths	Paths WA	N Links Int	erfaces C	lasses Serv	ices GRE Tunne	ls IPSec Tunnel	s			
Select Virtual Path	: London	- NewYor	k	~					View / Hide All Gra	customize Columns
From WAN Link	To WAN Link	Latency	Loss	Jitter	Bandwidth	Control Bandwidth	Realtime Bandwidth	Interactive Bandwidth	Bulk Bandwidth	Expand/Collapse
London- Broadband- ARNES-1	NewYork- AOL-1	2 ms	0%	2 ms	12.02 Kbps	12.02 Kbps	0 Kbps	0 Kbps	0 Kbps	-•
Latency (ms) 10:18 2.25 1.5 0.75 0 Jitter (ms) 3 2.25 0.75 0 Control Bandwi 14 8 4 0 Interactive Banc	am 10:28am	10:38am	10:48am	10:58am	11:18am	Loss (%) 10:18a 0	im 10:28am	10:38am 10.	48am 10:58am	11:18am

- From WAN Link: The source WAN link.
- To WAN Link: The destination WAN link.
- Latency: The latency in milliseconds for real time traffic.
- Loss: Percentage of packets lost.
- Jitter: Variation in the delay of received packets, in milliseconds.
- **Bandwidth**: Total bandwidth consumed by all packet types. Bandwidth= Control Bandwidth + Real-time Bandwidth + Interactive Bandwidth + Bulk Bandwidth.
- **Control Bandwidth**: Bandwidth used to transfer control packets that contain routing, scheduling, and link statistics information.
- **Real-time Bandwidth**: Bandwidth consumed by applications that belong to the real-time class type in the SD-WAN configuration. The performance of such applications depends on a great extent upon network latency. A delayed packet is worse than a lost packet (for example, VoIP, Skype for Business).
- **Interactive Bandwidth**: Bandwidth consumed by applications that belong to the interactive class type in the SD-WAN configuration. The performance of such applications depends on a great extent upon network latency, and packet loss (for example, XenDesktop, XenApp).
- **Bulk Bandwidth**: Bandwidth consumed by applications that belong to the bulk class type in the SD-WAN configuration. These applications involve little human intervention and are mostly handled by the systems themselves (for example, FTP, backup operations).
- Expand/Collapse: You can expand or collapse the data as needed.

WAN links

To view the statistics at WAN Link level, navigate to Reports > Statistics > WAN Links tab.



You can view the following metrics:

- WAN Link Name: The path name.
- Bandwidth Ingress: Ingress (LAN > WAN) Bandwidth usage for the selected time period.
- Bulk Bandwidth Ingress: Ingress (LAN > WAN) virtual path bandwidth used by Bulk traffic for the selected time period.
- **Control Bandwidth Ingress: Ingress (LAN > WAN) virtual path bandwidth** used by Control traffic for the selected time period.
- Control Packet Ingress: Ingress (LAN > WAN) Virtual Path Control packets for the selected time period.
- Interactive Bandwidth Ingress: Ingress (LAN > WAN) virtual path bandwidth used by Interactive traffic for the selected time period.
- Max Bandwidth Ingress: Maximum ingress (LAN > WAN) bandwidth used in a minute for the selected time period.
- Min Bandwidth Ingress: Minimum ingress (LAN > WAN) bandwidth used in a minute for the selected time period.
- **Expand/Collapse**: You can expand or collapse the data as needed.

Interfaces

The Interfaces statistical report helps you during troubleshooting to quickly see whether any of the ports are down. You can also view the transmitted and received bandwidth, or packet details at each port. You can also view the number of errors that occurred on these interfaces during a certain time period.

To view Interface statistics, navigate to Reports > Statistics > Interfaces tab.

You can view the following metrics:

- Interface Name: The name of the Ethernet interface.
- **Tx Bandwidth**: Bandwidth transmitted.
- **Rx Bandwidth**: Bandwidth received.
- Errors: Number of errors observed during the selected time period.
- **Expand/Collapse**: You can expand or collapse the data as needed.

Classes

The virtual services can be assigned to particular QoS classes, and different bandwidth restraints can be applied to different classes.

To view **Class** statistics, navigate to **Reports > Statistics > Classes** tab.

Virtual Paths Paths	WAN Links Interfaces	Classes Services C	GRE Tunnels IPSec Tunnels		
ct Virtual Path : Lond	don - NewYork	~			View / Hide Ali Graphs Customize Co
S Class	Bandwidth	Data Volume	Drop Volume	Drop Percent	Expand/Collapse
ntrol - ControlClass	12.03 Kbps	90.2 Kb	0 Kb	0 %	•
Indwidth (Kbps)	7am 11:27am 11:37a	n 11:47am 1;	Data Volume (Kb) 2:07pm 101 1:07am 60 - - - - - - - - - - - - -	11:17am 11:27am 11:3	37am 11:47am 12:07

You can view the following metrics:

- QoS Class: The class name.
- Bandwidth: Transmitted bandwidth.
- Data Volume: Data sent, in Kbps.
- Drop Volume: Percentage of data dropped.
- Drop Percent: Percentage of data dropped.
- Expand/Collapse: You can expand or collapse the data as needed.

Services

To view the **Services** statistics, navigate to **Reports > Statistics > Services** tab.

Select the service type from the list. The options are as follows:

- **Passthrough** –This service manages traffic that is not intercepted, delayed, shaped, or changed by the SD-WAN. Traffic directed to the Passthrough Service includes broadcasts, ARPs, and other non-IPv4 traffic, and traffic on the Virtual WAN Appliance local subnet, configured subnets, or Rules applied by the Network Administrator. This traffic is not delayed, shaped, or changed by the SD-WAN. Therefore, you must ensure that Passthrough traffic does not consume substantial resources on the WAN links that the SD-WAN Appliance is configured to use for other services.
- **Intranet** –This service manages Enterprise Intranet traffic that has not been defined for transmission across a Virtual Path. As with Internet traffic, it remains unencapsulated, and the SD-WAN manages bandwidth by rate-limiting this traffic relative to other service types during times

of congestion. Under certain conditions, and if configured for Intranet Fallback on the Virtual Path, traffic that ordinarily travels with a Virtual Path can instead be treated as Intranet traffic, to maintain network reliability.

• **Internet** – This service manages traffic between an Enterprise site and sites on the public Internet. Traffic of this type is not encapsulated. During times of congestion, the SD-WAN actively manages bandwidth by rate-limiting Internet traffic relative to the Virtual Path, and Intranet traffic according to the SD-WAN configuration established by the Administrator.

Site Re	port : Statistics	C			Relative Time	✓ Interval: Last 1 Hour →
Virtual P	Paths Paths WAN	Links Interfaces (Classes Services GRE Tu	nnels IPSec Tunnels		
Service :	Passthrough	~			Vie	ew / Hide All Graphs Customize Columns
Site Nan	Intranet	th Ingress	Packets Ingress	Packets Dropped Ingress	Drop Percentage Ingress	Expand/Collapse
London	U K	ups	0	0	0 %	
Bandwid	th Ingress (Kbps) 12:49pm 12:59pm	1:09pm 1:19pm	1:29pm 1:39pm 1:49pr	Packets Ingress (count) n 12:49pm 12:	59pm 1:09pm 1:19pm	1:29pm 1:39pm 1:49pm
	J0300300380088009	000000000000000000000000000000000000000		0	000000000000000000000000000000000000000	090000000000000000000000000
Packets	Dropped Ingress (count)					
()	000000000000000000000000000000000000000				

You can view the following metrics:

- Site Name: The site name.
- Bandwidth Ingress: Ingress (LAN > WAN) Bandwidth usage for the selected time period.
- Packet Ingress: (LAN > WAN) Packets sent for the selected time interval.
- Expand/Collapse: You can expand or collapse the data as needed.

GRE tunnels

You can use a tunneling mechanism to transport packets of one protocol within another protocol. The protocol that carries the other protocol is called the transport protocol, and the carried protocol is called the passenger protocol. Generic Routing Encapsulation (GRE) is a tunneling mechanism that uses IP as the transport protocol and can carry many different passenger protocols.

The tunnel source address and destination address are used to identify the two endpoints of the virtual point-to-point links in the tunnel. For more information about configuring GRE tunnels on Citrix SD-WAN appliances, see <u>GRE Tunnel</u>.

To view **GRE Tunnel** statistics, navigate to **Reports > Statistics > GRE Tunnels** tab.

You can view the following metrics:

- Site Name: The site name.
- **Tx Bandwidth**: Bandwidth transmitted.
- **Rx Bandwidth**: Bandwidth received.
- **Packet Dropped**: Number of packets dropped, because of network congestion.
- **Packets Fragmented**: Number of packets fragmented. Packets are fragmented to create smaller packets that can pass through a link with an MTU that is smaller than the original datagram. The fragments are reassembled by the receiving host.
- **Expand/Collapse**: You can expand or collapse the data as needed.

IPsec tunnels

IP Security (IPsec) protocols provide security services such as encrypting sensitive data, authentication, protection against replay, and data confidentiality for IP packets. Encapsulating Security Payload (ESP), and Authentication Header (AH) are the two IPsec security protocols used to provide these security services.

In IPsec tunnel mode, the entire original IP packet is protected by IPsec. The original IP packet is wrapped and encrypted, and a new IP header is added before transmitting the packet through the VPN tunnel.

For more information about configuring IPsec tunnels on Citrix SD-WAN appliances, see IPsec Tunnel Termination.

To view **IPsec Tunnel** statistics, navigate to **Reporting > statistics > IPsec Tunnels** tab.

You can view the following metrics:

- Tunnel Name: The tunnel name.
- Tunnel State: IPsec tunnel state.
- **MTU**: Maximum transmission unit—size of the largest IP datagram that can be transferred through a specific link.
- Packet Received: Number of packets received.
- Packets Sent: Number of packets Sent.
- **Packet Dropped**: Number of packets dropped, because of network congestion.
- Bytes Dropped: Number of bytes dropped.
- **Expand/Collapse**: You can expand or collapse the data as needed.

Real time statistics

Network Statistics

You can get the following real time statistical information under **Reports > Real Time > Network Statistics**:

- Site
- Virtual Paths
- WAN Member Paths
- WAN Links
- WAN Link Usage
- MPLS Queues
- Access Interfaces
- Interfaces
- Intranet
- IPsec Tunnel
- GRE

To get the real time statistical report, go to the required tab (such as site, virtual paths, WAN links) and click **Retrieve latest data**.

Network Statistics

Sites	Virtual	Paths	WAN Me	Memeber Paths WAN Links WAN Link Usage MPLS Queues				eues Ad	Access Interfaces Interfaces				Intranet IPsec Tunnel				
Ret	trieve la	test d	ata														
LAN to	WAN St	ats											Search				Q
Service			Packets		Bytes		PktsDrop	BytesDrop		Pkts/sec		Kbps		PktsDrop/s		KbpsDrop	° +
Virtual	Path		812207877		814757469	80	0	0		1861.2		1493.6	3	0		0	
Interne	et		0		0		0	0		0		0		0		0	
Intrane	et		958149		197846568	1	0	0		2.2		3.63		0		0	

Click the plus (+) symbol if you want to add or remove any column from the statistics table and click **Update**.

Add/Remove Columns		\times
Current Columns		
Service		
✓ Packets		
V Bytes		
PktsDrop		
J BytesDrop		
V Pkts/sec		
✓ Kbps		
PktsDrop/s		
KbpsDrop		
	Update	

MPLS Queues MPLS queues allow you to define the queues corresponding to the Service Provider MPLS queues, on the MPLS WAN Links. For information on configuring MPLS queues, see MPLS Queues.

To view MPLS Queue statistics, at the site level, navigate to **Reports** > **Real Time** > **Network Statistics**. Click **MPLS Queues**, and click **Retrieve latest data**. The latest MPLS queues data is retrieved from the appliance and is displayed in the Citrix SD-WAN Orchestrator for On-premises.

You can view the direction, no of packets, delta packets, and mismatched DSCP packets for Intranet and Virtual path services.

Network	Stati	stics												
Sites Virtu	al Paths	WAN Member Paths	WAN Links	WAN Link Usage	MPLS Queues	Access Interfaces	Interfaces	Intranet	IPsec Tunnel	GRE				
Retrieve	latest dat	а												
Private MPLS	Queues											Search		Q
Private MPLS		MPLS Queue		Access Interface	IP Address		Proxy Address		Proxy ARI	P State	⇒ MAC		Last ARP Reply Age(ms)	÷ +
						No	rows found							
														_
											Showing 1-0 of	f 0 items Page 1	of 0 🖪 🕨	5 rows 🗸
Virtual Path Se	ervice Dat	ta Rates												
Name		Direction	Urtual P	ath Service Packets	Virtual Path Service Kbp	Delta Virtual P	oth Service	Delta Virtual	Path Service	Mismatched DSC	P Packets	Mismatched DSCP kB	IP, TCP, UDP Header	. • +
						Packets		K.D					Compression bytes a	aveu
						No	rows found							
										S	howing 1-0 of	0 items Page 1	of 0 🚽 🕨	5 rows 🗸
Intranet Data P	Rates													
Name		Direction		Intranet Packets	Intranet Kb	95 Ô	Delta intranet P	ackets	 Delta Intra 	net kB	Mismato	ched DSCP Packets	Mismatched DSCP kB	• +
						No	rows found							

For private MPLS Queues, you can view the following details:

- Private MPLS: The private MPLS WAN link.
- MPLS Queue: The MPLS queue associated with the MPLS WAN link.
- Access Interface: The access interface associated with the MPLS queue.
- IP Address: The IP address associated with the MPLS queue.
- Proxy Address: The proxy IP address associated with the MPLS queue.
- Proxy ARP State: The state of proxy address resolution protocol. Enabled, disabled, or N/A
- MAC: The MAC address of the interface associated with the MPLS queue.
- Last ARP Reply age: Time in milliseconds when the last ARP reply was received.

For more details on troubleshooting, see Troubleshooting MPLS queues.

App statistics

You can get the following real time statistical information under **Reports > Real Time > App Statistics**:

- Applications
- Observed Protocols
- App QoS

- QoS Classes
- QoS Rules
- Rule Groups

To get the real time statistical report, go to the required tab (such as applications, App QoS, QoS rule) and click **Retrieve latest data**.

App Stat	tistics										
Applications	Observed Proto	cols App QoS	QoS Classes	QoS Rules	Rule Groups						
Retrieve L	atest data										
							[Search			2
Application		Family		Bytes Received		Bytes Sent			Total Bytes		+

Click the plus (+) symbol if you want to add or remove any column from the statistics table and click **Update**.



Route statistics

You can get the following real time route statistical information under **Reports > Real Time > Route Statistics**:

- ARP (Address Resolution Protocol)
- Routes

- App Routes
- Observed Protocols
- Multicast group
- NDP Rule Groups

To get the real time statistical report, go to the required tab (such as ARP, Routes, App Routes) and click **Retrieve latest data**.

ARP Ro	utes App Route	s Observe	ed Protocols	Multicast	Group NDP Rule	Grou	ps				
Retriev	ve latest data										
Gateway AF End User Al	RP Timer: 1000 ms RP Timer: 1000 ms							Search			Q
Num 0	Interface 0	VLAN 0	IP Address		MAC Address		State	Туре	Reply Age (ms)	0	+
4	1/2	0	172.96.251		204771414772		READY_ACTIVE	PERSISTENT	424		
3	1/4	0	172.96.221		204771414772		READY_ACTIVE	PERSISTENT	25		
2	1/5	0	172.96.23.51		00.0128+4.3124		READY_ACTIVE	END_USER	926		
1	1/5	0	172.96.23.52		00.0x 29.00 Roat		READY_ACTIVE	END_USER	977		
0	1/1	0	172.96.20.50		00.012849-4107		READY_ACTIVE	END_USER	777		
5	1/3	0	172.96.21.1		204771-014772		READY_ACTIVE	PERSISTENT	125		

Click the plus (+) symbol if you want to add or remove any column from the statistics table and click **Update**.



Firewall statistics

The **Firewall statistics** page provides the state of the connection, Network Address Protocol (NAT) policies, filter policies related to a particular session based on the firewall action configured. Firewall

connections also provide complete details about the source and destination of the connection.

You can get the real time firewall statistical information under **Reports > Real Time > Firewall Statistics**. Select the statistics type from the drop-down list (Connection, NAT Policies, Filter Policies). Select the number for maximum entries to display, and click **Retrieve latest data**.

Firewall Statistics									
Stats Type				м	aximum Entries to d	isplay			
NAT Policies				~	100				~
Retrieve latest data									
NAT Policies Displayed: 0 NAT Policies In Use: 0 out of 100 Port Restricted Dynamic NAT Po Destination NAT Policies In Use:	0 licies In Use: 100 out of 1 0 out of 100	00					Search		 Q
ID 🗘 Rule Type	© Rule Parent		Direction		IP Protocol		Service Type	Service Name	\$ +

Click the plus (+) symbol if you want to add or remove any column from the statistics table and click **Update**.

Add/Remove Columns	•	\times
✓ Direction		
✓ IP Protocol		
Service Type		
Service Name		
Add Columns		
Search Columns		Q,
Inside IP Address		
Inside Port		
Outside IP Address		
Outside Port		
Allow Related		
[Update	

Flows

The **Flows** feature provides unidirectional flow information related to a particular session going through the appliance. This provides information on the destination service type the flow is falling into and also the information related to the rule and class type and also the transmission mode.

Flows														
Maximum Entries to dis	play													
50				\sim										
Retrieve late	st data				Indexed .	2 Developed					Searc			
				<u>ک</u> ر	Jpload 占	Download					Jearu			4
Application \Leftrightarrow	Routing Domain \ominus	Source IP Addr 🔶	Dest IP Addr	Direction		Source Port	¢ Dest	Port	Proto IP	IP DSCP		Hit Count	Throughput (Kbps)	¢ +

Routing Protocols

The Routing Protocols report provides the details of the parameters associated with the routing protocols. Choose a protocol from the **View** drop-down list and a routing domain from the **Routing Domain** drop-down list. Click **Retrieve Latest Data** to view the current data.

You can view the parameter details associated with the following:

- BGP State
- OSPF State
- OSPF Topology
- OSPF Interface
- OSPF LSADB
- OSPF Neighbors
- Route Table

e Reports: Real Time Routing Protocols	Relative Time \checkmark Interval: Last 1 Hour \checkmark
namic Routing Protocol	
w: Routing Domain: BGP State V Default_RoutingDomain V Retrieve Latest Data	
anne proto table state since info	
aP State name proto table state since info bgp1_rdomain_0 BGP T0 start 2021-03-19 15:23:28 Connect Preference: 100 Input filter: neighbour_0_in	
aP State name proto table state since info bgp1_rdomain_0 BGP T0 start 2021-03-19 15:23:28 Connect Preference: 100 Input filter: neighbour_0_in Output filter: neighbour_0_out Routes: 0 imported, 0 exported, 0 preferred	
P State name proto table state since info bgp1_rdomain_0 BGP T0 start 2021-03-19 15:23:28 Connect Preference: 100 Input filter: neighbour_0_in Output filter: neighbour_0_out Routes: 0 imported, 0 exported, 0 preferred Route change stats: received rejected filtered ignored accepted Import updates: 0 0 0 0 0	
P State name proto table state since info bgp1_rdomain_0 BGP T0 start 2021-03-19 15:23:28 Connect Preference: 100 Input filter: neighbour_0_in Output filter: neighbour_0_out Routes: 0 imported, 0 exported, 0 preferred Route change stats: received rejected filtered ignored accepted Import updates: 0 0 0 0 0 Import withdraws: 0 0 0 0 0 Export updates:: 0 0 0 0 0	
AP State name proto table state since info bgp]_rdomain_0 BGP T0 start 2021-03-19 15:23:28 Connect Preference: 100 Input filter: neighbour_0_in Output filter: neighbour_0_out Routes: 0 imported, 0 exported, 0 preferred Route change stats: received rejected filtered ignored accepted Import updates: 0 0 0 0 0 Import withdraws: 0 0 0 0 Export withdraws: 0 0 Export withdraws: 0 0 Export withdraws: 0 0	
AP State name proto table state since info bgp]_rdomain_0 BGP T0 start 2021-03-19 15:23:28 Connect Preference: 100 Input filter: neighbour_0_in Output filter: neighbour_0_out Routes: 0 imported, 0 exported, 0 preferred Route change stats: received rejected filtered ignored accepted Import updates: 0 0 0 0 0 Import updates: 0 0 0 0 Export updates: 0 0 0 0 Export updates: 0 0 0 0 BGP state: Connect Neighbor address: 172.58.1.28	

DHCP Server & Relay

The **DHCP Server/Relay** report provides the information on the interfaces configured as DHCP Server or Relay and its associated routing domain and status. You can search for the required DHCP server or relay information using the **Key: Value** format.

DHCP Server 8	Relay										
Retrieve Latest Data Restart Show Clients Clear Clients											
Q. Click here to search or	you can enter Key : Value format							:			
DHCP Mode 0	Routing Domain		Interface(s)	0 Statu		+					
			No rows found								
				Showing 1-0 of 0 iten	s Page 1	of 0	<	10 rows 🗸			

If the mode is **Server**, you can click **Show Clients** and view the list of DHCP clients associated with the DHCP server.

nn reports ∨	Show DHCP Server Client Date	tabase	Interval: Last 1 Hour 😒
Alerts	Ŭ		
Usage	Retrieve Latest Data		
Quality		alua farmat	
QoS	Click here to search of you can enter key : v	aue format	• status ÷ +
Historical Statistics	ROUTING DOMAIN CLIENT IP ADDRESS	CARACE START TIME CARACE END TIME	CLIENT MAC ADDRE
Real Time 🗸 🗸	Default_RoutingDo 172.16.10.11	Sat Feb 27 10:47:06 Sat Feb 27 22:47:0	7a:ab:d9:81:ba:3b
Statistics			1 🔳 🕨 10 rows 🗸
Flows			10
Firewall Connections		wing I-I of I items Page I of I	
DHCP Server/relay			
VRRP			Close
PPPoE			
DNS Statistics			
Cloud Direct			

Click **Clear Clients** to remove the DHCP clients that are currently associated with the DHCP server.

	C Click here to search or you can enter Key : value format	-
		¢ status ¢ +
	Ser Are you sure you want to clear selected DHCP Clients?	Running
	Yes No, Cancel	Page 1 of 1 ≤ ▶ 10 rows ❤
<		

Click **Restart** to restart the DHCP Server or Relay.

Citrix SD-WAN Orchestrator for On-premises 14.4

C DASHBOARD	Site Reports:Real Time DHCP Server/relay 3
A REPORTS V	
	CLUCK here to search of you can enter key type to mat 1 Det A RESTART DHCP SERVER/RELAY DAEMON 1 Status 1
	Are you sure you want to restart selected DHCP Server/Relay Daemon?
	Yes No, Cancel Page 1 of 1 < > 10 rows <

IGMP/MLD

When the multicast receivers initiate a join group request, you can see the receiver details under **Reports** > **Real Time** > **IGMP/MLD** > **IGMP/MLD Statistics**. You can see this information at both the source and the destination. Click **Refresh** to get the current data.

The following image shows that the IGMP packets received and the filter type RECV is used to include IGMP receive packets.

IGMP/MLD

IGMP/MLD Proxy Groups IGMP/MLD St	vtistics									
Refresh Purge IGMP/MLD Proxy G	roup Purge IGMP/MLD Statistics									
Q. Click here to search or you can enter Key :	Value format			:						
Type : Description	C Value C +									
	No rows found									
	Showing 1-0 of 0 items Pa	ige 1 of 0	\rightarrow	10 rows 🗸						

To view the details of IGMP proxy groups, navigate to **Reports** > **Real Time** > **IGMP/MLD** > **IGMP/MLD Proxy Groups**. Click **Refresh** to get the current data.

IGMP/MLD

IGMP/MLD Proxy Grou	ps IGMP/ML	D Statistics									
Refresh Purge	IGMP/MLD Pro	xy Group	Purge IGMP/MLD Sta	atistics							
Q. Click here to search o	r you can enter i	Key : Value forma	t								:
Type :	Name 0	Group 0	Filter 0	Version		Packets Sent		Bytes Sent		+	
	No rows found										
					S	howing 1-0 of 0 its	ems	Page 1	of 0	< →	10 rows 🗸

Select **Purge IGMP/MLD Statistics** to remove IGMP statistical data from the IGMP stats table.

Select **Purge IGMP/MLD Groups** to remove IGMP group data from the IGMP groups table.

VRRP

The VRRP real-time report provides details about the configured VRRP groups. To view Virtual Router Redundancy Protocol (VRRP) report, navigate to **Reports > Real Time > VRRP**. Click **Retrieve Latest Data** to get the current data.

VRRP											
Retrieve Latest Data Enable Disable											
Q. Click here to search or you can enter Key : Value format	1										
VRRP ID 0 Version 0 Interface(s) 0 State 0 Priority 0 Virtual Router IP 0 Advertiser	ent Interval: +										
No rows found											
Showing 1-0 of 0 items Page 1 of 0	< → 10 rows ∨										

PPPoE

The PPPoE report provides status information of the configured virtual interface with the PPPoE static or dynamic client mode. It allows you to manually start or stop the sessions for troubleshooting purposes.

- Virtual interface: The virtual interface associated with PPPoE.
- **IP Address**: The IP address associated with the virtual interface. If the virtual interface is up and ready, displays the recently received values. If the virtual interface is stopped or is in failed state, displays the last received values.
- **Gateway IP**: The IP address associated with the Gateway. If the virtual interface is up and ready, displays the recently received values. If the virtual interface is stopped or is in failed state, displays the last received values.

- Session ID: The unique identifier associated with PPPoE session.
- **State**: The **State** column displays the status of the PPPoE session. The following table describes the states and descriptions.

PPPoE session type	Description
Configured	A VNI is configured with PPPoE. This is an initial state.
Dialing	After a VNI is configured, the PPPoE session state moves to dialing state by starting the PPPoE discovery. Packet information is captured.
Session	VNI is moved from Discovery state to Session state, waiting to receive IP, if dynamic or waiting for acknowledgment from server for the advertised IP, if static.
Ready	IP packets are received and VNI and associated WAN link is ready for use.
Failed	PPP/PPPoE session is terminated. The reason for the failure can be due to invalid configuration or fatal error. The session attempts to reconnect after 30 seconds.
Stopped	PPP/PPPoE session is manually stopped.
Terminating	An intermediate state terminating due to a reason. This state automatically starts after certain duration (5 seconds for normal error or 30 secs for a fatal error).
Disabled	The SD-WAN service is disabled.

Site Reports: Real Tim	ne PPPoE 🛛 🕄				Relative	Time 🗸	Interval:	Last 1 Ho	our 🗸
Retrieve Latest Data	Start Stop								
Q Click here to search or you	can enter Key : Value	format							0 0 0
VIRTUAL INTERFACE		IP ADDRESS	GATEWAY IP		SESSION ID		STATE		+
VirtualInterface-2					0		Dialling		
VIF-2-LAN-1					3		Ready		
			Showing	1-2 of 2	items Page	1	of 1 🔳	▶ 10	rows 🗸

DNS statistics

The **DNS Statistics** provides the information on the application name, DNS service name, DNS service status, and the amount of hits to the DNS service. The information for DNS proxy and DNS transparent forwarder is displayed on two different tabs.

Proxy statistics				
Site Reports:Real Time DNS St	atistics 🤶		Relative Time V Interval:	Last 1 Hour \vee
Proxy Statistics Transparent Forwar	rder Statistics			
Retrieve Latest Data				
\mathbb{Q} Click here to search or you can enter \mathbb{R}	Key : Value format			0 0 0
PROXY NAME	APPLICATION NAME	DNS SERVICE NAME	DNS SERVICE ACTIVE	HITS
> Citrix_DNS_Proxy	office365_optimize	Quad9	YES	0
> Citrix_DNS_Proxy	Any	Citrix_DNS	YES	0
		Showing 1-2 of 2 items	Page 1 of 1	10 rows 🗸
Transparent forwarder statisti	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~			
Transparent forwarder statisti				
Site Reports:Real Time DNS Statist	ics ତ		Relative Time \checkmark Interval:	Last 1 Hour 🗸
Proxy Statistics Transparent Forwarder St	atistics			
Retrieve Latest Data				
\mathbb{Q} Click here to search or you can enter Key : Va	alue format			0 0 0
APPLICATION NAME	DNS SERVICE NAME	DNS SERVICE ACTIVE	HITS	\$ +
> domain_name_based	Citrix_DNS	YES	0	
> office365_optimize	Quad9	YES	0	
		Showing 1-2 of	2 items Page 1 of 1 🖪	▶ 10 rows ∨

IPsec

The IPsec real-time report provides details about the IPsec tunnel settings on your network.

To view details of IPsec Security Associations (IPsec SAs), navigate to **Reports > Real Time > IPsec > IPsec SAs**. Click **Retrieve latest data** to get the current data. To view details of Internet Key Exchange Security Associations (IKE SAs), navigate to **Reports** > **Real Time** > **IPsec** > **IKE SAs**. Click **Retrieve latest data** to get the current data.

You can also purge the IPsec group data and statistical data by selecting **Purge IPsec Group** and **Purge IKE Stats** respectively.

			IPsec											Verify Configuration	
ec															
Psec S	SAs IKE SAs														
IPSec	c Tunnels:														
IP	PSEC IPSEC	~													
IP	PSEC_IPSEC	\sim													
IF	PSEC_IPSEC	∽ est Data	Pure	= IPSe	ar SAs	Purøe IKE S∆s									
IP	PSEC_IPSEC	∨ est Data	Purg	e IPSe	ec SAs F	Purge IKE SAs									
	PSEC_IPSEC	 ✓ est Data 	Purge	e IPSe	ec SAs F	Purge IKE SAs									
IF Q CL	PSEC_IPSEC Retrieve Lat	est Data	Purge	e IPSe	ec SAs format	Purge IKE SAs									:
IP Q. CL	PSEC_IPSEC Retrieve Lat	est Data earch or	you can enter Key : Service Type	e IPSe Value †	format	Purge IKE SAs	0	Dir		Host		Peer	Source IP Start	Source IP End	E Dest IP S
	PSEC_IPSEC Retrieve Lat Click here to se Name	est Data earch or	you can enter Key : Service Type	Value	format	Purge IKE SAs SPI	0	Dir		Host		Peer	Source IP Start <	Source IP End	E Dest IP S
	PSEC_IPSEC Retrieve Lat	est Data earch or	you can enter Key : Service Type	e IPSe Value 1	format	Purge IKE SAs	0	Dir		Host		Peer	Source IP Start	Source IP End	E Dest IP S
	PSEC_IPSEC Retrieve Lat	est Data earch or	you can enter Key : Service Type	Value	format	Purge IKE SAs	4	Dir	¢	Host	¢	Peer	Source IP Start 3	Source IP End	E Dest IP S

Appliance reports (Preview)

Appliance reports deliver the network traffic and system usage reports. Using this data you can troubleshoot network issues or analyze the behavior of your Citrix SD-WAN devices. You can see the following tabs under Appliance Reports page:

- Interface
- Network
- CPU Usage
- Disk Usage
- Memory Usage

Click each tab to view or monitor the appliance graph by hour, day, weekly, and monthly. You can toggle between Absolute and Relative time as required. The table columns are customizable. Click **Customize** column right top corner of the table and select/deselect the options that you want to display or hide in the table.

Customize Columns to be Displayed			×
 Select All Bytes Received Packets Received Error Count Received 	Bytes Sent Packets Sen Frror Count	it Sent	
		Cancel	Done

Interface

The **Interface** page shows the management interface errors/traffic. All the network is divided into different interface, such as Management Interface, Interface 1/2/3.

Dashboard	Site Report : Appliar	nce Reports					Relative Time \lor In	eval: Last1Hour V
Lili Reports ✓ Alerts	Interfaces Network	CPU Usage Disk Usage	Memory Usage					
Usage Quality								Customize Columns
QoS Historical Statistics	Interface Name	Bytes Sent	Bytes Received	Packets Sent	Packets Received	Error Count Sent	Error Count Received	Actions
Real Time >	Interface 1	37 Kbps	41 Kbps	3193	3427	0	0	0-
Cloud Direct (preview)	Interface 3	0 Kbps	0 Kbps	0	0	0	0	—
O365 Metrics Appliance Reports	Management Interface	8 Kbps	10 Kbps	273	321	0	0	•
	Interface 2	1 Kbps	1 Kbps	79	79	0	0	•

- Interface Name Displays the interface name.
- Bytes Sent Average number of bytes sent for the selected duration in Kbps.
- Bytes Received Average number of bytes received for the selected duration in Kbps.
- Packets Sent Average number of packets sent for the selected duration.
- Packets Received Average number of packets received for the selected duration.
- Error Count Sent –Number of errors count sent for the selected duration.
- Error Count Received Number of errors count received for the selected duration.
- Actions You can switch on the action button to view the network graph.

Network

The **Network** page shows the number of TCP connections for each configured site.

Site Report : Ap	pliance Reports C				Relative T	ime 🗸 Interval: Last 1 Hour 🗸
Interfaces Netwo	ork CPU Usage Disk Usag	e Memory Usage				
	D ₂					Customize Columns
Site Name	Active	Passive	Failed	Resets	Established	Actions
DC_MCN	1331309	535959	8968	67806	18	•

- Site Name Displays the site name.
- Active Average number of active TCP connection counts for the selected duration.
- **Passive** Average number of passive TCP connection counts for the selected duration.
- Failed –Average number of failed TCP connection counts for the selected duration.
- **Resets** Average number of reset TCP connection counts for the selected duration.
- Established Average number of established TCP connection counts for the selected duration.
- Actions You can switch on the action button to view the network graph.

CPU usage

The **CPU Usage** page shows the CPU utilization of the SD-WAN device as a percentage. The CPU graph shows the average CPU consumption for the regular intervals over the selected time.

Site Report :	Appliance Repor	ts C					Re	elative Time 🗸 Interv	Last 1 Day 🗸
Interfaces N	etwork CPU Usage	Disk Usage Men	nory Usage						
									Customize Columns
Site Name	System	Users	Nice	Idle	lo Wait	Irq	Sof Irq	Steal	Actions
DC_MCN	9.34 %	21.47 %	21.47 %	\$62.5 %	2.11 %	0 %	0.05 %	1.86 %	•

- Site Name Displays the site name.
- **System** Percentage of total time the CPU spent processing system-space programs.
- Users Percentage of total time the CPU spent processing user-space programs.
- Nice –Nice is when the CPU is running a user task having below-normal priority.
- Idle Percentage of total time the CPU was in Idle mode.
- Io Wait Percentage of total time the CPU spent waiting for I/O operations.
- Irq The interrupt requests (IRQs) value that the kernel serves.
- **Steal** When running in a virtualized environment, the hypervisor might steal cycles that are meant for your CPUs and give them to another, for various reasons. This time is known as steal.
- Actions You can switch on the action button to view the network graph.

Disk usage

The **Disk Usage** page shows the amount of hard disk space used by the operating system and data partition in an I/O per second (IOPS) value.

Site Report :	Appliance Report	s C					Relative Time 🕤	intervet: Last 1 Day 🤝
Interfaces N	letwork CPU Usage	Disk Usage Memor	y Usage					
								Customize Columns
Site Name	Disk Name	Read IOPS	Write IOPS	Latency	Read Throughput	Write Throughput	Disk Utilization	Actions
DC_MCN	loop0	0 IOS/sec	0 IOS/sec	0 ms	0 Kbps	0 Kbps	0.%	•
DC_MCN	xvda	0 IOS/sec	15 IOS/sec	0 ms	0 Kbps	0 Kbps	21 %	0-

- Site Name Displays the site name.
- **Disk Name** Displays the hard disk name.
- **Read IOPS** Displays the average number of read IOPS per second over the selected time frame.
- Write IOPS –Displays the average number of write IOPS per second over the selected time frame.

- **Latency** –Displays the latency value of the successful read and write requests from the selected volume workload over the selected time frame. It is recommended that below 10 ms latency value is best for I/O performance.
- **Read Throughput** –Displays the average disk throughput value of the disk read operation over the selected time in Kbps.
- Write Throughput Displays the average disk throughput value of the disk write operation over the selected time in Kbps.
- **Disk Utilization** –Displays the average disk utilization value in percentage over the selected time frame.
- Actions You can switch on the action button to view the network graph.

Memory usage

The **Memory Usage** page shows the report of the amount of memory used.

Site Report	: Appliance Rep	orts C						Relative Time. \lor	nterval: Last 1 Day 🤝
Interfaces	Network CPU Usage	e Disk Usage Me	mory Usage						
									Customize Columns
Site Name	Apps	Swap Cache	Slab Cache	Shmem	Cache	Buffers	Unused	Swap	Actions
DC_MCN	3.11 Gb	0 Kb	306.7 Mb	1.63 Mb	6.91 Gb	297 Mb	1.39 Gb	0 Kb	•

- Site Name Displays the site name.
- **Apps** Displays the used application value in Gb.
- **Swap Cache** –Displays the swap cache number in Mb. Swap cache is a list of page table entries with one entry per physical page.
- Slab Cache Displays the number of pre-allocated slabs of memory. In Mb
- Shmem Displays the total used shared memory value in Mb.
- Cache Displays the number of cache memories used in Gb.
- Buffers Displays the number of the physical memory that is used by the buffer cache.
- **Unused** –Displays the number of unused memories for cache.
- **Swap** –Displays the number of swap spaces. The swap space is used if you need some space extension for your physical memory.
- Actions You can switch on the action button to view the network graph.

WAN Link Metering

WAN link metering reports provide details about the metered WAN link usage. You can view the reports to get insights into the data consumption of the metered WAN links. To view WAN link metering reports, navigate to **Reports > WAN Link Metering**.

Reports: WAN Lin	k Metering 🖁 C		Relative Time 🗸 Interval: Last 1 Hour 🗸
WAN Link Name:	_New_H2-Broadband-ACT-1	WAN Link Name:	New_H2-LTE-AOL_Broadband-3
Total Usage:	0.97 MBs	Total Usage:	0 MBs
Data Usage:	0.04 MBs	Data Usage:	0 MBs
Control Usage:	0.92 MBs	Control Usage:	0 MBs
Usage (%):	NA	Usage (%):	NA
Billing Cycle:	Monthly	Billing Cycle:	Monthly
Starting From:	04/01/2021	Starting From:	04/01/2021
Days Elapsed:	6 days of 30 days	Days Elapsed:	6 days of 30 days
WAN Link Name:	_New_H2-LTE-Idea-2	WAN Link Name:	New_H2-Broadband-ACT-1
Total Usage:	0.21 MBs	Total Usage:	89.5 MBs
Data Usage:	0 MBs	Data Usage:	71.67 MBs
Control Usage:	0.21 MBs	Control Usage:	17.83 MBs
Usage (%):	NA	Usage (%):	NA
Billing Cycle:	Monthly	Billing Cycle:	Monthly
Starting From:	04/01/2021	Starting From:	04/01/2021
Days Elapsed:	6 days of 30 days	Days Elapsed:	6 days of 30 days

Diagnostics

October 18, 2021

You can use Ping, Traceroute, Packet Capture, Bandwidth test, and iPerf diagnostic utilities to test and investigate network connectivity issues on your SD-WAN network. To view the Diagnostics page, navigate to **Troubleshooting** > **Diagnostics**.

To view the diagnostics results, click **View Results** on the top right corner of the Diagnostics page. You can **Download**, **Copy**, and **Clear** the report results as needed.

Diagnostics ③



• **Ping** –You can check network connectivity by pinging a remote host or a site. Enter the destination details, specify the number of times to send the ping request and the number of data bytes. Provide the destination **IP Address** and click **Run**.

Diagnostics (Ð				Test Results	×
Diagnostics	9					Clear Copy Download
Ping Trace	eroute Packet Capture	Bandwidth	Test 🗹 iPerf	View Results	PING 80.80.80 with 70 bytes of data (5 attempts)	
Source Site						
Source Site *					Client connecting to 10.1.2.3, UOP port 5001 Binding to 10.1.2.3, UOP port 5001	
SantaClara				\sim	Sending 1470 byte datagrama, IPG target: 11215.21 us (kalman adjust) UDP buffer size: 208 KByte (default)	
PING					[3] local 10.1.2.2 port 45212 connected with 10.1.2.3 port 5001 [ID] Interval Transfer Bandwidth [3] 0.0-1.0 sec] 31 Rövtes 1.07 Mbits/sec	
IP Address	Interface		Gateway IP (Optional)	 [3] 1.0-2.0 mec 128 Knytem 1.05 Mbits/mec [3] 2.0-3.0 mec 128 Knytem 1.05 Mbits/mec [3] 3.0-4.0 mec 128 Knytem 1.05 Mbits/mec [3] 4.0-5.0 mec 128 Knytem 1.05 Mbits/mec 	
	Default	~		\sim	[3] 5.0- 6.0 sec 128 KBytes 1.05 Mbits/sec [3] 6.0- 7.0 sec 129 KBytes 1.06 Mbits/sec	
Routing Domain	Ping Count		Packet Size (bytes)		 [3] 7.0-8.0 sec 128 KBytes 1.05 Mbits/sec [3] 8.0-9.0 sec 128 KBytes 1.05 Mbits/sec [3] 9.0-10.0 sec 128 KBytes 1.05 Mbits/sec 	
Default_RoutingDor	main \vee 5		70		[3] 10.0-11.0 sec 128 KBytes 1.05 Mbits/sec [3] 11.0-12.0 sec 128 KBytes 1.05 Mbits/sec [3] 12.0-13.0 sec 129 KBytes 1.06 Mbits/sec	

• **Traceroute** - You can trace the route and the number of hops between sites. Select the source and destination site along with the path to trace and click **Run**.

Diagnostics ()		Test Results		Х
Executing diagnostic command on appliance, this may take so	ome time, please wait			
Ping 🖌 Traceroute 🗌 Packet Capture 🗌 Bandwidth Test 📗 il	Perf			Clear Copy Download
Source Site		**************************************		
Source Site *		Trace Route initiated on Virtual Path Sar 2.	intaClara-Kansas, Path SantaClara-Int	ernet-ATT-2->Kansas-Internet-ATT-
SantaClara	×	Please wait while the trace is completed. Trace Route Results:		
Traceroute		Virtual Path: SantaClara-Kansas Path: SantaClara-Internet-ATT-2->Kansas-J	Internet-ATT-2	
Destination Site	Path	Trace Route to 10.1.2.3, destination was	reached after 1 hops, 1 hops attemp	ted.
Kansas 🗸	SantaClara-Internet-ATT-2->Kansas-Internet-ATT-2	hops rtt 1 10.1.2.3 2.4	tt 1 rtt 2 rtt 3 438ms 2.344ms 2.291ms	mean rtt 2.358ms
Cancel OProcessing		Hops to destination: 1		
		*****	****	

• **Packet Capture** –You can intercept the data packet that is traversing over the selected active interface present in the selected site. You can view the source and destination details.

Diagnostics ()	Test Results ×
A Executing diagnostic command on appliance, this may take some time, please wait	Clear Copy Download
Ping Traceroute Packet Capture Bandwidth Test iPerf	
Source Site	Packet capture test results are downloaded.
Source Site*	1
SantaClara	~
Packet Capture	
Interface Filter Help Duration (seconds)	Max no of packets to view
1 ~ 5 ~	· 1000 ~
Cancel O Processing	

The Help option provides more detail on the Filter Options.

• **Bandwidth Test** –You can run a bandwidth test on a specific path of a site to view the maximum, minimum and average bandwidth usage. Enter the source site, destination site, and select the path. Click **Run**.

agnostics 🛈	Test Results
Ping Traceroute Packet Capture Sandwidth Test iPerf	
Source Site	**************************************
ource Site *	Minimum Bandwidth:451829 kbps Maximum Bandwidth:668430 kbps
SantaClara	average sandwidth:53966 KDps
Bandwidth Test	
estination Site	
Kansas 🗸	
ath	
SantaClara-Internet-ATT-2->Kansas-Internet-ATT-2	~

- **iPerf** –You can run an iPerf test on a specific path of a site. The iPerf diagnostic tool is used to generate test traffic which allows you to troubleshoot network issues that might result in:
 - Frequent change in path state from Good to Bad
 - Poor application performance
 - Higher packet loss

To run an iPerf diagnostic test, from the customer level, navigate to **Troubleshooting** > **Diagnostics** and select the **iPerf** check box. Enter the transport protocol, time interval, port number, server, bandwidth measurement mode, path to test, server iPerf options, and click **Run**.

iPerf			***** Server Bindin	listening on to local add	UDP port 5001	rf*******************	*****	-	
Transport Protocol	Time Interval (sec) *	Port*	Receiv UDP bu	ing 1470 byte ffer size: 20	datagrams 8 KByte (defa	ult)			
UDP v	15	5001	[3] [ID]	local 10.1.2.3 Interval	port 5001 co Transfer	nnected with 10.1 Bandwidth	.2.2 port	45212 Lost/Tot	al Datagrams
Server	Bandwidth Measure	ment Mode	Hel [3]	0.0- 1.0 sec 1.0- 2.0 sec 2.0- 3.0 sec	129 KBytes 128 KBytes	1.06 Mbits/sec 1.05 Mbits/sec	0.254 ms 0.440 ms	0/ 1	0 (0%) 39 (0%)
Select Site	✓ All Overlay m	ember paths	<pre> [3] [3] </pre>	3.0- 4.0 sec 4.0- 5.0 sec	120 KBytes 128 KBytes	1.06 Mbits/sec 1.05 Mbits/sec	0.204 ms 0.160 ms	0/	90 (0%) 90 (0%) 99 (0%)
Path to test			[3] [3]	5.0- 6.0 sec 6.0- 7.0 sec 7.0- 8.0 sec	128 KBytes 128 KBytes 128 KBytes	1.05 Mbits/sec 1.05 Mbits/sec	0.401 ms 0.366 ms 0.360 ms	0/ 1	39 (0%) 39 (0%) 89 (0%)
Choose Path			V [3]	8.0- 9.0 sec 9.0-10.0 sec	128 KBytes 128 KBytes	1.05 Mbits/sec 1.05 Mbits/sec	0.357 ms 0.308 ms	0/ 1	39 (0%) 39 (0%)
Server iPerf Options	Client iPerf Options		[3] [3] [3]	10.0-11.0 sec 11.0-12.0 sec 12.0-13.0 sec	129 KBytes 128 KBytes 128 KBytes	1.06 Mbits/sec 1.05 Mbits/sec 1.05 Mbits/sec	0.252 ms 0.363 ms 0.328 ms	0/ 1	10 (0%) 39 (0%) 89 (0%)
			[3]	13.0-14.0 sec 14.0-15.0 sec	128 KBytes 128 KBytes	1.05 Mbits/sec 1.05 Mbits/sec	0.508 ms	0/ 1	39 (0%) 39 (0%)
Cancel Run			[3] [SUM]	0.0-15.0 sec	2.00 MBytes	1.12 Mbits/sec	0.304 ms	0/ 14:	58 (0#) 10 (0#)
			*****	**********	*********	**************	*******	*******	

Announcements

May 17, 2021

Providers can use the **Announcements** option to send out announcements or notifications to their customers.

You can create a provider announcement by navigating to **Administration > Announcements** and clicking the **+ New** option.

Provider Administration: Announcements

Customer Announcements				
+ New				
Created By	Subject	Content	Expires	Actions
admin	Maintenance activity on 16	Maintenance activity is sch	Never	ø 🗊
		Page Size: 50 V	Showing 1 - 1 of 1 items	Page1 of1

Provide a subject line and enter content in HTML or plain text format. You can also set the announcement expiration.

Maintenance activity - 20 M	ay 2021				
Content *					
Maintenance activity is sche	duled for 20 May 2021	between 6 PM to	8 PM. The services	will be unavailable of	during this window.
Expiration *					
• Never					
• Never					
Never On					

The saved announcements are displayed to all the customers.

	board		[Relative Time	e 🗸 Interval:	Last 1 Hou	ur 🗸 Site Group: All	
ALERTS 17 Critical	<u>See All</u>	UPTIME Overlay 100.0%	<u>See Details</u> Underlay 100.0%	TOP AP Unknown 0 KB	PS	<u>See All</u>	Image: Brand with the second	<u>See All</u> branc 0.02 %
New Site	Мар	List Select (Continent Select	Country Se	earch Q		Tot	3 3 tal Sites Nor
New Site ailability Orche	Map	List Select (Continent Select	Country Sc Site Role	earch Q Device Model	Serial No	Tot	3 tal Sites Nor Bandwidth Tier
New Site ailability Orche Conne	Map	List Select (Site Name onpremmcn	Continent Select	Country Si Site Role MCN	earch Q Device Model VPX-SE	Serial No	Tot 3-15B0-57F2-51F8-8ECF1	3 3 tal Sites Nor Bandwidth Tier 20
New Site ailability Orche Onche Onche	Map estrator ectivity nline nline	List Select C Site Name onpremmcn BRANCH2	Continent Select	Country S Site Role MCN Branch	Device Model VPX-SE VPX-SE	Serial No AF19B86B 2A302151-	Tot 3-1580-57F2-51F8-8ECF1 -72A2-87C8-B794-2D53	3 3 tal Sites Nor Bandwidth Tier 20 20

User administration

August 8, 2024

Citrix SD-WAN Orchestrator for On-premises supports role-based access control (RBAC). RBAC regulates access to SD-WAN Orchestrator resources based on the roles assigned to individual users. RBAC allows users to access only the data that their role demands and restricts any other data.

A role defines the permissions to view and perform various activities on Citrix SD-WAN Orchestrator for On-premises. You can assign a user with a role from the list of predefined roles.

By default, a user account is created on Citrix SD-WAN Orchestrator for On-premises with user name **admin** and password set as **password**. The user is asked to change the default password during initial login.

You can add users who can be authenticated locally and remotely. Users who are authenticated remotely are authenticated through RADIUS or TACACS+ authentication servers.

Provider roles

The following table lists the predefined provider roles.

Provider role	Description
Provider-Master-Admin-All	An administrator who can manage the provider and all of its customer information
Provider-Master-Admin-Tenant	An administrator who can manage the provider and a subset of its customer information
Provider-Master-ReadOnly-All	An administrator who can only view provider and customer information
Provider-Network-Admin (Preview)	An administrator who can only view and edit the network related information
Provider-Security-Admin (Preview)	An administrator who can only view and edit the security related information

The Provider-Master-Admin-All role can perform the following:

- Assign roles to users in Provider and Customer network
- Manage access to customers for all other admin roles
- Edit or delete assigned roles

Customer roles

The following table lists the predefined customer roles:

Role	Description
Customer-Master-Admin	A customer administrator who can view and edit
	customer information
Customer-Master-ReadOnly-Admin	A customer administrator who can only view
	customer information
Customer-Network-Admin (Preview)	A customer administrator who can only view and
	edit network related information
Customer-Security-Admin (Preview)	A customer administrator who can only view and
	edit security related information

A user with **Customer-Master-Admin** role can perform the following:

- Add users and assign customer roles
- Edit or delete assigned roles

Note:

It is important to assign critical roles (master admin, security admin, and network admin) exclusively to trusted users.

Support roles

For troubleshooting purposes, Customers can assign support roles and provide Support Team members the ability to view and edit their information. Support roles have a validity period that is defined while assigning the role. After the validity period expires, the support user loses access to Customer information. However, the support user details continue to appear under the **Administration > User Administration**. Based on the need, the Customer administrator can either delete or extend the validity of the support role.

Role	Description
Customer-Support-ReadWrite	A support team member who can view and edit
	the customer information
Customer-Support-ReadOnly	A support team member who can only view the
	customer information

Authentication types

Citrix SD-WAN Orchestrator for On-premises supports the following types of authentication:

- **Single-factor authentication**: Single-factor authentication presents one authentication method to gain access to Citrix SD-WAN Orchestrator for On-premises for users.
- **Two-factor authentication (TFA)**: Two-factor authentication presents two authentication methods to gain access to Citrix SD-WAN Orchestrator for On-premises for users. It introduces an extra layer of security in the login sequence.

The following authentication methods are supported for single-factor and two-factor authentication:

- **Local**: When selected, the user must use the password configured on Citrix SD-WAN Orchestrator for On-premises to gain access.
- **RADIUS**: When selected, the user must use the RADIUS server password to gain access.
- **TACACS+**: When selected, the users must use the TACACS+ server password to gain access.

The following table lists the primary and secondary authentication methods supported for users who are authenticated locally:

	Primary Authentication Type	Secondary Authentication Type
Single-factor authentication	Local	-
Two-factor authentication	Local	RADIUS or TACACS+

The following table lists the primary and secondary authentication methods supported for users who are authenticated remotely:

	Primary Authentication Type	Secondary Authentication Type
Single-factor authentication	Local, RADIUS, or TACACS+	-
Two-factor authentication	Local, RADIUS, or TACACS+	RADIUS or TACACS+

If **Two-factor authentication** is enabled and the RADIUS/TACACS+ servers are configured as a secondary authentication type, then the **Secondary password** field is visible at the login page.

Cilrıx Sign in to your account	
Username *	
Password *	
Secondary Password	
Sign In	
Copyright(©) Citrix Systems, Inc. All rights reserved.	

Add a user

Navigate to **Administration** > **User Administration** > click **+ New** > Enter the following details > click **Add**.

- Enter the user name.
- Single factor authentication: Enables only the primary authentication for logging in the users.
- **Two factor authentication**: Enables both primary and secondary authentication for logging in the users. For more information, see Remote Authentication Servers.
- **Primary Authentication Type**: Select Local or the IP address of the remote authentication server.
- Secondary Authentication Type: Select the IP address of the remote authentication server.

NOTE

The **Secondary Authentication Type** field is grayed out if Single factor authentication is chosen.

- **Role**: Select a role from the list of the available roles.
- **Deny access to Customers**: (Available only at the provider level). While adding users, providers can deny access to specific customers.
- **Expiration Date (MM/DD/YYYY)**: The date up to which the support user has access to customer information. The default validity period is for two weeks from the date the role is assigned.
- Enter your password. The length of the password must be between 8–128 characters.

Add User			
Username *			
user1			
Single factor authentication Two fa	ctor authentication		
Primary Authentication Type			
Local 🗸			
Role			
Customer-Master-Admin 🗸 🗸			
Expiration Date (MM/DD/YYYY)			
N/A			
Password *			

Confirm Password *			
•••••			
		Add	Cancel

Using the **Actions** column, you can change the user role, update the password, and edit the authentication type. You can also delete the user if necessary.

Users									
+ New									
User	Role	Expiration	Primary Auth Server	Secondary Auth Server	Actio	ns			
admin	Customer-Master-Ad	N/A	Local	None	Ø	Û	•••		
tac_sdwan1	Customer-Master-Ad	N/A	1098 (TACACS	None	ø	Û	•••		
rad_sdwan1	Customer-Master-Ad	N/A	Local	10.: .99 (RADIUS)	ø	Î	•••		
test	Customer-Master-Re	N/A	Local	None	ø	Î	•••		
		Ра	ge Size: 200 🗸 Show	ving 1 - 4 of 4 items	Page1	of1		• •	

Network Administration: User Administration

Limitation

Citrix SD-WAN Orchestrator for On-premises does not support duplication of user names for a different customer under the same provider. When this action is performed, you see the error message **Error while account creation**.

Change authentication type

You can change the authentication type of a user from single-factor authentication to two-factor authentication and conversely.

To change the authentication type of a user, in the **Actions** column, click ... and then **Edit Authenti-**cation Server.

Jsers					
+ New	Remote Authentication Servers				
User	Role	Expiration	Primary Auth Server	Secondary Auth Server	Actions
admin	Customer-Master-Admin	N/A	Local	None	Ø 📋 •••
rad_sdwan1	Customer-Support-Rea	02/03/2021	Local	(RADIUS)	🖉 💼 🚥
tac_sdwan1	Customer-Master-Read	N/A	(RADIUS)	.T Edit Au	thentication Server
tac_sdwan2	Customer-Support-Rea	02/03/2021	Local	τ)	
rad_sdwan2	Customer-Support-Rea	N/A	(TACACS+)	(F	e Local Password

If you have currently selected **Single factor authentication**, you can switch to two-factor authentication. Click **Two factor authentication** and select the remote server from **Secondary Authentication Type** drop-down list. Click **Apply**.

sername				
test				
Single factor authentication	• Two fa	actor authentication		
imary Authentication Type		Secondary Authentication Type		
	~	1	~	

If you have currently selected two factor authentication, you can choose to change only the secondary authentication type or switch to single factor authentication.

To switch to single factor authentication, click **Single factor authentication**. The **Secondary Authentication Type** drop-down list gets disabled and only the **Primary Authentication type** drop-down list is enabled.

Primary Authentication Type can only be set at the time of user creation and it cannot be edited later.

Change password

You can change the password of local users. To change the password of a user, in the **Actions** column, click ... and **Update Local Password**.

NOTE

You can modify the password only for local users. For users authenticated remotely, you must update the password on the external server.

Change user role

To change the user role, click the **Edit** icon in the **Actions** column. Select a **Role** and click **Apply**.

NOTE

You cannot edit the role of the default admin user.

Edit User		
Jsername *		
tac sdwan1		
tole		
Customer-Master-Admin 🗸 🗸		
xpiration Date (MM/DD/YYYY)		
N/A		
	Apply	Cancel

Domain name

July 9, 2021

The domain name is a vanity URL used in the address bar to access Citrix SD-WAN Orchestrator for Onpremises. Using domain name makes it easier to remember and also allows you to use your company brand name.

To use a domain name ensure that you have a local DNS server configured with a DNS record linking the domain name to Citrix SD-WAN Orchestrator for On-premises management IP address. Ensure that the domain name is configured during early configuration. On setting up a domain name, Citrix SD-WAN Orchestrator for On-premises reboots and certificates are regenerated automatically. The same domain name must be configured on the individual appliances. For more details, see On-prem SD-WAN Orchestrator configuration on SD-WAN appliance.

It is not mandatory to configure a domain name. If you do not have a domain name and you still want to use DNS Server for IP address resolution, configure DNS records that point to Citrix SD-WAN Orchestrator for On-premises IP for the following three FQDNs:

- sdwanzt.citrixnetworkapi.net
- download.citrixnetworkapi.net
- sdwan-home.citrixnetworkapi.net

For example, if a Citrix SD-WAN Orchestrator for On-premises domain is configured as **citrix.com**, then you must create the DNS record in the DNS Server for the below FQDN and Citrix SD-WAN Orchestrator for On-premises IP address:

- download.citrix.com
- sdwanzt.citrix.com
- sdwan-home.citrix.com

In advanced configuration:

For Example: If a Citrix SD-WAN Orchestrator for On-premises domain is configured as **citrix.com**, **Download Management Service Domain** is configured as **download.citrix.com**, and the **Statistics Management Service Domain** is configured as **statistics.citrix.com**, then you must create the DNS record in the DNS Server for the below FQDN and corresponding IP Address:

- download.citrix.com
- sdwanzt.citrix.com
- statistics.citrix.com

Configuring or changing a domain name for an existing configuration affects Citrix SD-WAN Orchestrator for On-premises and appliance connectivity. You must manually perform the certificate authentication process or use the Site zero-touch deployment settings option.

Note

In a provider managed setup, only provider administrators have access to edit domain name related information.

To configure a domain name, at the network level, navigate to **Administration > Domain Name** and provide a Citrix SD-WAN Orchestrator for On-premises domain name.

Custom Domains
Advanced Configuration
On-prem SD-WAN Orchestrator Domain *
Apply
HTTPS certificate

May 17, 2021

HTTPS certificate is required for establishing secure management HTTPS connection to Citrix SD-WAN Orchestrator for On-premises. You can use the default HTTPS certificate available on the Citrix SD-WAN Orchestrator for On-premises GUI or upload a custom HTTPS certificate generated from any other framework such as OpenSSL or from a trusted authority. Custom HTTPS certificate allows you to have control over the security and the other subject parameters related to the certificate.

To view the default certificate, navigate to **Administration > HTTPS Certificate**.

Note

In a provider managed setup, only provider administrators have access to regenerate and upload HTTPS certificate.

Network Administration: HTTPS Certificate

Regenerate			
Installed Certificate			
Issuer		Issued To	
Country	US	Country	US
State/Province	California	State/Province	California
Locality	San Jose	Locality	San Jose
Organization	Citrix Systems, Inc.	Organization	Citrix Systems, Inc.
Organizational Unit	Engineering	Organizational Unit	Engineering
Common Name	Citrix	Common Name	Citrix
Email	support@citrix.com	Email	support@citrix.com
Certificate Details			
Certificate Fingerprint	March 18 09:00:25 2021 CMT		
End Date	March 18 08:09:35 2022 GMT		
Serial Number		The Rest Charlow Color	
Upload Certificate			
Upload Certificate Click to select or drag n drop file h Allowed file types are .crt	iere.		
Upload Key Click to select or drag n drop file h Allowed file types are .key	ere.		
Upload			

The **Installed Certificate** section provides a summary of the certificate that is installed on the appliance. The appliance uses this certificate to identify itself in the network.

The **Issued to** section provides details about who the certificate was issues to. The **Common Name** in the certificate matches with the name of the appliance, since the certificate is bound to the appliance name. The **Issuer** section provides the details of the certificate signing authority, who signed the certificate. The Certificate details include the fingerprint of the certificate, serial number, and the validity period for the certificate.

To regenerate the certificate, navigate to **Administration > HTTPS Certificate** and click **Regenerate**.

Note

Regenerating the certificate disconnects any existing connected HTTPS sessions and restarts the HTTPS server. After the certificate is successfully regenerated, the GUI gets refreshed automati-

cally.

You can generate HTTPS certificates from any other framework such as OpenSSL or from a trusted authority and upload it on the Citrix SD-WAN Orchestrator for On-premises. Certificate format supported is .crt and key format supported is .key.

To upload a custom HTTPS certificate, click **Upload** or drag the certificate and key files in the **Upload Certificate** and **Upload Key** boxes respectively. After successful upload, the GUI gets refreshed automatically.

Disk space management

July 9, 2021

You can increase the disk space allocated for Citrix SD-WAN Orchestrator for On-premises.

Increase disk space on Citrix Hypervisor

To increase the disk space on Citrix Hypervisor.

- 1. Shut down the virtual machine (VM) from the hypervisor.
- 2. Select the virtual machine and click the **Storage** tab.

File View Pool Server VM Storage	Templates	Fools Help											
🕒 Back 👻 💿 Forward 👻 🛙 📑 Add New Ser	rver 🚏 Ne	w Pool 👘 N	New Storage 👖	🔲 New VM 🗆 🌘	🕑 Start 🛞 Reboot	Suspend							
Search Q		Station of the local division of the local d	ania B								Log	ged in as: Local root acco	unt
A XenCenter A SDW-ORCH-ONPREM-SVR-1	General Merr	nory Storage	Networking	Console Perfor	mance Snapshots Se	earch							
	Virtual Dis	ks											
	DVD Drive 1	<empty></empty>									✓ Eject		
lõ lõ	Position	Name	Description			SR	Size	Read Only	Priority	Active	Device Path	1	
	0	Hard Disk 1				Local_Storage2	65 GB	No	0 (Lowest)	No	/dev/xvda		
CitrixSD-WANOnprem rc 2													
< · · · · · · · · · · · · · · · · · · ·													
A Infrastructure													
Dbjects	Add	Attac	h Disk	Activate	Move	Detach	Delete	Proper	ties				
- Organization Views -													
O Saved Searches →													
A Notifications													

3. Select the hard disk and click **Properties**.

General	Memo	ry Storage	Networking	Console	Performance	Snapshots	Search							
Virtua	al Disks	;												
DVD (Drive 1:	<empty></empty>												Y Fiert
	L													
Posit	tion	Name	Description				SR		Size	Read On	ly Priori	ty	Active	Device Path
0		Hard Disk 1					Local_	Storage2	65 GB	No	0 (Lov	/est)	No	/dev/xvda
-														
												_		
	Add	Attac	h Disk	Activate	Mo	ve	Detach		Delete		Properties	1		

4. Click the **Size and Location** option and update the **Size** of your disk space. Click **OK**.

Hard Disk 1' Properties		?	×
General	e and Location		
Custom Fields <none> You car support</none>	increase the size of your disk so more space is available for your VM. Reducing the size of your disk i red.	s not	
Size and Location 64.97 GB, Local_Storage2	64.967 🚔 GB 🗸		
CitrixSD-WANOnprem rc 2 Device 0, (Read / Write)	n: 'Local_Storage2'		
	ОК	Cano	el

5. Click Start.

🔇 XenCenter												-		×
File View Pool Server VM Storage	Templates 1	ools Help												
🕒 Back 👻 💿 Forward 🕞 📑 🖓 Add New Se	rver 🚏 Nev	v Pool 👘 I	New Storage 🛅	New VM	🕑 Start 💮 Reb	oot 🕕 Suspend								
Search Q		manilups	nale W	1.10.100.100							Log	ged in as: Loca	al root acc	ount
🖃 🎧 XenCenter 🔨 🔨	General Mem	ory Storage	Networking (Console Perfor	rmance Snapshots	Search								
• • •	Virtual Dis	G												
	DVD Drive 1:	<empty></empty>									× Eject			
E														
· · · · · · · · · · · · · · · · · · ·	Position	Name	Description			SR	Size	Read Only	Priority	Active	Device Path			
	0	Hard Disk 1				Local_Storage	2 101 GB	No	0 (Lowest)	No	/dev/xvda			
CitrixSD-WANOnprem rc 2														
r i i i i i i i i i i i i i i i i i i i														
₽														
< >														
nfrastructure														
Dbjects	Add	Atta	h Dick	Activate	Move	Datach	Dalata	Prope	rtier					
Organization Views	Addin	Alla	III DISK	Activate	WOVE	Detacti	Delete	riope	ines					
Q Saved Searches -														
A Notifications														

Increase disk space on ESXi Server

To increase the disk space on the ESXi server.

- 1. Shut down the virtual machine (VM) from the hypervisor.
- 2. <u>Select the virtual machine and click **Edit**.</u>

									roote10.105.50.81 - Help	Q Search	
📲 Navigator 🗉	B onprem-test1										
✓ ☐ Host Manage Monitor	Console 📓 Monitor 🕨 Pov	ver on Power off Suspend onprem-test1 Guest OS	Restan Edit Debian GNU/Linux 6 (64	C Refresh	🔅 Actions					O MHz	
Virtual Machines		VMware Tools CPUs	ESXI 5.1 virtual machine Yes 8							MEMORY NE 0 B	•
Monitor figs onprem More VMs Time Storage 2		Memory	16 GB							26.86 GB	
naa.6cc167e9736b9c00	- General Information					- Hardware C	onfiguration				
► atastore1	Metworking					D CPU		8 vCPU	5		
More storage	VMware Tools	VMware Tools is not managed by v	Sphere			Memory		16 GB			11
> 👥 Networking 28	▶ I Storage	1 disk			_	Hard disk	(1	100.97	GB		
	Notes	Citrix SD-WAN Onprem Virtual Mac	hine	🥖 Edit no	otes	Network	adapter 1	VM Mg	nt Network (Connected)		
				-		Video car	rd	4 MB			
						CD/DVD	drive 1	Remote	device CD/DVD drive 0		
						Others		Addition	al Hardware		
						- Resource C	onsumption				i .
	😨 Recent tasks										
	Task	~ Target	~ Initiator	~ Qu	beued	Ý	Started	~	Result 🔺	 Completed • 	``
	Power On VM	anprem	root	01/	06/2021 17:23:	00	01/06/2021 17:23:00		Completed successfully	01/06/2021 17:23:01	
	Import WApp	Resources	root	01/	/06/2021 17:17:	91	01/06/2021 17:17:31		Completed successfully	01/06/2021 17:23:00	
	Power On VM	Onprem	root	01/	06/2021 17:18:	55	01/06/2021 17:18:55		Failed - The attempted operation cannot be performe	01/06/2021 17:18:55	
	Shutdown Guest	anprem-test1	root	01/	/06/2021 17:33:	37	01/06/2021 17:33:07		Completed successfully	01/06/2021 17:33:08	

3. Select the Virtual Hardware tab.

Edit settings - onprem-test1 (ESXi 5.	1 virtual machine)		
Virtual Hardware VM Options			
Add hard disk Mark Add network a	dapter 🛛 🚍 Add other device		
▶ 🔲 CPU	8 ~ ()		
Memory	16384 MB ~		
▶ 🚍 Hard disk 1	100.96679I GB ~		8
▶ SCSI Controller 0	LSI Logic SAS	~	\otimes
Network Adapter 1	VM Mgmt Network	V Connect	\otimes
Solution CD/DVD Drive 1		~	\otimes
▶ 🛄 Video Card	Specify custom settings	~	
		[Save Cancel

4. Increase the hard disk space in the **Hard disk** field and click **Save**.

Virtual Hardware VM Options			
🔜 Add hard disk 🛛 🛤 Add network ad	apter 🛛 🚍 Add other device		
► 📮 CPU	8 ~ ()		
▶ 🏧 Memory	16384 MB ~		
Hard disk 1	120.966791 GB ~		\otimes
SCSI Controller 0	LSI Logic SAS	~	\otimes
Network Adapter 1	VM Mgmt Network	Connect	\otimes
		~	\otimes
▶ 🛄 Video Card	Specify custom settings	~	
		Save	Cancel

5. Click **Power on**.

1

vmware: Esxi:												root@10.105.50.81 + Help +	I Q Search	-
📲 Navigator 👘	8	onprem-test1												
← ☐ Host Manage Monitor ← ☐: Virtual Machines 16 ☐ onprem More VMs ☐ Stenee		Console Monitor	Power on	Power off II Suspend @ Restart ourst CS Debit Compatibility ESX VMexem Tools Yes CPUs 8 Memory 16 GR	in GNU/Linux 6 (64-bit) 5.1 virtual machine	Refres	n 🔅 Actions	15					0 MHz MEMORY 0 0 B STORAGE 26.86 GB	
		- General Information						-	Hardware C	onfiguration				
 datastore1 		▶ 🧕 Networking						Þ	CPU		8 vCPI	Js		
More storage		Mware Tools	VMwa	re Tools is not managed by vSphere					Memory		16 GB			
Networking		▶	1 disk					Þ	Hard disk	1	120.96	679		
		Notes	Citrix	SD-WAN Onprem Virtual Machine		/ Ec	lit notes	Þ	Metwork a	idapter 1	VM Mg	mt Network (Connected)		
						-		Þ	📃 Video can	đ	4 MB			
								Þ	S CD/DVD	trive 1	Remot	e device CD/DVD drive 0		
								Þ	M Others		Additio	nal Hardware		
								ī	Resource Co	neumation				
	(Ť)	Recent tasks							The source of	and an an an an an an an an an an an an an				
	Tasl	k	~	Target	Initiator	~	Queued	-	~	Started	~	Result .	Completed v	-
	Pow	ver On VM		A onprem	root		01/06/2021 17:23	3:00		01/06/2021 17:23:00		Completed successfully	01/06/2021 17:23:01	
	Imp	ort VApp		Resources	root		01/06/2021 17:17	7:31		01/06/2021 17:17:31		Completed successfully	01/06/2021 17:23:00	
	Pow	ver On VM		🚱 onprem	root		01/06/2021 17:18	8:55		01/06/2021 17:18:55		 Failed - The attempted operation cannot be performe 	01/06/2021 17:18:55	
	Shu	itdown Guest		Onprem-test1	root		01/06/2021 17:33	3:07		01/06/2021 17:33:07		Completed successfully	01/06/2021 17:33:08	

Replace an affected Citrix SD-WAN appliance

March 8, 2021

To replace an affected appliance in Citrix SD-WAN Orchestrator for On-premises:

 Log in to Citrix SD-WAN Orchestrator for On-premises and select the affected site. At the site level, navigate to Configuration > Site Configuration > Device Information and remove the serial number from the Primary Device Serial Number field. Click Save.

Note

If the appliance is still reachable through Citrix SD-WAN Orchestrator for On-premises, then the appliance is in "Factory Reset"state.

Device Information	
✓ Enable HA	
Primary Device Serial Number	Short Name
Enter Device Serial (Required for Deploym	Primary
Secondary HA Device Serial Number	HA Device Short Name (Optional)
H3TM4CXEJV	Secondary
Advanced HA Settings	
Cancel Save	Prev Next

2. Navigate to **Dashboard > Devices** and ensure that the affected appliance is removed from the list.

e Dasht	board 🖸]			Re	lative Time $$	Interval:	Last 1 Hour 🔻
୍ୱ ALERT	'S <u>See All</u>	() UPTIME No Statistics A	<u>See Details</u> wailable	TOP APPS No Statistics Avail	<u>See All</u> able	CATEGORI	PP IES	See All
Critical						No Stat	istics Availab	le
Critical	/ICES					No Stat	ISTICS AVAILADI	le

3. Make a note of the affected appliance's power and cabling setup and then remove the appliance from the rack.

- 4. Mount the new appliance on the rack and redo the power and cabling as it was for the affected appliance.
- In the Citrix SD-WAN Orchestrator for On-premises UI, at the site level, navigate to Configuration > Site Configuration > Device Details. Add the serial number of the new appliance in the Primary Device Serial Number field. Click Save.

Device Information	
✓ Enable HA	
Primary Device Serial Number	Short Name
HE530CXRDG	Primary
Secondary HA Device Serial Number	HA Device Short Name (Optional)
H3TM4CXEJV	Secondary
Cancel Save	Prev Next

- 6. Configure Zero-touch deployment. For more information, see Zero-touch deployment.
- 7. Allow a few minutes for the appliance to update cloud connectivity on the site dashboard.

Network Da	shboard <i>ସ</i>			Relative Time	✓ Interval: Last	1 Hour V Site Group:	All ~
Critical	See All) UPTIME No Statistics Availab	<u>See Details</u> Dle	TOP APPS	<u>See All</u> vailable	© TOP SITES No Statistics A	<u>See All</u> Available
+ New Site	Map Lis	t Select Conti	nent Select Co	ountry V Search	Q,		2 2 Total Sites Critical
Availability	Cloud Connectivity	Site Name	Site Role	Device Mod	el Serial Number	Bandwidth Tier	Management IP
•	Online	MCN_VPX	MCN	VPX-SE	6E886BCA-18CF	-6C 1000	10.102.77.106
•	Online	Client_vpx	Branch	VPX-SE	HE530CXRDG	1000	10.102.77.107
				Page Size:	200 V Showing	1-2 of 2 items	Page1 of1 🔹 🕨

- 8. At the network level, navigate to **Configuration > Network Config Home** and click **Deploy Con-***fig/Software*.
- 9. Click **Stage**.

Verify Config Current Deployn	nent Deployment History Char	ge Management Settings		
Software Version : 11.2.1.56 Stage Acti	vate 🗘			
0/0	Stage	Appliances		
0/0	Activate	ed Appliances		
Total Appliances	Staged	Activated	Failed	
0	0	0	0	
Online Site	Status	ł	HA State	Software Version

- 10. Click Activate after staging is completed.
- 11. Navigate to the site dashboard and verify the successful activation of the appliance.

API guide for Citrix SD-WAN Orchestrator for On-premises

April 5, 2022

To access the Citrix SD-WAN Orchestrator for On-premises API Guide on the Swagger UI:

1. Log in to the Citrix SD-WAN Orchestrator for On-premises and click ? at the top-right corner of the UI and then click **API Guide**.



The Swagger spec details are displayed.

Swagger Spec Details			
Citrix Cloud ID			
Customer ID:			
Swagger Spec URL: https://10.106.186.76/swagger-ui/			
On-Premises Swagger Spec: Download			
	Cancel	Done	

2. Click the Swagger spec URL to access the API guide.

Citrix SD-WAN Orchestrator for On-premises APIs through curl

Prerequisites

- Cloud login
- Local login

Perform the following steps to use Citrix On-premises orchestrator APIs through curl:

1. Cloud login: In the case of a fresh XVA, you must log in to the cloud first.

The clientId, clientSecret, and ccId can be obtained from the IAM page.

Note

Ensure that the customer account is already created in cloud before attempting the cloud logon.

2. Local login: Then do local login to get the auth token.

```
1 curl -k -X POST -H "Content-Type: application/json" https://<
        onprem-orchestrator-ip>/onpm/v1/logon --data '{
2 "username":"admin","password":"<passwordField>" }
3 '
```

This returns **token** and **customerId** in response. The customerId remains fixed and it is needed in other API calls. Save the **customerId** for later use. The token remains valid for one hour. Later, you must perform a fresh login.

Example: Use the **auth** token and **customerId** to fire other Citrix On-premises APIs.

```
1 curl -k -X GET -H "authorization:CWSAuth bearer= <token> " -H "
Content-Type: application/json"https://<onprem-orchestrator-ip
>/onpm/v1/scope/<customerId>/globalSettings/ntpSettings
```

Orchestrator administration

August 5, 2022

This section provides you the information on administrative activities that can be performed on the Citrix SD-WAN Orchestrator for On-premises platform.

Software

You can download Citrix SD-WAN appliance software version required for all the appliances in your network and stored in Citrix SD-WAN Orchestrator for On-premises. Use the stored software to upgrade your Citrix SD-WAN Orchestrator for On-premises software to the latest version.

Note

Provider managed setup is introduced from Citrix SD-WAN Orchestrator for On-premises 10.3 release. Downgrading to software releases lower than Citrix SD-WAN Orchestrator for On-premises 10.3 release is not supported.

Publish software

In a provider managed setup, Citrix SD-WAN Orchestrator for On-premises allows provider administrators to download Citrix SD-WAN appliance software version required for all the appliances in your network. Provider administrators can publish the downloaded software version. The published software is downloaded and stored in Citrix SD-WAN Orchestrator for On-premises. Customer administrators can deploy the published software to all the appliances managed by Citrix SD-WAN Orchestrator for On-premises.

In a customer managed setup, customer administrators can download Citrix SD-WAN appliance software version required for all the appliances in the network. They can publish the software in Citrix SD-WAN Orchestrator for On-premises and deploy the software to all appliances.

To publish software, navigate to Infrastructure > Orchestrator Administration > Software Images > Appliance.

Orchestrator Appliance			
Publish New Software			
Software Version			
11.3.1.53	~		
Publish			
Published Software Details			
<i>ୖ</i> େ Refresh			
Software Version	Status	Details	Actions
		Page Size: 50 V Showing 0 - 0 of	0 items Pagel of 1
			a de la de

Provider Infrastructure: Software Images

You can choose a software version to be published from a pre-built list of software versions that are supported by the current Citrix SD-WAN Orchestrator for On-premises. For newer software versions that are not available in the list, upgrade to the latest Citrix SD-WAN Orchestrator for On-premises release which supports the new software version. For information on upgrading Citrix SD-WAN Orchestrator for On-premises, see Software upgrade.

Publish New Software			
ftware Version			
11.3.1.53			
11.2.2.14			
11.2.3.11			
** 0.0.400			

Citrix SD-WAN Orchestrator for On-premises downloads Citrix SD-WAN software of the selected version for all the platforms. A progress bar indicates the progress of the publishing process.

\checkmark	Software Publish process has been initiated.	\times
	Publishing Software Status	
i	56% Downloading SaaSGateway-code-11.7.29-0.zip	

The published software versions are displayed under **Published Software Details**. At any given point Citrix SD-WAN Orchestrator for On-premises can store up to three published software versions. If you are intending to publish another software version, delete one of the three versions available before beginning the publishing process.

Published Software Details			
\Im Refresh			
Software Version	Status	Details	Actions
11.2.2.2	FINISHED	Successfully downloaded and published the	ii
11.3.0.98	FINISHED	Successfully downloaded and published the	II
11.2.1.56	FINISHED	Successfully downloaded and published the	1 III

After the publishing is successful you can deploy, stage, and activate the software to all the appliances on the network from the **Network Configuration** page. For more information, see Network Configuration. For a successful deployment, ensure that all the appliances are connected to Citrix SD-WAN Orchestrator for On-premises. For more details, see Connectivity with Citrix SD-WAN appliances.

Software upgrade

In a provider managed setup, only provider administrators can upgrade the Citrix SD-WAN Orchestrator for On-premises software to the latest version.

In a customer managed setup, customer administrators can upgrade Citrix SD-WAN Orchestrator for On-premises software to the latest version.

NOTE

- Download the appropriate Citrix SD-WAN Orchestrator for On-premises software package to your local computer. You can download this package from Downloads page.
- Citrix recommends taking snapshots of the Virtual machine in the hypervisor. Also, the SD-WAN configuration is downloaded prior to the upgrade.
- Citrix also recommends taking snapshots of the VM & SD-WAN configurations periodically.

Perform the following steps to upload and install a new version of the Citrix SD-WAN Orchestrator for On-premises software:

- 1. In the Citrix SD-WAN Orchestrator for On-premises UI, navigate to Infrastructure > Orchestrator Administration > Software Images > Orchestrator.
- 2. Click inside the box and select the ctx-onprem-1 (latest date).tar.gz binary file that you have downloaded and saved on your local system.

	Orchestrato	r Appliance												
Curr	opt Softwara	Varcian - P10, 3, 0	197 999996											
Allow	k here to sel wed file type	ect the file or dra e is .gz – – – – – – – – – – –	g and drop the s	selected file.							 	 	 	
Up	pload													
Uplo	aded File Na	me : none												
▲ V	While upload	is in progress, plea	ise do not naviga	te away from t	this page. D	oing so w	vill cance	el the so	ftware	upload.				

- 3. Click **Upload** to upload the selected software package to the current Citrix SD-WAN Orchestrator for On-premises virtual machine.
- 4. After the upload completes, click **Install**.
- 5. When prompted to confirm, click **Install**.

Management settings

Note

In a provider managed setup, only provider administrators have access to edit configuration under **Infrastructure > Orchestrator Administration > Management Settings**.

Management IP and DNS

After Citrix SD-WAN Orchestrator for On-premises Virtual Machine (VM) is deployed and a management IP is configured either manually or through DHCP, you can change the **Management IP and DNS** settings through Citrix SD-WAN Orchestrator for On-premises GUI. Citrix SD-WAN Orchestrator for On-premises stack takes about 3 minutes to restart. Once the management IP address is changed the SSH connections get re-established.

To configure/change the management IP and DNS settings, at the network level, navigate to **Infra**structure > Orchestrator Administration > Management Settings > Management IP & DNS.

Provide the following details:

- IP Address: The IP address for Citrix SD-WAN Orchestrator for On-premises VM.
- **Gateway IP Address**: The Gateway IP address that Citrix SD-WAN Orchestrator for On-premises use to communicate with external networks.
- **Subnet Mask**: The subnet mask to define the network in which Citrix SD-WAN Orchestrator for On-premises is available.
- **Primary DNS**: The IP address of the primary DNS server to which all DNS requests from Citrix SD-WAN Orchestrator for On-premises are forwarded to.
- **Secondary DNS**: The IP address of the secondary DNS server to resolve DNS requests if the primary DNS server is not available.

Management IP & DNS NTP Remote Auth Servers

IP Address*	ie IP
10.102.78.86	
Subnet Mask *	
255.255.255.0	
Gateway IP Address *	
10.102.78.1	
Save	
DNS Settings	
Primary DNS *	Secondary DNS
10.140.50.5	Secondary DNS
Save	

NTP settings

You can either set the date and time manually, or use a Network Time Protocol (NTP) server to synchronize the clock time of Citrix SD-WAN Orchestrator for On-premises with Coordinated Universal Time (UTC).

To configure NTP server, at the network level, navigate to **Infrastructure > Orchestrator Administration > Management Settings > NTP** and enable **Use NTP server**.

Provide the NTP server IP address or domain name. You can provide up to four NTP servers, but ensure that at least one is configured. If one NTP server is down, Citrix SD-WAN Orchestrator for On-premises automatically synchronizes with the other NTP server. If you specify a domain name for an NTP server, ensure that the external DNS server is configured to point the domain name to the IP address.

NTP settings	
Use NTP server	
NTP server 1	
0.pool.ntp.org	
NTP server 2	
1.pool.ntp.org	
NTP server 3	
2.pool.ntp.org	
NTP server 4	
3.pool.ntp.org	
Save	

To configure date and time manually, disable the **Use NTP server** option and manually select the date and time.

05/04/2021		
ïme		
11:48		

Select the time zone based on your country/city.

NOTE

Reboot the Orchestrator VM after changing the time zone. Some logs continue to use the previous time zone, until the reboot is done. For instructions, see Reboot Orchestrator VM.

Т	imezone settings
	After changing the timezone setting, a reboot will be necessary for the timezone changes to take full effect.
	Until then, some logs will continue to use the actual timezone setting in effect at the time of the last reboot, even though events timestamps may reflect the new setting.
Ti	mezone
	Etc/UTC ~
	Save

Remote Authentication Servers

In a provider managed setup, only provider administrators can configure RADIUS or TACACS+ servers for the users who are authenticated remotely. Customer administrators can use the remote authentication servers configured by the provider administrators. In a customer managed setup, customer administrators can configure RADIUS or TACACS+ servers.

NOTE

Ensure that the required user accounts are created on the RADIUS or TACACS+ authentication server.

Remote Authenticat	ion Servers				
+ New					
Name	IP Address	3	Port	Туре	Actions
server1	10.00		-	RADIUS	e 🖉
server2				RADIUS	e 🖉
			Page	Size: 50 V Showing 1-2 of 2 item	ns Page1 of1 <
			Page	Size: 50 V Showing 1-2 of 2 item	ns Page1 of1 <
			Page	Size: 50 V Showing 1 - 2 of 2 item	ns Page1 of1
Test Remote Server	Connection		Page	Size: 50 V Showing 1-2 of 2 iten	ns Page1 of1 <
Test Remote Server	Connection		Page	Size: 50 V Showing 1-2 of 2 iten	ns Page1 of1 <
Test Remote Server	Connection		Page	Size: 50 V Showing 1-2 of 2 iten	ns Page1 of1 <
Test Remote Server Username *	Connection		Page	Size: 50 V Showing 1-2 of 2 iten	ns Page1 of1 <
Test Remote Server	Connection		Page	Size: 50 V Showing 1-2 of 2 iten	ns Page1 of1 <
Test Remote Server Username*	Connection		Page	Size: 50 V Showing 1-2 of 2 iten	ns Page1 of1 <
Test Remote Server Username* Password*	Connection		Page	Size: 50 V Showing 1-2 of 2 iten	ns Page1 of1 <
Test Remote Server Username* Password* Remote Authentication Se	Connection		Page	Size: 50 V Showing 1-2 of 2 iten	ns Page1 of1 <

To configure remote authentication, navigate to **Infrastructure > Orchestrator Administration > Management Settings > Remote Auth Servers**. Click **+ New**. Enter the following details:

- Enable: Enables remote authentication server configuration.
- Server Name: The name of the remote authentication server.
- Server Type: The type of remote authentication server RADIUS or TACACS+.
- IP Address: The host IP address for the remote authentication server.
- **Port**: The port number for the remote authentication server. The default port for the RADIUS server is 1812 and the TACACS+ server is 49.
- Server Key and Confirm Server Key: A secret key to use when connecting to the remote authentication server.
- **Authentication Type**: (available only for TACACS+ server) Select the encryption method to use to send the user name and password to the TACACS+ server.
 - PAP: Uses Password Authentication Protocol (PAP) to strengthen user authentication by assigning a strong shared secret to the TACACS+ server.
 - ASCII: Uses the ASCII character set to strengthen user authentication by assigning a strong shared secret to the TACACS+ server.
- **Timeout**: The time interval (in seconds) to wait for an authentication response from the remote authentication server.

Add Authentication	Server	
✓ Enable		
Server Name *	Server Type	
server3	RADIUS	~
IP Address *		Port*
10.2.3.4		1812
Server Key		Confirm Server Key
••••		
Timeout		
10		
		Add Cancel

You can also test the remote server connection. Under **Test Remote Server Connection**, provide your **Username** and **Password**. Select the remote authentication server and click **Verify**.

Database management

You can create backup of the current database running on Citrix SD-WAN Orchestrator for On-premises and later use the backed-up file to restore the same database state.

Note

- In a provider managed setup, only provider administrators have access to create database backup and restore the same.
- You cannot restore the database backup taken in a provider managed setup on a customer managed setup. Similarly, you cannot restore the database backup taken in a customer managed setup on a provider managed setup.

To create database backup, navigate to **Infrastructure** > **Orchestrator Administration** > **Database Management**. Click **Backup**.

Click download under the **Actions** column to download the backed-up database.

Click **Upload** to browse and upload the downloaded file. You can also drag the downloaded file and drop it on the screen.

To restore, click **Restore** under the **Actions** column.

NOTE

- You can save only one database backup at a time. To replace an existing backup with the latest, delete the existing backup and click **Backup**.
- Restore of the database must be done to the same release of Citrix SD-WAN Orchestrator for On-premises from where the data backup was taken.
- The database backup only takes the backup of configuration and statistics. It does not back up the platform related data.

Only one backup can exist on the system at a time.								
Backup								
Created At	Status	Actions						
Tue, 04 May 2021 12:09:00 GMT	Available	â 🕹 🚥						
	Page Size: 50 V Showing 1 - 1 of 1 items	Page1 of1						
A While upload is in progress, please do not navigate away from this page. Doing so will cancel the upload.								
Click here to select the file or drag and drop the selected file. Allowed file type is .gz								
Upload								

Storage Management

Citrix SD-WAN Orchestrator for On-premises supports migrating customer configurations, statistics, local database, and published Citrix SD-WAN release version from an existing disk to a new disk.

In a provider managed setup, only provider administrators can perform disk migration. Customer administrators in the provider managed setup do not have privileges to perform disk migration. In a customer managed setup, customer administrators can perform disk migration.

You can perform disk migration either to increase the disk space or for disaster recovery.

- Add a new disk: You can add a new disk having storage size at least twice as that of the current data consumed by the Citrix SD-WAN Orchestrator for On-premises. Through Citrix SD-WAN Orchestrator for On-premises UI, you can activate the new disk and migrate the existing customer configurations, statistics, local database, and published Citrix SD-WAN release version. Once the newly added disk is activated, Citrix SD-WAN Orchestrator for On-premises gets rebooted.
- **Disaster recovery**: In the event of a disaster, you can attach the disk containing the data to a new instance of Citrix SD-WAN Orchestrator for On-premises virtual machine which is on the

same version of Citrix SD-WAN Orchestrator for On-premises. Activate the disk without choosing **Migrate Data** option in the Citrix SD-WAN Orchestrator for On-premises UI. Once the disk is activated, Citrix SD-WAN Orchestrator for On-premises gets rebooted.

NOTE

- When disk migration is in progress, do not power off or manually reboot Citrix SD-WAN Orchestrator for On-premises. Powering off or manual reboot can cause data loss.
- When a disk is migrated from a disk partition that was added earlier to a newly created disk partition, after migration, the data in the old disk is not removed. To remove the data in the old disk, attach it to another operating system and delete the data securely.

Limitations

The following are the limitations with the disk migration process:

- The users in the old release are not migrated to the new release. Post migration, delete the users and create them again.
- STS created on the old Citrix SD-WAN Orchestrator for On-premises virtual machine is not migrated. However, post migration, the UI lists the STS generated on the old Citrix SD-WAN Orchestrator for On-premises virtual machine. Delete the STS manually.
- Database backup created in the old Citrix SD-WAN Orchestrator for On-premises is not migrated. Post migration if it is getting listed, delete it manually.
- By default, it is assumed that the new Citrix SD-WAN Orchestrator for On-premises to which the disk is migrated to, has connectivity to all two factor authentication servers. If the admin account is using two factor authentication servers and if the connections to the two factor authentication servers are not available, then even the admin cannot log in. In such scenarios, contact Citrix support.
- After migrating to the new disk, you cannot increase the disk space allocated for Citrix SD-WAN Orchestrator for On-premises.
- In the disaster recovery scenario, you must reconfigure the custom domain after activating the disk.
- In the disaster recovery scenario, after activating the disk, you must either perform non-cloud zero-touch deployment or cloud brokered zero-touch deployment to establish connectivity between Citrix SD-WAN appliances on the sites with Citrix SD-WAN Orchestrator for On-premises.

Add a new disk on Citrix Hypervisor

1. Select the virtual machine (VM) from the hypervisor. Select the **Storage** tab and click **Add**.

Gene	eral Mem	ory Storage	Networking	Console Per	formance	Snapshots	Search		
Viı	rtual Disl	cs	-						
D	/D Drive 1:	<empty></empty>							Y First
_	io onic n	- compaye							
P	osition	Name	De SR		Size	Read Only	y Priority	Active	Device Path
0		Hard Disk 1	Local_Sto	rage2	65 GB	No	0 (Lowest)	Yes	/dev/xvda
<									>
Г	Add	Attac	h Disk	Deactivate	Mov	e	Detach	Delete	
	Properties	5							

2. Provide details such as name, description, size, and location of the new disk. Click **Add**. The newly added disk gets listed under the **Storage** tab.

NOTE

The disk size must be at least twice as that of the current data consumed by the Citrix SD-WAN Orchestrator for On-premises.

😣 Add Virtua	l Disk							?	×
Enter a name, the disk belor	Enter a name, description and size for your virtual disk. The size of your disk and the home server setting of any VM the disk belongs to will affect which storage locations are available.							м	
<u>N</u> ame:	New virtua	al disk (1)							
<u>D</u> escription:									
<u>S</u> ize:	5	50.000 🌲 G	iB ~						
<u>L</u> ocation:	Eocal s	storage on Storage2 17	71.47 GB free of	1.23 1.82 TB	TB free of 1.78	TB	Add	Cance	1
General Memo	ry Storage	Networking	Console Per	formance	Snapshots	Search			
DVD Drive 1:	<empty></empty>							۲ E	j <u>ect</u>
Position	Name	Description	SR	Size	Read Only	Priority	Active	Device Path	
0	Hard Disk 1		Local Storage2	65 GB	No	0 (Lowest)	Yes	/dev/xvda	
1	New virtu		Local_Storage2	50 GB	No	0 (Lowest)	Yes	/dev/xvdb	
Add	Attac	h Dick	Desetivate	M		Datast			
		n Disk	Deactivate	IVIO	ove	Detach	Delet	e	

- Log in to the Citrix SD-WAN Orchestrator for On-premises UI and navigate to INFRASTRUCTURE
 Orchestrator Administration > Storage Management. The newly attached disk automatically gets listed under Storage Management.
- 4. Choose the Active radio button and select the Migrate Data check box. Click Apply.

Network Infrastructure: Storage Management

A Reboot of the system will happen as part of Storage migration process.									
Storage Managemer	nt								
Host	File System	Туре	Size(MB)	Available(MB)	Active Migrate Data	3			
Local*	/dev/xvda2	ext3	64891	47196	0				
Local	/dev/xvdb	ext3	51200	unknown	•				
Apply									

5. The disk migration process is triggered. Customer configurations, statistics, local database, and Citrix SD-WAN release version on the existing disk get migrated to the new disk. After the migration is completed, Citrix SD-WAN Orchestrator for On-premises gets rebooted.

Storage Management
Storage Migration Status
1% Disk migration triggered.
Storage Management
Storage Migration Status
Storage migration done and reboot is in progress. It takes approximately 5 to 6 minutes to complete the reboot process. Your system may be unavailable in that time period.
336 secs

Add a new disk on ESXi Server

1. Log in to your ESXi server and select the virtual machine. Click **Edit**.

vmware [,] ESXi ^{**}							root@10.105.48.3 - Help -	Q Search
Navigator	🔂 onprem_111024							
✓ ☐ Host Manage Monitor	Console Monitor Power	er on 🔳 Shut down 🔢 Sus	pend 🧐 Restart	🥖 Edit	C Refresh	🔅 Actions		
→ 🗗 Virtual Machines 15	[11] THOTO, DIPTAT, Halah 2. model of Unique and and advant data and in the interpretation of the state of the interpretation of the state of the interpretation of the inter	Guest OS Debian GN Compatibility ESX VMware Tools Yes	NU/Linux 6 (64-bit) Ki 5.1 and later (VM versio	on 9)				351 MHz
Monitor	21. STREED Adding 400000 wang in charaptering differ. Full Science 3 and the second	CPUs 8 Memory 16.0	ЗB					10.96 GB
More VMs Storage	have myres bigtor agree, fanst stack started unseredicity	Host name sdw	ran-onprem			M		81.07 GB
Retworking								fy the ×
	G Networking				D CPU	comgaration	8 vCPUs	
	Host name	sdwan-onprem			🛲 Memo	ry	16 GB	
	IP addresses	1. fe80::6c34:91ff:fe1b:4876			Hard of	lisk 1	64.97 GB	
		2. fe80::454:9cff:fe4d:4c9f			🕨 🧾 Hard o	disk 2	66 GB	
		3. fe80::b872:deff:fe07:a190 4. fe80::bc62:81ff:fe5b:3e5b			▶ IME Netwo	rk adapter 1	VM Network (Connected)	
	😨 Recent tasks							
	Task ~	Target ~	Initiator ~	Queued	~	Started ~	Result .	Completed • · · ·
	Import VApp	Resources	root	07/01/2021 1	7:36:12	07/01/2021 17:36:12	■ ■ ■ ■ ■	Running 36 %
	Import VApp	Resources	root	07/01/2021 19):16:15	07/01/2021 19:16:15	■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■	Running 37 %

2. Click Add hard disk > New standard hard disk.

🚯 Edit settings - onprem_111024 (ESXi 5.1 virtual machine)								
Virtual Hardware VM Options Add hard disk New standard hard disk Standard hard disk	lapter Add other device							
Existing had disk New persistent memory disk	16384 MB	•						
New raw disk	64.966796 875 GB	•		\otimes				
Hard disk 2	66 GB	•		\otimes				
SCSI Controller 0	LSI Logic SAS	▼		\otimes				
Network Adapter 1	VM Network	▼	Connect	\otimes				
▶ ⊚ CD/DVD Drive 1	Host device	•]	\otimes				
▶ 💻 Video Card	Specify custom settings	V						
				Save Cancel				

3. Enter the disk storage space and other settings based on your preference. Click **Save**.

NOTE

The disk size must be at least twice as that of the current data consumed by the Citrix SD-WAN Orchestrator for On-premises.

Hard disk 2	66 GB V	\otimes
- 🛄 New Hard disk	300 GB V	\otimes
Maximum Size	829.52 GB	
Location	[datastore1] onprem_111024/ Browse	
Disk Provisioning	 Thin provisioned Thick provisioned, lazily zeroed Thick provisioned, eagerly zeroed 	
Shares	Normal	
Limit - IOPs	Unlimited	
Controller location	SCSI controller 0 SCSI (0:2)	
Disk mode	Dependent v	
Sharing	None	
	1 Disk sharing is only possible with eagerly zeroed, thick provisioned disks.	
SCSI Controller 0	LSI Logic SAS	\otimes
Network Adapter 1		-

- 4. Log in to the Citrix SD-WAN Orchestrator for On-premises and navigate to INFRASTRUCTURE
 > Orchestrator Administration > Storage Management. The newly attached disk gets listed here.
- 5. Choose the Active radio button and select the Migrate Data check box. Click Apply.

Network Infrastructure: Storage Management

Reboot of the system will happen as part of Storage migration process. Storage Management								
Host	File System	Туре	Size(MB)	Available(MB)	Active Migrate Data			
Local*	/dev/xvda2	ext3	64891	47196	0			
Local	/dev/xvdb	ext3	51200	unknown	•			
Apply								

6. The disk migration process is triggered. Customer configurations, local database, Citrix SD-WAN release version, and database statistics on the existing disk get migrated to the new disk. After the migration is completed, Citrix SD-WAN Orchestrator for On-premises gets rebooted.

Storage Management	
Storage Migration Status	
1% Disk migration triggered.	
Storage Management	
Storage Migration Status	
Storage migration done and reboot is in progress. It takes approximately 5 to 6 minutes to complete the reboot process. Your system may be unavailable in that time period.	
336 secs	

Disaster recovery on Citrix Hypervisor

1. Select the virtual machine (VM) from the hypervisor. Select the **Storage** tab and click **Attach Disk**.

Ge	eneral	Memory	/ Storage	Networki	ng Console	Perfor	rmance	Snapshots	Searc	h		
١	Virtua	al Disks										
	DVD [Drive 1:	<empty></empty>									✓ Eject
	Posit	tion	Name	De SR			Size	Read On	ly	Priority	Active	Device Path
	0	ł	lard Disk 1	Local_	itorage2		65 GB	No		0 (Lowest)	Yes	/dev/xvda
	1		_		1							>
	Pro	Add operties	Attac	h Disk	Deactiva	te	Mov	/e	Det	ach	Delete	

2. Select the disk attached to the Citrix SD-WAN Orchestrator for On-premises which hit disaster and click **Attach**.

If the disk is not listed, ensure that the disk attached to Citrix SD-WAN Orchestrator for Onpremises which hit disaster is detached and Citrix SD-WAN Orchestrator for On-premises is in shutdown state.

Attach Disk		?	×
Select a disk to add from the list below.			
Hard Disk 1 8.3 GB			~
📔 Hard Disk 1 39.1 GB			
📔 Hard Disk 1 39.1 GB			
Hard Disk 1 8.3 GB			
Hard Disk 1 39.1 GB			
New virtual disk 150 GB			
New virtual disk (1) 99 GB			
New virtual disk (2) 150 GB			
New virtual disk (3) 100 GB			
📄 New virtual disk (4) 60 GB			
New virtual disk (5) 56 GB			×
<		:	>
Attach as read-only	Attach	Canc	el

- Log in to the Citrix SD-WAN Orchestrator for On-premises UI and navigate to INFRASTRUCTURE
 > Orchestrator Administration > Storage Management. The newly attached disk gets listed here.
- 4. Choose only the **Active** radio button (clear the **Migrate Data** check box if selected) and click **Apply**.

Note

Do not select the **Migrate Data** check box. Citrix SD-WAN Orchestrator for On-premises triggers the migration at the back-end and reboots itself once the migration is completed.

Storage Management								
Host	File System	Туре	Size(MB)	Available(MB)	Active	Migrate Data		
Local*	/dev/xvda2	ext3	64891	26730	0			
Local	/dev/xvdb	ext3	153600	unknown				
Apply								

5. After the migration is completed, Citrix SD-WAN Orchestrator for On-premises gets rebooted.

Storage Management
Storage Migration Status
1% Disk migration triggered.
Storage Management
Storage Migration Status
Storage migration done and reboot is in progress. It takes approximately 5 to 6 minutes to complete the reboot process. Your system may be unavailable in that time period.
336 secs

Disaster recovery on ESXi server

1. Log in to the ESXi server and select the virtual machine. Click **Edit**.

vmware [,] ESXi [,]							root@10.105.48.3 ▾ Help ▾	Q Search
Navigator	🔂 onprem_111024							
C Host Manage Monitor Oricut Machines Solution Monitor Monitor More VMs Storage Storage Solution Solut	Console Monitor ▶ Power on ■ Shut down II Suspend ♥ Restart							CPU 351 MHz MENORY 10.96 GB STORAGE 81.07 GB
	General Information	uest-specific optimizations.	Actions	PS NOT MATC	Hardware Configuration			y the ×
	✓ Q Networking				P CPU		8 vCPUs	
	Host name	sdwan-onprem			Memo	ary	16 GB	
	IP addresses	1. fe80::6c34:91ff:fe1b:4876			Hard of Control	disk 1	64.97 GB	
		2. fe80::454:9cff:fe4d:4c9f 3. fe80::b872:deff:fe07:a190 4. fe80::bc62:81ff:fe5b:3e5b)		Hard o Hard o	disk 2 ork adapter 1	66 GB VM Network (Connected)	
	😨 Recent tasks							-
	Task 🗸	Target ~	- Initiator ~	Queued	~	Started ~	Result 🔺 🗸 🗸	Completed v
	Import VApp	Resources	root	07/01/2021	17:36:12	07/01/2021 17:36:12	O	Running 36 %
	Import VApp	Resources	root	07/01/2021	19:16:15	07/01/2021 19:16:15	S	Running 37 %

2. Click Add hard disk > Existing hard disk.

Edit settings - onprem_111024 (ESXi t	5.1 virtual mach	ine)				
Virtual Hardware VM Options						
Add hard disk	lapter 🛛 블 Adc	other devic	e			
New standard hard disk	8 🔻 🕻					
New persistent memory d	hard disk	МВ	•			
New raw disk	64.966796 875	GB	▼			8
▶ 🛄 Hard disk 2	66	GB	▼			8
SCSI Controller 0	LSI Logic SA	S			•	8
Network Adapter 1	VM Network				 Connect 	8
O CD/DVD Drive 1	Host device				•	8
Video Card	Specify custom settings					
						Save Cancel

3. Browse for the disk attached to the Citrix SD-WAN Orchestrator for On-premises which hit disaster and click **Select**.



- 4. Log in to the Citrix SD-WAN Orchestrator for On-premises UI and navigate to INFRASTRUCTURE
 > Orchestrator Administration > Storage Management. The newly attached disk gets listed here.
- 5. Choose only the **Active** radio button (clear the **Migrate Data** check box if selected) and click **Apply**.

Note

Do not select the **Migrate Data** check box. Citrix SD-WAN Orchestrator for On-premises triggers the migration at the back-end and reboots itself once the migration is completed.

Storage Management								
Host	File System	Туре	Size(MB)	Available(MB)	Active	Migrate Data		
Local*	/dev/xvda2	ext3	64891	26730	0			
Local	/dev/xvdb	ext3	153600	unknown	۲			
Apply								
rippiy	I							

6. After the migration is completed, Citrix SD-WAN Orchestrator for On-premises gets rebooted.

Storage Management
Storage Migration Status
1% Disk migration triggered.
Storage Management
Storage Migration Status
Storage migration done and reboot is in progress. It takes approximately 5 to 6 minutes to complete the reboot process. Your system may be unavailable in that time period.
336 secs

HTTP Proxy

Citrix SD-WAN Orchestrator for On-premises requires an Internet connection for licensing, Cloud login, Cloud brokered ZTD, Cloud direct, and publish software. If Citrix SD-WAN Orchestrator for Onpremises is connected to the Internet through an HTTP proxy server, you can configure the HTTP proxy server settings on your Citrix SD-WAN Orchestrator for On-premises virtual machine.

The HTTP proxy setting centralizes the management of all the outgoing requests made to Citrix Cloud. Administrators can route the outgoing requests from Citrix SD-WAN Orchestrator for On-premises to Citrix Cloud through an HTTP proxy server.

Before you begin

To use HTTP proxy for Cloud login for the first time, you must configure HTTP proxy settings through the CLI console of Citrix SD-WAN Orchestrator for On-premises.

On the Cloud login page of a new Citrix SD-WAN Orchestrator for On-premises virtual machine, if you want HTTP proxy to be used for all the outbound connections from Citrix SD-WAN Orchestrator for
On-premises to Citrix SD-WAN Orchestrator service, you must configure the HTTP proxy details using the CLI. Once the Cloud login is complete and you access the configuration page, you can configure the HTTP proxy server details on the UI.

Configuring HTTP proxy settings on the CLI

Configure HTTP proxy settings by running the set_http_proxy command. You can configure HTTP proxy using either of the options provided below:

• When authentication is enabled at the Proxy server:

set <ip address> <port> <user name> <password>

• When authentication is not enabled at the Proxy server:

```
set <ip address> <port>
```

Show HTTP Proxy Settings

• show: This command displays the proxy settings on the CLI. The output does not display the password.

Clear HTTP Proxy Settings

• clear: This command deletes the HTTP proxy settings.

Return to main_menu

• main_menu: This command redirects you to the CLI console of Citrix SD-WAN Orchestrator for On-premises.

```
SDWORCH>set_http_proxy
Which would you like to do?
                "set <ip address> <port> [<user name>] [<password>] " - Set HTTP Proxy s
ettings
               "clear" - Clear HTTP Proxy settings
               "show" - Show HTTP Proxy settings
               "main_menu" - Return to the Main Menu
set_http_proxy>set 11.11.11.15555
Are you sure you want to set HTTP proxy settings? <y/n>?
y
Successfully updated proxy settings.
Which would you like to do?
               "set <ip address> <port> [<user name>] [<password>] " - Set HTTP Proxy s
ettings
               "set <ip address> <port> [<user name>] [<password>] " - Set HTTP Proxy s
ettings
               "set <ip address> <port> [<user name>] [<password>] " - Set HTTP Proxy s
ettings
               "set <ip address> <port> [<user name>] [<password>] " - Set HTTP Proxy s
ettings
               "set <ip address> <port> [<user name>] [<password>] " - Set HTTP Proxy s
ettings
               "set <ip address> <port> [<user name>] [<password>] " - Set HTTP Proxy s
ettings
               "set <ip address> <port> [<user name>] [<password>] " - Set HTTP Proxy s
ettings
               "set <ip address> <port> [<user name>] [<password>] " - Set HTTP Proxy s
ettings
               "show" - Show HTTP Proxy settings
               "show" - Show HTTP Proxy settings
               "main_menu" - Return to the Main Menu
set_http_proxy>_
```

Configuring HTTP proxy server settings on the UI

- Login to the Citrix SD-WAN Orchestrator for On-premises UI and navigate to Infrastructure > Orchestrator Administration > HTTP Proxy.
- 2. In the Network Infrastructure: HTTP Proxy section, enter values for the following fields:
 - IP Address: The IP address of the proxy server.
 - **Port**: The network port number on which the proxy server accepts connections.
 - User Name: User name of the proxy server.
 - **Password**: The password for the proxy server.

Note

You can leave the user name and Password fields blank if there is no authentication configured on the proxy server. Network Infrastructure: HTTP Proxy

P Address *		
11.11.11.11		
Port*		
5555		
Jsername		
assword		

- 3. Click Apply. A confirmation dialog box appears.
- 4. Click Yes, Update.





On-premises to Citrix Cloud, the proxy server must be configured as a transparent SSL

HTTP proxy or SSL bypass HTTP proxy server. The server must not spoof the Citrix SD-WAN Orchestrator service's SSL certificate.

• You can remove the proxy server settings altogether, if Citrix SD-WAN Orchestrator for On-premises is connected to the internet directly. You can also remove the proxy server settings and configure another proxy server, if necessary.

Remove proxy server settings on the UI

- 1. In the Citrix SD-WAN Orchestrator for On-premises UI, navigate to Infrastructure > Orchestrator Administration > HTTP Proxy.
- 2. In the **Network Infrastructure: HTTP Proxy** section, click **Remove**. A confirmation dialog box appears.
- 3. Click Yes, Remove.

⚠	Remove HTTP Proxy Settin	ngs
Are y Setti	rou sure you want to remove th ngs?	e HTTP Proxy
	Yes, Remove	No, Cancel

Purge Settings

You can clear historical statistics/ data for a selected time interval. The statistics / data older than the set days are cleared. Once the data is cleared, it becomes no longer available. By default, Citrix SD-WAN Orchestrator for On-premises clears historical statistics / data older than 30 days.

At the network level, navigate to **Infrastructure** > **Orchestrator Administration** > **Purge Settings**, select the time interval, and click **Apply**. For example, if you want to purge historical statistics / data

older than 180 days, select 180 from the **Purge Statistics Interval (days)** drop-down list and click **Apply**. The purging process happens sometime around 12:48 AM daily at the time zone set on your SD-WAN appliance.

Network Infrastructure: Purge Settings

Purge Settings				
Purge Statistics Interval (day	s)			
Apply				

Orchestrator diagnostics

May 17, 2021

This section provides information on the diagnostic activities that can be performed on Citrix SD-WAN Orchestrator for On-premises infrastructure.

Note

In a provider managed setup, provider administrators have access to all the GUI pages **Infrastructure > Orchestrator Diagnostics**. Customer administrators have access to view only **Platform events and logs** and **Platform health** GUI pages.

Platform events and logs

Any change in platform level attributes, such as CPU, memory, or storage in the system is logged as an event and displayed on the Citrix SD-WAN Orchestrator for On-premises.

For example, if CPU usage exceeds the set limit, a platform event is logged and an alarm is triggered. The alarm comes up in the Notifications bar. The notification gets cleared if the CPU usage gets decreased. The **Platform Events & Logs** page maintains the history of all platform related alarms that were triggered. If the CPU usage decreases, the alarm status becomes INACTIVE. If it is still above the limits, the alarm status remains ACTIVE.

To view the platform events, navigate to **Infrastructure** > **Orchestrator Diagnostics** > **Platform Events & Logs**.

The following details are displayed for logged platform events:

• **Description**: The description of the platform event.

- Alarm Status: The status of the alarm. If the platform attribute exceeds the set limit, then the status is ACTIVE. If the platform level attribute subsides to a value within the set limit, then alarm status is INACTIVE.
- **Resource**: The platform level attribute CPU, Memory, or Storage.
- **Current Value**: The latest value of the logged platform attribute.
- Created At: The time when the platform event occurred.

Description	Alarm Status	Resource			Current Value	Created At	
UPPER THRESHOLD EXCEEDED	ACTIVE	Memory			70.1	Sun 22 Novembe	er, 2020 at
UPPER WARNING THRESHOLD EX	ACTIVE	CPU			51.4	Sun 22 Novembe	er, 2020 at
			Page Size:	200 🗸	Showing 1 - 2 of 2 items	Page1 of1	

Platform health

You can view the health of the Citrix SD-WAN Orchestrator for On-premises platform. The health information includes real-time values (in percentage) for CPU usage, Memory usage, and free storage available.

To view the platform health, navigate to **Infrastructure > Orchestrator Diagnostics > Platform Health**.

CPU Usage 1% Memory Usage 74% Free Storage 35%

Diagnostic info

A diagnostic package consists of System Log files, system information, and other necessary details that assist the Support team in diagnosing and resolving issues with your system.

To create a diagnostic package, navigate to **Infrastructure** > **Orchestrator Diagnostics** > **Diagnostic info**. Click **Create**. After the package is created, you can download it to your computer and then share it with the Support team.

NOTE

Citrix SD-WAN Orchestrator for On-premises can store a maximum of five diagnostic packages at a time.

Th To	nese packages contain important real-time system information you can forward to Citrix Support Representatives. Ital five Diagnostic Packages can exist on the system at a time.
Diagr	nostic Packages * Choose a Diagnostic Package 🗸 🔟
	Create

Restart Citrix SD-WAN Orchestrator for On-premises app

You can restart only the Citrix SD-WAN Orchestrator for On-premises app without rebooting the Operating System (OS). During restart, Citrix SD-WAN Orchestrator for On-premises app goes offline and the all services become unavailable. It takes approximately 6 minutes for the restart to complete. After the restart, Citrix SD-WAN Orchestrator for On-premises login page is displayed.

To restart Citrix SD-WAN Orchestrator for On-premises app, navigate to **Infrastructure > Orchestrator Diagnostics > Restart Orchestrator App**. Click **Restart** and **Yes, Restart** to confirm.



Reboot Citrix SD-WAN Orchestrator for On-premises VM

The Reboot process restarts the Operating System (OS) of Citrix SD-WAN Orchestrator for On-premises. During the reboot, Citrix SD-WAN Orchestrator for On-premises goes offline and all services become unavailable. It takes approximately 6 to 8 minutes for the reboot to complete. After the reboot, Citrix SD-WAN Orchestrator for On-premises login page is displayed.

You can reboot Citrix SD-WAN Orchestrator for On-premises as part of a troubleshooting activity or during a maintenance activity.

To reboot, navigate to Infrastructure > Orchestrator Diagnostics > Reboot Orchestrator VM. Click Reboot and Yes, Reboot to confirm.

Network Infrastructure: Reboot Orchestrator VM



Alarms

July 9, 2021

You can view the platform specific and service specific alarms associated with Citrix SD-WAN Orchestrator for On-premises. Platform specific alarms show platform related alerts such as storage issue, RAM, CPU. Service alarms show the status of the microservices running in Citrix SD-WAN Orchestrator for On-premises.

To view the alarms, click the bell icon on the top right corner of the Citrix SD-WAN Orchestrator for On-premises UI and select **Platform Alarms** or **Service Alarms** as needed.

SD-WAN Orchestrator for (On-Premi	ises PROVIDER CUSTOMER / All Customers V		0 🙄
0		Provider Configuration:WAN Link Templates		Notifications C ×
d areas		+ Wan Link Template		▲ Upper Warning Threshold Exceeded for : [cpu]
		Wan Link Templates	Actions	current value is 56.2% Fri 30 April, 2021 at 07:51 AM
				Vpper Warning Threshold Exceeded for : [memory] current value is 56.1% Fri 30 April, 2021 at 05:39 AM
. amongous				

net>scaler.

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