



Citrix SD-WAN Orchestrator for On-premises 11.4.0a

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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 On-premises 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 **Administration > 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:

1. 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 **Application 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 On-premises. 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 On-premises service from Citrix partners using the multitenancy feature.
- **Customer managed setup:** Customers manage their Citrix SD-WAN Orchestrator for On-premises 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 On-premises 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 > Advanced 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 workflows, 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 On-premises, 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 On-premises.
- **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 On-premises 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

June 30, 2021

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 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 On-premises:

- 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 On-premises. 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.

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

August 23, 2021

Features

Features	Citrix SD-WAN Orchestrator service	SD-WAN Orchestrator for 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 Service	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

Features	Citrix SD-WAN Orchestrator service	SD-WAN Orchestrator for On-premises
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.*
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 On-premises software version.

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

July 9, 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.

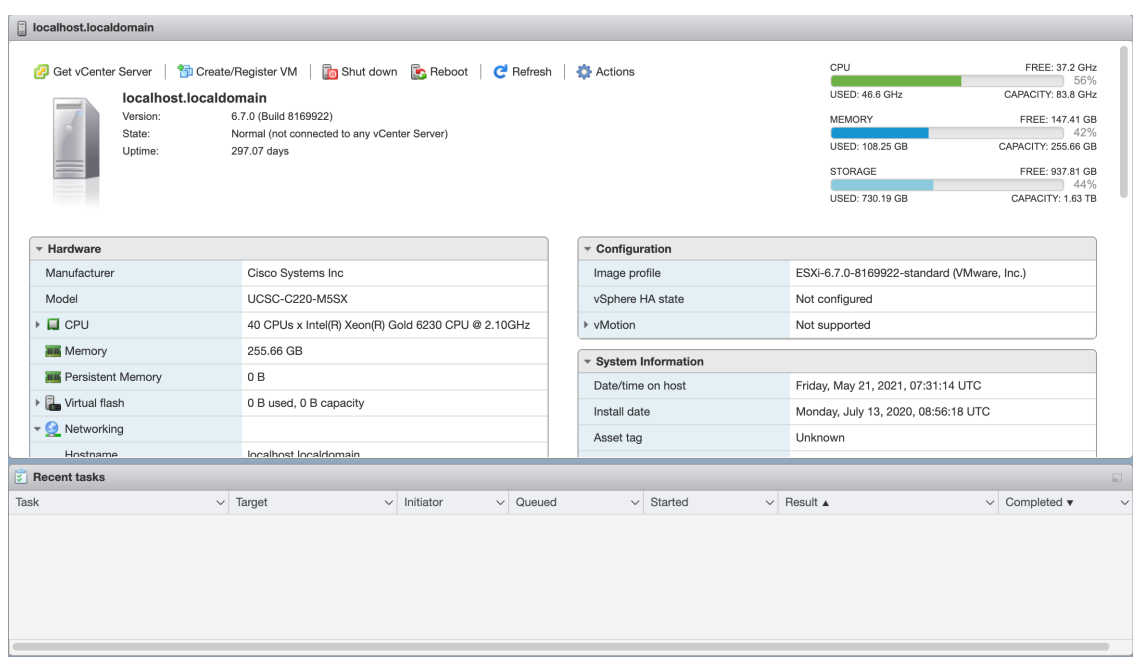
The VMware vSphere Client login page appears, prompting you for the ESXi server login credentials.

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.



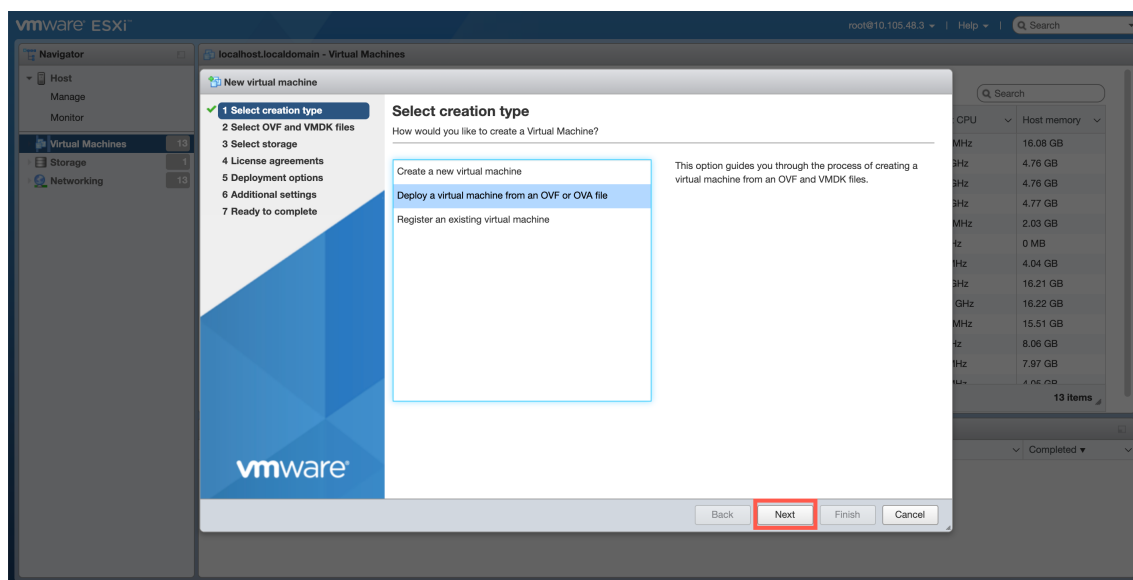
Creating the Citrix SD-WAN Orchestrator for On-premises virtual machine using the OVF template

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

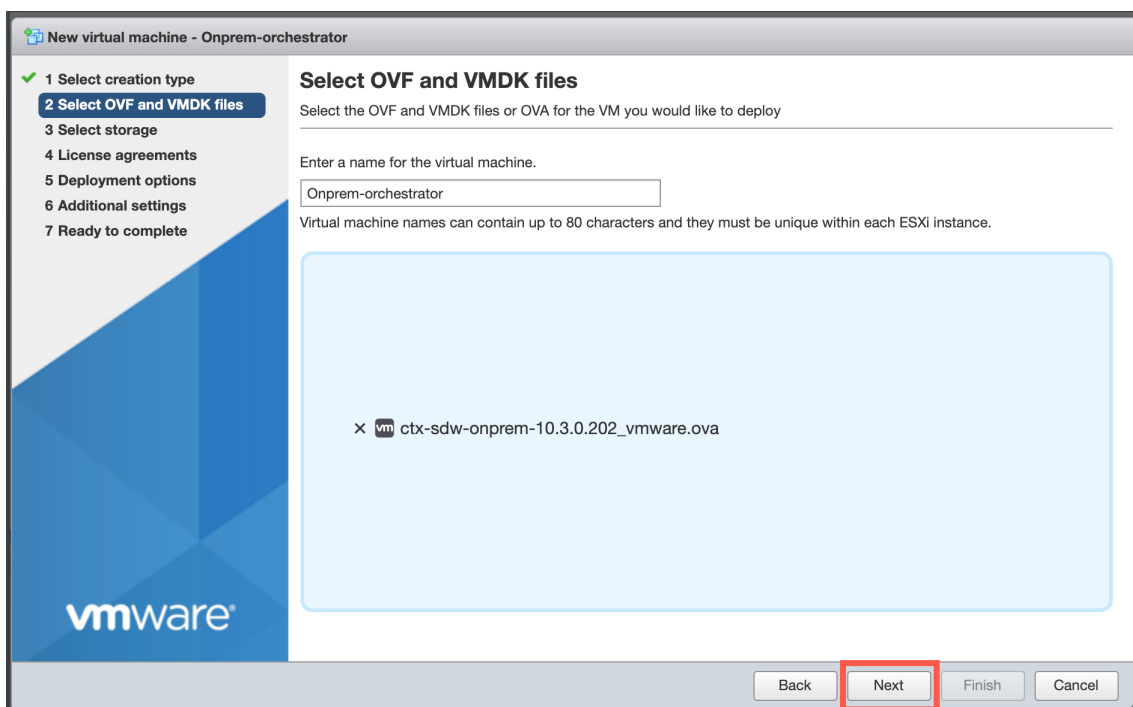
1. If you have not already done so, download the Citrix SD-WAN Orchestrator for On-premises OVF template file (.ova file) to the local PC.

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**.



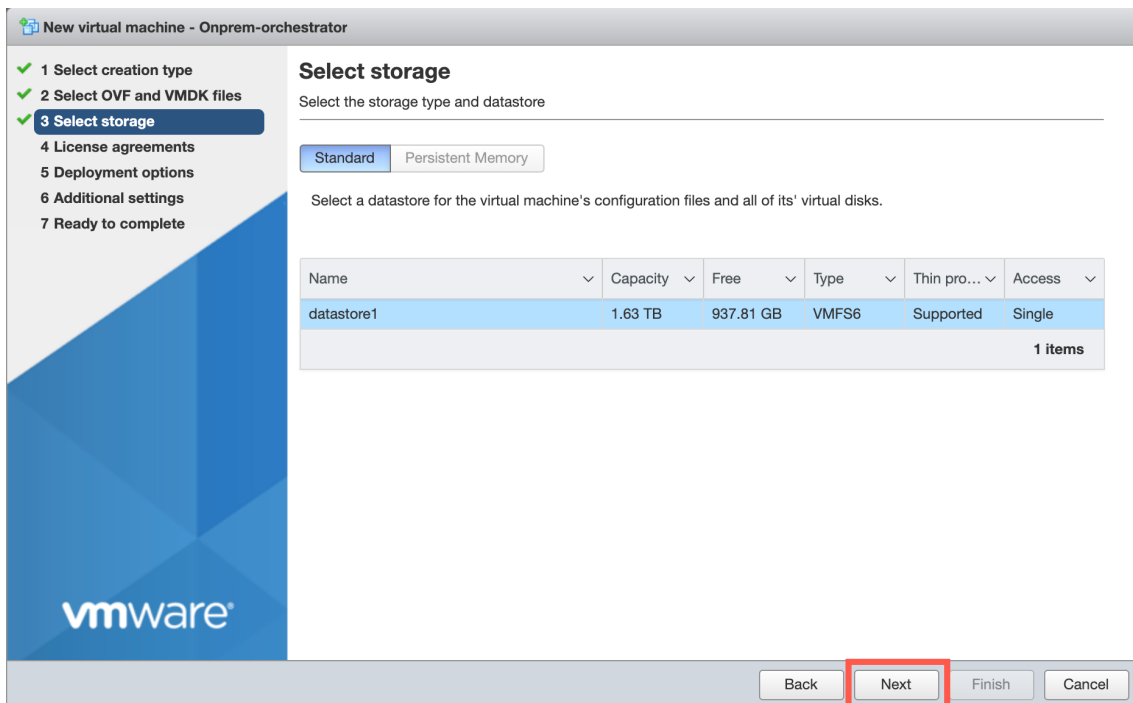
3. Enter a unique name for the new virtual machine.
4. Click inside the box and select the Citrix SD-WAN Orchestrator for On-premises OVF template (.ova file) that you want to install or you can drag and drop the file inside the box.
5. Click **Next**.



6. Click **Next**.

The Storage page appears.

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



8. On the End User License Agreement page, click **I Agree**, and click **Next**.

New virtual machine - Onprem-orchestrator

- ✓ 1 Select creation type
- ✓ 2 Select OVF and VMDK files
- ✓ 3 Select storage
- 4 License agreements**
- 5 Deployment options
- 6 Ready to complete

License agreements

Read and accept the license agreements

CITRIX LICENSE AGREEMENT

This is a legal agreement ("AGREEMENT") between the end-user customer ("you"), and the providing

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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
- ✓ 4 License agreements
- 5 Deployment options**
- 6 Ready to complete

Deployment options

Select deployment options

Network mappings	VM Network	VM Network
Disk provisioning	<input checked="" type="radio"/> Thin <input type="radio"/> Thick	
Power on automatically	<input checked="" type="checkbox"/>	

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.


New virtual machine - Onprem-orchestrator

- ✓ 1 Select creation type
- ✓ 2 Select OVF and VMDK files
- ✓ 3 Select storage
- ✓ 4 License agreements
- ✓ 5 Deployment options
- ✓ 6 Ready to complete

Ready to complete

Review your settings selection before finishing the wizard

Product	Citrix SD-WAN Onprem
VM Name	Onprem-orchestrator
Disks	ctx-sdw-onprem-10.3.0.202_vmware.vmdk
Datastore	datastore1
Provisioning type	Thin
Network mappings	VM Network: VM Network
Guest OS Name	Unknown

 Do not refresh your browser while this VM is being deployed.

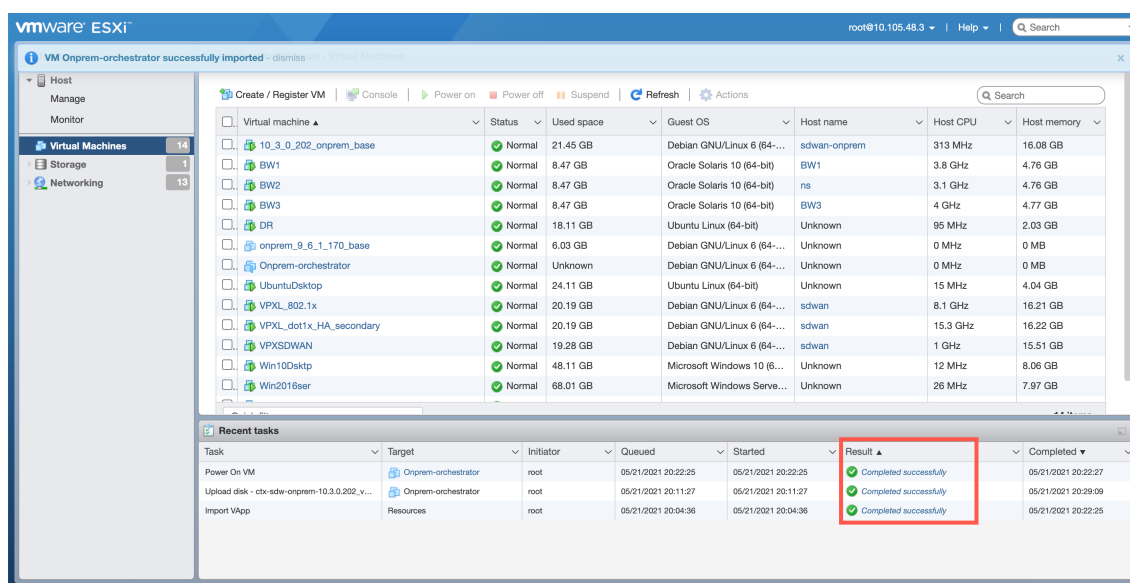
Back Next **Finish** Cancel

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 On-premises virtual machine.
2. On the Citrix SD-WAN Orchestrator for On-premises page, under Recent Tasks, wait for the result to show completed.

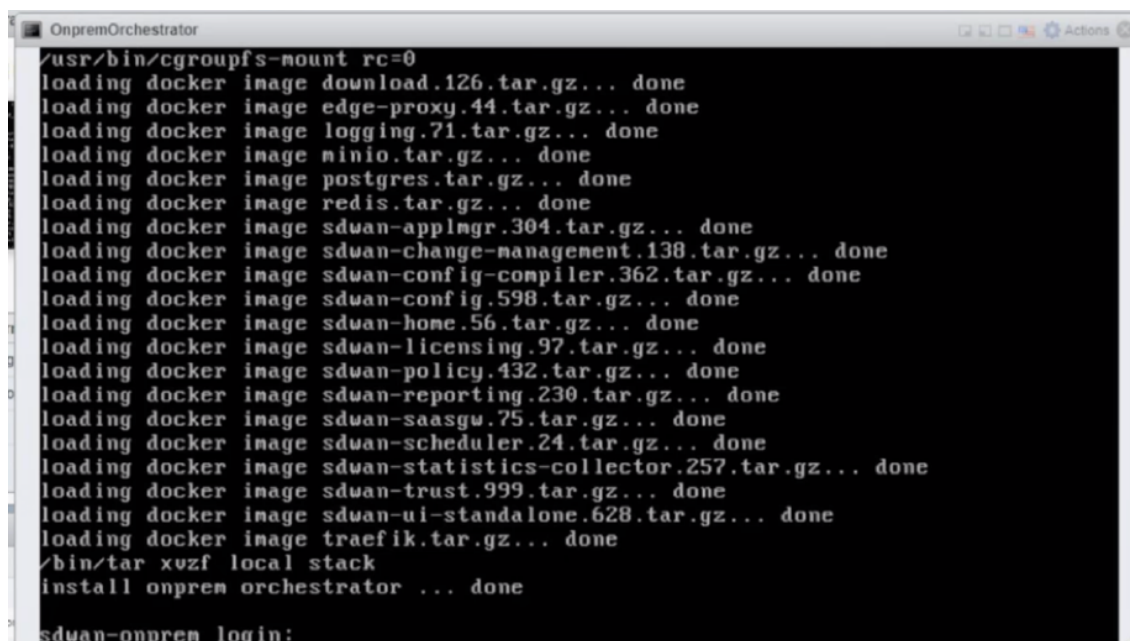


3. Select the **Console** tab, and then click anywhere inside the console area to enter console mode.

Note

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

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



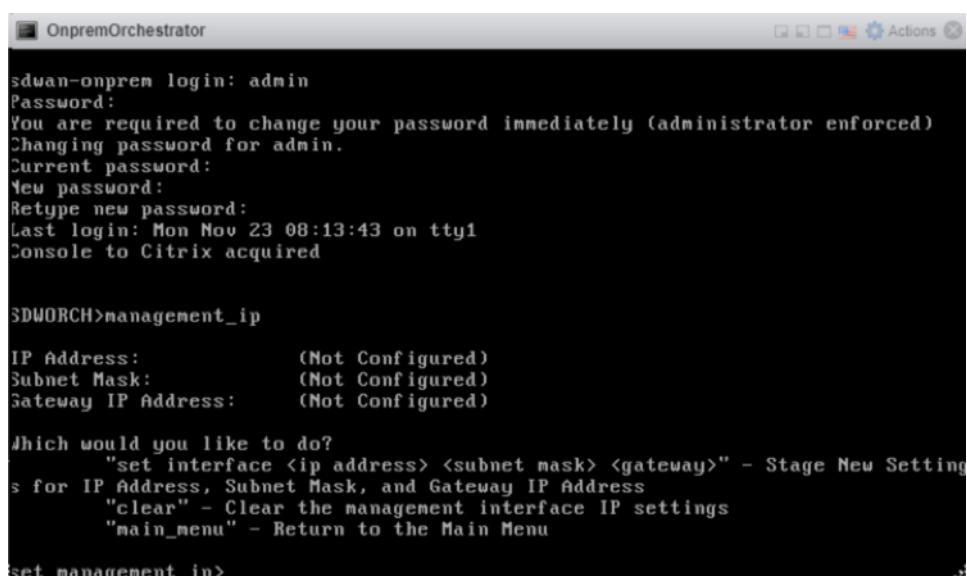
5. Log into the virtual machine console.

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 login. This change is enforced using both CLI and UI.



```
OnpremOrchestrator
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: Mon Nov 23 08:13:43 on tty1
Console to Citrix acquired

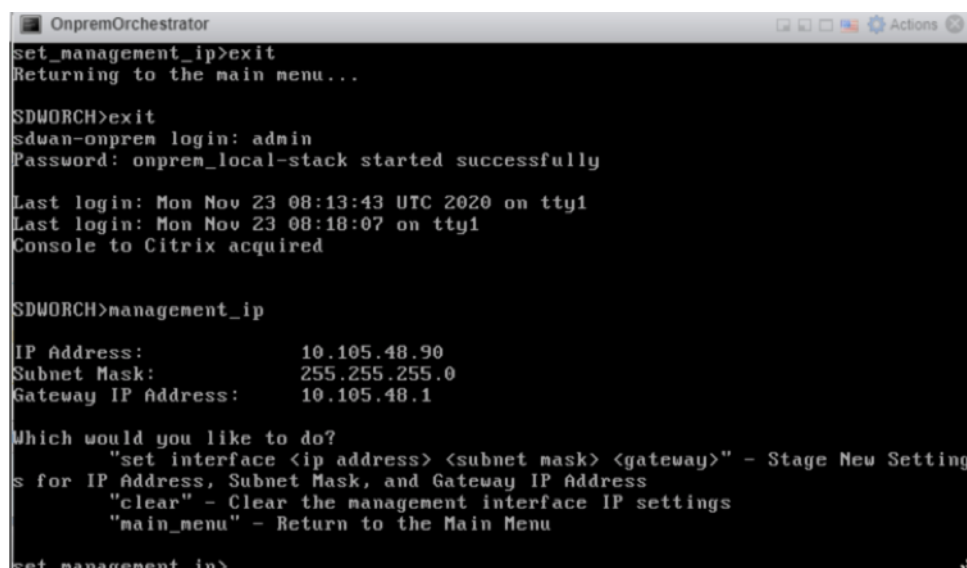
SDWORCH>management_ip

IP Address:          (Not Configured)
Subnet Mask:         (Not Configured)
Gateway IP Address:  (Not Configured)

Which would you like to do?
  "set interface <ip address> <subnet mask> <gateway>" - Stage New Setting
s for IP Address, Subnet Mask, and Gateway IP Address
  "clear" - Clear the management interface IP settings
  "main_menu" - Return to the Main Menu

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.



```
OnpremOrchestrator
set_management_ip>exit
Returning to the main menu...

SDWORCH>exit
sdwan-onprem login: admin
Password: onprem_local-stack started successfully

Last login: Mon Nov 23 08:13:43 UTC 2020 on tty1
Last login: Mon Nov 23 08:18:07 on tty1
Console to Citrix acquired

SDWORCH>management_ip

IP Address:          10.105.48.90
Subnet Mask:         255.255.255.0
Gateway IP Address:  10.105.48.1

Which would you like to do?
  "set interface <ip address> <subnet mask> <gateway>" - Stage New Setting
s for IP Address, Subnet Mask, and Gateway IP Address
  "clear" - Clear the management interface IP settings
  "main_menu" - Return to the Main Menu

set_management_ip>
```

Note

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

be completed.

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

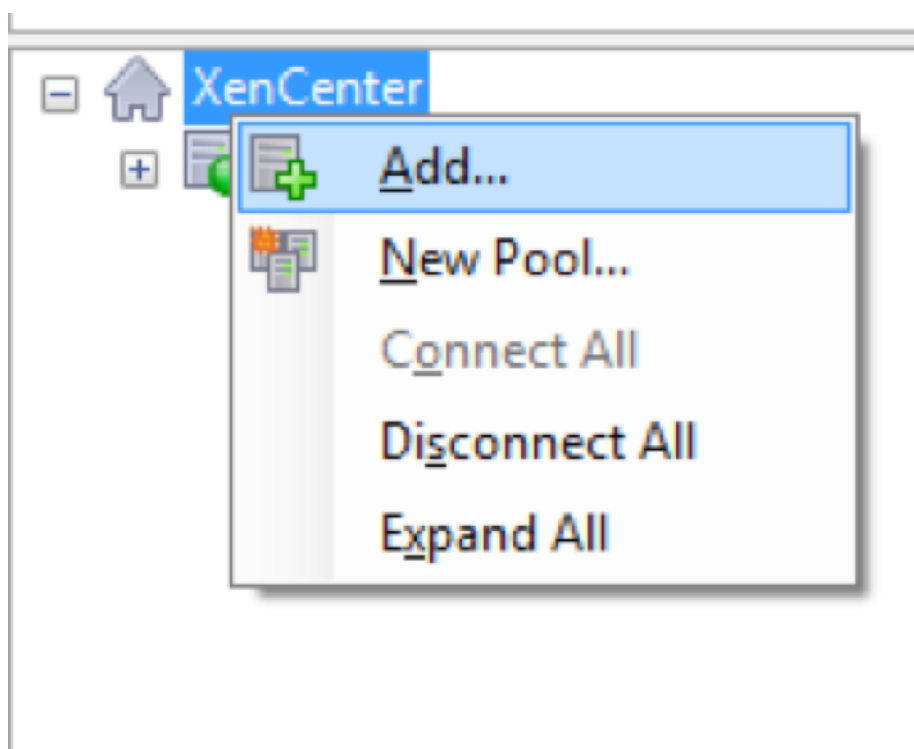
Before installing the Citrix SD-WAN Orchestrator for On-premises virtual machine on a XenServer server, gather the necessary information as described in [Installation and configuration checklist](#).

Install the XenServer server

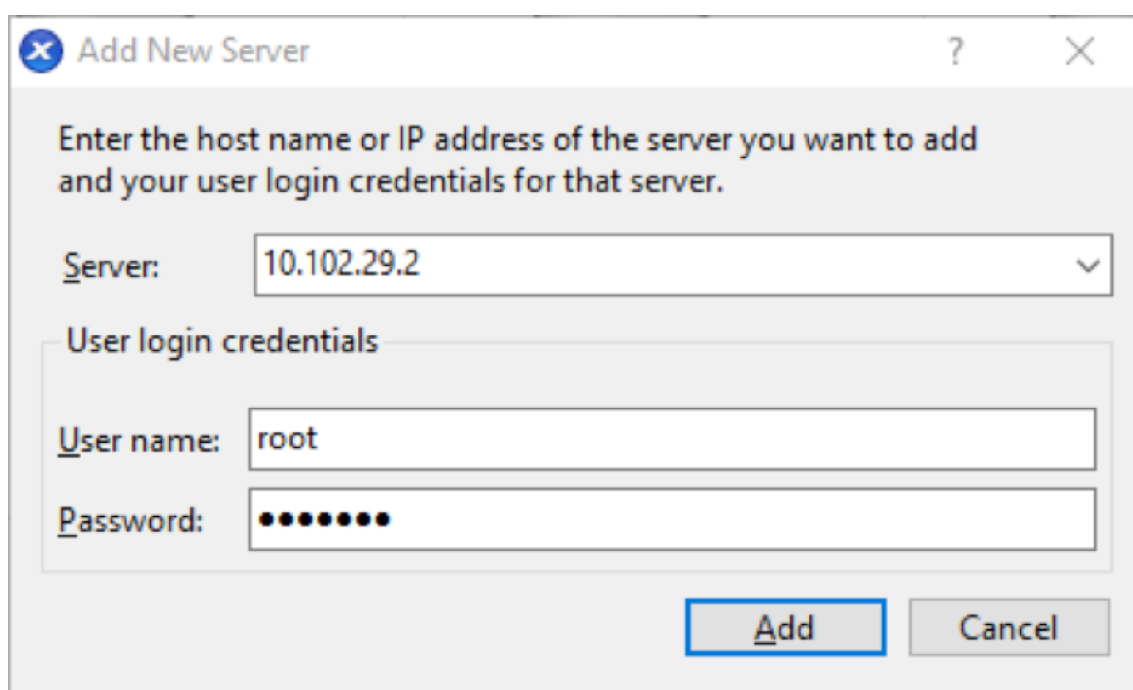
To install the Citrix XenServer server on which you deploy the Citrix SD-WAN Orchestrator for On-premises virtual machine, you must have XenCenter installed on your computer. If you have not already done so, download and install XenCenter.

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 Server

Enter the host name or IP address of the server you want to add and your user login credentials for that server.

Server: 10.102.29.2

User login credentials

User name: root

Password: ●●●●●●●●

Add Cancel

4. Click **Add**.

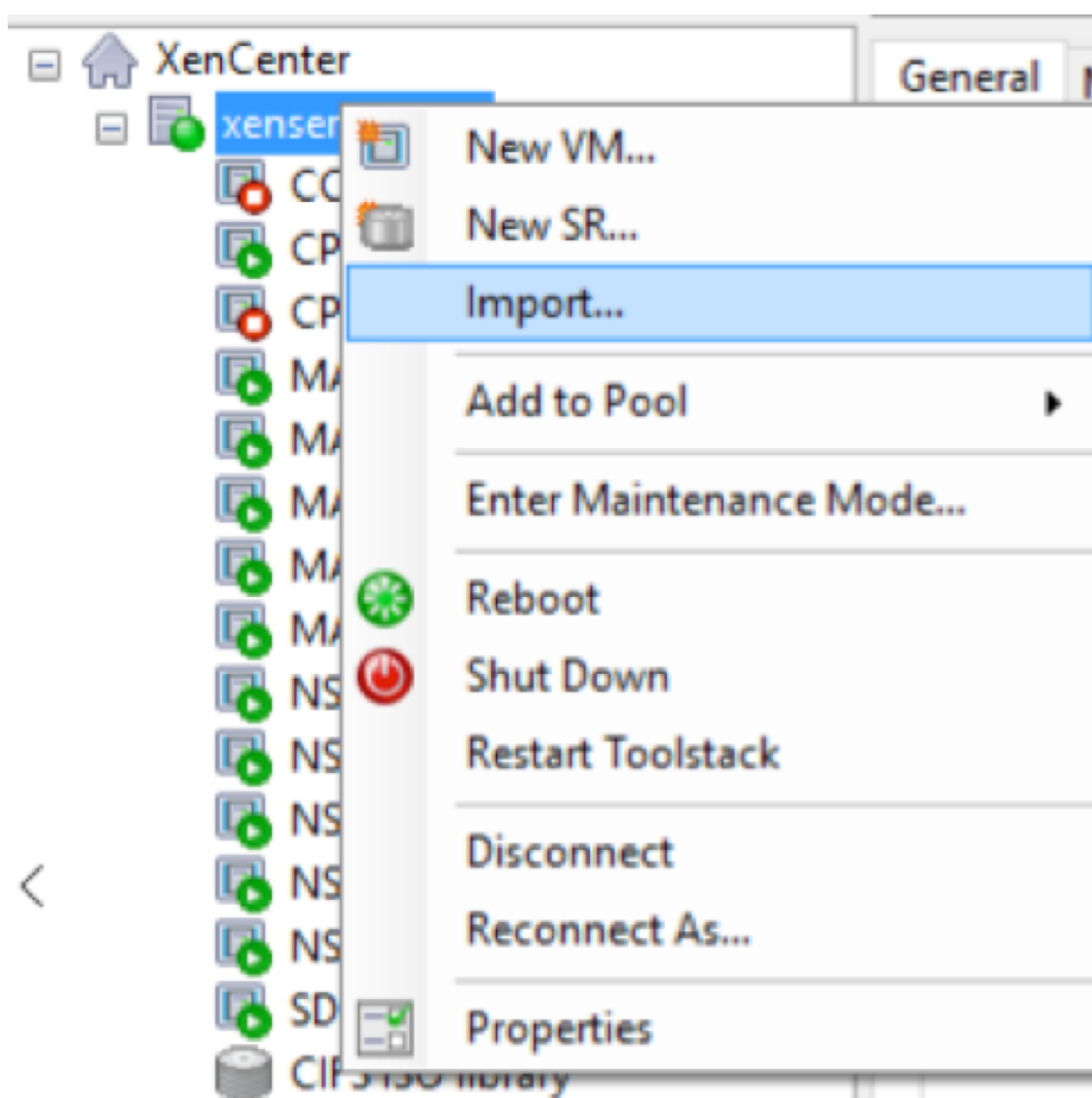
The new server's IP address appears in the left pane.

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

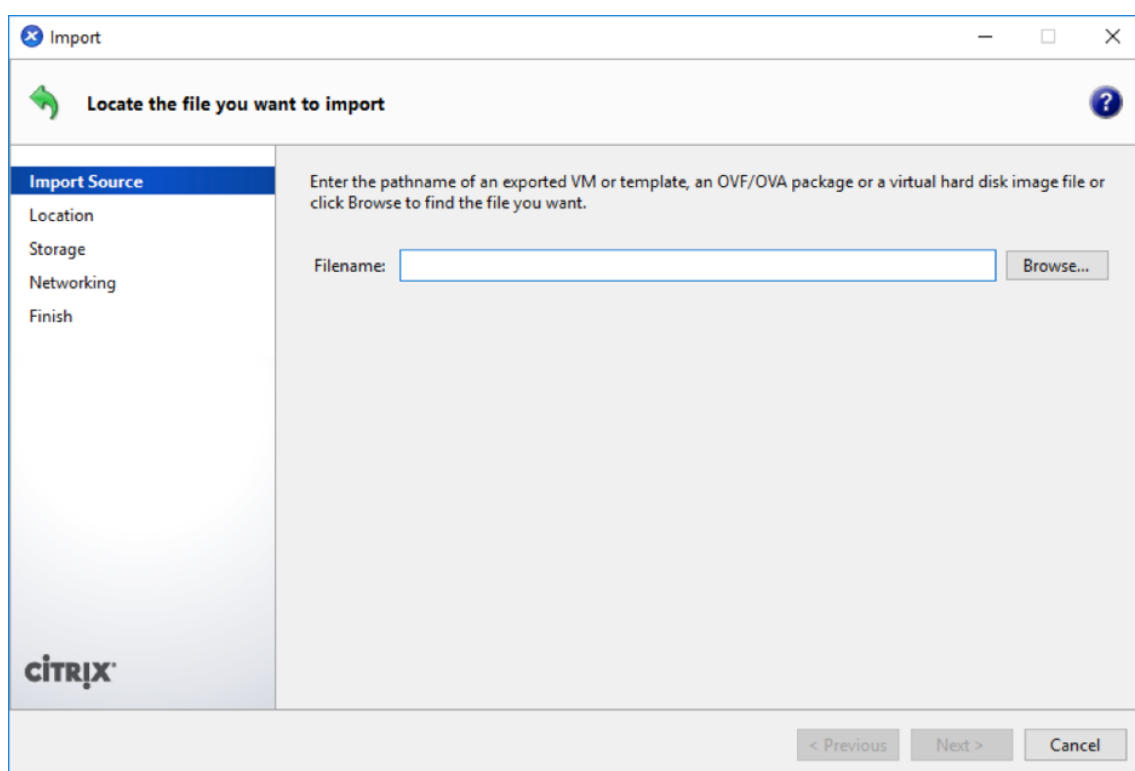
The Citrix SD-WAN Orchestrator for On-premises virtual machine software is distributed as an XVA file. If you have not already done so, download the .xva file. For more information, see [System requirements and installation](#).

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

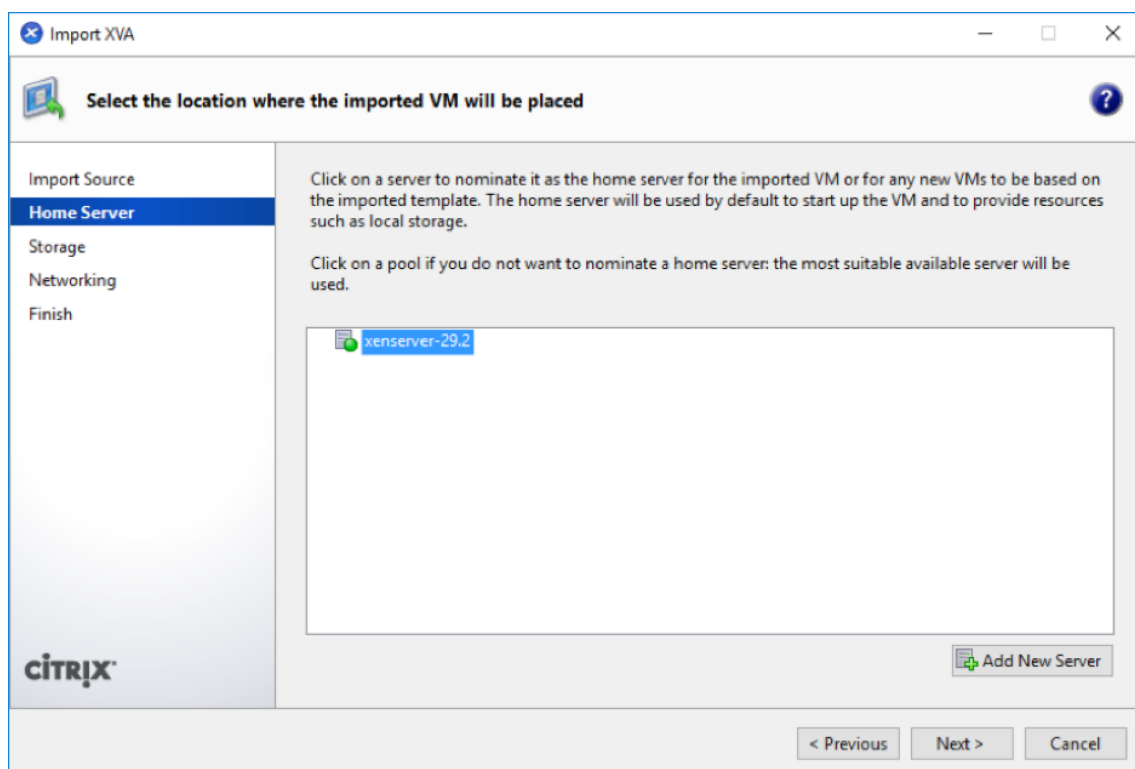
1. In XenCenter, right-click **XenServer** and click **Import**.



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



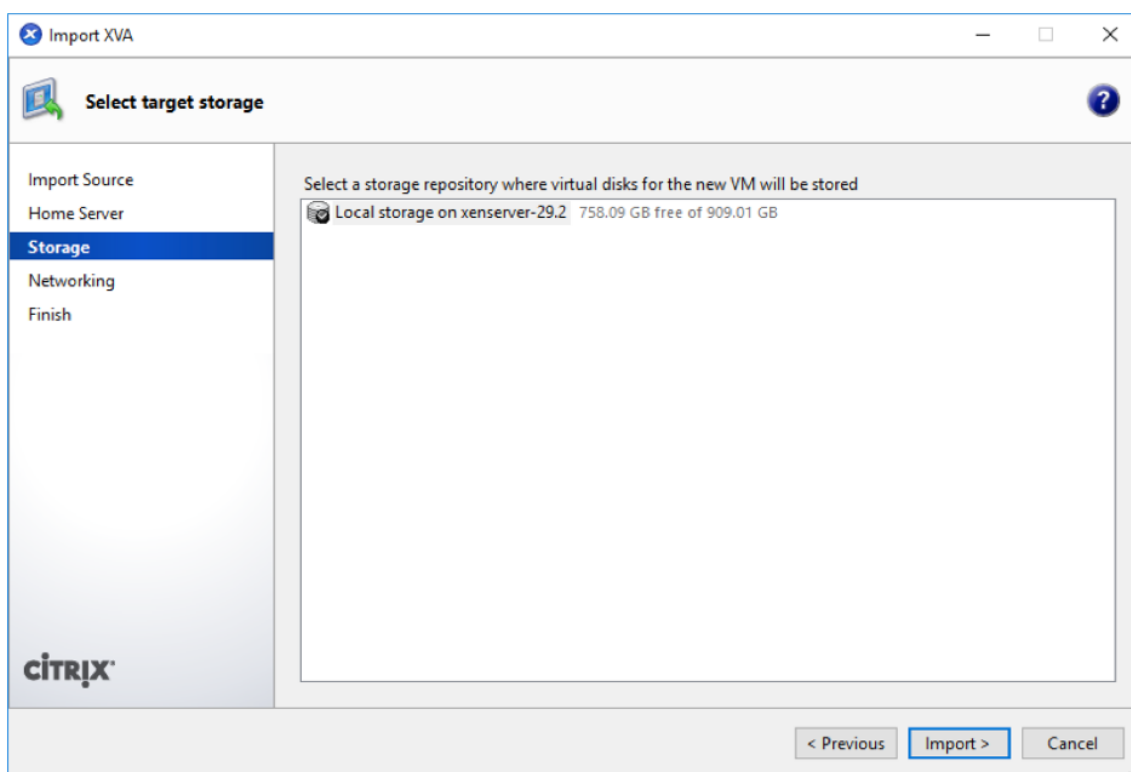
3. Select a previously created XenServer server as the location to which to import the virtual machine, and click **Next**.



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

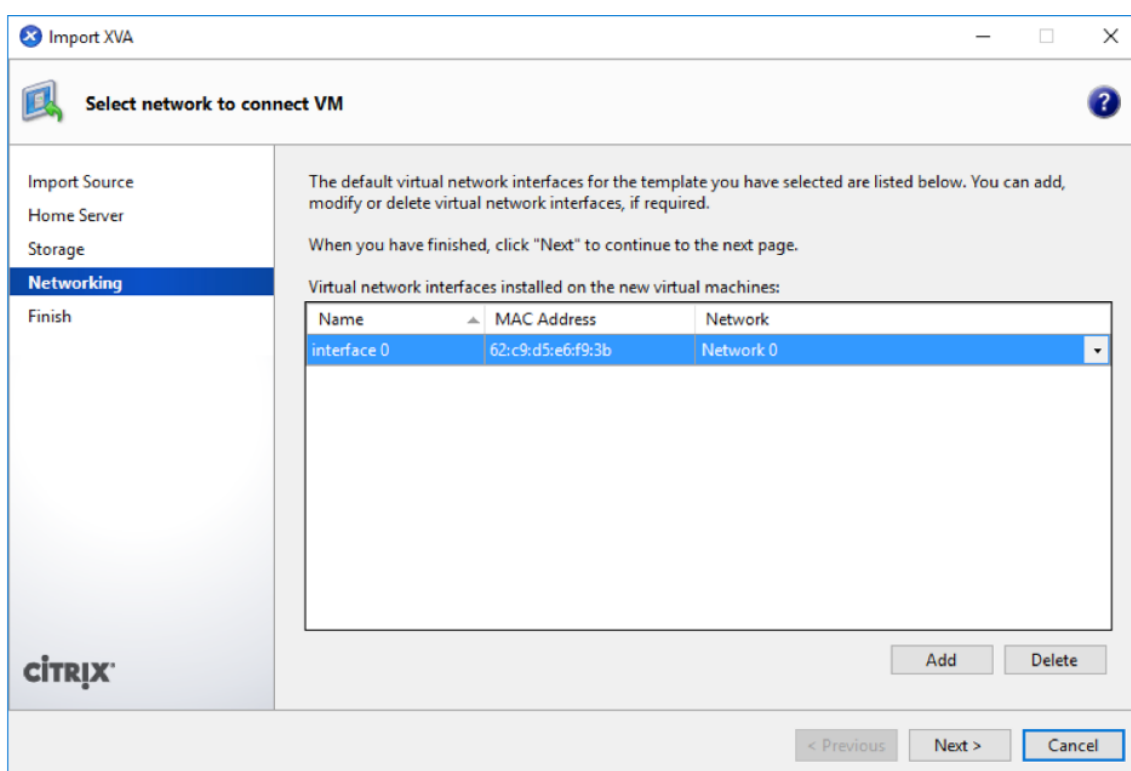
Import.

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



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**.



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.

```
sduan-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
Subnet Mask:         255.255.255.0
Gateway IP Address:  10.105.59.1

Which would you like to do?
  "set interface <ip address> <subnet mask> <gateway>" - Stage New Setting
s for IP Address, Subnet 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.

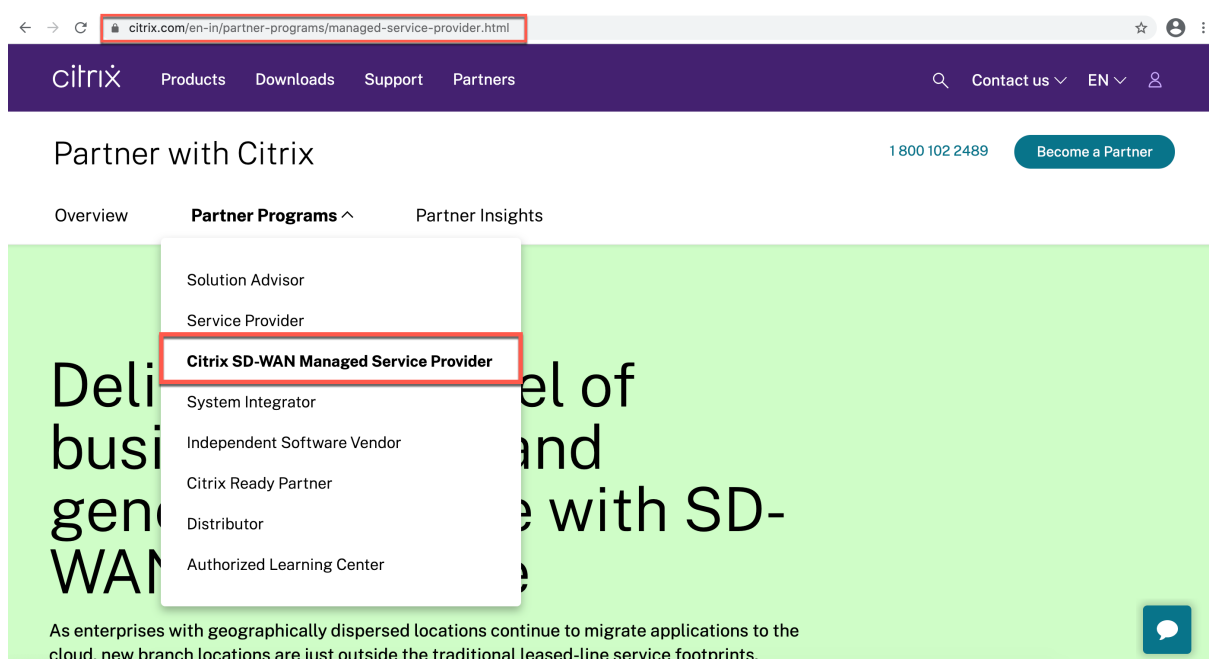
Here is a summary of the onboarding process:

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 sign-up](#).

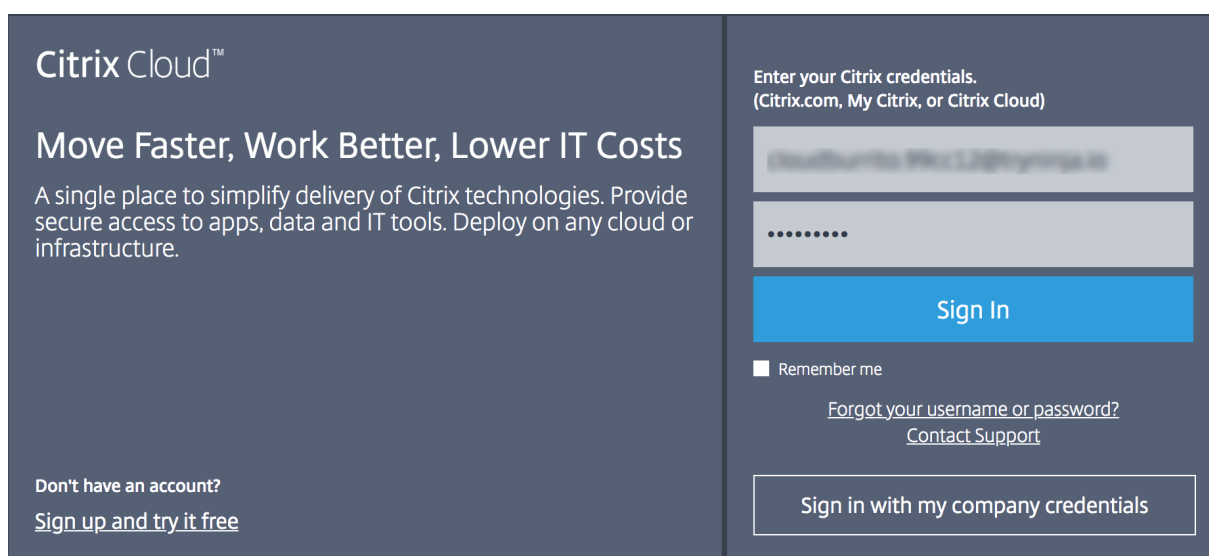
A partner can also sign up for the Citrix SD-WAN Managed Service Provider Program, which has been specially crafted for Citrix SD-WAN partners - [SD-WAN MSP Sign Up](#).



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.



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.

Available Services (15)

 Analytics Security, performance and usage insights. Manage Learn more	 Application Delivery Management Hybrid management and analytics service for Citrix Networking on-premises and cloud. Manage Learn more	 Content Collaboration Secure data access on any device. Resell Content Collaboration How to Resell Learn more	 Endpoint Management Enable subscribers to use corporate or BYO devices. Request Demo Learn more	 Gateway SSO to SaaS, web and VDI apps. Request Trial Learn more
 ITSM Adapter Provision and manage Virtual Apps and Desktops. Request Demo Learn more	 Intelligent Traffic Management Optimize application routing with network experience metrics. Request Trial Learn more	 Microapps Streamline workflows and deliver actionable notifications using behavioral insights. Request Demo Learn more	 SD-WAN Orchestrator Centralized cloud management service for SD-WAN. Resell SD-WAN How to Resell Learn more	 Secure Browser Protect corporate network from web based attacks. Request Trial Learn more
 Secure Internet Access Comprehensive cloud security services for SaaS and Cloud apps. Request Demo Learn more	 Secure Workspace Access Security controls for VPN-less access to intranet web apps and SaaS apps. Request Demo Learn more	 Virtual Apps and Desktops Deliver virtual apps and desktops on any device. Request Demo Learn more	 Virtual Apps and Desktops for Azure Simplest, fastest way to deliver Windows Apps and Desktops from Azure. Request Demo Learn more	 Workspace Environment Management Optimized resources, user environment and profile management. Request Demo Learn more

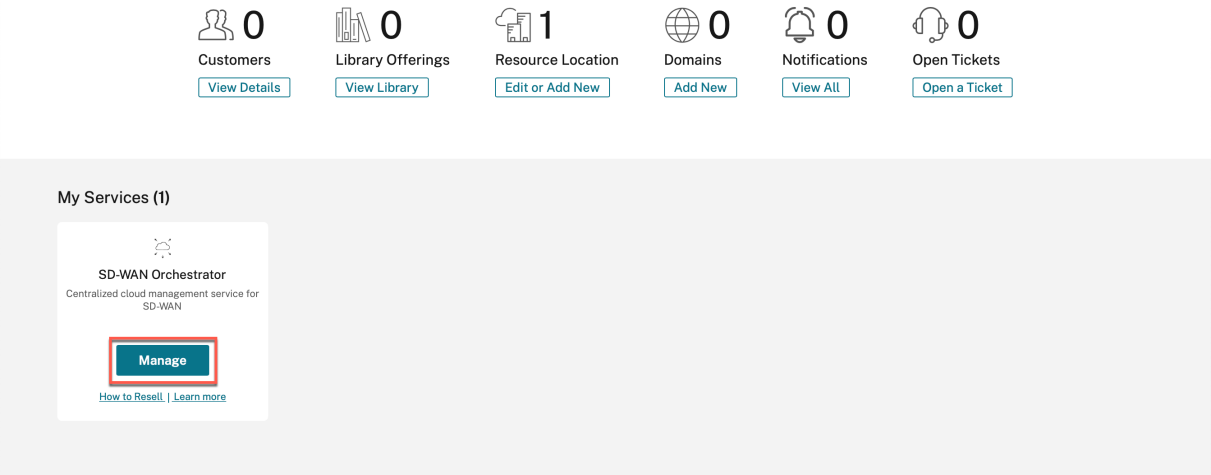


Your account has been provisioned and is being validated

This can take a moment. Please click on the link below to check the provisioning status on the SD-WAN Orchestrator tile. Once done, you can see "Manage" option showing up on the SD-WAN Orchestrator tile

[Go back to Launchpad](#)

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

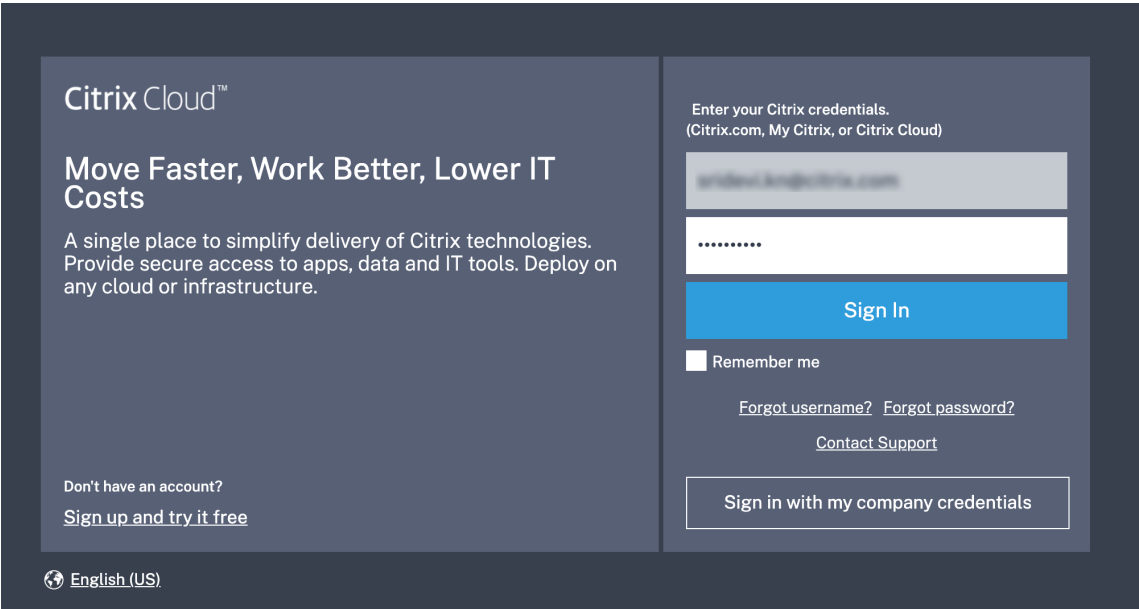


Onboarding DIY Enterprise Customers

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.

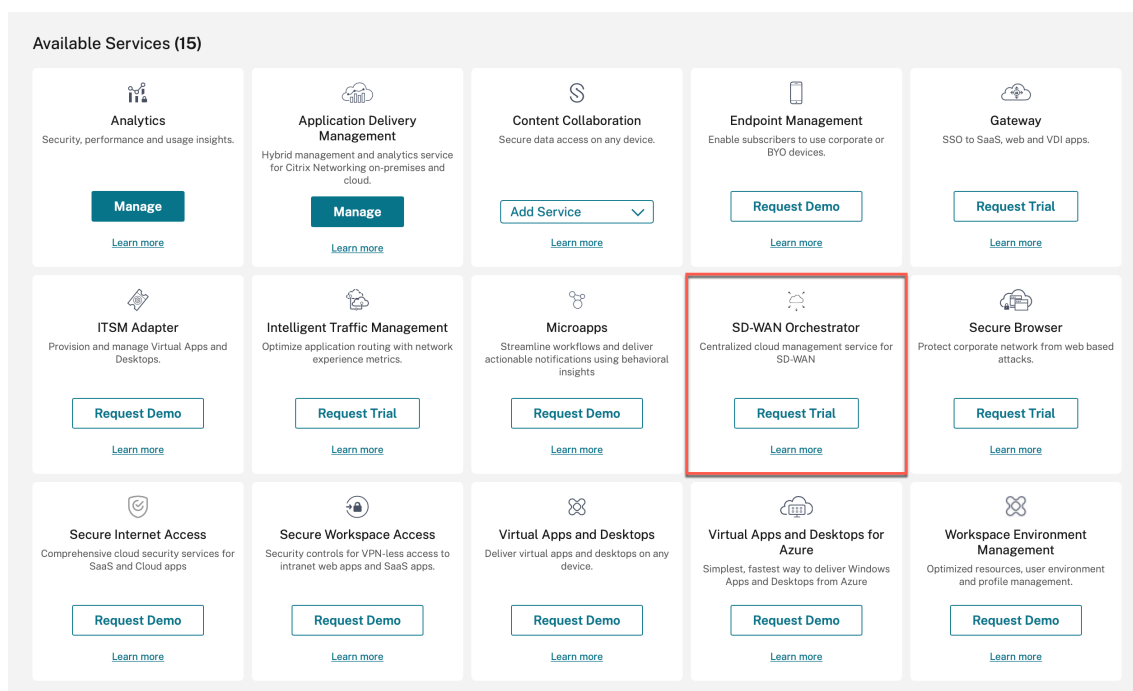


A menu of all the available services offered on Citrix Cloud is displayed on the home page. The **Citrix SD-WAN Orchestrator service** tile can be found in the **Available Services** section.

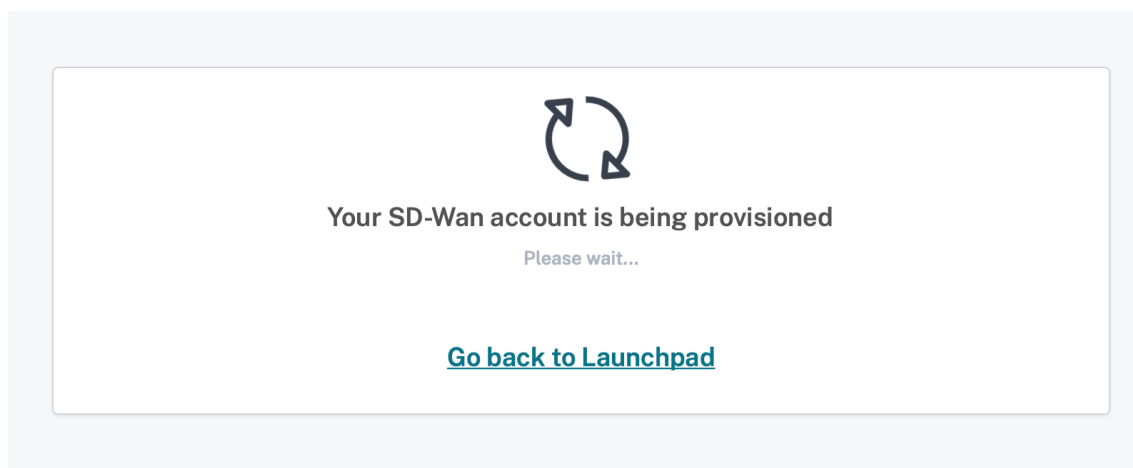
Note

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.

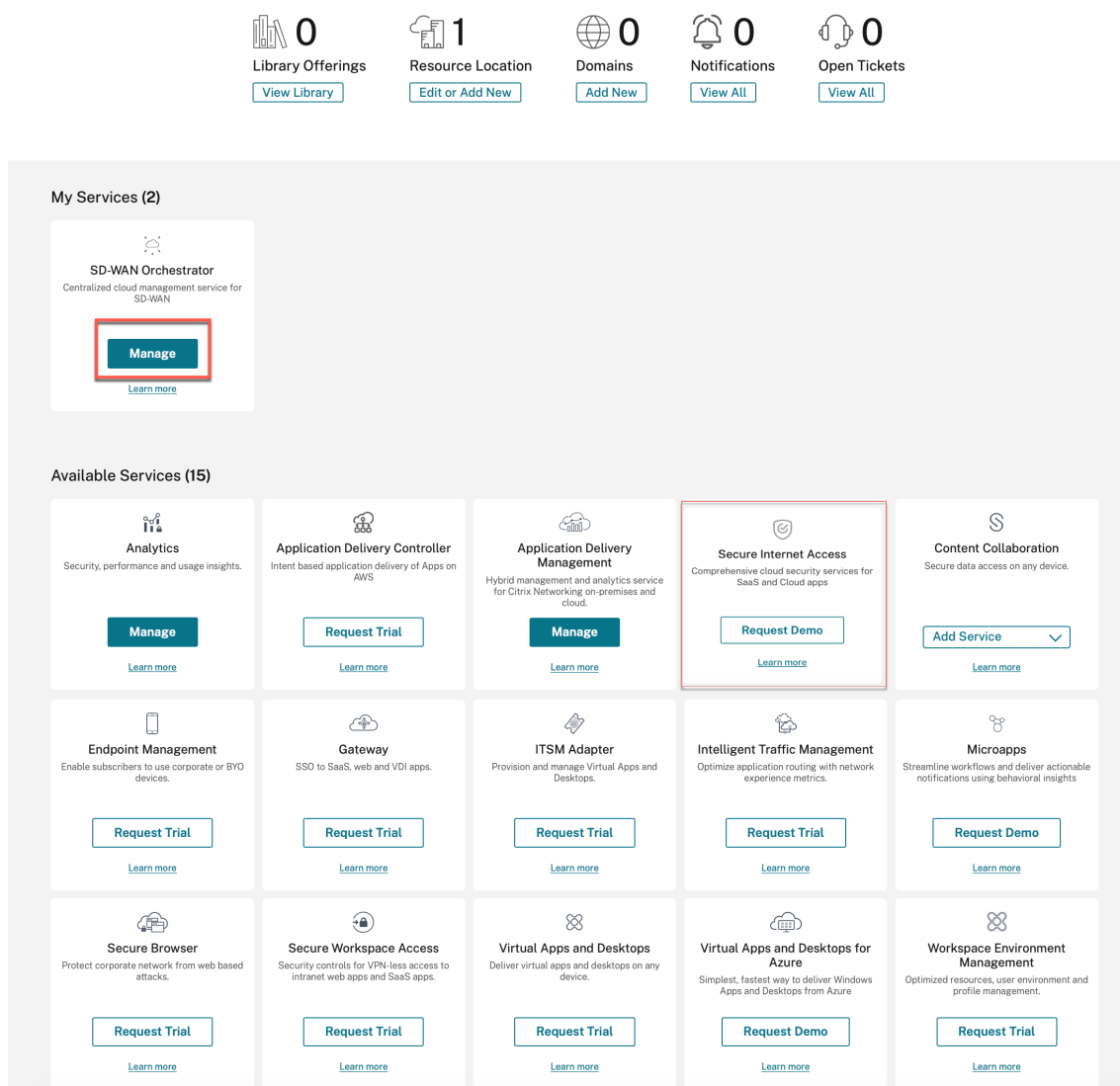
2. The customer clicks **Request Trial**.



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 On-premises.

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

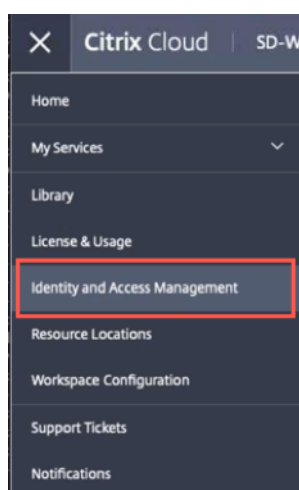
Note

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

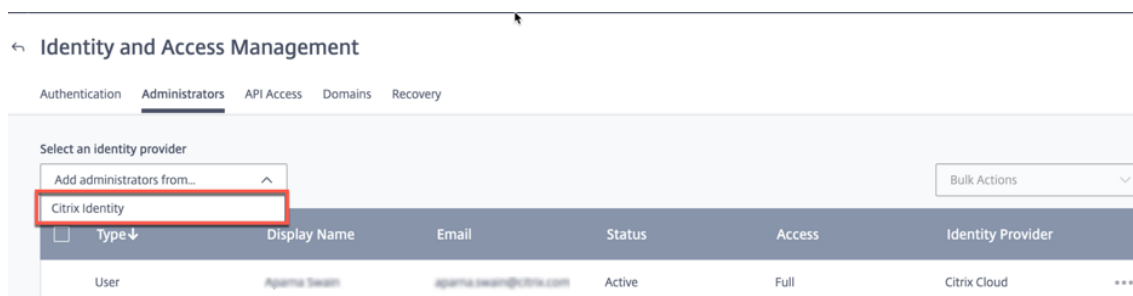
Create Administrator

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.



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

← Identity and Access Management

Authentication Administrators API Access Domains Recovery

Select an identity provider


Citrix Identity

Bulk Actions

apex@citrix.com Invite

<input type="checkbox"/>	Type↓	Display Name	Email	Status	Access	Identity Provider
<input type="checkbox"/>	User	Apexia Swain	apexia.swain@citrix.com	Active	Full	Citrix Cloud ***


- 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.

☐ Full access
Full access allows administrators management control of Citrix Cloud and its services, as well as adding or removing other administrators.

☒ Custom access
 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

[Cancel](#) [Send Invite](#)

5. Click **Send Invite**.

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

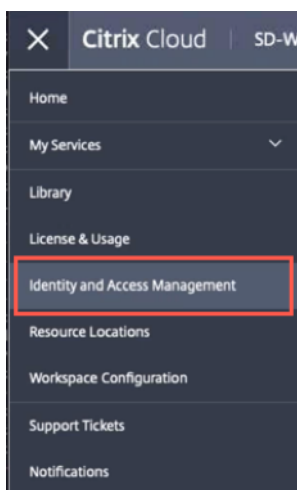
Note

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

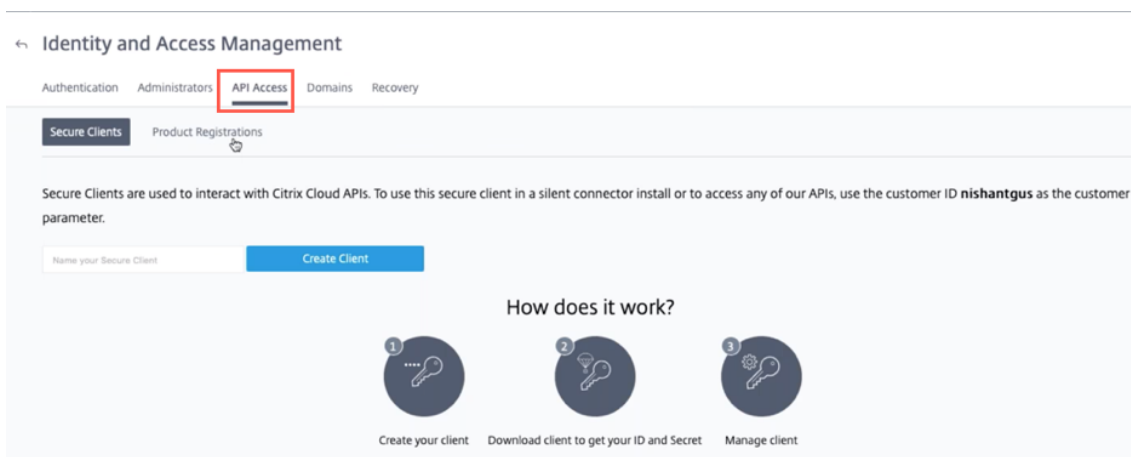
Generate API token

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

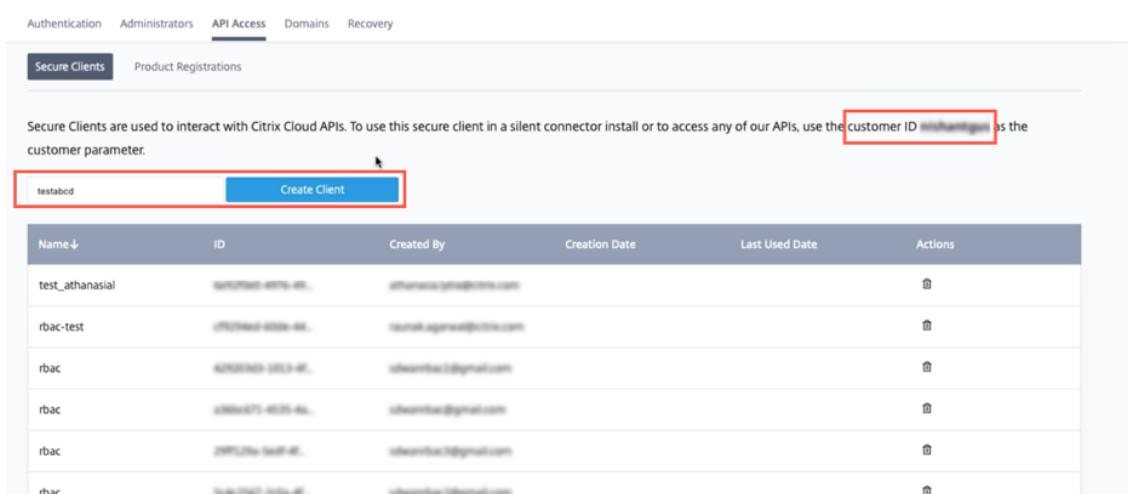
1. Log in to the Citrix Cloud and navigate to **Identity and Access Management**.



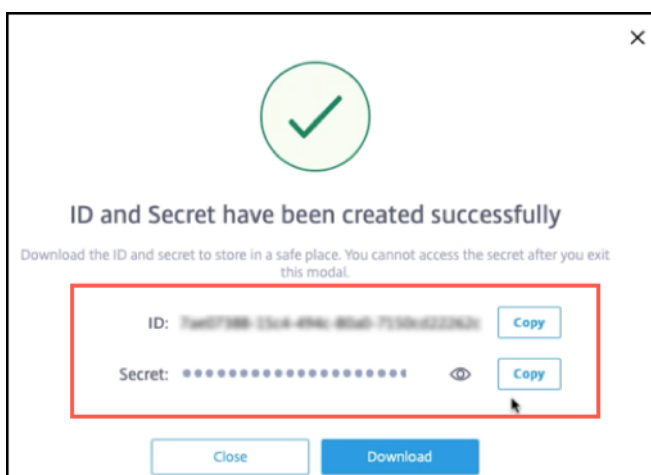
2. Go to **API Access** page.



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



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



- Go to your Citrix Hypervisor (XenServer/VMware) and boot up Citrix SD-WAN Orchestrator for On-premises.
- 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 login. This change is enforced using both CLI and UI.

- 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
Secondary :       nameserver 149.112.112.112

Which would you like to do?
  "set primary <ip address>" - Stage New Primary DNS IP Address
  "set secondary <ip address>" - Stage New Primary DNS IP Address
  "clear" - Clear all DNS IP Address
  "main_menu" - Return to the Main Menu

set_dns>set primary 8.8.8.8

Are you sure you want to change your Domain Name Server IP settings? <y/n>?
y

Primary :          nameserver 8.8.8.8
Secondary :       nameserver 149.112.112.112

Which would you like to do?
  "set primary <ip address>" - Stage New Primary DNS IP Address
  "set secondary <ip address>" - Stage New Primary DNS IP Address
  "clear" - Clear all DNS IP Address
  "main_menu" - Return to the Main Menu

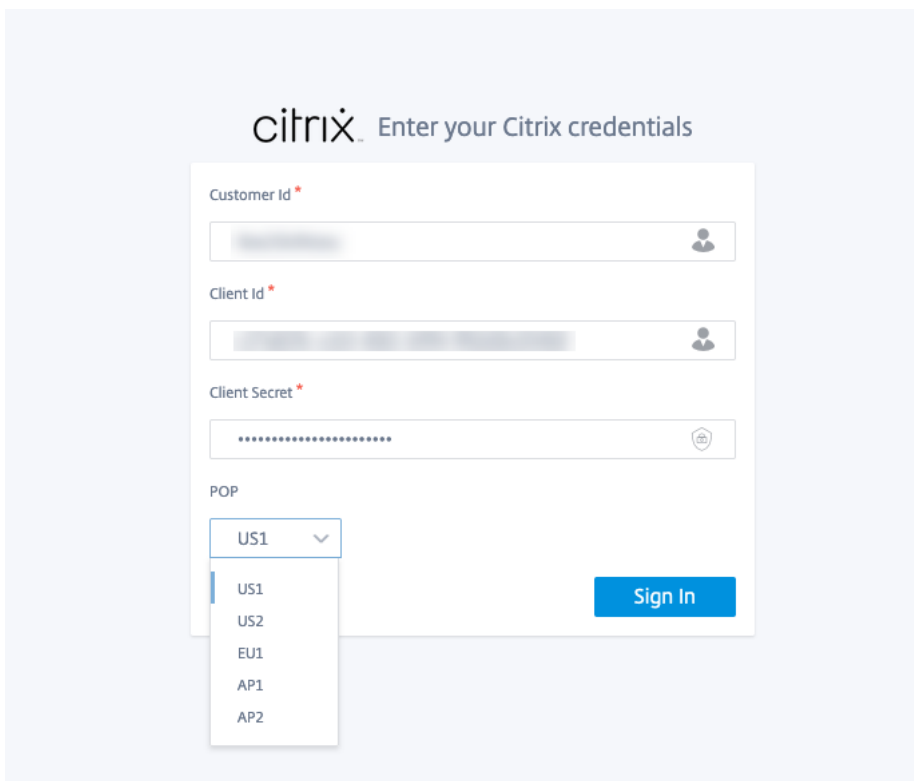
set_dns>set secondary 9.9.9.9

Are you sure you want to change your Domain Name Server IP settings? <y/n>?
y

Primary :          nameserver 8.8.8.8
Secondary :       nameserver 9.9.9.9

Which would you like to do?
  "set primary <ip address>" - Stage New Primary DNS IP Address
  "set secondary <ip address>" - Stage New Primary DNS IP Address
  "clear" - Clear all DNS IP Address
  "main_menu" - Return to the Main Menu
```

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

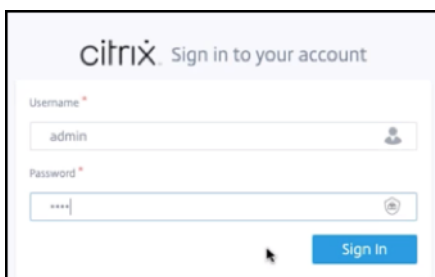
The image shows the Citrix login page for a cloud account. The header says "citrix Enter your Citrix credentials". There are four input fields: "Customer Id" with a red asterisk, "Client Id" with a red asterisk, "Client Secret" with a red asterisk, and "POP" with a dropdown menu. The "Client Secret" field is masked with dots. The "POP" dropdown menu is open, showing options: US1, US2, EU1, AP1, and AP2. A blue "Sign In" button is located to the right of the input fields.

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.

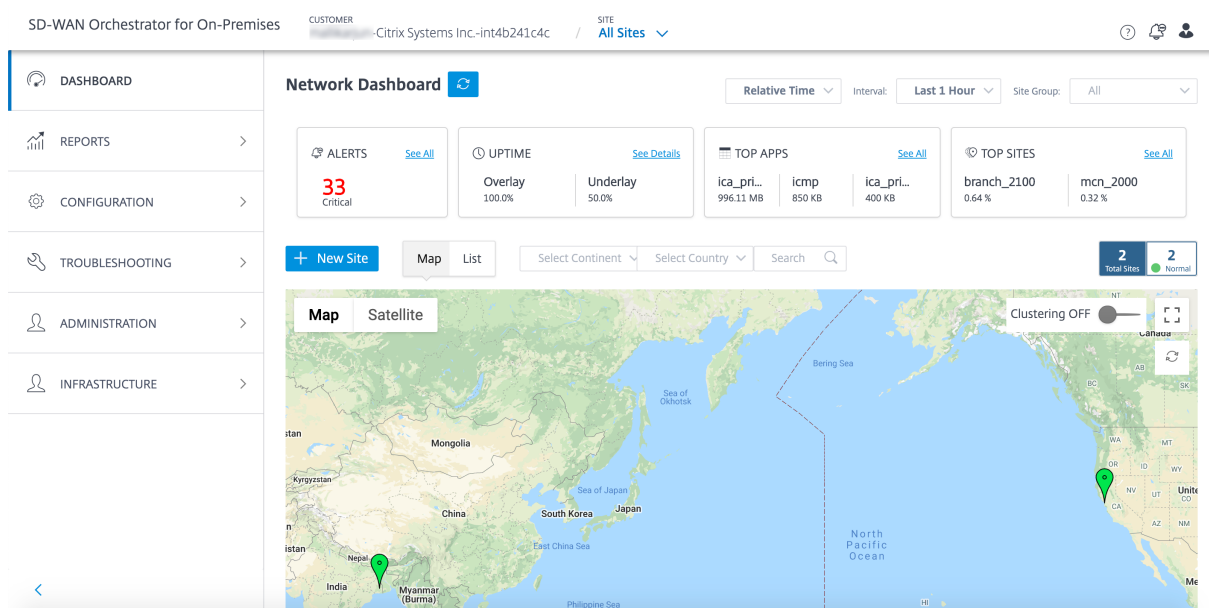
Note

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.

The image shows the Citrix local login page. The header says "citrix Sign in to your account". There are two input fields: "Username" with a red asterisk and "Password" with a red asterisk. The "Username" field contains the text "admin". The "Password" field is masked with dots. A blue "Sign In" button is located to the right of the input fields.

You can see that the Citrix SD-WAN Orchestrator for On-premises Dashboard page appears.



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**.

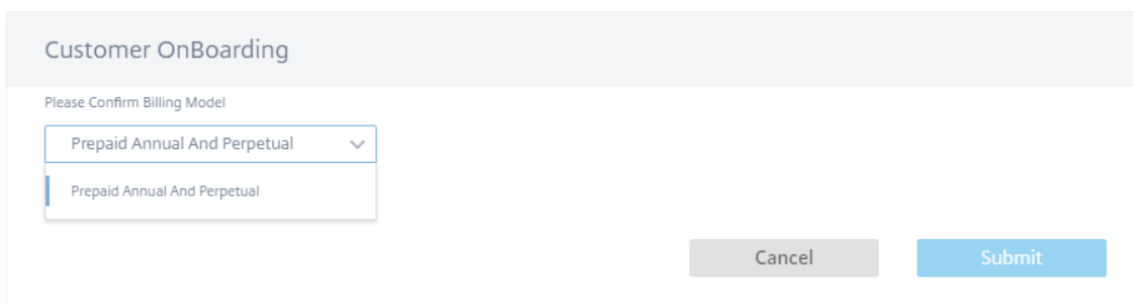
Upload the licenses to all the customer sites. For more information, see [Retrieve and assign entitlements for prepaid billing model](#).

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**.



Customer OnBoarding

Please Confirm Billing Model

Prepaid Annual And Perpetual

Prepaid Annual And Perpetual

Cancel Submit

2. Click **Retrieve Licenses**.

Network Administration : Licensing Licensing Model: None

Retrieve Licenses Upgrade to Production

License View Site View

Search

SDWAN Entitlements

Device Model	Software Edition	Bandwidth	Expiration Date	License Type	License Access Code	Licenses Available	Assigned To Sites	Actions
--------------	------------------	-----------	-----------------	--------------	---------------------	--------------------	-------------------	---------

Page Size: 25 Showing 0 - 0 of 0 items Page 1 of 1

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

Retrieve Licenses

+ License Access Code

Enter License Access Cc

Enter 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 Entitlements

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 of UnLicensed Sites

View: ☐ All Licensed ☒ All UnLicensed

<input type="checkbox"/>	Site	Device	Platform	Configured Bandwidth
<input checked="" type="checkbox"/>	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 Sites

View: ☒ All Licensed ☐ All UnLicensed

<input type="checkbox"/>	Site	Device	Platform	Configured Bandwidth	Expiration Date
<input checked="" type="checkbox"/>	Test_MCN	primary	VPX	200	
<input checked="" type="checkbox"/>	Test_Branch1	primary	VPX	20	

Page Size: 25 Showing 1 - 2 of 2 items Page 1 of 1

Cancel 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

Search

Site	License Status	HA Role	Device Model	Configured Bandwidth	Licensed Bandwidth	License Expiration	Software Maintenance	License Type	Action
Test_MCN	Active	primary	CBVPX	200	200	PERPETUAL	May 25, 2020 5:...	SD-WAN softwar...	Unassign
Test_Branch1	Active	primary	CBVPX	20	200	PERPETUAL	May 25, 2020 5:...	SD-WAN softwar...	Unassign

Page Size: 25 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

August 23, 2021

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 On-premises 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 On-premises, 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.

Note

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 Brokered ZTD (Preview)

- Non-Cloud ZTD Settings helps to configure On-prem SD-WAN Orchestrator Information on SD-WAN Appliances running 11.3.0 and above releases.
- Multiple sites can also be added by importing a .csv file with all the site details.
[Click here](#) to download a sample .csv file.

Non-Cloud ZTD Settings

+ Site

Import

Delete All

Refresh

Search

Site Name	Management IP	Configuration Status	Actions
<div> <div>Page Size: 50</div> <div>Showing 0 - 0 of 0 items</div> <div>Page 1 of 1</div> </div>			

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**.

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

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.

[Non-Cloud ZTD](#) [Cloud Brokered ZTD \(Preview\)](#)

	A	B	C	D	E	F	G	H	I	J
1	no	applianceName	applianceUserName	appliancePassword	applianceManagementIP	isPasswordExpired	applianceNewPassword	isPrimaryAppliance		
2	1	Site1Primary	site1admin	site1password	10.102.78.154	FALSE	site1newpassword	TRUE		
3	2	Site1Secondary	site1admin	site1password	10.102.78.155	TRUE	site1newpassword	FALSE		
4	3	Site2	site2admin	site2password	10.102.78.156	FALSE	site1newpassword	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 ZTD Settings

+ Site **Import** Delete All Refresh Search

Site Name	Management IP	Configuration Status	Actions
BR0_110	10.105.1...	Site is ...	
MCN_211	10.102....	Initiate...	

Page Size: 50 Showing 1-2 of 2 items Page 1 of 1

Import Sites

Click here to select the file or drag and drop the selected file.
Allowed file type is .csv

onprem-orchestrator-sample-template.csv

Upload Cancel

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 Refresh				<input type="text" value="Search"/>
Site Name	Management IP	Configuration Status	Actions	
MCN_23	10.102.78.154	Site is configured successfully		
Site1	10.102.78.156	Site is configured successfully		
				Page Size: <input type="text" value="50"/> Showing 1-2 of 2 items Page 1 of 1

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**.

Network Administration: ZTD Settings

Non-Cloud ZTD [Cloud Brokered ZTD](#)

Site Name	Configuration Status	Actions
-----------	----------------------	---------

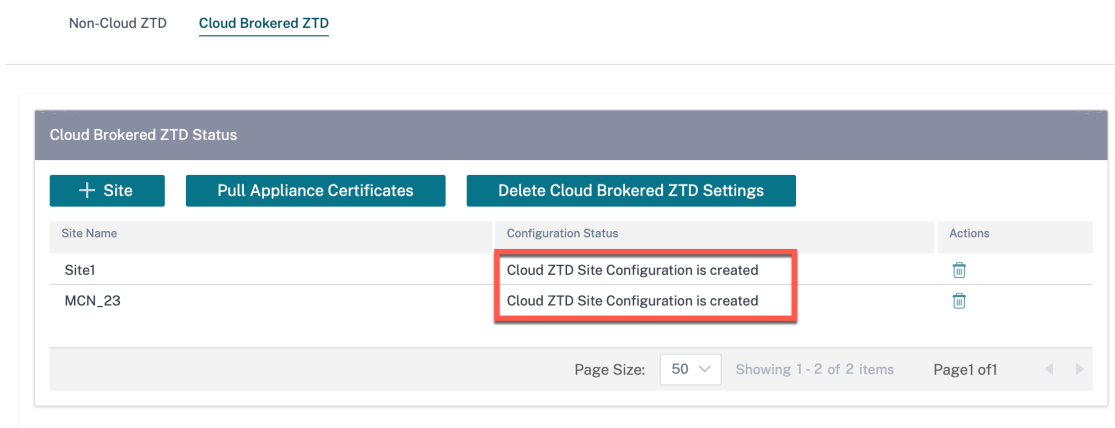
4. From the drop-down list select a site name and click **Add**. The sites are listed based on your configuration. You can select a single site or multiple sites.

Site Name *

Site1 x MCN_23 x

Add Cancel

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

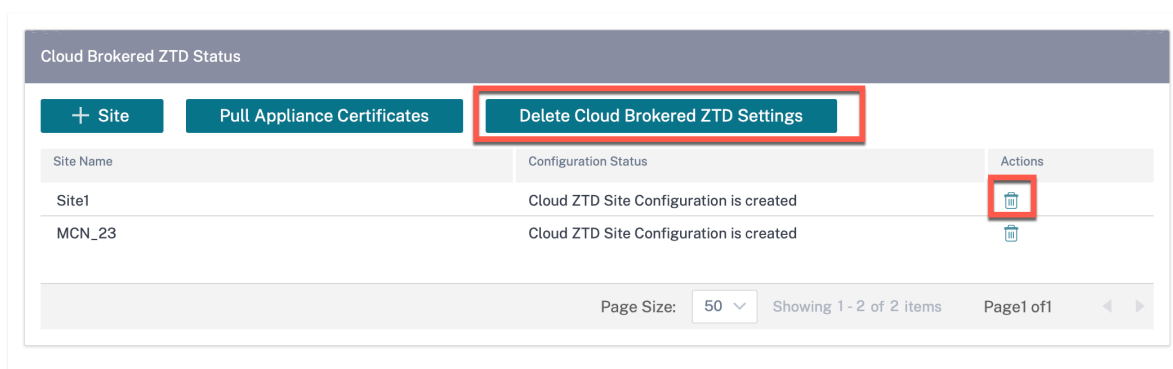


6. Cable up and power on the SD-WAN appliances at the Data Center and branch sites.
7. The appliances contact the Citrix SD-WAN Orchestrator service with their serial number.
8. The Citrix SD-WAN Orchestrator service acts as broker between Citrix SD-WAN Orchestrator for On-premises and the appliances. 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.



Limitations

- SD-WAN appliances cannot connect to multiple instances of Citrix SD-WAN Orchestrator for On-premises 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.

Manual Connectivity Configuration

While configuring connectivity manually, you must download the Citrix SD-WAN Orchestrator for On-premises 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.

Note

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

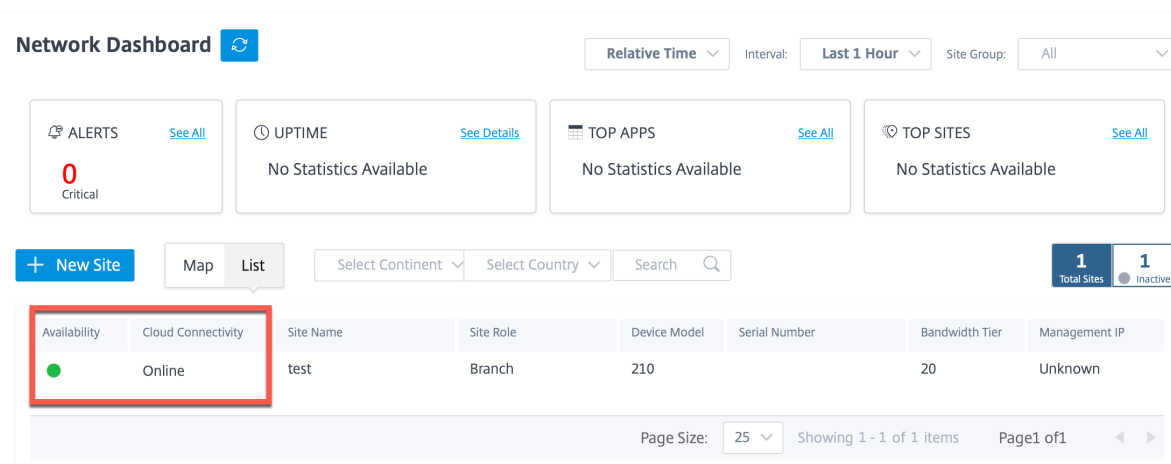
- Only .pem file type is supported.
- Only customer administrators can upload the appliance certificate.

4. 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](#).

The screenshot displays the 'On-prem Orchestrator Certificate' section of the Citrix SD-WAN Orchestrator UI. At the top, there is a toggle switch labeled 'Authentication Type' which is currently turned on. Below this, the 'On-prem Orchestrator Certificate' section contains a 'Certificate Details' box. This box lists the 'Certificate Fingerprint' as F2:3F: followed by a series of hexadecimal characters and ending with E:9F. It also shows the 'Start Date' as January 09 05:45:54 2021 GMT and the 'End Date' as January 07 05:45:54 2031 GMT. Below the details box are two buttons: 'Regenerate' and 'Download'. The 'Appliance Certificate' section below it features a dropdown menu labeled 'Select an appliance' and a dashed box for file upload. Inside the dashed box, it says 'Click here to select the file or drag and drop the selected file. Allowed file type is .pem'. An 'Upload' button is located at the bottom of this section.

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.



Note

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

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 Profile 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 [Site details](#).

Provider Configuration:Site Profile Templates

01 Site Details 02 Interfaces 03 WAN Links

Profile Information

Site Profile Template Name *

Florida

Site & Device Details

Device Model *

Device Edition *

Sub-Model *

Site Role *

210

SE

BASE

Select Site Role

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](#).

Provider Configuration:Site Profile Templates

01 Site Details

02 Interfaces

03 WAN Links

Interface Attributes

Deployment Mode *

Interface Type *

Security *

Interface Name

Edge (Gateway) ▾

LAN ▾

Trusted ▾

LAN-1

Physical Interface

Select Interface *

1/1

1/2

1/3

1/4

1/5

Virtual Interfaces

VLAN ID *

Virtual Interface Name

☐ DHCP Client

0

VIF-1-LAN-1

Routing Domain *

Firewall Zones

Default_RoutingDomain ▾

<Default> ▾

Save

Cancel

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

01 Site Details 02 Interfaces 03 WAN Links

WAN Link Attributes

Access Type *

ISP Name *

☐ Custom

Internet Category

Public Internet

Verizon Comm

Broadband

Link Name *

☐ Public IP Address Auto Detect

Broadband-Verizon_Comm-1

Egress

Speed *

Mbps

100

Ingress

Speed *

Mbps

100

Access Interfaces

Access Interface Name

Virtual Interface *

Virtual Path Mode *

AIF-1

VIF-1-LAN-1

Primary

Save

Advanced WAN Options

☐ Enable Metering

Congestion Threshold (µs)

Provider ID

Frame Cost (Bytes)

20000

1

Standby Mode

MTU (Bytes)

Disabled

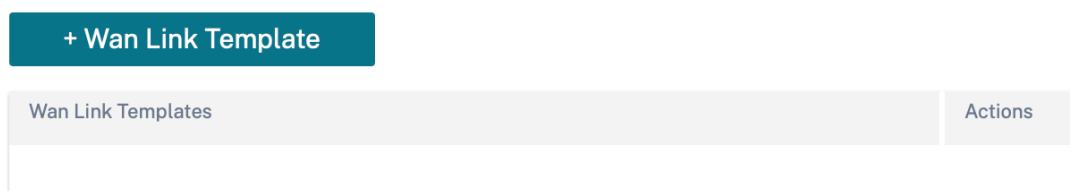
1350

Cancel

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



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](#).

August 23, 2021

Network configuration

This section offers enterprise network level configuration capabilities, and the starting point for configuring the SD-WAN network of an enterprise.

Network configuration: Home

This section act as an anchor for network configuration. The **Home** page provides the ability to initiate most of the commonly needed configuration actions, such as the ability to:

- Add a site
- Batch adds multiple sites at once
- Deploy configuration or upgrade software, and track the progress
- Back up/Review Checkpoints
- Perform the following operations:
 - Browse and Upload Config
 - Download Config JSON

- Download Config DB
- Add Region
- Add Group

All the configured sites are displayed here. You can edit, update, delete, reset, and update the password of any site. You can also reboot the devices associated with a site.

Configuration / Network Config Home [Verify Configuration](#) Software Version : 11.4.0a

Network Sites

Site Group: All Add Site More ...

5 TOTAL SITES
1 CRITICAL
1 WARNING
3 NORMAL
0 INACTIVE
0 UNKNOWN

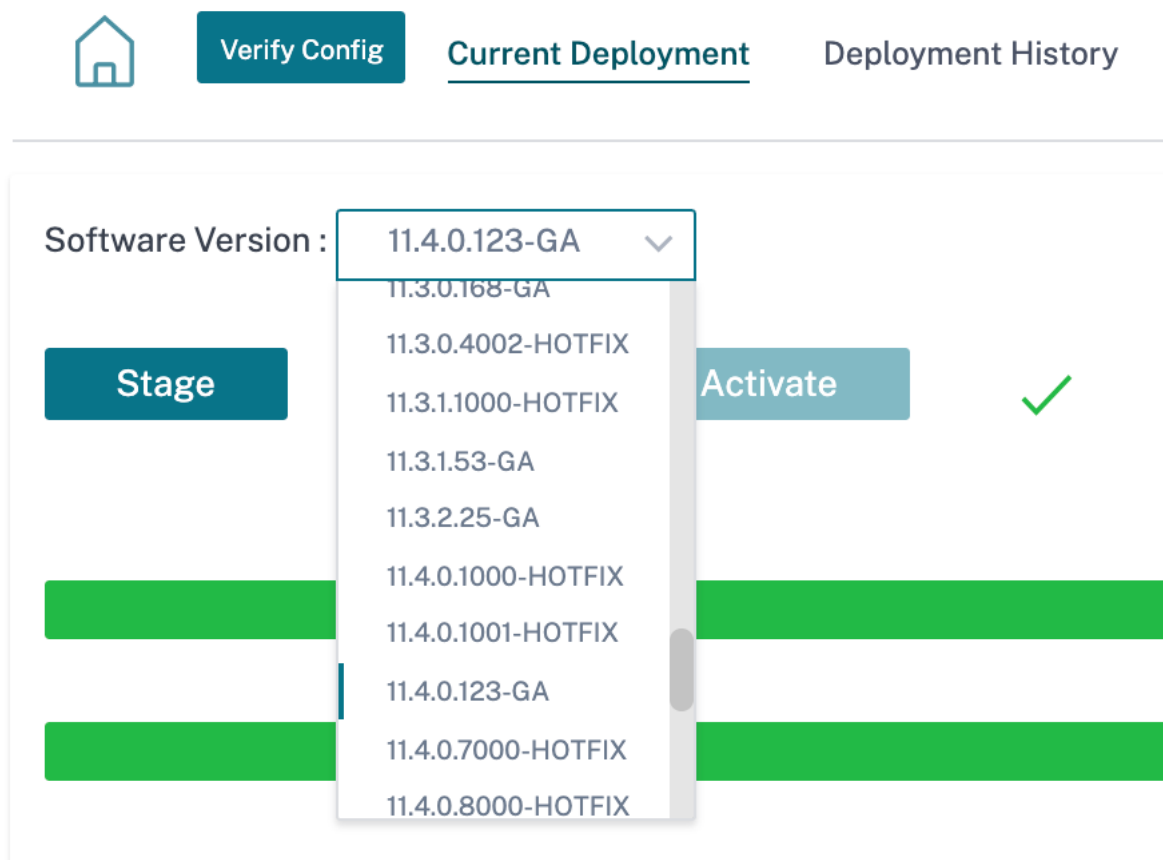
[Export as CSV](#) [Export as PDF](#)

Site Name	Role	Overlay Connectivity	Model	Bandwidth Tier	Orchestrator Connectivity	Serial No	Actions
myLTE	Branch	CRITICAL	210-SE	20	PRIMARY ACTIVE ONLINE	802XKCN450	...
SantaClara	MCN	WARNING	VPX-SE	50	PRIMARY ACTIVE ONLINE	1004F43E-040...	...
Boston	Branch	NORMAL	VPX-SE	50	PRIMARY ACTIVE ONLINE	03080F3C-F0F...	...
Kansas	Branch	NORMAL	VPX-SE	20	PRIMARY ACTIVE ONLINE	ACTF9F3D-F08A...	...
Dallas	Branch	NORMAL	VPX-SE	20	PRIMARY ACTIVE ONLINE	4E34500A-0E3...	...

Page Size: 50 Showing 1-5 of 5 items Page 1 of 1

You can upgrade the SD-WAN software on all the appliances across the network, by simply selecting an appliance software version from the **Software Version** drop-down list.

Only the software versions that are published under **Infrastructure > Orchestrator Administration > Software Images > Appliance** get listed in the **Software Version** drop-down list. For more information, see [Publish software](#).



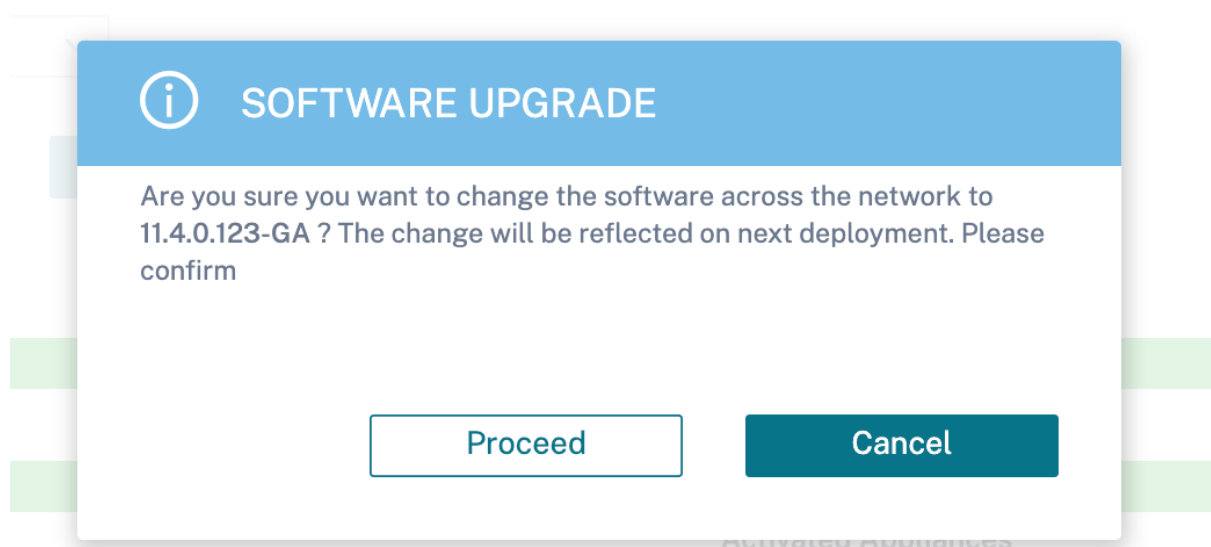
Home Verify Config Current Deployment Deployment History

Software Version : 11.4.0.123-GA ▼

- 11.3.0.168-GA
- 11.3.0.4002-HOTFIX
- 11.3.1.1000-HOTFIX
- 11.3.1.53-GA
- 11.3.2.25-GA
- 11.4.0.1000-HOTFIX
- 11.4.0.1001-HOTFIX
- 11.4.0.123-GA
- 11.4.0.7000-HOTFIX
- 11.4.0.8000-HOTFIX

Stage Activate ✓

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



i SOFTWARE UPGRADE

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

Add site

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

Batch add sites

The **Batch Add Sites** option allows you to quickly add several sites as 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.

Network Configuration: Home

Site Group: All

of Sites 10

+

Site Profile: None

⌵

Show Lat/Lng

Site Name	Site Address	Site Profile (Optional)	Actions
Enter a Site Name	Search for a Site Address	None <div>⌵</div>	
Enter a Site Name	Search for a Site Address	None <div>⌵</div>	
Enter a Site Name	Search for a Site Address	None <div>⌵</div>	
Enter a Site Name	Search for a Site Address	None <div>⌵</div>	
Enter a Site Name	Search for a Site Address	None <div>⌵</div>	
Enter a Site Name	Search for a Site Address	None <div>⌵</div>	
Enter a Site Name	Search for a Site Address	None <div>⌵</div>	
Enter a Site Name	Search for a Site Address	None <div>⌵</div>	
Enter a Site Name	Search for a Site Address	None <div>⌵</div>	
Enter a Site Name	Search for a Site Address	None <div>⌵</div>	

CancelSave

Deploy Config/Software

The **Deploy Config/Software** option allows you to deploy the current configuration and software across the network, once the sites are configured. For more information on the deployment process, see **Deployment Tracker** section.

Deployment tracker

The **Deploy Config/Software** option takes you to the **Deployment Tracker** section to help verify the configuration, stage, and activate the same across the network.

Software Version : 11.4.0.123-GA

Stage ☒ Activate ☒ Ignore Incomplete [Settings ...](#)

3/7 Staged Appliances

3/7 Activated Appliances

Total Appliances	Ready For Activation	Activated	Failed	Offline
7	0	3	0	4

Search

[Export as CSV](#) [Export as PDF](#)

Online	Site	Status	HA State	Software Version	Actions
Yes	Sanjose	Activation Complete	Not Configured	11.4.0.123.888881	Retry Staging
No	branchHaNew (primary)	Staging Pending	Unknown	10.1.0.151	Retry Staging
No	branchHaNew (secondary)	Staging Pending	Unknown	10.1.0.151	Retry Staging
Yes	Home210	Activation Complete	Not Configured	11.4.0.123.888881	Retry Staging
No	LosAngeles	Staging Pending	Unknown	10.1.0.151	Retry Staging
Yes	Raleigh	Activation Complete	Not Configured	11.4.0.123.888881	Retry Staging
No	testvm	Staging Pending	Unknown	10.1.0.151	Retry Staging

Page Size: 50 Showing 1-7 of 7 items Page 1 of 1

- **Stage:** Once the verification of configuration is successful, click **Stage** to distribute the configuration files to all the appliances in your network.

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

- **Active:** 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.

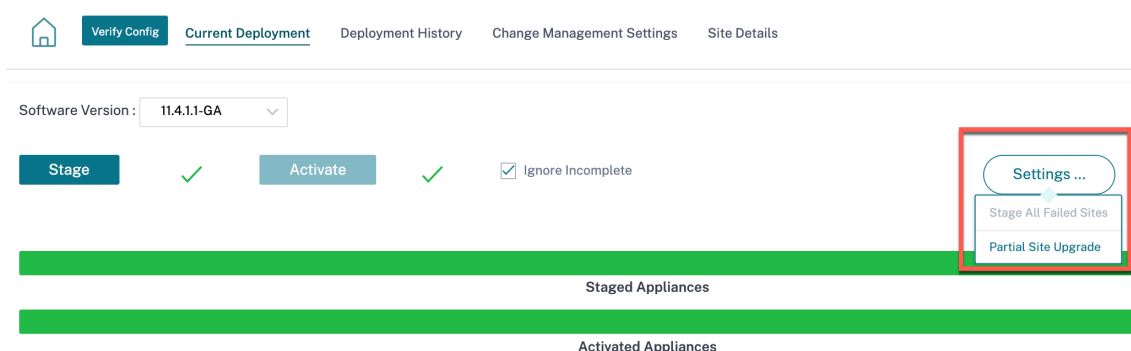
With the **Partial Site Upgrade** feature, upgrades can be staggered and thereby reducing the impact of software upgrades during business hours.

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.

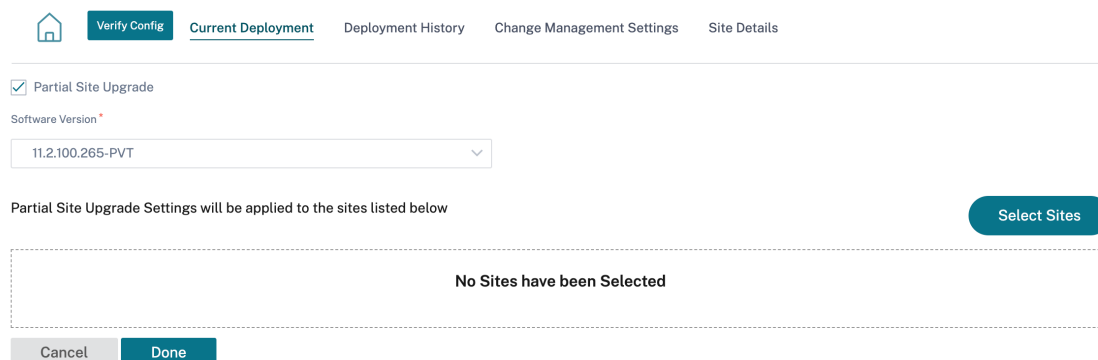
When you are downgrading from a newer to older version using the **Partial Site Upgrade**, if a feature which is supported only in the newer version (with the similar configuration present both in the new and older version), audit errors occur. For example, a new platform is selected which is only supported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



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

Site Selector

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.

Search

Filter By Region / Custom Groups

Available (2 sites)

☐ Name

☐ Branch_2

☐ MCN_1

→

←

Selected (1 sites)

☐ Name

☐ Branch_1

Save

Cancel

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80

[Verify Config](#)
[Current Deployment](#)
[Deployment History](#)
[Change Management Settings](#)
[Site Details](#)

☒ Partial Site Upgrade

Software Version *

11.2.100.265-PVT

Partial Site Upgrade Settings will be applied to the sites listed below

[Select Sites](#)

Sites (1)

LosAngeles

[Cancel](#)
[Done](#)

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.

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 network 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 On-premises 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 **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 On-premises 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**.

Software Version : 11.3.0.168

Stage ✓ **Activate** ✓ ☐ Ignore Incomplete

Staged Appliances 1/1

Activated Appliances 1/1

Total Appliances	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	Not Configured	11.2.1.56.864672

- **Stage:** Click Stage to distribute the configuration files to all the appliances in your network.
- **Active:** Click Activate to activate the staged configuration on all the sites across the network.

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. In case, 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 On-premises 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 auto-correction or not. Once the maintenance mode check box is cleared, auto-correction brings the appliance in sync with the network software and configuration version.

[Home](#)
[Verify Config](#)
[Current Deployment](#)
[Deployment History](#)
[Change Management Settings](#)

Scheduling Information				
Site Name	HA State	Scheduling Information	Maintenance Mode	Actions
HQ (Primary)	Active	2021-02-09 at 21:20:00 (Maintenance window of 1 hours and repeated every 1 day)	<input type="checkbox"/>	
HQ (Secondary)	Standby	2021-02-09 at 21:20:00 (Maintenance window of 1 hours and repeated every 1 day)	<input type="checkbox"/>	
BR2	Not Configured	2021-02-09 at 21:20:00 (Maintenance window of 1 hours and repeated every 1 day)	<input type="checkbox"/>	
BR1 (Primary)	Standby	2021-02-09 at 21:20:00 (Maintenance window of 1 hours and repeated every 1 day)	<input type="checkbox"/>	
BR1 (Secondary)	Active	2021-02-09 at 21:20:00 (Maintenance window of 1 hours and repeated every 1 day)	<input type="checkbox"/>	
BR3	Not Configured	2021-02-09 at 21:20:00 (Maintenance window of 1 hours and repeated every 1 day)	<input type="checkbox"/>	

Back up/Review checkpoints

The **Back Up/Review Checkpoints** option has the ability to back-up and restores the configuration, or review the saved checkpoints.

[Home](#)
[Verify Config](#)
[Back Ups / Checkpoints](#)

Back Up Current Config			
Config Checkpoint Name	Time of Creation	Comments	Actions
Autosaved-Running-Config	2021-2-9 1:52pm	Auto-generated	...
Autosaved-Previously-Loaded-Config	2021-2-2 10:00am	Auto-generated	...

Page Size: 50 Showing 1-2 of 2 items Page 1 of 1

Click **Verify Config** to validate any audit error.

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

Backup Network

Backup Current Config As *

Enter a name for this backup

Comments (Optional)

Enter any comments

Cancel

Save

Click the cloud icon (under **Action**) to load a saved configuration. Click **Proceed**.

Load Configuration

Review the differences between the current configuration and the configuration checkpoint you're trying to load, in terms of the sites configured, as a quick sanity check. Are you sure you want to load the selected configuration checkpoint?

Site	Current Config	Saved Checkpoint About To Be Loaded
BR3	✓	✓
BR1	✓	✓
BR2	✓	✓
HQ	✓	✓

Cancel

Proceed

Click the book icon (under **Action**) to make a similar copy of an existing configuration. You can also download, edit, and delete the saved configuration checkpoints. These operations are available under **Action**.

More actions

Following are some of the additional actions available under **More Actions**:

- **Browse and Upload Config:** Browse and upload one of the previously saved configurations, and have that serve as the active configuration for the network.
- **Download Config JSON:** Allows you to download and export the current configuration in JSON format, for offline review.
- **Download Config DB:** Allows you to download and export the current configuration in DB format.
- **Add Region:** Create a Region.
- **Add Group:** Create a Custom Group of sites.

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 1 CRITICAL 1 WARNING 3 NORMAL 0 INACTIVE 0 UNKNOWN

Search

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	CX45J	...
SantaClara	MCN	WARNING	VPX-SE	50	PRIMARY ACTIVE ONLINE		View Details
Boston	Branch	NORMAL	VPX-SE	50	PRIMARY ACTIVE ONLINE		Edit
Kansas	Branch	NORMAL	VPX-SE	20	PRIMARY ACTIVE ONLINE		Clone
Dallas	Branch	NORMAL	VPX-SE	20	PRIMARY ACTIVE ONLINE		Delete
							Reboot
							Reset
							Update Password

Page Size: 50 Showing 1-5 of 5 items Page 1 of 1

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 to confirm it.

Update Device Password

User Name *

admin

Current Password *

.....

New Password *

.....

Confirm Password *

.....

Cancel

Save

August 27, 2021

Delivery services

Delivery services allow you to configure delivery services such as the Internet, Intranet, IPsec, and LAN GRE. The delivery services are defined globally and 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.

Delivery Services are delivery mechanisms available on Citrix SD-WAN to steer different applications or traffic profiles using the right delivery methods based on business intent.

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.
 - Click the **Setting** option next to the **Virtual Path** service to enable the auto-bandwidth provisioning across virtual paths. 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.

Global Default per Link: Relative Bandwidth Provisioning across Virtual Paths

☐ Enable Auto-Bandwidth Provisioning across Virtual paths

Minimum Reserved Bandwidth for each Virtual Path (Kbps): *

80

Save

Cancel

- **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.

Service and bandwidth

Under **Service and Bandwidth** tab, you can view an internet service is created by default. The branch traffic uses the transit sites to reach the internet. This section allows you to define new delivery services and default bandwidth allocation proportion (%) across all the delivery services. The bandwidth allocation needs across delivery services might vary based on the type of link involved.

For example, if you are using multiple SaaS applications, allocate a large proportion of bandwidth on your internet links for **Internet service** for direct internet breakout. On your MPLS links, allocate

more bandwidth for **Virtual path service** or **Intranet Service** depending on whether your SD-WAN sites have most of the traffic going to other SD-WAN sites or non-SD-WAN sites.

Based on your requirements, you can define global bandwidth share defaults across delivery services for each link type – Internet links, MPLS links, and Private Intranet links.

Configuration / Delivery Channels / Bandwidth Allocation [Verify Configuration](#) Software Version : 11.2.1.56-GA

Bandwidth Allocation

Delivery Services	Global Service Bandwidth Defaults for each Link type		
	Internet Links	MPLS Links	Private Intranet Links
Virtual Path	100 %	100 %	100 %
Internet	0 %	0 %	0 %
Cloud Direct Service	0 %	0 %	0 %
Intranet	0 %	0 %	0 %
1. Zscaler	0 %	0 %	0 %
2. Azure Virtual WAN	0 %	0 %	0 %
3. AWS Gateway Service	0 %	0 %	0 %
4. Non_SDWAN_Sites	0 %	0 %	0 %

[Save](#)

The default values can be overridden on individual links. While configuring WAN links, you can choose to use these global defaults or configure link specific service bandwidth settings. Configuration of a non-zero bandwidth share is required for any delivery service to be enabled and active on a link.

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.
- Enables partners to offer managed SD-WAN services for business critical SaaS applications to their end customers.

Benefits

Cloud direct service offers the following advantages:

- **Redundancy:** Uses multiple internet WAN links and provides a seamless failover.
- **Link aggregation:** Uses all internet WAN links at the same time.
- Intelligent load-balancing across WAN connections from different providers:
 - Measuring packet loss, jitter and throughput.
 - Custom application identification.

- Application requirement and circuit performance matching (adapt to real-time network conditions).
- SLA-grade Dynamic QoS Capability to internet circuit:
 - Dynamically adapts to varying circuit throughput.
 - Adaption through a tunnel at ingress and egress endpoints.
- Rerouting VOIP calls between circuits without dropping the call.
- End-to-end monitoring and visibility.

To configure sites for **Cloud Direct Service**, from customer level, navigate to **Configuration > Delivery Services > Service & Bandwidth**, then click the setting icon next to the **Cloud Direct Service**.

[← Edit Cloud Direct Service](#)

[Add Cloud Direct Sites](#) | [Default Cloud Direct App Group](#)

Site Status	Site Name	Platform	Billing Status	CD Bandwidth (Mbps)	Enabled links Count	Actions
● Site Offline	test110	1100-SE	Trail	100	1	...

Done

Click **+ Cloud Direct Service** to add sites. To steer specific applications through cloud direct, you can add the relevant applications from the **Default Cloud Direct App Group** link.

Site Selector

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.

Search

Filter By Region / Custom Groups

Cloud Direct Eligible Sites (1 sites)

<input type="checkbox"/> Name
<input type="checkbox"/> test110



Selected (0 sites)

<input type="checkbox"/> Name

You can choose the **Region** and select the sites accordingly.

Cloud Direct Eligible Sites Selection

Select Region/Groups

☒ Select All

☒ Default

☒ DEMO-ENV

Select Sites

☐ Select All

Cancel

Review

Showing 1-1 of 1 items Page 1 of 1

Click **Review** to view the sites that you have selected and then click **Save**.

You can view that the site is created with the following detail:

- **Site Status:** Shows the status whether the site is deployed or not. If deployed, the status would hint whether the Cloud Direct site is online or not.
- **Site Name:** Displays the site name for which the Cloud Direct feature is being deployed.
- **Platform:** For the selected site, the corresponding appliance model name is auto populated and displayed here, such as – 210-SE.
- **Billing Status:** Displays Billing status.
- **Licensed Cloud Direct Bandwidth (Mbps):** Displays Cloud Direct subscription bandwidth information. The subscription bandwidth is associated with the licensing for the Cloud Direct service.
- **Enabled links count:** Displays the count of WAN links enabled for this service.
- **Actions:** You can either choose to delete the Cloud Direct site configuration created for this SD-WAN appliance or view the Cloud Direct site configuration and WAN link details in read-only mode.

Cloud Direct Site Info

Site Name :my1000	Site Health :●	Subscription Bandwidth :50Mbps
Primary Pop :ATL	Secondary Pop :DAL	

my1000-Broadband-Mediacom-1

Status : ●

CD Upload Speed (Mbps) : 50

CD Download Speed (Mbps) : 50

Type : Cable

Static IP Address : 192.168.0.156

Gateway IP Address : 192.168.0.1

Usage Mode : Disabled

Cancel

Click the site entry and you can edit the subscription bandwidth and make changes to the WAN link being selected for this service. Also, you can edit Ingress (upload) and Egress (download) speeds for Cloud Direct service on each of the selected WAN links.

Note

- By-default, it picks the first four internet WAN links.
- Cloud Direct Ingress (upload) and Egress (download) speed value must not be greater than the subscription bandwidth value.

Select WAN Links

Subscription Bandwidth (Mbps):

50














<input type="checkbox"/>	WAN Link	Metering	Standby Mode	Upload Speed (Mbps)	Download Speed (Mbps)	CD Download Speed (Mbps)	CD Upload Speed (Mbps)
<input checked="" type="checkbox"/>	Broadband-Mediacom-1	No	Disabled	100	100	50	50

Cancel

Save

You can create application objects for application-based routes. Create the application route by including the corresponding applications, which must be steered through the Cloud Direct service. For more information, see [Routing policies](#).

There are other settings available for Internet and Intranet services, which can be customized by using the **settings** icon that displayed against each service.

Delivery Services		
Virtual Path		
Internet		 
Cloud Direct Service		 
Intranet + Service		
1.	Zscaler	 
2.	Azure Virtual WAN	 
3.	Non_SDWAN_Sites	 
4.	Custom_IPSec_Service1	 

Click **+ Service** and select a **Service Type**. Depending on the add-on delivery service that you would like to create, choose the required service type, and proceed with the configuration.

Internet service

Internet Service is available by default as part of the Delivery services. 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.

The screenshot shows the 'Service & Bandwidth' configuration page in the Citrix SD-WAN Orchestrator. At the top, there are navigation tabs: 'Verify Config' and 'Service & Bandwidth'. The main section is titled 'Internet Service' and contains two sub-sections: 'Service Name' and 'Advance Settings'.

Service Name: This section has two input fields. The first is labeled 'Service Name' and contains the text 'internet'. The second is labeled 'Cost' and contains the value '5'.

Advance Settings: This section contains two checked checkboxes: 'Preserve route to Internet from link even if all associated paths are down' and 'Determine Internet reachability from link using ICMP probes'. Below these checkboxes is a light blue informational box with the following text: 'Enabling ICMP probes will increase reliability for Internet reachability on the links. Apart from our default Overlay control messages on the Internet link member paths to check Internet reachability, an admin can now also enable ICMP probes for specific Internet WAN Links to an explicit server on the Internet. With the ICMP Probe setting, SD-WAN will treat the Internet link as UP when either the link's member paths are up or the ICMP probe response is received from the server.'

Below the informational box, there are three input fields: 'IPv4 ICMP endpoint Address' with the value '9.9.9.9', 'Probe Interval(In seconds)' with the value '5', and 'Retries' with the value '3'.

At the bottom of the form, there are two buttons: 'Cancel' and 'Save'.

Intranet service

You can create multiple intranet services. 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.

[← 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>

Intranet Subnets on a given Non SDWAN Site [Add Network](#)

Network IP / Prefix	Cost	Actions

Advanced Settings

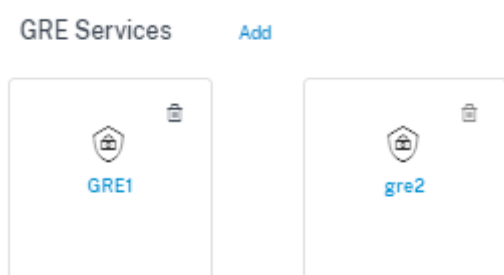
☒ Preserve route to Intranet from link even if all associated paths are down

☒ Enable Primary Reclaim

[Save](#) [Cancel](#)

GRE service

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



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.

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.

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 an IPsec tunnel:

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.
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.

← Edit IPsec Service

Service Details

Name ipsec2	Service Type Intranet	Routing Domain Default_RoutingDomain	Firewall Zone Internet_Zone
----------------	--------------------------	---	--------------------------------

ECMP Type*
☒ Enable ECMP Session

Tunnel End Points Across Network [Add Endpoint](#)

Name	Peer IP	IPsec Profile	Actions
endpoint2	1.1.1.1	ipsec_profile2	

Map Sites to Tunnel End Points [Add Endpoint Mapping](#)

Name	No of Sites	Actions
endpoint2	1	

For more information, see [How to configure IPsec tunnels for virtual and dynamic paths](#).

Note

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

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.

Network Configuration : Dynamic Virtual Paths

Dynamic Virtual Path

☐ Enable Dynamic Virtual Paths Across the Network

Route Cost: 5

Max Paths Per Site: 4

QoS Profile: Standard

Dynamic Virtual Path Creation Criteria

Measurement interval (s): 1

Throughput threshold (kbps): 600

Throughput threshold (pps): 45

Dynamic Virtual Path Removal Criteria

Measurement interval (m): 2

Throughput threshold (kbps): 45

Throughput threshold (pps): 35

Timers

Wait Time to flush dead virtual paths (m): 1

Hold Time before recreation of dead virtual paths (m): 10

Save

Click **Verify Config** to validate any audit error.

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 be-

tween 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.

IPsec encryption profiles

To add an IPsec encryption profile, navigate to **Configuration > Delivery Services > select IPsec Encryption 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 Config** 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 IPSec Profiles

IPSec Encryption Profile Information

Profile Name *

zscalerService

MTU

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 drop-down menu.
- **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.
- **Hash Algorithm:** Choose a hashing algorithm from the drop-down list to authenticate IKE messages.
- **Encryption Mode:** Choose the Encryption Mode for IKE messages from the drop-down list.
- **Lifetime (s):** Enter the preferred duration (in seconds) for an IKE security association to exist.
- **Lifetime (s) Max:** Enter the maximum preferred duration (in seconds) to allow an IKE security association to exist.
- **DPD timeout (s):** Enter the Dead Peer Detection timeout (in seconds) for VPN connections.

IKE Settings

Authentication		Peer Authentication	
<div>Pre-Shared Key</div>		<div>Mirrored</div>	
Identity	Peer Identity	DH Group	
<div>User FQDN</div>	<div>Disabled</div>	<div>Group2(MODP1024)</div>	
DPD timeout (s)	Hash Algorithm	Integrity Algorithm	Encryption Mode
<div>300</div>	<div>SHA-256</div>	<div>SHA-256</div>	<div>AES 256-Bit</div>
Security Association Lifetime (s)		Security Association Lifetime (s) Max	
<div>3600</div>		<div>86400</div>	

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.
- **Lifetime (s):** Enter the amount of time (in seconds) for an IPsec security association to exist.
- **Lifetime (s) Max:** Enter the maximum amount of time (in seconds) to allow an IPsec security association to exist.
- **Lifetime (KB):** Enter the amount of data (in kilobytes) for an IPsec security association to exist.
- **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 Lifetime (s) Max	
3600	86400	
Security Association Lifetime (KB)	Security Association Lifetime (KB) Max	
0	0	

Network location service

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 network level, navigate to **Configuration > Delivery Services > Network Location Service**.

Home 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

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.

Search

Filter By Region / Custom Groups

Available (3 sites)

- ☐ Name
- ☐ Kansas
- ☐ SantaClara
- ☐ myLTE

Selected (2 sites)

- ☐ Name
- ☐ Boston
- ☐ Dallas

Save Cancel

August 23, 2021

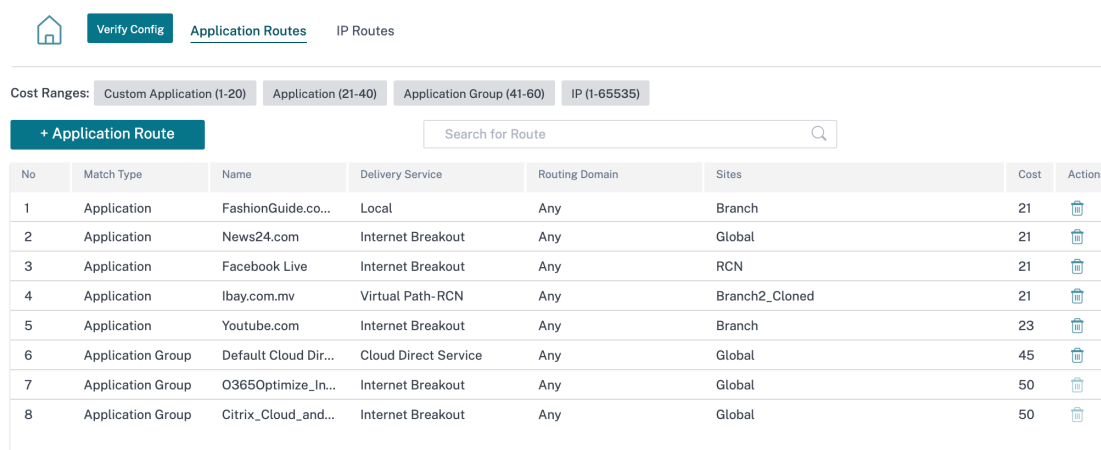
Routing

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.



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	
3	Application	Facebook Live	Internet Breakout	Any	RCN	21	
4	Application	lbay.com.mv	Virtual Path-RCN	Any	Branch2_Cloned	21	
5	Application	Youtube.com	Internet Breakout	Any	Branch	23	
6	Application Group	Default Cloud Dir...	Cloud Direct Service	Any	Global	45	
7	Application Group	O365Optimize_In...	Internet Breakout	Any	Global	50	
8	Application Group	Citrix_Cloud_and...	Internet Breakout	Any	Global	50	

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.

The screenshot shows the 'Application Routes' configuration page in the Citrix SD-WAN Orchestrator. At the top, there are tabs for 'Verify Config', 'Application Routes' (selected), and 'IP Routes'. Below the tabs, there are 'Cost Ranges' buttons: 'Custom Application (1-20)', 'Application (21-40)', 'Application Group (41-60)', and 'IP (1-65535)'. The main configuration area is divided into sections: 'Application Match Criteria' with dropdowns for 'Match Type' (Application), 'Application' (King Digital Entertainment), and 'Routing Domain' (Any); 'Scope' with radio buttons for 'Global Route' (selected) and 'Site / Group Specific Route'; 'Traffic Steering' with a 'Delivery Service' dropdown (Internet Breakout) and a 'Cost' input field (21). At the bottom, there are 'Cancel' and 'Save' buttons.

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.

- **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.

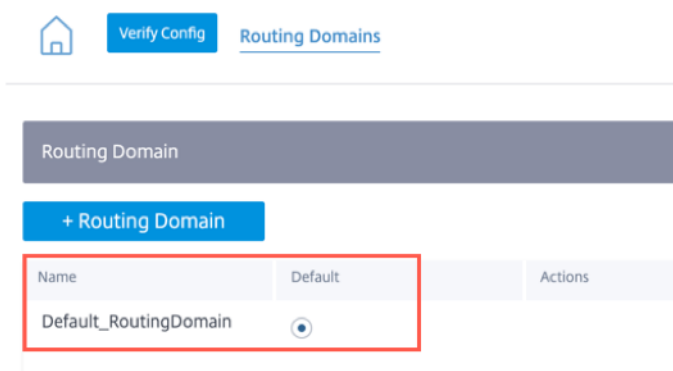
Route Summarization

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

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.



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**.

Network Configuration : Routing Domains

[Verify Config](#)[Routing Domains](#)

Routing Domain

Routing Domain Name

site1

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 On-premises:

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.

The screenshot displays the 'Network Configuration : Routing Domains' page. On the left is a navigation menu with options like Dashboard, Reports, Configuration, Routing, and Link Settings. The main area shows the 'Routing Domains' configuration. A table lists existing routing domains: 'Default_RoutingDomain' (selected), 'RD1', and 'RD2'. Below this is the 'Inter Routing Domain Service' configuration form, which is highlighted with a red box. The form contains four fields: 'Name' (text input with 'vrf_1'), 'Routing Domain1' (dropdown menu with 'Default_RoutingDomain'), 'Routing Domain2' (dropdown menu with 'RD1'), and 'Firewall Zone' (dropdown menu with '<Default>'). At the bottom of the form are 'Cancel' and 'Save' buttons.

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](#).

Network Configuration : Routing Policies

Verify Config Application Routes IP Routes

IP Protocol Match Criteria

Destination Network * ☐ Use IP Group Routing Domain

Scope

☒ Global Route ☐ Site / Group Specific Route

Traffic Steering

Delivery Service Service Name * Cost *

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](#).

Network Configuration : Firewall Policies

Verify Config Firewall Policies

Match Criteria

Match Type Application * Routing Domain

Filtering Criteria

Source Zone Destination Zone

Source Service Type Source Service Name *

Dest Service Type Dest Service Name *

Source IP Source Port

Dest IP Dest Port

IP Protocol DSCP

☒ Allow Fragments ☐ Reverse Also ☒ Match Established

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 met 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	
one	

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 Profile

Import Profile Name *

Sample-import-filter-profile

Import Filters

Protocol	Routing Domain	Source Router	Destination IP	<input type="checkbox"/> Use IP Group	Prefix	Next Hop	Route Tag
Any	Default_RoutingDomain	*	*		eq	*	*

☒ Include

☒ Export Route to Citrix SD-WAN Appliances

Citrix SD-WAN Cost *

6

Service Type

Local

Cancel

Done

Profile Availability

Import Filter Profile Settings will be applied to the sites listed below

Select Sites

Sites (2)

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.

Export Filter Profile

Export Profile Name *

sample-export-filter-profile

Export Filters

Routing Domain: Default_RoutingDomain

Network Address/Mask: ipg1

Use IP Group: ☒

Prefix: eq

Cost: eq

Service Type: Local

Gateway IP Address: *

Export OSPF Route Type: Type 5 AS External

Export OSPF Route Weight: Weight

Include: ☒

Cancel Done

Profile Availability

Export Filter Profile Settings will be applied to the sites listed below

Select Sites

Sites (1)

Boston

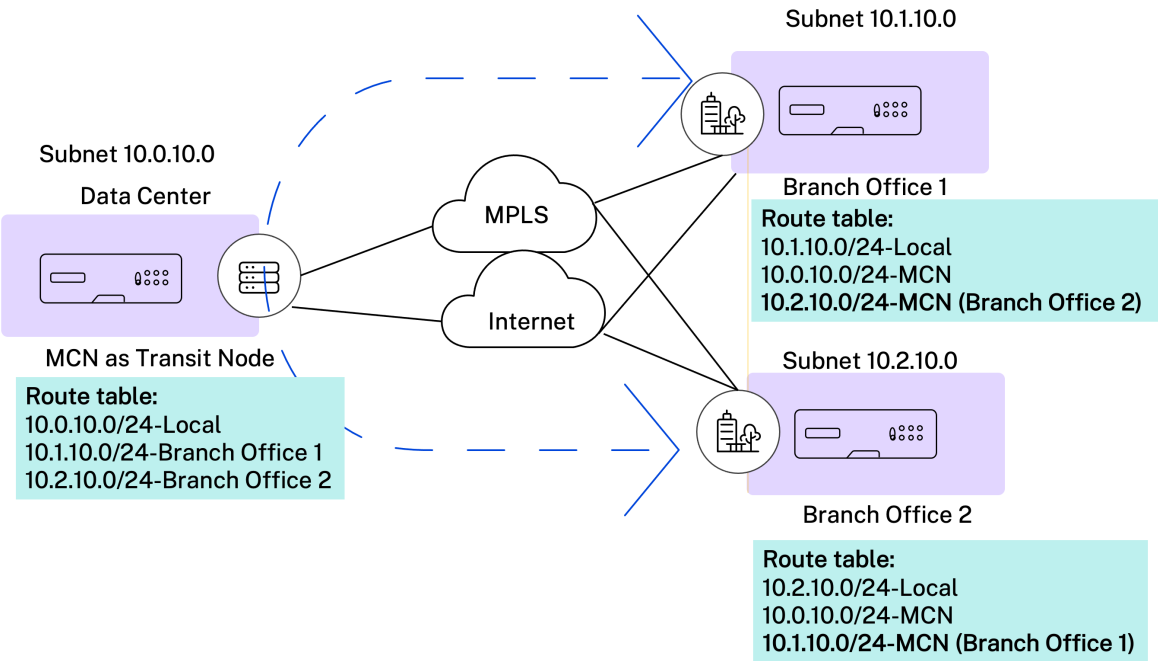
Click **Verify Config** to validate any audit error.

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 Hub by default across the network (Recommended)

Restore Default

Control Transit Node Settings

This section hosts the configuration to override the global transit node settings on a specific or a set of control transit nodes in the network. (MCN/RCN and related Geo control nodes)

+ Add Node

Transit on Control Node	Default Virtual Path Cost (Site to Control Node)
<div>Site1</div> <div><input checked="" type="checkbox"/> Override Global Transit Settings<div><div>Spoke to Spoke Forwarding</div><div>Route Export</div></div></div>	<div>6</div> <div></div>
<div>SiteRCN</div> <div><input checked="" type="checkbox"/> Override Global Transit Settings<div><div>Spoke to Spoke Forwarding</div><div>Route Export</div></div></div>	<div>6</div> <div></div>

Save

+ Add Geo-Node

Transit on Geo-Control Node	Default Virtual Path Cost (Site to Geo-Control Node)
<div>S3</div> <div><input checked="" type="checkbox"/> Override Global Transit Settings<div><div>Spoke to Spoke Forwarding</div><div>Route Export</div></div></div>	<div>6</div> <div></div>
<div>SiteRegion2</div> <div><input type="checkbox"/> Override Global Transit Settings</div>	<div>6</div> <div></div>

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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.

Control Transit Node Settings

This section hosts the configuration to override the global transit node settings on a specific or a set of control transit nodes in the network. (MCN/RCN and related Geo control nodes)

+ Add Node

Transit on Control Node	Default Virtual Path Cost (Site to Control Node)
<div>Site1</div> <div> <input checked="" type="checkbox"/> Override Global Transit Settings <div> <input checked="" type="checkbox"/> Spoke to Spoke Forwarding <input type="checkbox"/> Route Export </div> </div>	<div>6</div> <div>🗑️</div>
<div>SiteRCN</div> <div> <input checked="" type="checkbox"/> Override Global Transit Settings <div> <input type="checkbox"/> Spoke to Spoke Forwarding <input type="checkbox"/> Route Export </div> </div>	<div>6</div> <div>🗑️</div>

+ Add Geo-Node

Transit on Geo-Control Node	Default Virtual Path Cost (Site to Geo-Control Node)
<div>S3</div> <div> <input checked="" type="checkbox"/> Override Global Transit Settings <div> <input checked="" type="checkbox"/> Spoke to Spoke Forwarding <input checked="" type="checkbox"/> Route Export </div> </div>	<div>6</div> <div>🗑️</div>
<div>SiteRegion2</div> <div> <input type="checkbox"/> Override Global Transit Settings <div> <input type="checkbox"/> Spoke to Spoke Forwarding <input type="checkbox"/> Route Export </div> </div>	<div>6</div> <div>🗑️</div>

Save

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 Routd via Intermediate Node

Select Region/Groups

☒ Select All
 ☒ default

Select Sites

☒ Select All
 ☒ London_Site

Cancel

Review

Showing 1 - 2 of 2 items

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.



Verify Config

Virtual Overlay Transit Nodes

Internet Transit Nodes

Intranet Transit Nodes

Primary Default Internet Transit 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 Transit Nodes for the Network

Service Name

internet

Transit Node Settings will be applied 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.

 **Verify Config** Virtual Overlay Transit Nodes Internet Transit Nodes Intranet Transit Nodes

Primary Default Intranet Transit 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 Nodes to reach the subnets selected

Service Name

Non_SDWAN_Sites

Transit Node Settings will be applied to the sites listed below

Select Sites

No Sites have been Selected

Save

Inter-link communication

October 21, 2020

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 the same service provider, and
- Any two Private Intranet links that share 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.

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 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 by default, through auto-creati...

Custom Inter-link Communication Groups

MPLS Groups Private Intranet Groups Internet Communication Override Groups

Group the desired MPLS service provider names, to enable the corresponding links to talk to each other.

+ MPLS Inter-link Communication Group

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/disable the encryption for every custom MPLS Inter-Link Communication Group.
- **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 encryp-

tion 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 Inter-link 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 drop-down list. The **Enable Encryption** check box helps to enable/disable the encryption for every custom public Internet Inter-Link Communication Group.

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
3	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

☒ Enable Encryption

+ MPLS Provider

Cancel Save

QoS policies

September 29, 2021

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.

[Verify Config](#)[QoS Policies](#)[Global Rules](#) Site / Group Specific RulesGlobal QoS Bandwidth Default Profile : Standard[QoS Bandwidth Profiles](#)

(Standard-HDX-Multistream profile recommended for multi-stream HDX users)

Custom Application Rules

Application Rules

HDX Rules (preview)

Application Group Rules

IP Rules

Default IP-Protocol Rules

No	Protocol	DSCP	Service	Transmit Mode	QoS Setting
1	SIP	ef	Virtual Path	Duplicate Paths	High : Realtime
2	ICA	Any	Virtual Path	Load Balance Paths	High : Interactive
3	ICACGP	Any	Virtual Path	Load Balance Paths	High : Interactive
4	ICAUDP	Any	Virtual Path	Load Balance Paths	High : Interactive
5	ICACGPUDP	Any	Virtual Path	Load Balance Paths	High : Interactive
6	ICMP	Any	Virtual Path	Persistent Path	Medium : Interactive
7	SSH	Any	Virtual Path	Load Balance Paths	Medium : Interactive
8	TELNET	Any	Virtual Path	Load Balance Paths	Medium : Interactive
9	RDP	Any	Virtual Path	Load Balance Paths	Medium : Interactive
10	RPC	Any	Virtual Path	Load Balance Paths	Medium : Interactive
11	LDAP	Any	Virtual Path	Load Balance Paths	Medium : Interactive
12	HTTP	Any	Virtual Path	Load Balance Paths	High : Bulk
13	ALHTTP	Any	Virtual Path	Load Balance Paths	High : Bulk
14	HTTPS	Any	Virtual Path	Load Balance Paths	High : Bulk
15	CIFS	Any	Virtual Path	Load Balance Paths	Low : Interactive
16	POP3	Any	Virtual Path	Load Balance Paths	Low : Interactive
17	SMTP	Any	Virtual Path	Load Balance Paths	Low : Interactive
18	IMAP	Any	Virtual Path	Load Balance Paths	Low : Interactive
19	FTP	Any	Virtual Path	Load Balance Paths	Medium : Bulk
20	IPERF	Any	Virtual Path	Load Balance Paths	Medium : Bulk
21	GRE	Any	Virtual Path	Load Balance Paths	Low : Interactive
22	DNS	Any	Virtual Path	Load Balance Paths	Low : Interactive
23	SNMP	Any	Virtual Path	Load Balance Paths	Low : Interactive
24	SNMP	Any	Virtual Path	Load Balance Paths	Low : Interactive
25	Any	ef	Virtual Path	Duplicate Paths	High : Realtime
26	Any	af11	Virtual Path	Persistent Path	Medium : Interactive
27	UDP	Any	Virtual Path	Persistent Path	Medium : Interactive
28	TCP	Any	Virtual Path	Load Balance Paths	Low : Interactive
29	Any	Any	Virtual Path	Persistent Path	Low : Interactive

Create new rule

An administrator needs to place the defined rule based on the priority. The priorities such as Top of the List, Bottom of the List, or in between two existing entries.

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 select. 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

Specify how the traffic needs to be steered.

[Verify Config](#)[QoS Policies](#)

Global Rules : Custom Application

Custom Application Match Criteria

Custom Application *[+ New Custom App](#) Routing Domain

Any

Virtual Path Traffic Policy

☒ Enable Virtual Path Traffic Policy

Virtual Path Remote Site Traffic Policy

Any (determined by routing)

Load Balance Paths

QoS Settings


QoS Class

Transfer Type * Priority *

Interactive

Medium

Note: Bandwidth share available per QoS class per overlay virtual path is determined by [QoS Profiles](#). Intelligent default values are auto-picked, with ability to override the defaults via custom QoS profiles

 Advanced Settings

Cancel

Save

+ New Custom App: Select a match criteria from the list. The administrator can add new custom application by giving a name to:

- Custom application
- protocol (such as TCP, UDP, ICMP)
- Network IP/Prefix
- port
- DSCP tag

You can also create a domain name based custom application.

Custom Application

Custom App Name *

☒ IP Protocol
☐ Domain Name Based

Match Criteria

Add Match Criteria

Application	Protocol	Network IP	Port	DSCP	Actions

Cancel

Save

Click **Verify Config** to validate any audit error.

IP Rules

You can create global and site-specific IP rules at the network level by navigating to **Configuration > QoS > QoS Policies**.

- 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 Change:** When selected, flows that are otherwise identical in terms of match criteria are treated as separate if their DSCP fields differ.

- Traffic Policy

- **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

- **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.

[Verify Config](#)[QoS Policies](#)

Global Rules : IP Protocol

IP Protocol Match Criteria

Source Network☐ Use IP Group

Destination Network☐ Use IP Group

☐ Src = Dest

Any

Any

Source Port

Destination Port

☐ Src = Dest

Any

Any

IP Protocol

DSCP

Any

Any

Routing Domain

Vlan Id

☐ Rebind Flow On Change

Any

Traffic Policy

Virtual Path Remote Site

Traffic Policy

Any (determined by routing)

Load Balance Paths

QoS Settings

QoS Class

Transfer Type *

Priority *

Interactive

Medium

Note: Bandwidth share available per QoS class per overlay virtual path is determined by [QoS Profiles](#). Intelligent default values are auto-picked, with ability to override the defaults via custom QoS profiles

Internet Traffic Policy

☒ Enable Internet Policy

Internet Traffic Settings

Mode *

Override Service *

Override Service

Discard

⚙️ Advanced Settings

Cancel

Save

Click **Save** to save the configuration settings. Click **Verify Config** to validate any audit error.

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 band-

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128

width breakups are available in % values. This also improved loss characteristics.


[Verify Config](#)
[QoS Profiles](#)

Default Global QoS Profile (Applicable to all Virtual Paths)

Default QoS Profile	Sites Count
<div>Standard</div> <div>Create New Default Profile</div>	0 / 0

Site Specific Overrides (Applicable to ""Site - Control Node"" Virtual Paths)

[+ QoS Profile](#)

QoS Profile	Sites Count	Actions
Standard-HDX-Multistream	0 / 0	Add/Remove

Click **Verify Config** to validate any audit error.

HDX QoE

April 22, 2021

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 dash-

board on Citrix SD-WAN Orchestrator service. 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

To configure HDX QoE:

1. At the network level, navigate to **Configuration > App & DNS Settings > 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 Configuration			
Type	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.

2. Navigate to **Configuration > QoS > QoS Profiles**. Select **Standard-HDX-Multistream** as the default QoS Profile and select the **HDX Reporting** check box.

QoS Profile Name

Name *

Standard-HDX-Multistream

HDX Settings

Profile Mode

HDX Multi Stream

☒ DPI for HDX

☒ Multi-stream QoS for HDX

☒ HDX Reporting

Custom Defined HDX IP-Port Pairs to aid

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	55 %	Realtime Classes: Bandwidth Breakup	
		HDX High	30 %
		High	10 %
		Medium	8 %
		Low	7 %
Interactive	30 %	Interactive Classes: Bandwidth Breakup	
		HDX High	8 %
		HDX Medium	4 %
		HDX Low	2 %
		High	8 %
		Medium	5 %
Bulk	15 % (Best Effort, Not Guaranteed)	Bulk Classes: Bandwidth Breakup (Relative Share)	
		High	9 %
		Medium	4 %
		Low	2 %

3. Ensure that the new QoS Profile is actively used by checking the Site Count indicator.



Verify Config

QoS Profiles

Default Global QoS Profile (Applicable to all Virtual Paths)

Default QoS Profile

Standard-HDX-Multistream

[Create New Default Profile](#)

Sites Count

11 / 11

4. Navigate to **Configuration > QoS > QoS Policies** and set the new QoS Profile with the enabled HDX reporting as the **Global QoS Bandwidth Default Profile**.



Verify Config

QoS Policies

Global Rules

Site / Group Specific Rules

Global QoS Bandwidth Default Profile :

Standard-HDX-Multistream

[QoS Bandwidth Profiles](#)

(Standard-HDX-Multistream profile recommended for multi-stream HDX users)

Custom Application Rules

Application Rules

HDX Rules (preview)

5. Add HDX rules. These configurations assign proper QoS settings to HDX connections. To check the detail of any rules, click the line of the rule. To change the setting of any default rule, click the “Clone” icon and make required modification.

HDX Rules (preview)

Global QoS Bandwidth Default Profile :

Standard-HDX-Multistream

[QoS Bandwidth Profiles](#)

(Standard-HDX-Multistream profile recommended for multi-stream HDX users)

+ HDX Rule

☒

Top of List

☐

Bottom of List

☐

Specify Row Number

Row number

No	Application	Virtual Path	Traffic Policy	QoS Setting	Actions
1	ICA Realtime(ica_priorit...	Any	Duplicate Paths	High : HDX Realtime	...
2	ICA Interactive(ica_prio...	Any	Load Balance Paths	High : HDX Interactive	...
3	ICA Bulk-Transfer(ica_p...	Any	Load Balance Paths	Medium : HDX Interactive	...
4	ICA Background(ica_pri...	Any	Load Balance Paths	Low : HDX Interactive	...
5	Independent Computin...	Any	Load Balance Paths	Medium : Interactive	...

These configurations can be modified:

- QoS class: Real-time, Interactive, Bulk
- Traffic policy:
 - 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.

Global Rules : Citrix HDX

Citrix HDX Match Criteria

Application *		Routing Domain	
<input type="text" value="ICA Realtime(ica_priority_0)"/>		<input type="text" value="Any"/>	
Source Network	Destination Network		
<input type="text" value="Any"/>	<input type="text" value="Any"/>		<input type="checkbox"/> Src = Dest
Source Port	Destination Port		
<input type="text" value="Any"/>	<input type="text" value="Any"/>		<input type="checkbox"/> Src = Dest

Virtual Path Traffic Policy

☒ Enable Virtual Path Traffic Policy

Virtual Path Remote Site	Traffic Policy
<input type="text" value="Any (determined by routing)"/>	<input type="text" value="Duplicate Paths"/>

QoS Settings

QoS Class

Transfer Type *	Priority *
<input type="text" value="HDX Realtime"/>	<input type="text" value="High"/>

QoS class per overlay virtual path is determined by [QoS Profiles](#), with ability to override the defaults via custom QoS profiles

Advanced Settings

WAN General

☐ Retransmit Lost Packets ☐ Enable Packet Aggregation

LAN To WAN

General:

Drop Depth (bytes) Drop Limit (ms) ☐ Enable Red

Duplicate Packets Disable Depth (bytes) Duplicate Packets Disable Limit (ms)

WAN to LAN

Dscp Tag ☐ Enable Packet Resequencing Hold Time (ms) ☐ Discard Late Resequencing Packets

HDX dashboard and reports

Citrix SD-WAN Orchestrator service 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)

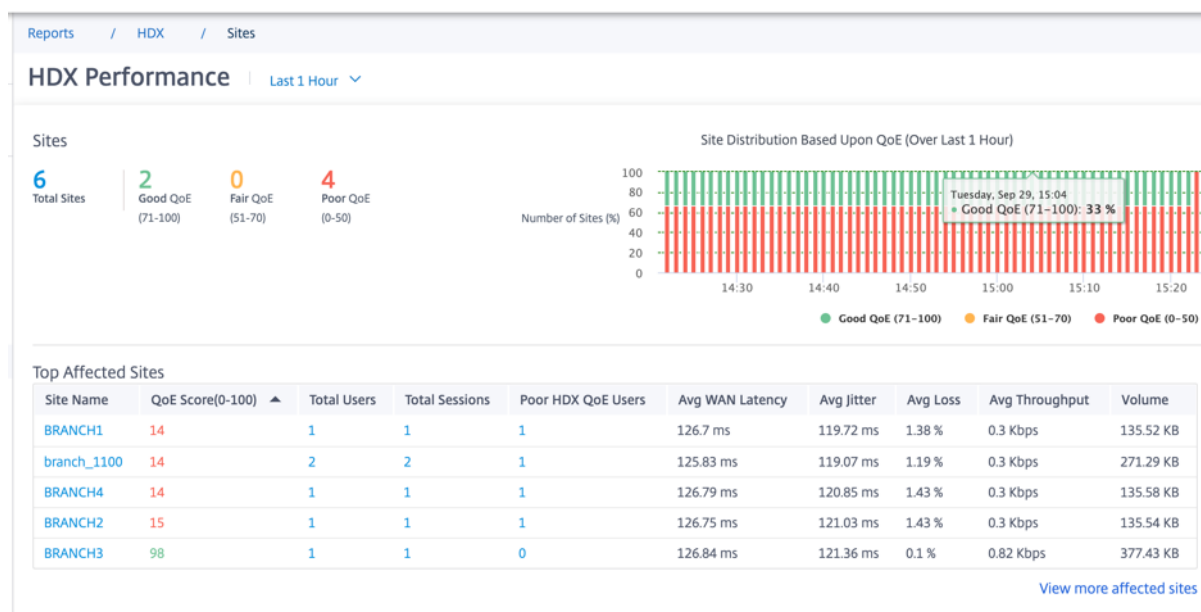
Citrix always recommends using the latest software version to get the latest bug fixes and enhancements. For instance, SD-WAN requires release 11.2.3 or 11.3.1 to have support for new EDT commands introduced in later versions of Citrix Virtual Apps and Desktops LTSR.

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 round-trip time and delay. The [CWA feature matrix](#) provides insight into which Operating Systems support the **Multipoint ICA** and **HDX Insight with NSAP VC** features.

Users need to access HDX outside of Citrix Gateway encryption, either through direct access to StoreFront 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 **Report > HDX > Sites**.



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 On-premises 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 report showing all the sites. It has the same columns as the **Top Affected Sites** table. You can search for any site using the search bar.

Reports / HDX / Sites / Details

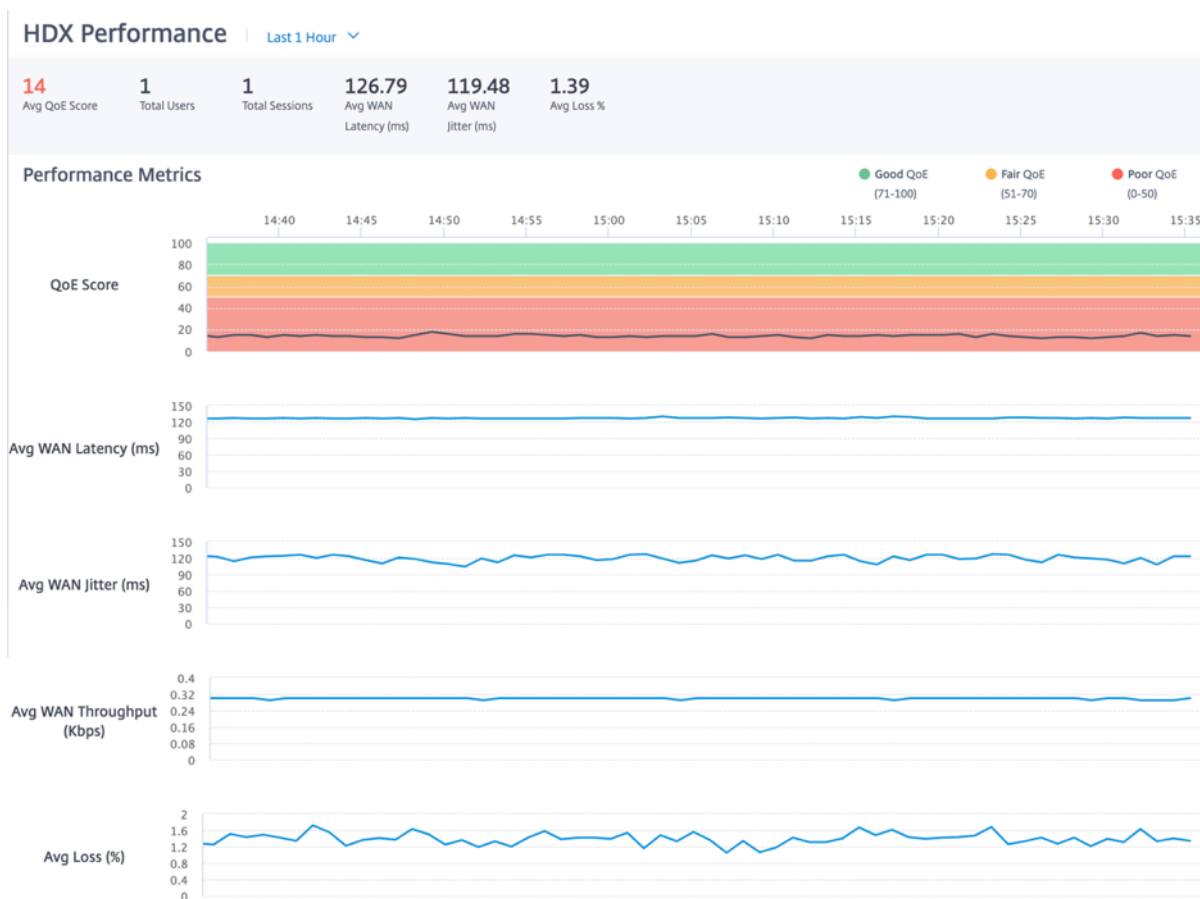
HDX Performance

Last 1 Hour

Search

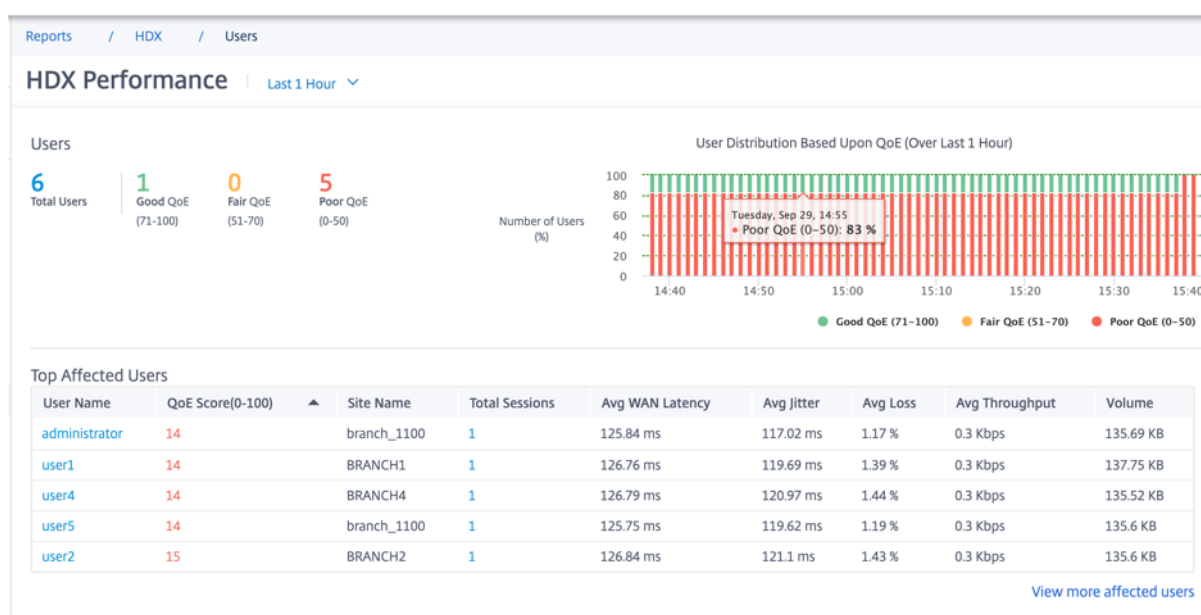
Site Name	QoE Score(0-100)	Total Users	Total Sessions	Poor HDX QoE Users	Avg WAN Latency	Avg Jitter	Avg Loss	Avg Throughput	Volume
BRANCH1	14	1	1	1	126.78 ms	119.42 ms	1.39 %	0.3 Kbps	133.3 KB
branch_1100	14	2	2	1	125.81 ms	118.4 ms	1.18 %	0.3 Kbps	271.29 KB
BRANCH4	14	1	1	1	126.72 ms	120.67 ms	1.44 %	0.3 Kbps	135.52 KB
BRANCH2	15	1	1	1	126.82 ms	121.08 ms	1.44 %	0.3 Kbps	135.54 KB
BRANCH3	98	1	1	0	126.93 ms	121.16 ms	0.1 %	0.82 Kbps	377.38 KB
MCNVPX111	99	6	6	0	125.89 ms	120.7 ms	0 %	568.98 Kbps	1.56 GB

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**.



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 of time. 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 de-

scending, 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 of time, 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 single-stream 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 On-premises GUI might adjust and change the unit based on the number value.

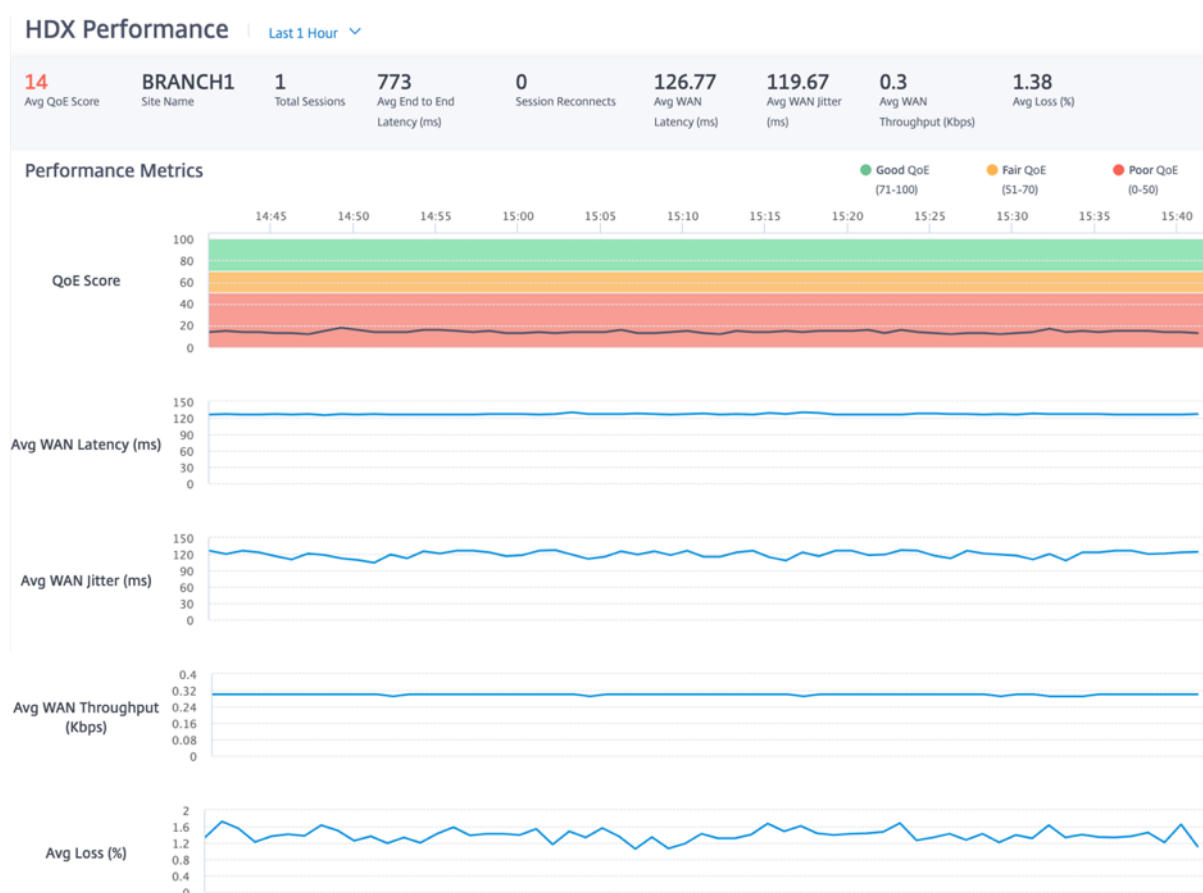
Clicking any column title shows the report sorted on that column. Click **View more affected users** to see the reports of all users. Clicking any single row shows the detailed report for that user.

The following screenshot is an example report table showing all the users. It has the same columns as the **Top Affected Users** table. You can search for any site using the search bar.

HDX Performance | Last 1 Hour ▾

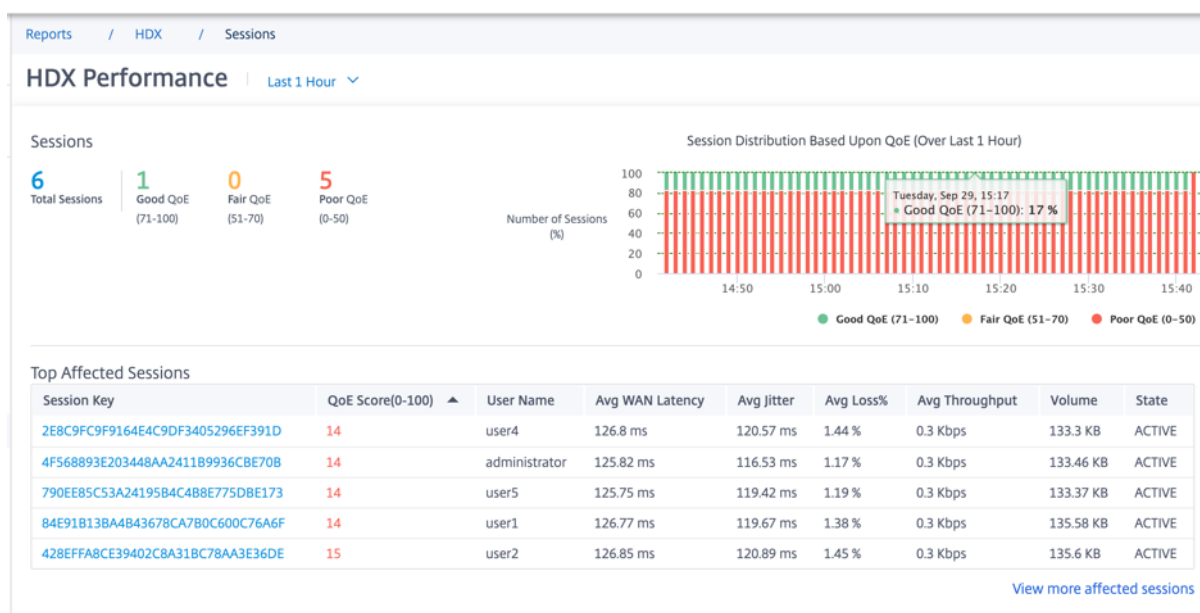
User Name	QoE Score(0-100)	Site Name	Total Sessions	Avg WAN Latency	Avg Jitter	Avg Loss	Avg Throughput	Volume
administrator	14	branch_1100	1	125.84 ms	116.82 ms	1.17 %	0.3 Kbps	135.69 KB
user1	14	BRANCH1	1	126.77 ms	119.67 ms	1.39 %	0.3 Kbps	135.58 KB
user4	14	BRANCH4	1	126.8 ms	120.93 ms	1.44 %	0.3 Kbps	135.52 KB
user5	14	branch_1100	1	125.77 ms	119.56 ms	1.19 %	0.3 Kbps	135.6 KB
user2	15	BRANCH2	1	126.82 ms	121.03 ms	1.44 %	0.3 Kbps	135.6 KB
user3	98	BRANCH3	1	126.89 ms	120.85 ms	0.1 %	0.83 Kbps	377.48 KB

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 **Reports > HDX > 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:

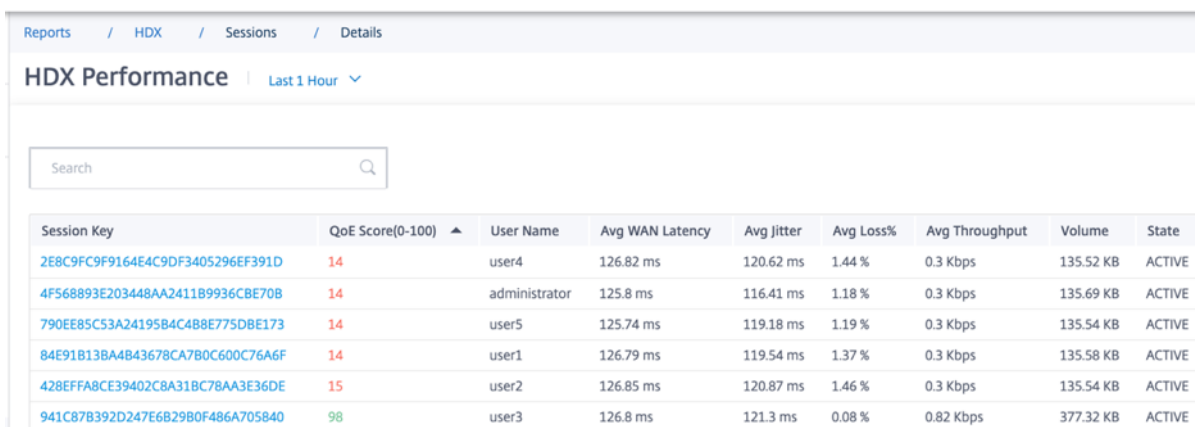
- Session Key:** The unique identity for an HDX session.
- QoE Score (0-100):** The average QoE of this session.
- User Name:** The user name.
- Avg WAN Latency:** The average WAN latency of the session for the selected duration, measured

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 On-premises GUI might adjust and change the unit based on the number value.

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 report table showing all the sessions. It has the same columns as the **Top Affected Sessions** table.



The screenshot shows the 'HDX Performance' report in the Citrix SD-WAN Orchestrator GUI. The breadcrumb navigation at the top reads 'Reports / HDX / Sessions / Details'. Below the title 'HDX Performance', there is a filter set to 'Last 1 Hour'. A search bar is present above the table. The table lists session details with columns for Session Key, QoE Score(0-100), User Name, Avg WAN Latency, Avg Jitter, Avg Loss%, Avg Throughput, Volume, and State.

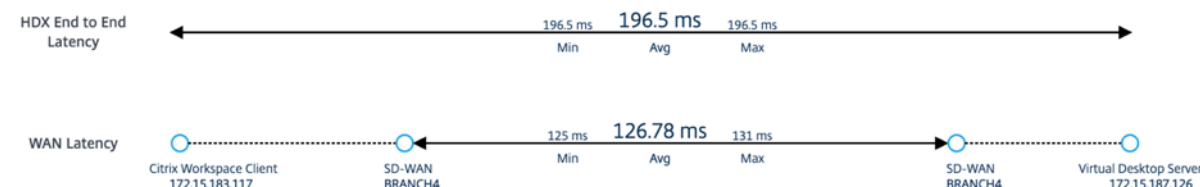
Session Key	QoE Score(0-100) ▲	User Name	Avg WAN Latency	Avg Jitter	Avg Loss%	Avg Throughput	Volume	State
2E8C9FC9F9164E4C9DF3405296EF391D	14	user4	126.82 ms	120.62 ms	1.44 %	0.3 Kbps	135.52 KB	ACTIVE
4F568893E203448AA2411B9936CBE70B	14	administrator	125.8 ms	116.41 ms	1.18 %	0.3 Kbps	135.69 KB	ACTIVE
790EE85C53A24195B4C4B8E775DBE173	14	user5	125.74 ms	119.18 ms	1.19 %	0.3 Kbps	135.54 KB	ACTIVE
84E91B13BA4B43678CA7B0C600C76A6F	14	user1	126.79 ms	119.54 ms	1.37 %	0.3 Kbps	135.58 KB	ACTIVE
428EFFA8CE39402C8A31BC78AA3E36DE	15	user2	126.85 ms	120.87 ms	1.46 %	0.3 Kbps	135.54 KB	ACTIVE
941C87B392D247E6B29B0F486A705840	98	user3	126.8 ms	121.3 ms	0.08 %	0.82 Kbps	377.32 KB	ACTIVE

Click the individual session key to view a graphical representation of the performance metrics along with the details about all the variables affecting QoE.

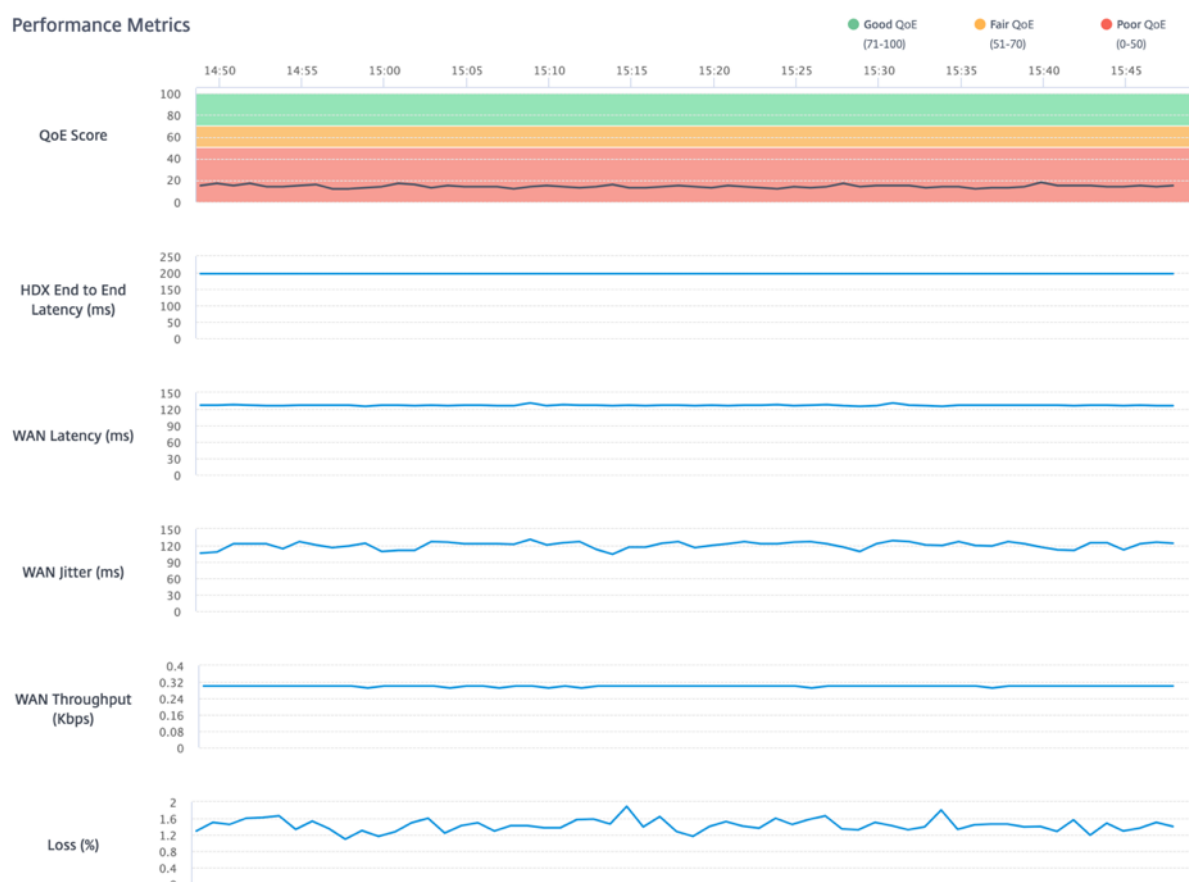
HDX Performance | Last 1 Hour ▾

Avg QoE Score	14 /100	User Name	user4	VDA Name	WIN-AV44DDIH8JC
Session Duration	60 (minutes)	Site Name	BRANCH4	VD/VA	Virtual App
Session State	ACTIVE	Session Type	Multi-Stream	WAN Optimized	No
Session Reconnects	0			Network Service	MCNVPX111-BRANCH4

Latency Distribution



Performance Metrics



- **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.

September 2, 2021

Security


You can configure the security settings such as, network encryption, 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.

Network Configuration : Firewall Zones

 [Verify Config](#) [Firewall Zones](#)

+ Firewall Zone

Name	Actions
Default_LAN_Zone	
Internet_Zone	
Untrusted_Internet_Zone	
	
	

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.

Global Default Firewall Actions

Action When No Firewall Rules Match

Allow

Action When Security Profiles Cannot be Inspected

Ignore

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)	TCP closed Timeout (s)
60	120	10
UDP Initial Timeout (s)	UDP Idle Timeout (s)	
30	300	
ICMP Initial Timeout (s)	ICMP Idle Timeout (s)	
30	60	
Generic Initial Timeout (s)	Generic Idle Timeout (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**.

Firewall Policies

Global Default

Site Specific

Global Override

+ Global 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.

Firewall Policies

Policy Information

Policy Name *

☐ Active Policy

Firewall Rules

Create New Rule

☒ Top of List

☐ Bottom of List

☐ Specify Row Number

Row number

No	Match Type	Application	Src Zone	Dst Zone	Src Network	Dst Network	Action	Actions
----	------------	-------------	----------	----------	-------------	-------------	--------	---------

Cancel

Save

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

Default_RoutingDomain

Apps & Domains *

[+ New Domain App](#)

Ecommerce

Filtering Criteria

Source Zone

Any X

Destination Zone

Any X

Source Service Type

Any

Source Service Name *

Any

Source IP

Any

Source Port

Any

Dest Service Type

Any

Dest Service Name *

Any

Dest IP

Any

Dest Port

Any

IP Protocol

Any

DSCP

Any

☒ Allow Fragments

☐ Reverse Also

☐ Match Established

Actions

Action

Allow

Schedule

Always On (Default)

[Add Schedule](#)

☒ Connection State Tracking

☒ Log Connection Start & End Events

☒ Log Packet Statistics

Every 5 mins

Cancel

Done

- Provide a policy name and select the **Active Policy** check box if you want to apply all the firewall rules.

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- 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 encryption

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.

The screenshot displays the 'Network Configuration : Network Encryption' interface. At the top, there is a navigation bar with a home icon, a 'Verify Config' button, and a 'Network Encryption' link. Below this, a large grey box contains the text 'Network Encryption Mode'. Underneath, the 'Encryption' section features a dropdown menu currently showing 'AES-128'. A blue 'Save' button is positioned at the bottom of the configuration area.

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 Inspection > 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, TLSv1.1, TLSv1.2, and TLSv1.3.
- **Server Connection Protocols:** Select the required server protocols. The protocols available are SSLvHello, SSLv3, TLSv1, TLSv1.1, 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

[Configuration](#)
[Root Certificate](#)
[Trusted Server Certificates](#)

☐ Enable SMTPS Traffic Processing
☐ Enable HTTPS Traffic Processing
☐ Block Invalid HTTPS Traffic

Client Connection Protocols
☐ SSLvHello ☐ SSLv3 ☐ TLSv1 ☐ TLSv1.1 ☐ TLSv1.2 ☐ TLSv1.3

Server Connection Protocols
☐ SSLvHello ☐ SSLv3 ☐ TLSv1 ☐ TLSv1.1 ☐ TLSv1.2 ☐ TLSv1.3

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

The screenshot shows the 'Root Certificate and Key' configuration page. At the top, there are three tabs: 'Configuration', 'Root Certificate' (which is selected), and 'Trusted Server Certificates'. Below the tabs, the title 'Root Certificate and Key' is displayed. A sub-header reads 'Import the files or copy paste the Root Certificate and Key'. There are two large text input fields: 'Root Certificate' on the left and 'Root Key' on the right. At the bottom of the form, there are two buttons: 'Save' and '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

The screenshot shows the 'Trusted Server Certificates' configuration page. At the top, there are three tabs: 'Configuration', 'Root Certificate', and 'Trusted Server Certificates' (which is selected). Below the tabs, the title 'Trusted Server Certificates' is displayed. There are two radio button options: 'Trust all server certificates' (which is unselected) and 'Trust all server certificates signed by root authority and certificates listed below' (which is selected). Below the radio buttons is a blue button labeled 'Add Certificate'. At the bottom, there is a table with five columns: 'Certificate Name', 'Issued to', 'Issued by', 'Valid date', and '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.

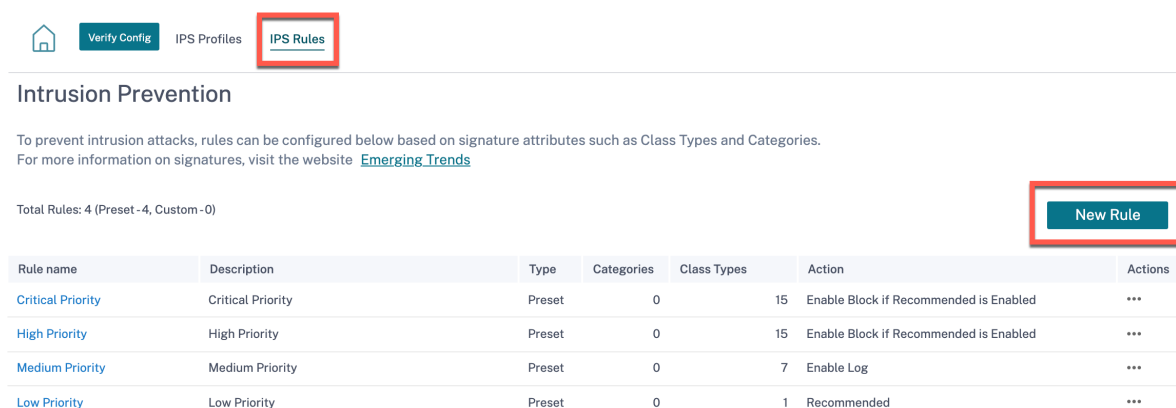
IPS uses signature based detection, which matches the incoming packets against a database of uniquely identifiable exploit and attack patterns. The signature database is automatically updated daily. Since there are thousands of signatures, the signatures are grouped into Category and Class types.

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**.



Intrusion Prevention

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 [Emerging Trends](#)

Total Rules: 4 (Preset - 4, Custom - 0)

New Rule

Rule name	Description	Type	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

Rule Name *

rule-block-chrome-dos

Description

Block denial of service through chrome browser.

IF THE FOLLOWING CONDITION IS MET*

Category is browser-chrome

OR

Class Type is denial-of-service

THEN DO THE FOLLOWING*

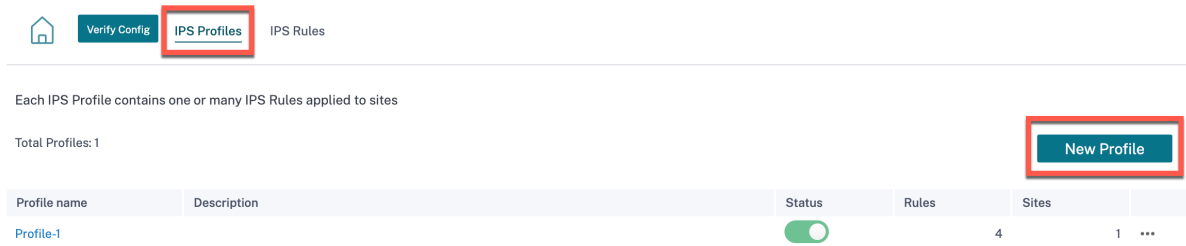
Enable Block

Create Rule Cancel

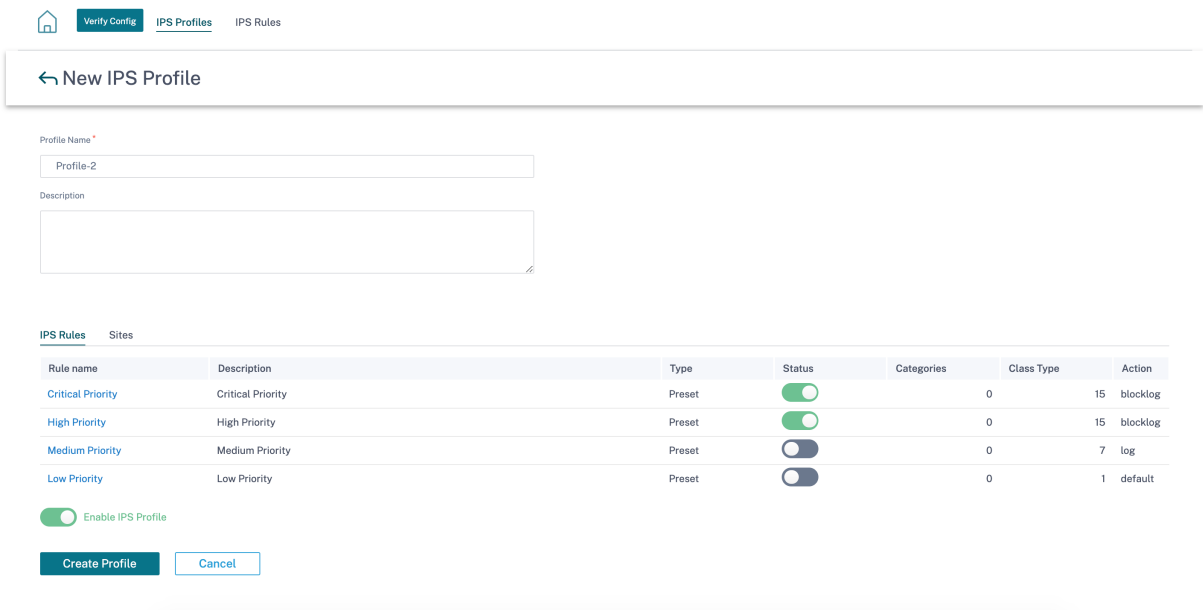
Note

- 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 Prevention > IPS Profiles** and click **New Profile**.



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**.



On the **Sites** tab, click **Select Sites**. Select the sites and click **Save**. Click **Create Profile**.

The screenshot displays the 'New IPS Profile' configuration page on the left and a 'Site Selector' modal on the right.

New IPS Profile Page:

- Profile Name:** Profile-2
- Description:** (Empty text area)
- IPS Rules:** Profile Name: Profile-2, Description: (Empty text area)
- Sites:**
 - Global(All Sites) ☐ Specific Sites ☒
 - Intrusion Prevention Settings will be applied to the sites listed below
 - (Empty list area)
- Enable IPS Profile:** ☒
- Buttons:** Create Profile, Cancel

Site Selector Modal:

- Search:** (Search input field)
- Filter By Region / Custom Groups:** (Dropdown menu)
- Available (5 sites):**
 - ☐ Name
 - ☐ Boston
 - ☐ Dallas
 - ☐ Kansas
 - ☐ SantaClara
 - ☐ myLTE
- Selected (0 sites):**
 - ☐ Name
- Navigation:** Right arrow button (→) and Left arrow button (←)
- Buttons:** Save, Cancel

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 settings

Virtual Path IPsec Settings 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](#).

[Verify Config](#)[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



Hash Algorithm *

SHA1



Lifetime (s) *

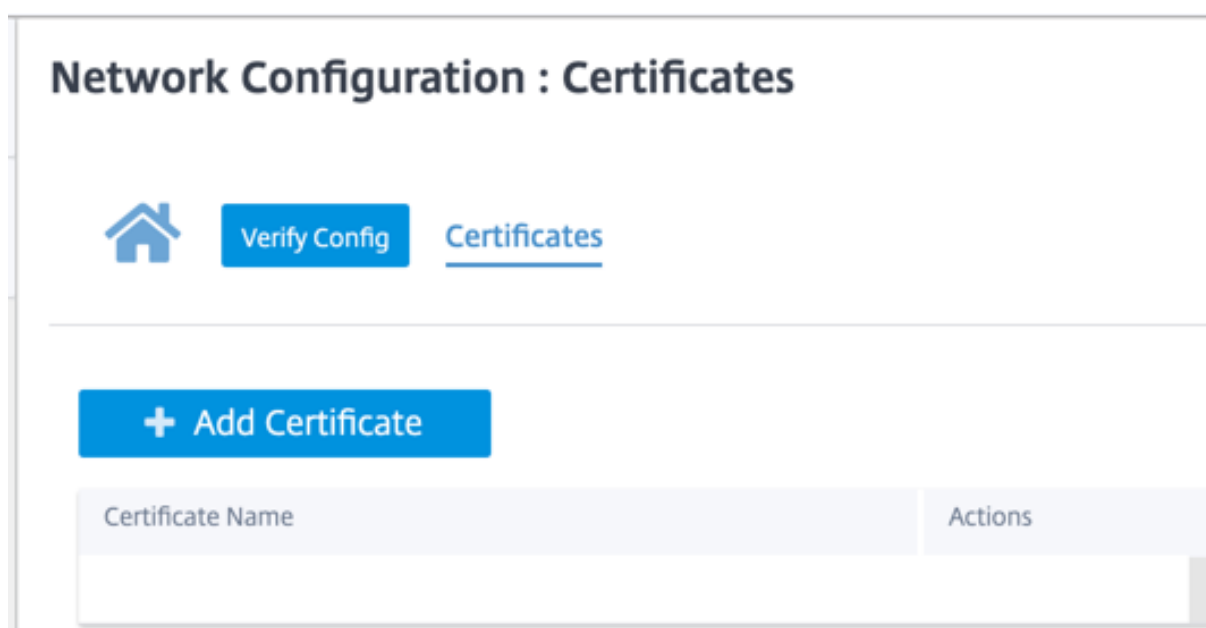
28800

[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.




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 that the certificate's private key 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.

Network Configuration : Certificates

[Verify Config](#)[Certificates](#)

Certificate

Certificate Name *

Enter Name

Certificate Type

Trusted

Trusted

Identity

Base64 Certificate *

Base64 Key

Cancel

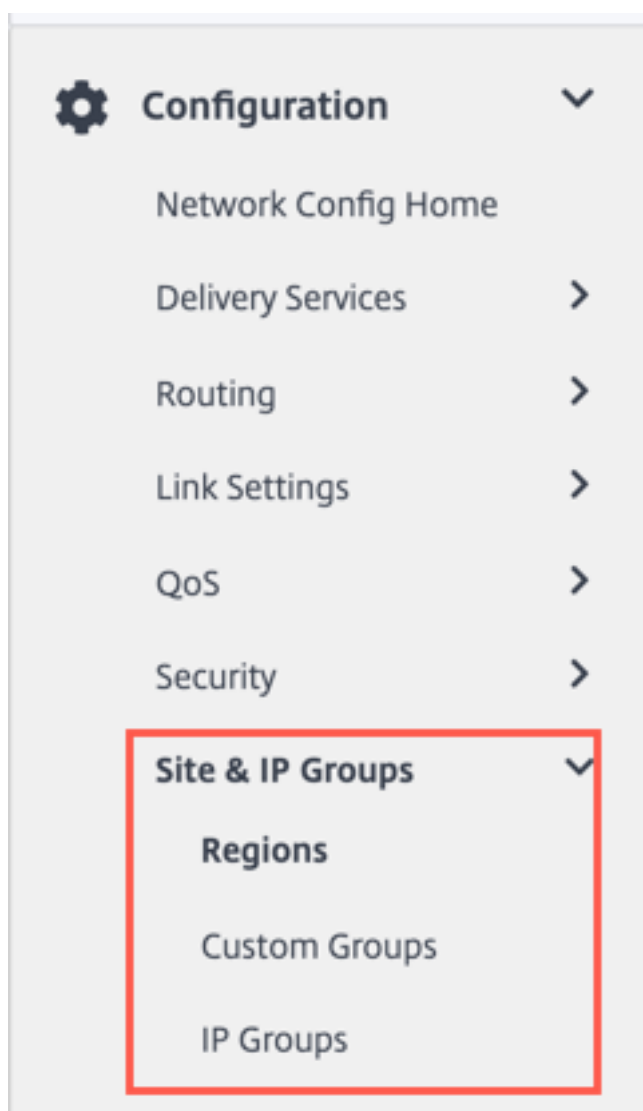
Save

Site and IP Groups

May 28, 2021

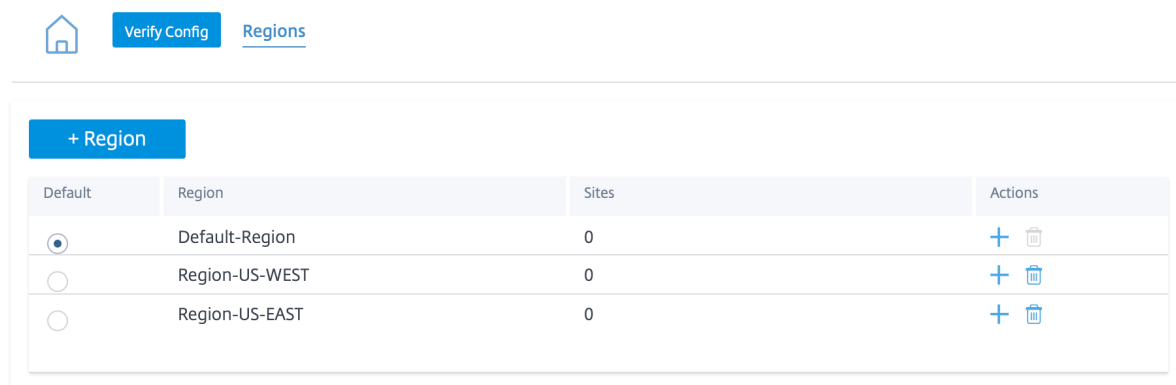
Administrators can group sites or IP addresses to simplify common application policies across multiple sites or network addresses, and also serve as filters for reports.

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.



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.

[Verify Config](#)[Regions](#)

Region Attributes


Region Name: Region-

US-WEST

Description

☐ Force Internal VIP Matching ☐ Allow External VIP Matching

+ Subnets

Network	Delete
<div>Eg: a.b.c.d/e</div>	

Sites

☒ Import Sites from other Regions

Search Sites

Search

Select Region(s) to Import from

☒ Select All

☒ Default-Region

Select Sites to be Imported

Cancel

Review

You can place sites under the region once a Region is created successfully.

Note

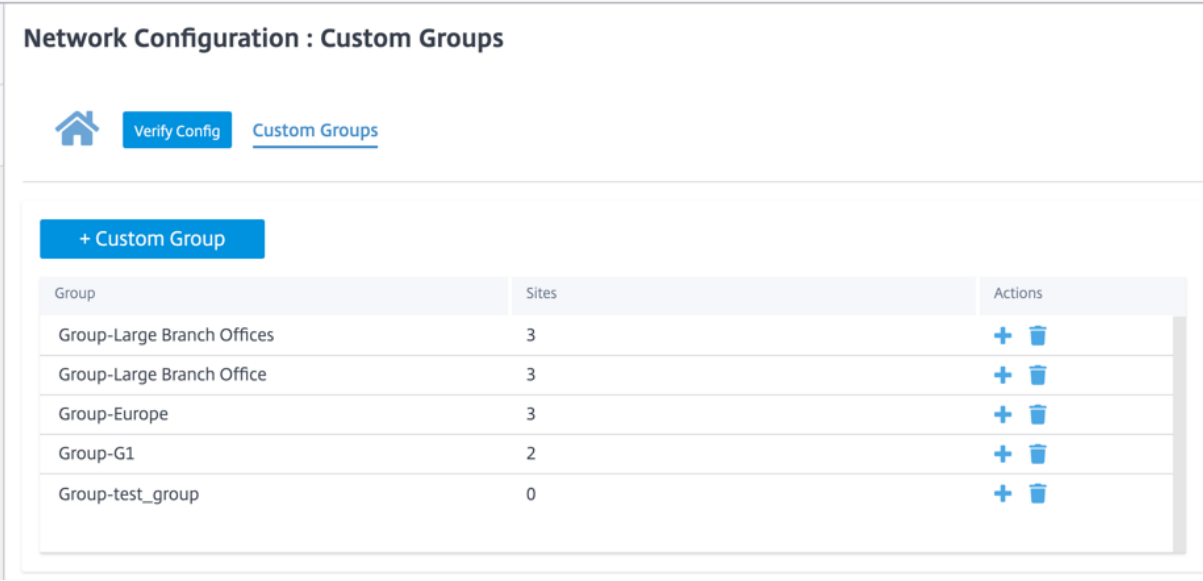
Dynamic virtual paths cannot be established between branches in different regions.

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.

Network Configuration : Custom Groups

 [Verify Config](#) [Custom Groups](#)

[+ Custom Group](#)

Group	Sites	Actions
Group-Large Branch Offices	3	+ -
Group-Large Branch Office	3	+ -
Group-Europe	3	+ -
Group-G1	2	+ -
Group-test_group	0	+ -

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**.

Network Configuration : Custom Groups

Group Attributes

Group Name: Group-

Sites

☒ + Sites Search Sites

Select Group(s) to pick from

- ☒ Select All
- ☒ Default-Region
- ☒ Region-Main_Office
- ☒ Region-Sales_office
- ☒ Group-Large Branch O
- ☒ Group-Large Branch O
- ☒ Group-Europe
- ☒ Group-G1
- ☒ Group-test_group

Select Sites to be Added

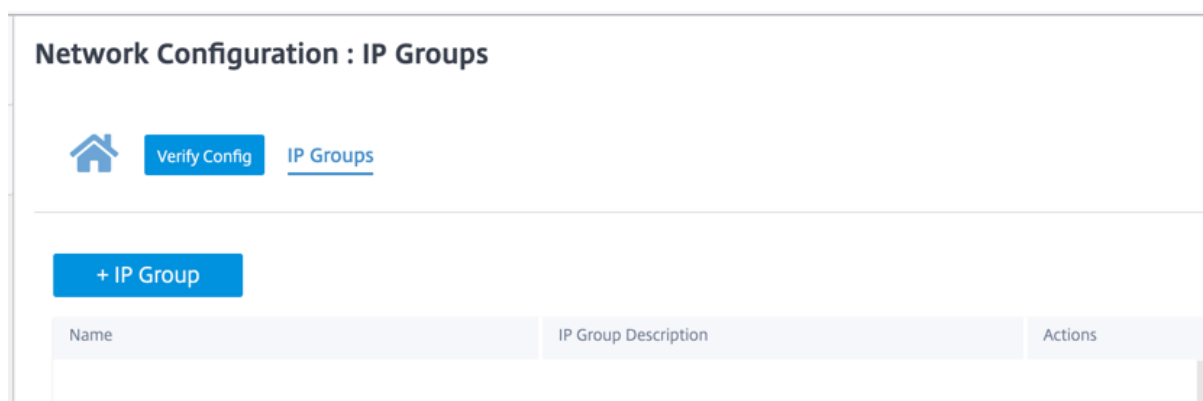
- ☐ Select All
- ☐ Bangalore
- ☐ Belgium
- ☐ London
- ☐ Madrid
- ☐ NewYork
- ☐ San Francisco

Showing 1 - 6 of 6 items Page 1 of 1

Click **Verify Config** to validate any audit error.

IP groups

Users can group IP and network addresses by using **IP Groups**. These groups can be used in configuration and policies as needed, without necessarily having to key in individual IP addresses each time.



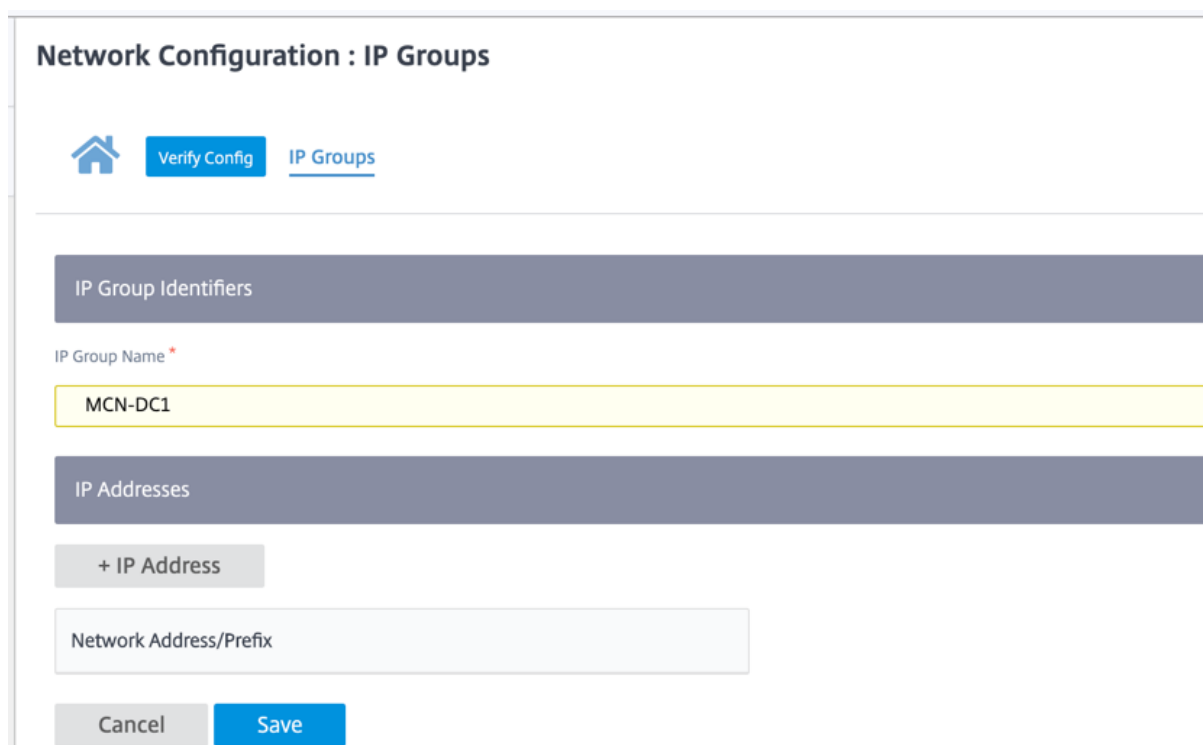
Network Configuration : IP Groups

[Home](#) [Verify Config](#) [IP Groups](#)

[+ IP Group](#)

Name	IP Group Description	Actions
------	----------------------	---------

You can create IP groups and add sites to each IP group. Network objects can be grouped based on the IP address. 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.



Network Configuration : IP Groups

[Home](#) [Verify Config](#) [IP Groups](#)

IP Group Identifiers

IP Group Name *

MCN-DC1

IP Addresses

[+ IP Address](#)

Network Address/Prefix

[Cancel](#) [Save](#)

Click **Verify Config** to validate any audit error

Application and DNS settings

September 30, 2021

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 **Apps and DNS settings**, navigate to **Configuration > Application & DNS Settings**.

Application 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 & DNS Settings > Application 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

Save

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.

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 & DNS Settings > 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.

Domains & Apps

Domain Name Based Apps Pre-classified Apps

Domain based App Name *

Ecommerce

Add Domains

Domain Name/Pattern	Delete
<div>www.amazon.com</div>	
<div>www.flipcart.com</div>	

Cancel

Save

All the domain name based applications are visible in **Application Routing**, **Application Rule**, and **Firewall Policies**.

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 ⓘ		
Domain Name Based Apps Pre-classified Apps		
Filter Based on App Family: All X Search		
App Name	App Family	Description
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 correspo
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 Protocol	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 envirc
Showing 1-10 of 3585 items Page 1 of 359 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 & DNS Settings > 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.

The screenshot shows the 'Custom Apps' configuration page in the Citrix SD-WAN Orchestrator. At the top, there are navigation links: a home icon, 'Verify Config', and 'Custom Apps'. Below these, the 'Custom App Name' field is set to 'HTTP_SERVER_INTERNAL'. The 'Enable Reporting' checkbox is checked. The 'Reporting Priority' is set to '100'. A 'Match Criteria' section is visible, containing a table with one entry: 'Any' for Application, 'TCP (6)' for Protocol, '*' for Network IP, '80' for Port, and 'DEFAULT' for DSCP. Below the table are 'Cancel' and 'Save' buttons.

Custom App Name *

HTTP_SERVER_INTERNAL

☒ Enable Reporting

Reporting Priority

100

Match Criteria

Add Match Criteria

Application	Protocol	Network IP	Port	DSCP	Actions
Any	TCP (6)	*	80	DEFAULT	

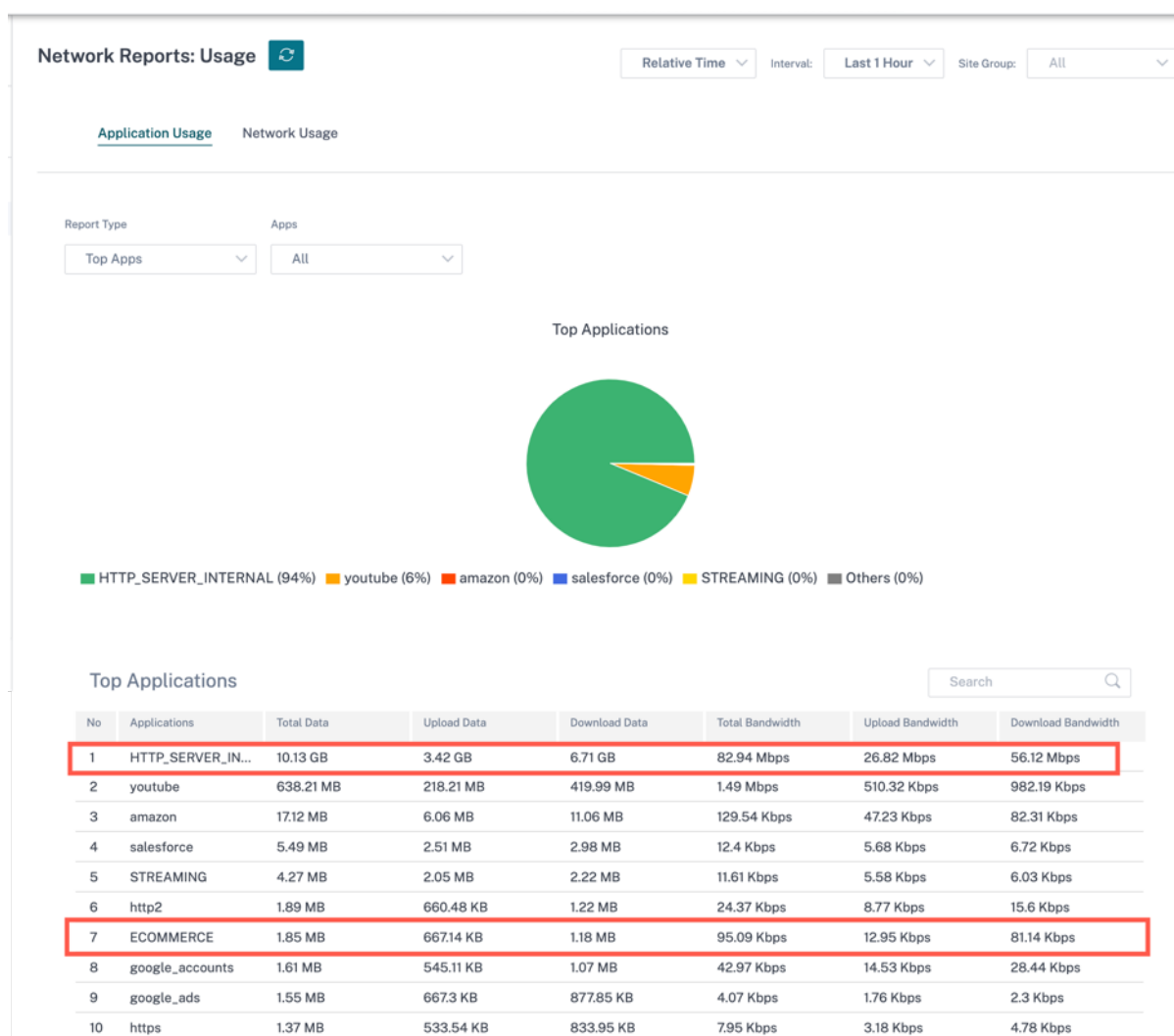
Cancel Save

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.



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 > Routing Policies > + Application Route**, select **Custom Application** from the **Match Type** drop-down list. Similarly for the domain name-based application, select **Apps & Domains** from the **Match Type** drop-down list.

Home Verify Config Application Routes IP Routes

Cost Ranges: Custom Application (1-20) Application (21-40) Application Group (41-60) IP (1-65535)

Apps & Domains Match Criteria

Match Type: Apps & Domains

Apps & Domains: ecom

Routing Domain: Any

Scope: Global Route (selected) Site / Group Specific

Traffic Steering

Delivery Service: Internet Breakout 21

Cancel Save

You can also select a domain name-based application under the match criteria while creating an **IP Protocol** custom application.

Home Verify Config Custom Apps

Custom App Name: Enter Name

Enable Reporting: ☐

Reporting Priority:

Match Criteria

Application: Ecommerce

Protocol: Any

Network IP/Prefix: *

Port: 1-2

DSCP: 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

Match Criteria

Match Type

Apps & Domains

Routing Domain

Default_RoutingDomain

Apps & Domains *

[+ New Domain App](#)

Ecommerce

Filtering Criteria

Source Zone

Destination 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.

Global Rules : Apps & Domains

Apps & Domains Match Criteria

Apps & Domains * [+ New Domain App](#) Routing Domain

ecom Any

DrukNet.bt (Bhutan Telecom)

Bhutan Telecom (bt.bt)

Manx Telecom

Chunghwa Telecom

Empresa de Telecomunicaciones de Cuba S.A.

Earthlink Telecom

Ecommerce

Virtual Path Traffic Policy

☒ Enable Virtual Path Traffic Policy

Virtual Path Remote Site Traffic Policy

Any (determined by routing) Load Balance Paths

Click **Verify Config** 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.

The screenshot displays the Citrix SD-WAN Orchestrator interface. On the left is a sidebar with navigation options: **Dashboard**, **Reports**, **Configuration** (expanded), and **App & DNS Settings**. Under **Configuration**, there are links for Network Config Home, Delivery Services, Routing, Link Settings, QoS, Security, Site & IP Groups, App & DNS Settings (expanded), Custom Apps, **App Groups**, App Quality Profiles, App Quality Config, and DNS Servers. The main content area is titled **Network Configuration : App Groups**. It includes a home icon, a **Verify Config** button, and a link to **App Groups**. Below this is a blue button labeled **+ Application Group**. A table lists the application groups:

Application Group Name	Actions
O365_Group	


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.

Network Configuration : App Groups

[Verify Config](#)[App Groups](#)




App Group Name *

Enter Name

Applications

Search Apps

Add

Application Name	Actions
Ibay.com.mv(ibay)	
My Yahoo(my_yahoo)	
Gsshop.com(gsshop)	

Cancel

Save

Click **Verify Config** to validate any audit error.

Application quality profiles

This section enables you to view and create application quality profiles.

Network Configuration : App Quality Profiles

[Verify Config](#) [App Quality Profiles](#)

+ QoE Profile

Profile Name	One Way Latency (ms)	Jitter (ms)	Packet Loss (%)	Expected Burst Rate (%)	Packet Loss Per Flow (%)	Actions
DefaultQoEP...	160	30	2	60	1	

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.

Network Configuration : App Quality Profiles

[Verify Config](#)
[App 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 than 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 Configuration

Type * Application * QoE Profile *

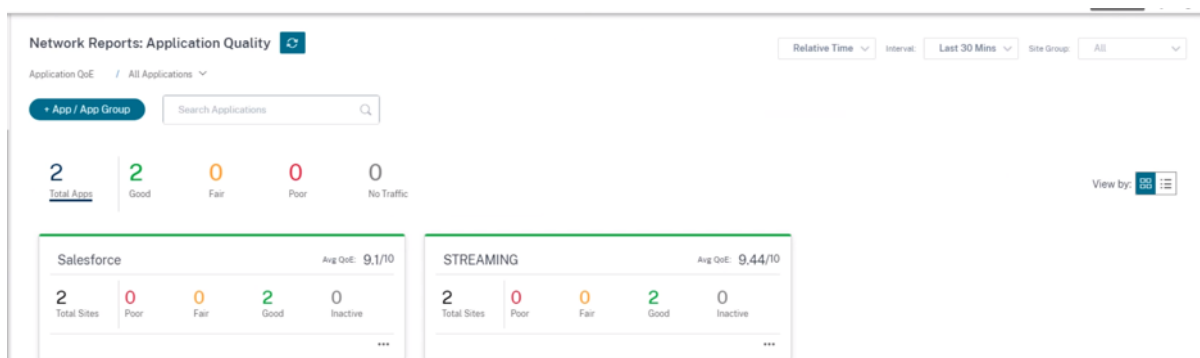
Application Custom Apps Application Groups

DefaultQOEProfile

Click **Done**.

Click **Verify Config** 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.



DNS servers

You can configure specific DNS servers to which the DNS requests are routed.

Enter a name for the DNS server and choose **Type** as **Static** (for IPv4 addresses) or **StaticV6** (for IPv6 addresses). Specify the Primary and Secondary DNS server IP addresses. You can create an internal, ISP, google or any other open source DNS service.

[Verify Config](#)[DNS Servers](#)

DNS Service

DNS Service Name *

Type

Eg: dns_service1

Static

Primary DNS *

Secondary DNS

Eg: a.b.c.d

Eg: a.b.c.d

Cancel

Save

Click **Verify Config** to validate any audit error.

Proxy Auto Config

With the increase in enterprise adoption of mission-critical SaaS applications and distributed workforce, it becomes highly critical to reduce latency and congestion. Latency and congestion are inherent in traditional methods of backhauling traffic through the Data Center. Citrix SD-WAN allows direct internet break out of SaaS applications such as Office 365. For more information, see [Office 365 Optimization](#).

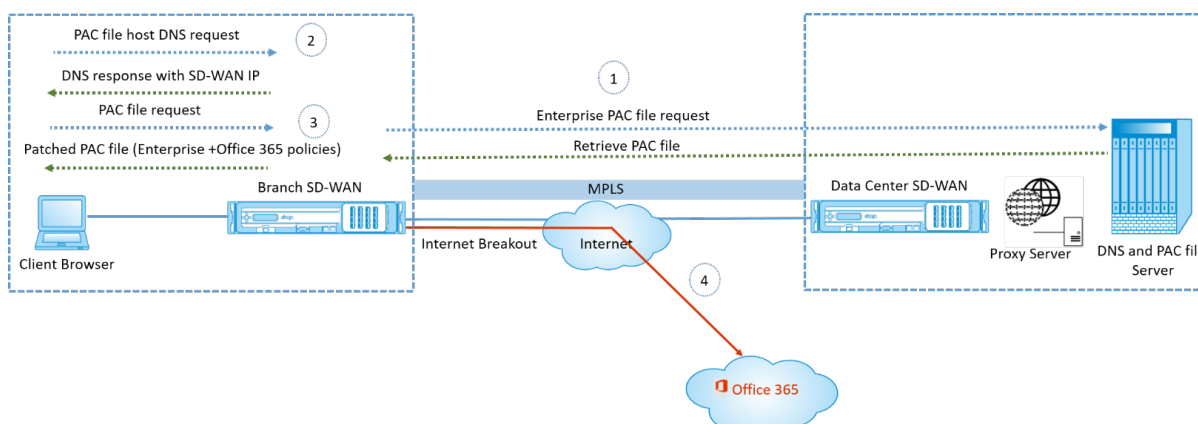
If there are explicit web proxies configured on the enterprise deployment all traffic are steered to the web proxy making it difficult for classification and direct internet breakout. The solution is to exclude SaaS application traffic from getting proxied by customizing the enterprise PAC (Proxy Auto-Config) file.

Citrix SD-WAN 11.0 allows proxy bypass and local Internet breakout for Office 365 application traffic by dynamically generating and serving a custom PAC file. PAC file is a JavaScript function that defines whether web browser requests go directly to the destination or to a web proxy server.

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.



1. 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 Orchestrator UI, at the network level, navigate to **Configuration > App and DNS Settings > Proxy Auto Config** and click **+ PAC file profile**.

The screenshot shows the 'Proxy Auto Config' configuration page. At the top, there is a navigation bar with a home icon, a 'Verify Config' button, and the 'Proxy Auto Config' tab. Below this is a 'Profile Information' section with two input fields: 'Profile Name' (containing 'PAC1ht') and 'PAC File URL' (containing 'http://www.testpac.com/test.pac'). Below these fields is a 'Select Site(s)' section. A message states 'Proxy Auto Config Settings will be applied to the sites listed below'. To the right of this message is a 'Select Sites' button. Below the message, under the heading 'Sites (2)', are two site names: 'Boston' and 'Dallas'. At the bottom of the form are 'Cancel' and 'Save' buttons.

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.

Profiles and Templates

May 4, 2021

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 profile

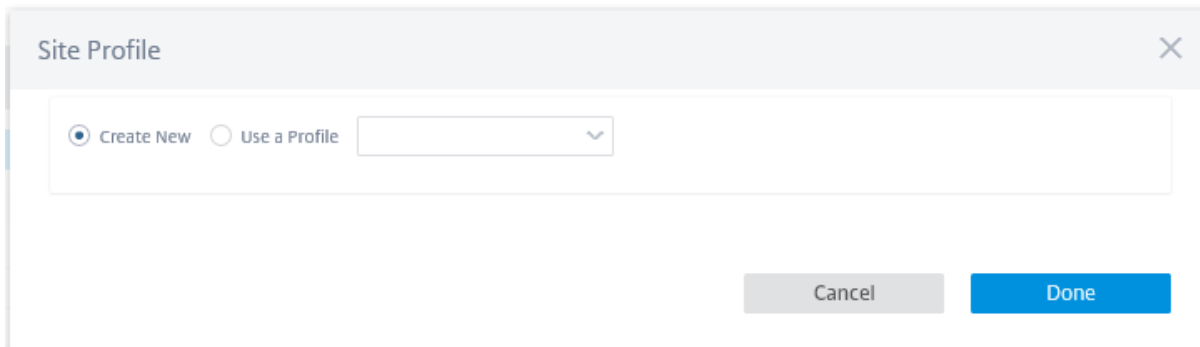
Site profiles help you to easily and quickly configure sites. You can create a site profile once and reuse it multiple times while creating sites.

The screenshot displays the 'Network Configuration : Profiles & Templates' interface. On the left, a sidebar menu under 'Configuration' lists various settings, with 'Profiles & Templates' at the bottom. The main content area features a 'Site Profiles' header with a help icon, a '+ Site Profile' button, and a table of existing profiles.

Site Profile	Site Count	Actions
test	0 / 6	
Internetsite	0 / 6	
testdhcp	0 / 6	
Test_service	0 / 6	

To create a site profile, click **+ Site Profile**. You can create a profile from scratch or edit an existing site

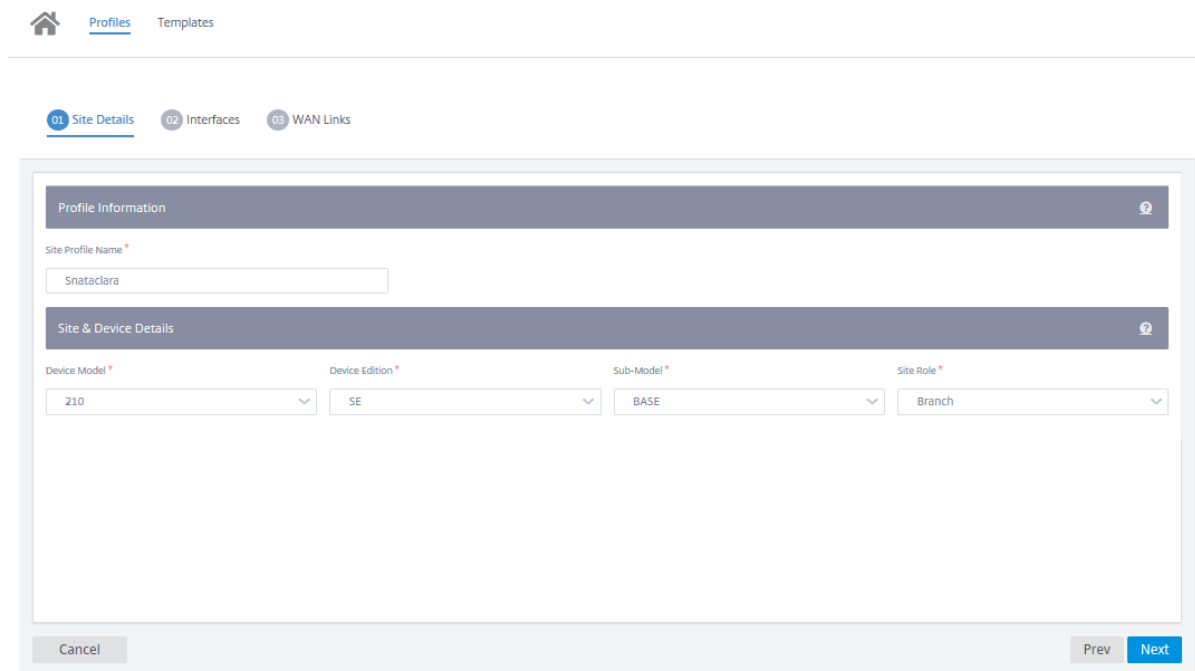
profile and save it as a new profile.

A dialog box titled "Site Profile" with a close button (X) in the top right corner. Inside the dialog, there are two radio buttons: "Create New" (which is selected) and "Use a Profile". To the right of the "Use a Profile" radio button is a dropdown menu. At the bottom right of the dialog, there are two buttons: "Cancel" and "Done".

To create a site profile, you need to configure the **Site Details**, **Interfaces**, and **WAN Links**. For detailed description of configuring sites, see [Site](#) details.

Provide the device details.

Network Configuration : Profiles & Templates

A screenshot of the "Site Details" configuration page in the Citrix SD-WAN Orchestrator. The page has a breadcrumb trail: "Profiles > Templates". Below this, there are three tabs: "01 Site Details" (active), "02 Interfaces", and "03 WAN Links". The "Site Details" tab contains two main sections: "Profile Information" and "Site & Device Details". The "Profile Information" section has a "Site Profile Name" field with the value "Snataclara". The "Site & Device Details" section has four dropdown menus: "Device Model" (210), "Device Edition" (SE), "Sub-Model" (BASE), and "Site Role" (Branch). At the bottom of the page, there are "Cancel", "Prev", and "Next" buttons.

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](#).

01 Site Details

02 Interfaces

03 WAN Links

Interface Attributes

?

Deployment Mode *

Interface Type *

Security *

Interface Name

Edge (Gateway) ▾

LAN ▾

Trusted ▾

LAN-1

Physical Interface

?

Select Interface *

12345678

☐ LSP

Virtual Interfaces

?

VLAN ID *

Virtual Interface Name

0

VIF-2-LAN-1

Routing Domain *

Firewall Zones

Default_RoutingDomain ▾

<Default> ▾

Save

Cancel

Fill **WAN Link Attributes**, **Access Interfaces**, and **Services** with **Advanced Options**.

For detailed description of configuring WAN links, see [WAN links](#).

01 Site Details

02 Interfaces

03 WAN Links

WAN Link Attributes

Access Type *

ISP Name *

☐ Custom

Internet Category

Link Name

Egress Speed *

Mbps

Ingress Speed *

Mbps

☐ Public IP Address Auto Learn

Public Internet

Verizon

Select Internet Type

Internet-Verizon

100

100

Access Interfaces

Add Access Interface

Name	Virtual Interface	VIF Path Mode	Actions
Alf-1	VIF-Bridge-1-VLAN-0	Primary	

Advanced WAN Options

☐ Active MTU detect

☐ Enable Metering

Congestion Threshold (µs)

Provider ID

Frame Cost (Bytes)

Standby Mode

Tunnel Header Size

MTU (Bytes)

Priority

Active Heartbeat Interval

Standby Heartbeat Interval

Cancel

Done

WAN link template

WAN link templates help you to easily and quickly configure WAN links. You can create a WAN link template once and reuse it multiple times while configuring WAN links.

Network Configuration : Profiles & Templates

[Profiles](#)[Templates](#)

WAN Link Templates

[+ Wan Link Template](#)

Wan Link Templates

Actions

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](#).

Network Configuration : Profiles & Templates

[Profiles](#)[Templates](#)

Wan Link Info

Profile Name *

SLA

Access Type

Public Internet

Internet Category

Broadband

ISP Name *

AARNET

☐ Custom

Congestion Threshold (ms)

20000

☐ Public IP Address Auto Learn

LAN to WAN Rate (Mbps) *

100

WAN to LAN Rate (Mbps) *

100

Provider ID

johnr

Frame Cost (Bytes)

32

MTU (Bytes)

1500

Standby Mode

Disabled

Tunnel Header Size

1

☐ Active MTU detect

☐ Enable Metering

Cancel

Save

ECMP load balancing

September 30, 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 > ECMP Groups**. Provide a name for the ECMP group and select the type as **Src/Dest IP address** or **Session** as required.

The screenshot displays the Citrix SD-WAN Orchestrator interface. On the left, a sidebar contains a navigation menu with the following items: DASHBOARD, REPORTS, CONFIGURATION (expanded), Network Config Home, Delivery Services, Routing, Link Settings, QoS, Security, Site & IP Groups, App & DNS Settings, Profiles & Templates, Ecmp Groups (highlighted), and WAN Optimization. The main content area shows the 'ECMP Groups' configuration page. At the top, there are tabs for 'Verify Config' and 'ECMP Groups'. Below the tabs, the title 'ECMP Group' is displayed. The form contains two fields: 'Name' with the value 'ECMP_Group_1' and 'Type' with a dropdown menu showing 'Src/Dst IP Address'. At the bottom of the form are 'Save' and 'Cancel' buttons.

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 > Services & Bandwidth > 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.

The screenshot shows the 'Service & Bandwidth' configuration page for an 'Intranet Service'. The left sidebar contains navigation options: DASHBOARD, REPORTS, CONFIGURATION (selected), and a list of configuration categories including Network Config Home, Delivery Services, Service & Bandwidth (selected), Dynamic Virtual Paths, IPsec Encryption Profiles, Network Location Service, Routing, Link Settings, QoS, Security, and Site & IP Groups. The main content area has a 'Verify Config' button and a 'Service & Bandwidth' tab. Below this, the 'Intranet Service' configuration is shown with fields for Service Name (Intranet1), Routing Domain (Default_RoutingDomain), ECMP Group (ECMP_Group_1, highlighted with a red box), and Firewall Zone (Default_LAN_Zone). The 'Intranet Networks' section includes a '+ Network' button and a table for Network IP / Prefix and Actions. The 'Advance Settings' section has a checkbox for 'Preserve route to Intranet from link even if all associated paths are down' and 'Cancel'/'Save' buttons.

To enable ECMP configuration on Virtual paths, at the Site level, navigate to **Configuration > Advanced 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.

The screenshot shows the 'Delivery Services' configuration page, specifically the 'Static Virtual Paths' section. The left sidebar is similar to the previous screenshot, with 'CONFIGURATION' selected and 'Delivery Services' expanded. The main content area shows the 'Delivery Services' configuration with tabs for Virtual Paths, Internet Service, and Intranet Services. Under 'Virtual Paths', there are 'Static Virtual Paths' and 'Dynamic Virtual Paths' tabs. The 'Static Virtual Paths' section includes fields for Remote Site, QoS Profile (Standard), branchSite Tracking IP, Reverse Tracking IP, ECMP Group (ECMP_Group_1, highlighted with a red box), and Route Cost (Default). Below this is the 'Active Member Paths' section with a 'Restore Default Member Paths' button and a table for Path and Actions. The 'WAN Link Properties' section includes a table for Name, UDP Port, Alternate Port, Port Switching Interval (min), Tunnel Header Size, and Action. 'Cancel' and 'Save' buttons are at the bottom.

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.

Home Verify Config Service & Bandwidth

Zscaler Site Selection

☐ Automatic Pop selection ☒ Enable ECMP

Primary Zscaler Region * Primary ZEN *

APAC Singapore IV

Secondary Zscaler Region * Secondary ZEN *

Americas Denver III-2

Application Settings will be applied to the sites listed below 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.

NOTE

Citrix Secure Internet Access service supports only session-based ECMP load balancing.

Home Verify Config Service & Bandwidth

Tunnel Type * Regions *

IPSEC Auto X

Site Name

Home210

Enable ECMP

☒

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.

Service Details

Service Name * zscaler210 Service Type * Intranet Routing Domain Default_RoutingDomain Firewall Zone

☒ Enable ECMP

ECMP Type * Session

Tunnel End Points Across Network

+ End Point

Name	Peer IP	IPsec Profile	Actions
ep1	192.168.1.100	zscalerprofile	
ep2	192.168.1.101	zscalerprofile	

Map Sites to Tunnel End Points

+ End Point Mapping

Name	No of Sites	Actions
ep1	1	
ep2	1	

Cancel Save

Site configuration

October 5, 2021

You can add new sites from the Network Dashboard and configure your SD-WAN network.

To create a site, click **+ New site** on the Network Dashboard. Provide a name and location for the site.

New Site

Site Details

Site Name *
Bengaluru

☒ On-Premises ☐ Cloud Site

Site Address *
Bengaluru, Karnataka, India ☒ Lat/Lng

Latitude *
12.9715987

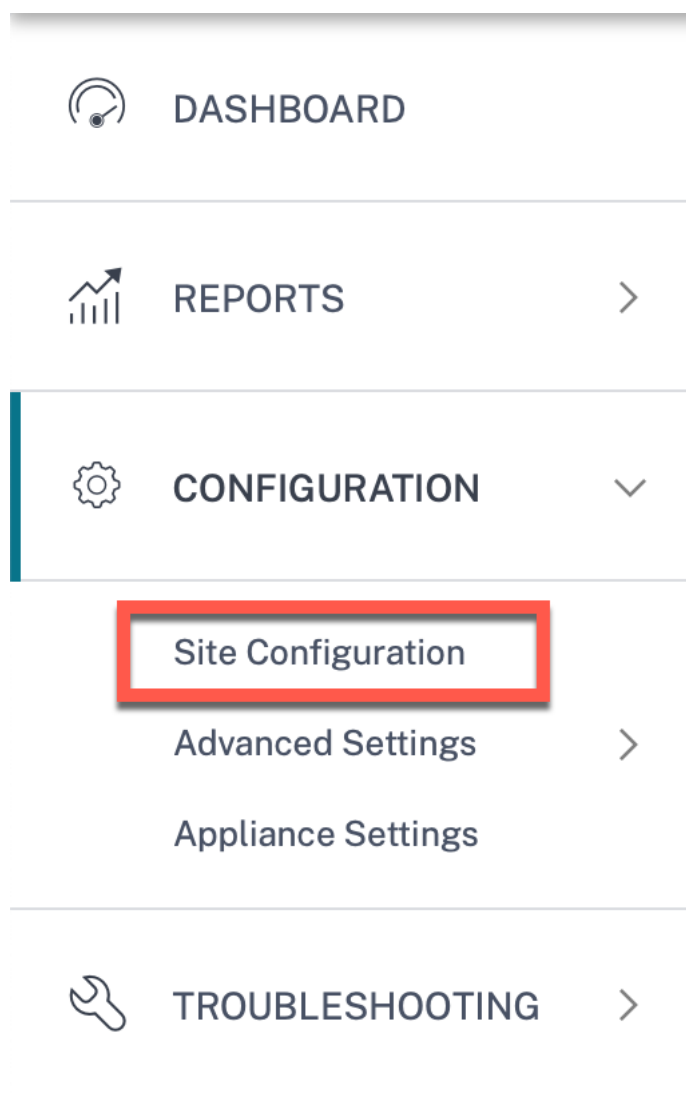
Longitude *
77.5945627

Cancel Next

You can create a site from scratch, or use a [site profile](#) to configure a site quickly.

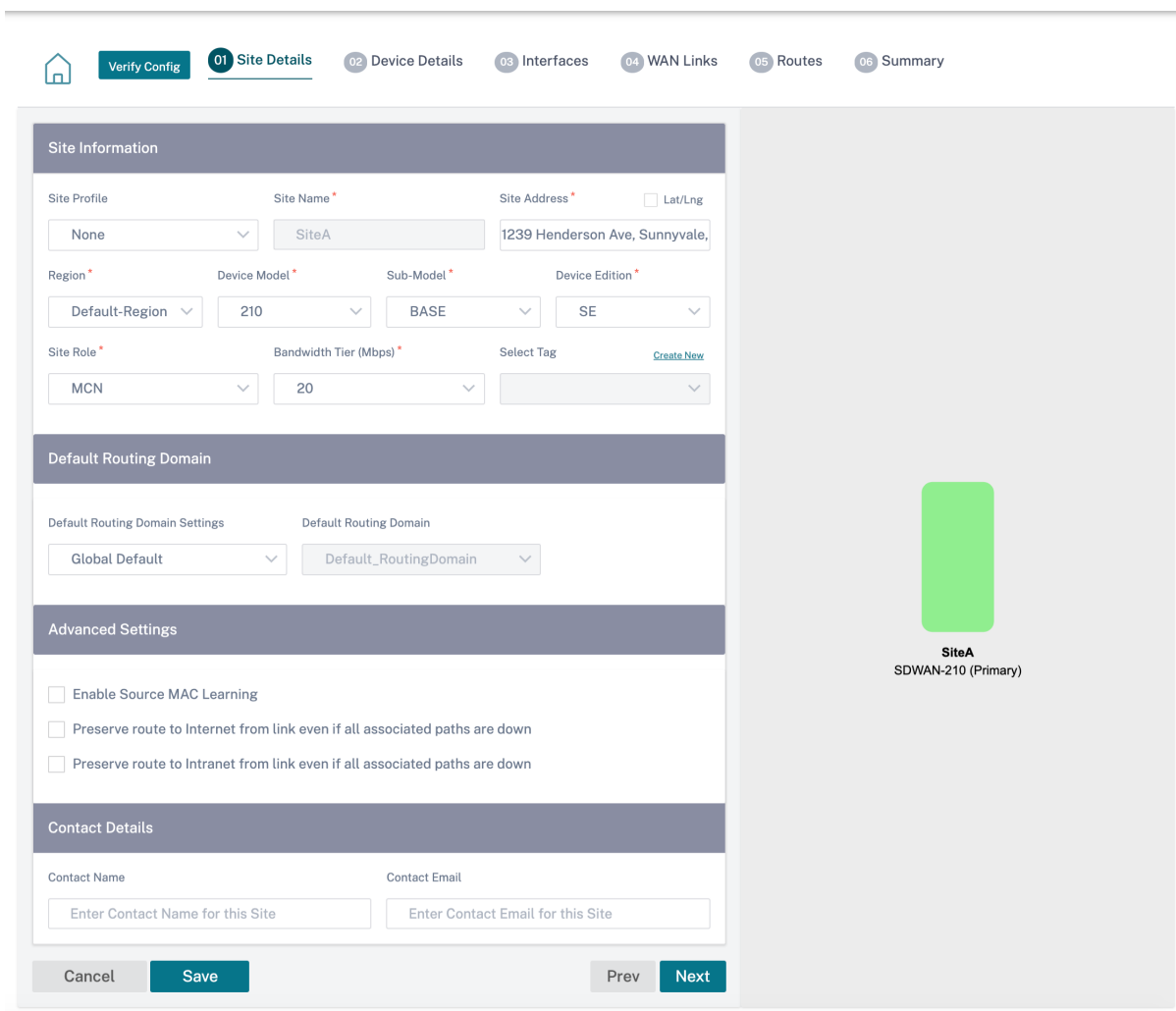
A graphical display to the right of the screen provides a dynamic topology diagram as you proceed with the configuration.

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.



Site Information

Site Profile: None | Site Name: SiteA | Site Address: 1239 Henderson Ave, Sunnyvale, | Lat/Lng: ☐

Region: Default-Region | Device Model: 210 | Sub-Model: BASE | Device Edition: SE

Site Role: MCN | Bandwidth Tier (Mbps): 20 | Select Tag: [Create New](#)

Default Routing Domain

Default Routing Domain Settings: Global Default | Default Routing Domain: Default_RoutingDomain

Advanced Settings

☐ Enable Source MAC Learning

☐ Preserve route to Internet from link even if all associated paths are down

☐ Preserve route to Intranet from link even if all associated paths are down

Contact Details

Contact Name: Enter Contact Name for this Site | Contact Email: Enter Contact Email for this Site

Cancel Save Prev Next

SiteA
SDWAN-210 (Primary)

Site 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

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. Note that 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. Note that 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.

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 Config 01 Site Details 02 Device Details 03 Interfaces 04 WAN Links 05 Routes 06 Summary

Device Information

☒ Enable HA

Primary Device Serial Number: OGGPTUSRTW Short Name: Primary

Secondary HA Device Serial Number: OFTKNSTUXY HA Device Short Name (Optional): Secondary

Advanced HA Settings

Failover Time (ms): 1000 Shared Base MAC: AA:AA:AA:00:00:00

☐ Primary Reclaim

☐ HA Fail-to-Wire Mode

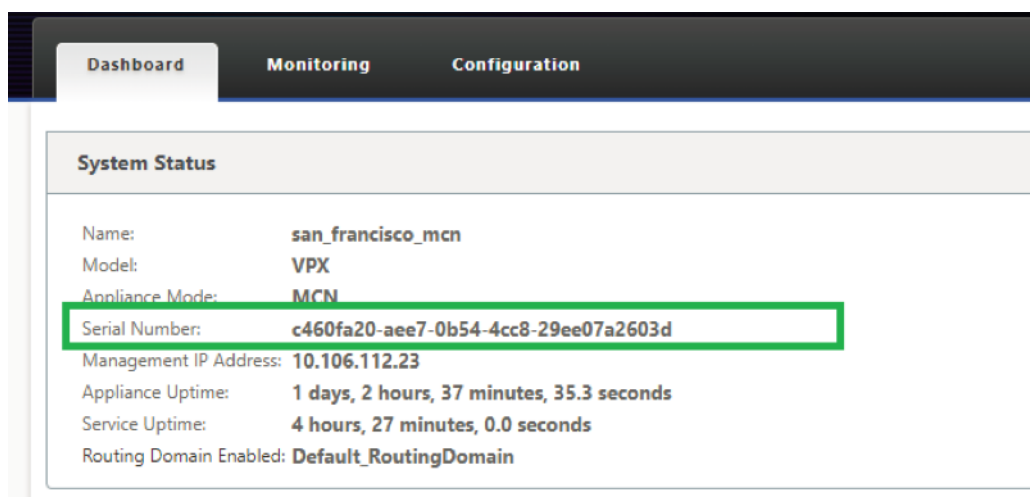
Cancel Save Prev Next

SiteA
SDWAN-210 (Primary)

Device information

Enable HA and enter the serial number and a short name for the primary and the secondary appliances.

- **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.



- **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.

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.

The screenshot displays the 'Interfaces' configuration page in Citrix SD-WAN Orchestrator. The navigation bar at the top includes tabs for 'Verify Config', 'Site Details', 'Device Details', 'Cloud Details', 'Interfaces' (active), 'WAN Links', 'Routes', and 'Summary'. The main configuration area is split into two panels. The left panel, 'Interface Attributes', contains sections for 'Physical Interface' and 'Virtual Interfaces'. The 'Physical Interface' section has a 'Select Interface' dropdown with options 1 through 8. The 'Virtual Interfaces' section has fields for 'VLAN ID' (0), 'Virtual Interface Name' (VIF-1-LAN-1), 'Enable HA Heartbeat' (checkbox), 'Routing Domain' (Default_RoutingDomain), 'Firewall Zones' (Internet_Zone), 'Client Mode' (PPPoE Static), 'AC Name' (test-ac-name), 'Service Name' (test-service-name), 'Reconnect Hold Off (s)' (0), 'Username' (test-user), 'Password' (masked), 'Auth' (Auto), and checkboxes for 'DHCP Client', 'DHCP IPv6 Client', 'SLAAC', 'Directed Broadcast', and 'Enabled'. Below these are buttons for '+ IP V4 Addresses' and '+ IP V6 Addresses'. A table at the bottom shows the configuration for the selected interface, with columns for Type, IP Address, Identity, Private, Link Local, and Delete. The table has one row for IPv4 with the IP address 'Eg: a.b.c.d/e'. The right panel shows a diagram of the interface configuration, with a green box labeled 'test1 SDWAN-VPX (Primary)' connected to a line labeled 'LAN-1 8'.

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](#).

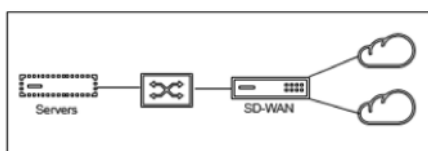
The IP addresses configured for interfaces get listed under the **InBand Management IP** drop-down list. The DNS proxy services configured under **Advanced Settings > DNS** get listed in the **InBand Management DNS** drop-down list.

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:**

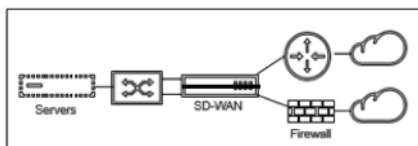
When SD-WAN is deployed in-line between a LAN switch and a WAN router, SD-WAN is expected to “bridge” LAN and WAN.

All the Citrix SD-WAN appliances have pre-defined bridge-paired interfaces. With “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.

Note

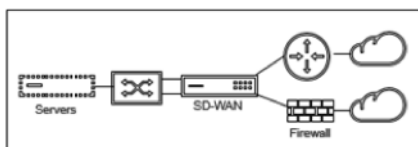
Inline (Fail-to-Wire) option is available only on hardware appliances and not on virtual appliances (VPX / VPXL).



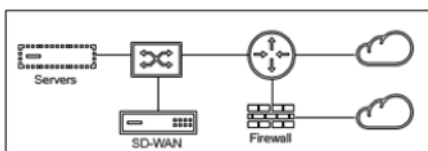
- * **Fail-to-Block:** This option disables the physical connection between the bridged pair of interfaces on hardware appliances, preventing traffic from flowing across the bridge in the event of appliance restart or failure.

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 act as a PPPoE client. It authenticates with the PPPoE server and obtains dynamic IP address, or uses static IP address to establish PPPoE connections.

- **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.

Citrix SD-WAN appliances use PPPoE to provide support to the ISP to have ongoing and continuous DSL and cable modem connections unlike dialup connections. For more information, see [PPPoE configuration](#).

Virtual Interfaces

VLAN ID *	Virtual Interface Name *	
<input type="text" value="0"/>	<input type="text" value="VIF-1-LAN-1"/>	<input type="checkbox"/> Enable HA Heartbeat
Routing Domain *	Firewall Zones	Client Mode
<input type="text" value="Default_RoutingDomain"/>	<input type="text" value="Internet_Zone"/>	<input type="text" value="PPPoE Static"/>
AC Name	Service Name	Reconnect Hold Off (s)
<input type="text" value="test-ac-name"/>	<input type="text" value="test-service-name"/>	<input type="text" value="0"/>
Username *	Password *	Auth
<input type="text" value="test-username"/>	<input type="password" value="....."/>	<input type="text" value="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

☐ DHCP Client
 ☐ SLAAC
 ☐ Directed Broadcast

- **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.

Tip

Optionally, create subinterfaces to add multiple VLANs.

Continue to add interfaces as per your network requirement.

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 service supports configuring wired 802.1X

authentication on LAN interfaces.

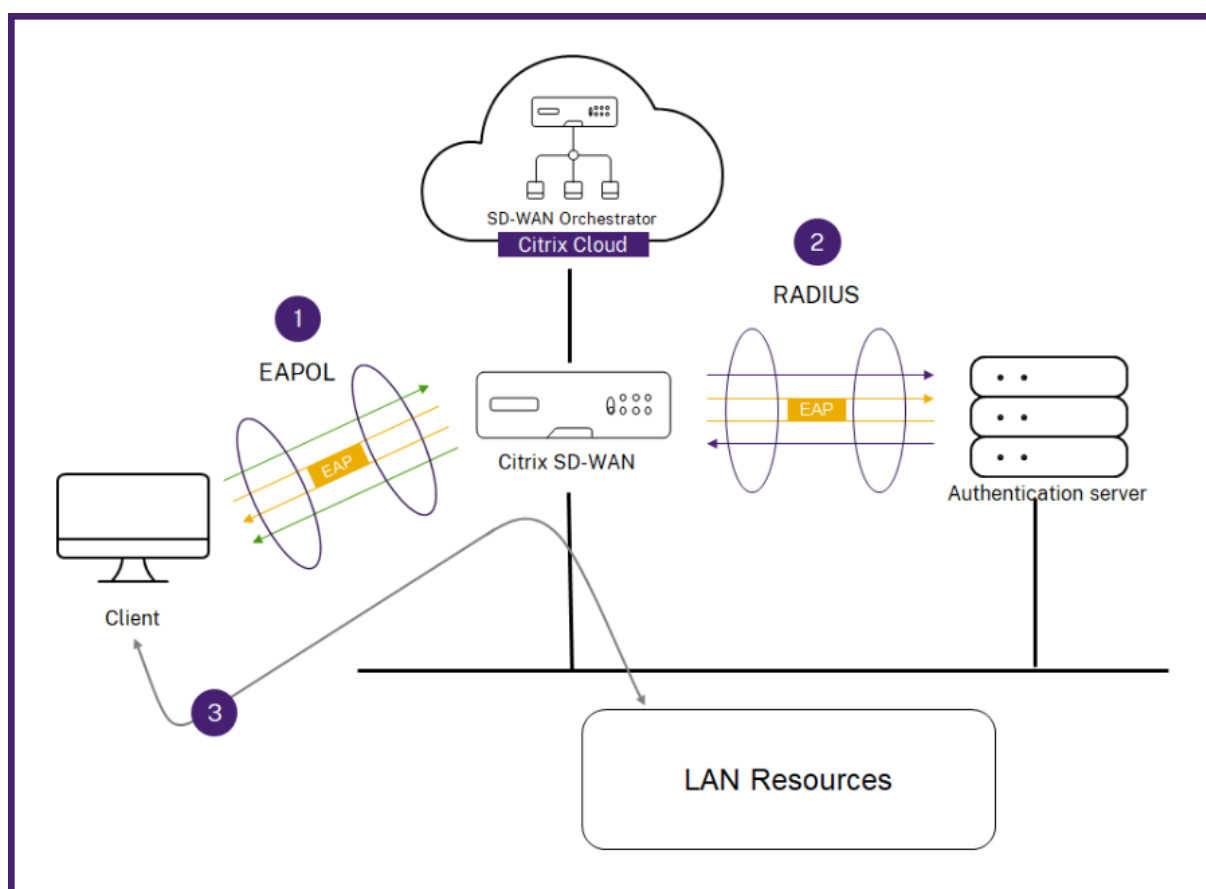
In the Citrix SD-WAN network, the clients send authentication requests to the Citrix SD-WAN appliance to access the LAN resources. The Citrix SD-WAN appliance acts as an authenticator and sends the authentication requests to the authentication server. Citrix SD-WAN Orchestrator service supports only 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 profile(s) 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.

The screenshot shows the 'Wired 802.1X Configuration' page. At the top, there is a toggle switch for 'Enable 802.1x' which is turned on. Below this is an information box stating: 'When enabled 802.1x Configuration will be applied to supported ports only.' The page is divided into three main sections: 'RADIUS Profiles', 'Virtual Interfaces', and 'MAC Address Bypass'. The 'RADIUS Profiles' section has two columns: 'Primary RADIUS Profile' with a dropdown menu showing 'PiFreeRADIUS' and a 'Create Radius Profile' link, and 'Secondary RADIUS Profile' with a dropdown menu showing 'Select Radius Profile' and a 'Create Radius Profile' link. The 'Virtual Interfaces' section has two columns: 'Authenticated VIF' with a dropdown menu showing '101' and 'Unauthenticated VIF' with a dropdown menu showing '100'. The 'MAC Address Bypass' section has a text input field labeled 'Enter a MAC Address to byapss' (note the typo) and an 'Add' button. Below this is a table with two columns: 'MAC Address Bypass Value' and 'Actions'.

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 profile](#) to configure WAN link attributes quickly. If you have already used a site profile, the **WAN link** attributes auto-populate.

WAN link attributes

Verify Config

01 Site Details

02 Device Details

03 Interfaces

04 WAN Links

05 Routes

06 Summary

WAN Link Attributes

Access Type *
Public Internet

ISP Name *
Captive Audience

☐ Custom Internet Category
Broadband

Link Name *
Broadband-Captive_Audience-

Tracking IP Address

☐ Auto Detect Public IPv4 Address
E.g. a.b.c.d

Public IPv6 Address
E.g. 2001:0db8:85a3:0000:0000:8a2e:0370:7334

Egress

Speed *
100 Mbps

Permitted Rate
100

☐ Auto Learn ☒ Physical Rate

Ingress

Speed *
100 Mbps

Permitted Rate
100

☐ Auto Learn ☒ Physical Rate

Access Interfaces

Access Interface Name
AIF-1

Virtual Interface *
Select Virtual Interface

Virtual Path Mode *
Primary

IP Address *
E.g. a.b.c.d

☒ V4 ☐ V6 Gateway IP Address *
E.g. a.b.c.d

☒ Bind Access Interface to Gateway MAC ☐ Enable Proxy ARP

Enable Internet Access on Routing Domain(s)
None

Done

Services

Service Bandwidth Settings : Global Defaults

Virtual Path Settings for the Link
Relative Bandwidth Provisioning across Virtual Paths : Global Defaults

Advanced WAN Options

☐ Enable Metering ☐ Adaptive Bandwidth Detection

Congestion Threshold (µs)
20000

Provider ID

Frame Cost (Bytes)
1

Standby Mode
Disabled

MTU (Bytes)
1350

Eligibility

	LAN to WAN	WAN to LAN
Real Time	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Interactive	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bulk	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Cancel

SiteA
SDWAN-210 (Primary)

- **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.
- **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.

MPLS Queues

Queue Name: MPLS-Captive_Audience-QUEUE-1

DSCP Tag *

default ▼

LAN to WAN (%) *

50

WAN to LAN (%) *

50

Tracking IP Address

a.b.c.d

Congestion Threshold (µs)

20000

☒ Unmatched ☐ No Retag

Eligibility :

	LAN to WAN	WAN to LAN
Real Time	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Interactive	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bulk	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Cancel

Save

Following are the queue parameters:

- **Queue Name:** The name of the MPLS queue.
- **DSCP Tag:** The unique **Differentiated Services Code Point(DSCP)** tag of the MPLS queue.
- **LAN to WAN (%):** The proportion (%) of bandwidth used for upload cannot exceed the defined physical upload rate.
- **WAN to LAN (%):** The proportion (%) of bandwidth used for download cannot exceed the defined physical download rate.
- **Tracking IP Address:** The Virtual IP Address on the Virtual Path that can be pinged to determine the state of the path.
- **Congestion Threshold:** The amount of congestion (in microseconds) after which the MPLS Queue throttles packet transmission to avoid further congestion.
- **Unmatched option:** If enabled, DSCP tags not matched by other MPLS Queues would use this Class. Only one MPLS Queue can be marked for use by unmatched tags.
- **No retag option:** If enabled, the LAN to WAN intranet traffic retains the original tag and no retag with the default DSCP tag.
- **Eligibility:** The eligibility settings for an MPLS Queue allow the user to add an extra penalty for using the MPLS Queue for certain Classes of traffic. When a Class of traffic is marked as not-eligible for the MPLS Queue, a penalty is added that makes the WAN Link unlikely to be used unless network conditions require it.

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 address. **WAN 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 (0.0.0.0/0) 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.

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.
- **LAN to WAN Tag:** The DHCP tag to apply to LAN to WAN packets on the service.
- **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.
- **LAN to WAN Delay:** The maximum time, to buffer packets when the WAN Links bandwidth is exceeded.
- **Tunnel Header Size:** The size of the tunnel header, in bytes.
- **WAN to LAN Grooming:** If enabled, packets are randomly discarded to prevent WAN to LAN traffic from exceeded the Service's provisioned bandwidth.

Services

Service Bandwidth Settings : Link Specific ▾

Service Name

Allocation %

Mode

internet ▾

50

primary ▾

Tunnel Header Size (bytes)

0

☒ Access Inteface Failover

LAN to WAN

Tagging

Max Delay (ms)

None ▾

500

WAN to LAN

Tagging

Matching

Default ▾

Default ▾

☒ Grooming

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 Paths: Link Specific ▾

☐ Enable Auto-Bandwidth Provisioning across all Virtual paths associated with the link

Max to Min Virtual Path Bandwidth Ratio for the Link

10

Minimum Reserved Bandwidth for each Virtual Path (Kbps)

80

Custom Bandwidth Allocation for Virtual Paths

Dynamic Virtual Paths

Virtual Path	Bandwidth Allocation (Upload)	Bandwidth Allocation (Download)	Action
<div>Virtual Paths</div> <div>Remote Site</div> <div>Branch2 ▾</div>			
MCN_PRIMARY_test - Branch2	1	1	

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.
 - **Disabled:** The standby mode of a WAN link is disabled by default.
 - **On-Demand:** An on-demand standby WAN link will also become active if all non-standby WAN links are dead or disabled.
 - **Last-Resort:** A last-resort standby WAN link becomes active only when all non-standby WAN links and all on-demand standby WAN links are dead or disabled.

```
1 ! [Advanced wan option] (/en-us/citrix-sd-wan-orchestrator/media/advanced-wan-option.png)
```

- **Enable Metering:** Tracks usage on a WAN link and alerts the user when the link usage exceeds the configured data cap.
 - **Data Cap (MB):** The maximum data threshold in MB.
 - **Billing Cycle:** The billing frequency, weekly or monthly.
 - **Starting From:** The date from which the billing cycle starts.
 - **Approximate Data Already Used:** The approximate data already used in MB for the metered link. This is applicable only for the first cycle. To track the proper metered link usage, specify the approximate metered link usage, if the link has already been used for few days in the current billing cycle.
 - **Disable link if Data Cap Reached:** If the data usage reaches the specified data cap, the metered link and all its related paths are disabled until the next billing cycle. If this option is not selected, the metered link remains in the current state, after the data cap is reached, until the next billing cycle.

Advanced WAN Options

☒ Enable Metering ☐ Adaptive Bandwidth Detection

Congestion Threshold (µs) Provider ID Frame Cost (Bytes)

20000 1

Standby Mode MTU (Bytes)

Disabled 1350

Data Cap(MB) Billing Cycle Starting From

 monthly MM/DD/YYYY

For more information, see [Metering and Standby WAN Links](#).

- **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%.

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.

[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 \(1-65535\)](#)

[+ Application Route](#)

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	
3	Application Group	Default SIA App ...	Secure Internet Access ...	Any	Global	45	
4	Application Group	O365Optimize_In...	Internet Breakout	Any	SiteA	50	
5	Application Group	O365Optimize_In...	Internet Breakout	Any	Global	50	

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

Navigation: 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)

Application Match Criteria

Match Type: Application | Application: Gazeta.pl(gazeta) | Routing Domain: Any

Traffic Steering

Delivery Service: Internet Breakout | Cost: 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.

The screenshot displays the 'IP Routes' configuration page in the Citrix SD-WAN Orchestrator. The navigation bar at the top includes a home icon, a 'Verify Config' button, and tabs for '01 Site Details', '02 Device Details', '03 Interfaces', '04 WAN Links', '05 Routes' (which is active), and '06 Summary'.

Inside the 'IP Routes' section, there are two sub-tabs: 'Application Routes' and 'IP Routes' (which is selected). Below the tabs, there are several configuration sections:

- Cost Ranges:** A row of buttons for 'Custom Application (1-20)', 'Application (21-40)', 'Application Group (41-60)', and 'IP (1-65535)'.
- IP Protocol Match Criteria:** A dark blue header bar.
- Destination Network *:** A dropdown menu set to 'Any'. To its right is a checkbox labeled 'Use IP Group' which is checked, and a 'Routing Domain' dropdown menu set to 'Default_RoutingDomain'.
- Traffic Steering:** A dark blue header bar.
- Delivery Service:** A dropdown menu set to 'Internet Breakout'. To its right is a 'Cost *' field with the value '5'.
- Eligibility Criteria:** A dark blue header bar.
- Export Route:** A checkbox labeled 'Export Route' which is checked.
- Eligibility Based on Path:** A dark blue header bar.
- Add Path:** A button to add a new path.
- Table:** A table with four columns: 'Site Name', 'From Wan Link', 'To Wan Link', and 'Actions'. The table is currently empty.
- Buttons:** At the bottom, there are 'Cancel' and 'Save' buttons.

Summary

This section provides a summary of the site configuration to enable a quick review before submitting the same.

[Verify Config](#)
[01 Site Details](#)
[02 Device Details](#)
[03 Interfaces](#)
[04 WAN Links](#)
[05 Routes](#)
[06 Summary](#)

Site & Device Details

Site Name	Device Model	Site Role	Serial Number	Bandwidth Tier
mymcn	VPX	MCN	3065cea3-f6b8...	1000 Mbps

Interfaces

LAN-1-1

- VLAN0-VIF-1-LAN-1-Default_RoutingDomain-192.168.1.1/24

WAN-1-2

- VLAN0-VIF-2-WAN-1-Default_RoutingDomain-172.16.1.2/24

WAN Links

Broadband-OTE-1-1000 Mbps

- AIF-1-VIF-2-WAN-1-172.16.1.2-172.16.1.1-primary

[Cancel](#)
[Save](#)
[Save as Profile](#)
[Prev](#)
[Done](#)

LAN-1 1

WAN-1 2Broadband-OTE-1

mymcn
SDWAN-VPX (Primary)

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**.

The screenshot shows the 'Site Details' configuration page. The 'Sub-Model' dropdown is highlighted with a red box and set to 'LTE'. Other fields include Site Name 'Site_210', Site Address 'Kolkata, West Bengal, India', Region 'Default-Region', Device Model '210', Device Edition 'SE', Site Role 'Branch', and Bandwidth Tier '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 Configuration: Home

Site Group: All

Software Version: 11.2.2.1005

[+ Add Site](#)
[Batch Add Sites](#)
[Deploy Config/Software](#)
[Back Up/Review Checkpoints](#)
[More Actions ...](#)
[Deployment Tracker](#)

Availability	Cloud Connectivity	Site Name	Site Role	Device Model	Serial No	Bandwidth Tier	Management IP	Actions
●	Inactive	Branch_Azure_VPXL	Branch	VPXL-SE		200	Unknown	Edit Copy More
●	Inactive	RajanCube_210	Branch	210-SE		200	Unknown	Edit Copy More
●	Inactive	Siva_1100_Branch	Branch	1100-SE		300	Unknown	Edit Copy More
●	Inactive	Siva_2100_Branch	Branch	2100-SE		1000	Unknown	Edit Copy More
●	Online	Site_210	Branch	210-SE		200	Unknown	Edit Copy More
●	Online	Branch_VPX_Azure	Branch	VPX-SE	2867ACC5-DDFD-4105...	50	10.105.173.229	Edit Copy More
●	Online	MCN_Azure	MCN	VPX-SE	0000-0017-0293-3041...	1000	172.20.0.4	Edit Copy More
●	Online	Azure VPX Branch test	Branch	VPX-SE	0000-0015-9237-3615...	500	172.18.0.4	Edit Copy More
●	Online	Site_210	Branch	210-SE	✓ GF04KD3EGW	100	10.140.3.67	Edit Copy More

Page Size: 200 Showing 1-9 of 9 items Page 1 of 1

C

Note

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 field is non-editable. Once you click **Stage**, it downloads all the appropriate LTE firmware for the selected software version.

Software Version : 11.2.2.1005

Stage ☒ Activate ☒ Ignore Incomplete

Staged Appliances 4/4

Activated Appliances 4/4

Total Appliances	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 Showing 1-4 of 4 items Page 1 of 1

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.

- Once the staging is completed, click **Activate** button to activate the software.
- 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.

Scheduling Information

Site Name	HA State	Scheduling Information	Maintenance Mode	Actions
Azure_VPX_Branch_test	Not Configured	2021-01-04 at 21:20:00 (Maintenance window of 1 hours and repeated every 1...	<input type="checkbox"/>	
Site_110	Not Configured	2021-01-04 at 21:20:00 (Maintenance window of 1 hours and repeated every 1...	<input type="checkbox"/>	
MCN_Azure	Not Configured	2021-01-04 at 21:20:00 (Maintenance window of 1 hours and repeated every 1...	<input type="checkbox"/>	
Branch_VPX_Azure	Not Configured	2021-01-04 at 21:20:00 (Maintenance window of 1 hours and repeated every 1...	<input type="checkbox"/>	

In the scheduling window, a specific time frame is specified to complete the LTE software upgrade.

- 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.

Configuration / Advanced Settings / ARP

ARP ⓘ

Gateway ARP Timer (ms)

Host ARP Timer (ms)

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 ⓘ

NDP Router Advertisement

Virtual Interface *

VIF-1-LAN-1

Enable Advertisement

Max Interval (sec)

600

Min Interval (sec)

200

Router Lifetime (sec)

1800

Link MTU

0

Managed Flag

Other Flag

Reachable Time (ms)

0

Retransmit Timer (ms)

0

Hop Limit

0

Prefix List

+ Prefix List

prefix	Valid Lifetime(Sec)	On-Link	Autonomous Flag	Preferred Lifetime (sec)	Actions
	2592000	Disabled	Disabled	604800	

Save

Cancel

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).

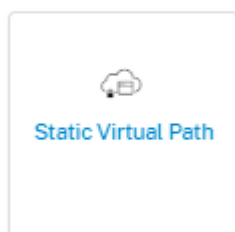
Static virtual paths

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**.

Static VP Cost: 5



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.

Member Path Info

IP DSCP Tagging

Any

Bad Loss Sensitive

Enable

Percent Loss (%)

DEFAULT

Over Time (ms)

1000

Silence Period (ms)

DEFAULT

Path Probation Period (ms)

10000

☒ Instability Sensitive

Cancel

Done

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 NAT-protected client sites.

Branch_VPX_Azure-Broadband-ACT-1

UDP Port	UDP Port V6
<input type="text" value="4980"/>	<input type="text" value="4980"/>
Alternate Port	Alternate Port V6
<input type="text"/>	<input type="text"/>
Port Switch Interval (min)	Port Switch Interval V6 (min)
<input type="text" value="1440"/>	<input type="text" value="1440"/>
Tunnel Header Size in Bytes	<input type="checkbox"/> Active MTU Detect
<input type="text" value="0"/>	<input type="checkbox"/> Enable UDP Hole Punching
<input type="checkbox"/> Enable UDP Hole Punching	<input type="checkbox"/> 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 Settings > 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

Dynamic Path Override Settings

Site Specific Override

☒ Enable Dynamic Virtual Paths

Max limit for Number of dynamic virtual paths

3

Active Member Paths

<input type="checkbox"/>	Link	UDP Port	Alternate Port	Interval (min)	Actions
<input checked="" type="checkbox"/>	Broadband-ATMNet-1	4980	0	1440	

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

4980

UDP Port V6

1025

Alternate Port

0

Alternate Port V6

0

Interval (min)

1440

Interval V6

0

LAN to WAN

Throughput (Kbps)

Throughput (pps)

WAN to LAN

Throughput (Kbps)

Throughput (pps)

Cancel

Done

Dynamic routing

March 25, 2021

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 free 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.

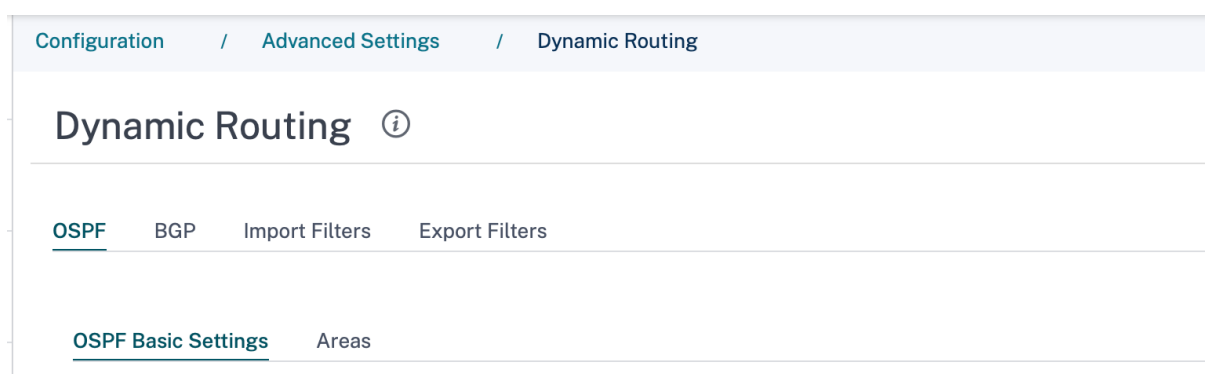
Earlier, the dynamic routing capability was available only for a single router ID. You were able configure a unique router ID either globally for the entire protocol (one for OSPF and BGP) or provide no router ID. From Citrix SD-WAN 11.3.1 release onwards, you can not only configure a router ID for the 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.

The screenshot shows a configuration window titled "Router ID Settings". It contains two main input fields: "Routing Domain" and "Router ID". The "Routing Domain" field is a dropdown menu currently showing "Default_RoutingDomain". The "Router ID" field is an empty text box. Below these fields are two buttons: "Save Router ID Settings" (in a teal box) and "Cancel" (in a light blue box).

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:** An IPv4 address used for OSPF advertisements. This is optional, if not specified the lowest virtual IP of the virtual interfaces participating in routing is chosen.
- **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.

Configuration / Advanced Settings / Dynamic Routing

Dynamic Routing ⓘ

OSPF BGP Import Filters Export Filters

OSPF Basic Settings Areas

☐ Enable

Export OSPF Route Type

Type 5 AS External

Export OSPF Route Weight

0

☐ Advertise Citrix SD-WAN Routes

Tag Value

0

☐ Advertise BGP Routes

Tag Value

0

Protocol Preference *

150

Router ID Settings

Routing Domain *

Default_RoutingDomain

Router ID *

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.

Dynamic Routing ⓘ

[OSPF](#)
[BGP](#)
[Import Filters](#)
[Export Filters](#)

Area Information

Area ID *

☐ Stub Area

Virtual Interfaces

Name *

Routing Domain *

Authentication Type

Password

Interface Cost *

Network Type

Hello Interval *

Dead Interval *

BGP

To configure BGP, navigate to **Configuration > Advanced Settings > Dynamic Routing > BGP**.

[Configuration](#) / [Advanced Settings](#) / [Dynamic Routing](#)

Dynamic Routing ⓘ

[OSPF](#)
[BGP](#)
[Import Filters](#)
[Export Filters](#)

[BGP Basic Settings](#)
[Communities](#)
[Policies](#)
[Neighbors](#)

BGP basic settings

Here 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:** (Optional) IPv4 address used for BGP advertisements. If the router ID is not specified the lowest virtual IP of the virtual interfaces participating in routing is chosen.
- **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.

The screenshot shows the 'Dynamic Routing' configuration page in the Citrix SD-WAN Orchestrator. The breadcrumb trail at the top is 'Configuration / Advanced Settings / Dynamic Routing'. The page title is 'Dynamic Routing' with an information icon. Below the title are tabs for 'OSPF', 'BGP' (selected), 'Import Filters', and 'Export Filters'. Under the 'BGP' tab, there are sub-tabs: 'BGP Basic Settings' (selected), 'Communities', 'Policies', and 'Neighbors'. In the 'BGP Basic Settings' section, there is an 'Enable' checkbox which is unchecked. Below it is the 'Local Autonomous System' field with the value '1'. There are two checkboxes: 'Advertise Citrix SD-WAN Routes' (unchecked) and 'Advertise OSPF Routes' (unchecked). The 'Protocol Preference' field has the value '100'. A dark grey bar separates the settings from the 'Router ID Settings' section. In this section, there is a 'Routing Domain' dropdown menu with the text 'Select a Routing Domain' and a 'Router ID' text input field. At the bottom are two buttons: 'Save Router ID Settings' and '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 ⓘ

OSPF **BGP** Import Filters Export Filters

Community Information

Community Name *

Enter Community Name

Community Strings

Manual/Well Known

☒ New Format(AA:NN)

ASN *

Value *

Manual

Cancel

Done

- **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

OSPF BGP Import Filters Export Filters

Policy Information

BGP Policy Name ^{*}

Route Policy Attributes

BGP Attribute

Med

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 ⓘ

OSPF **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

☒ IGP Metric

☒ Multi Hop

Neighbor Policies

Order

Network Address

☐ Use IP Group

Community String list

BGP Community(AA:NN)

100

*

Manual

*

*

AS Path

BGP Policy *

Direction *

*

Cancel

Done

Import filters

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

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

Click **+ Import Rule**.

Dynamic Routing ⓘ

OSPF BGP Import Filters Export Filters

Import Filter Rule Attributes

Protocol

Routing Domain

Source Router

Destination IP

☐ Use IP Group

Prefix

Next Hop

Route Tag

Any

Default_RoutingDomain

*

*

eq

*

*

*

AS Path Length

Citrix SD-WAN Cost

☒ Export Route to Citrix Appliances

☒ Include

eq

*

6

☐ Eligibility Based on Gateway

☐ Eligibility Based On Path

Service Type

Service Name

Path

Local

Select Name

Select Path

Local

Internet

Intranet

GRE Tunnel

Passthrough

Cancel

Done

Export filters

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

Dynamic Routing ⓘ

OSPF BGP Import Filters Export Filters

+ Export Rule

☒ Top of List

☐ Bottom of List

☐ Specify Row Number

Row number

Local Export Filters

No	Routing Domain	Network Address	Prefix	Cost	Service Type	Service Name	Gateway IP
----	----------------	-----------------	--------	------	--------------	--------------	------------

Global Export Filters

Routing Domain	Network Address	Prefix	Cost	Service Type	Service Name	Gateway IP
Default_RoutingDom...	*	eq *	eq *	Local	Any	*

Save

Network address translation

July 29, 2021

Network Address Translation (NAT) on the SD-WAN appliances translates the private IP addresses within your local branch or data center enterprise network to a single Public IP address. The public IP address is used for communication over the internet.

For more information about configuring NAT, see [Network Address Translation](#).

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 ⓘ

[Dynamic Source NAT](#) [Static Source NAT](#) [Destination NAT](#)

+ Dynamic Source NAT

☒ Top of List ☐ Bottom of List ☐ Specify Row Number

Row number

No	Type	Name	Inside Zone	Routing Domain	Inside IP	Actions

You can configure the following types of NAT:

- Dynamic source NAT
- Static NAT
- Destination NAT

Dynamic source NAT

Dynamic Source NAT 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. For more information, see [Configure Dynamic NAT](#).

NAT ⓘ

Dynamic Source NAT

Type

Routing Domain

IP Type

Internet

Default_RoutingDomain

ipv4

Destination Service *

Inside Zone

Inside IP/Prefix

Outside IP

Internet

Default_LAN_Zone

Any

— Advanced Options

☐ Port Parity

☐ Bind Responder Route

☐ Allow Related

☐ IPSec Passthrough

☐ GRE/PPTP Passthrough

☐ On Recieve

☐ Symmetric

Port Forwarding Rules

Routing Domain

Protocol

Outside Port

Inside IP *

Inside Port

Default_RoutingDomain

Both

Cancel

Done

Static NAT

In **Static NAT**, a permanent 1–1 mapping between an internal private address and a public address is done. This type of NAT can be used for allowing traffic into a mail server or web server. For more information, see [Configure Static NAT](#).

NAT ⓘ

Static Source NAT

Type

Destination Service *

Inside Zone

Outside Zone

Internet

Internet

Default_LAN_Zone

Default_LAN_Zone

IP Address Type

Routing Domain

Inside IP/Prefix *

Outside IP/Prefix

WAN Link

☐ IPv4 ☒ IPv6

Default_RoutingDomain

☐ Bind Responder Route

☐ Proxy NDP

☐ On Recieve

☐ Auto Learn via PD

Cancel

Save

Static NAT Policies for IPv6 Internet service

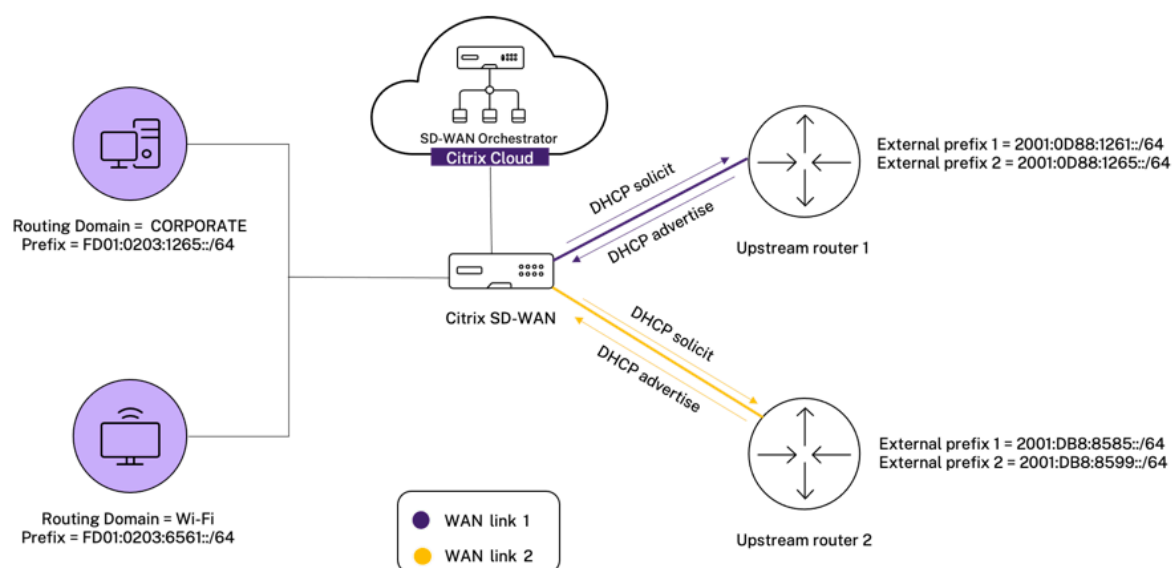
Citrix SD-WAN supports static NAT policies for IPv6 Internet service from release 11.4.0 onwards. A static NAT policy for IPv6 Internet service specifies the mapping of an inside network prefix to an outside network prefix. The number of static NAT policies required depends on the number of inside networks 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 2001:0D88:1261::/64 and 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 IPv6 Internet service is $2 \times 2 = 4$. 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

Type	Destination Service *	Inside Zone	Outside Zone
Internet	Internet	Default_LAN_Zone	Default_LAN_Zone
IP Address Type <input type="radio"/> IPv4 <input checked="" type="radio"/> IPv6			
Routing Domain	Inside IP/Prefix *	Outside IP/Prefix *	WAN Link
Default_RoutingDomain	FD01:0203:6561::/64	2001:0D88:1265::/64	O365t1-WL-1
<input type="checkbox"/> Bind Responder Route <input type="checkbox"/> Proxy NDP <input type="checkbox"/> On Recieve <input type="checkbox"/> Auto Learn via PD			
Cancel		Save	

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

Type	Destination Service *	Inside Zone	Outside Zone
Internet	Internet	Default_LAN_Zone	Default_LAN_Zone
IP Address Type <input type="radio"/> IPv4 <input checked="" type="radio"/> IPv6			
Routing Domain	Inside IP/Prefix *	Outside IP/Prefix	WAN Link
Default_RoutingDomain	FD01:0203:6561::/64		O365t1-WL-2
<input type="checkbox"/> Bind Responder Route <input type="checkbox"/> Proxy NDP <input type="checkbox"/> On Recieve <input checked="" type="checkbox"/> Auto Learn via PD			
Cancel		Save	

Destination NAT

Destination NAT is performed on incoming packets when the SD-WAN appliance translates a public destination address to a private address. It also allows port forwarding.

NAT ⓘ

Destination NAT

Type

Service Name *

IP Type

Internet ▾

Internet

ipv4 ▾

Inside IP/ Prefix *

Inside Port

Outside IP *

Outside Port

Routing Domain

Default_RoutingDomain ▾

Cancel

Save

Dynamic host configuration protocol

April 14, 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 ⓘ

Server Subnets Relays 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 ⓘ

Server Subnet

Virtual Interface

IP Subnet

Domain Name

VIF-5-LAN-2

10.146.110.1/23

uk.bgroup.bz

Primary DNS

Secondary DNS

☒ Enable

172.27.0.3

172.27.0.4

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

Fixed IP Address *

MAC Address *

10.146.110.21

58:e6:ba:2b:30:b1

DHCP Options Set * [DHCP Options Set](#)

CHDigital

Cancel

Done

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 are 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 it's 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 ⓘ

Server Subnets Relays DHCP Options Set (Global)

+ DHCP Relay

Virtual Interface

IP Address

Virtual Interface

Server IP



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 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.

DHCP ⓘ

Server Subnets Relays DHCP Options Set (Global)

Set Name *

IP Address Type ☒ V4 ☐ V6

+ DHCP Options

DHCP Option Name	Option Number	Data Type	DHCP Option Value	Actions

Cancel

Save

Multicast routing

April 8, 2021

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.

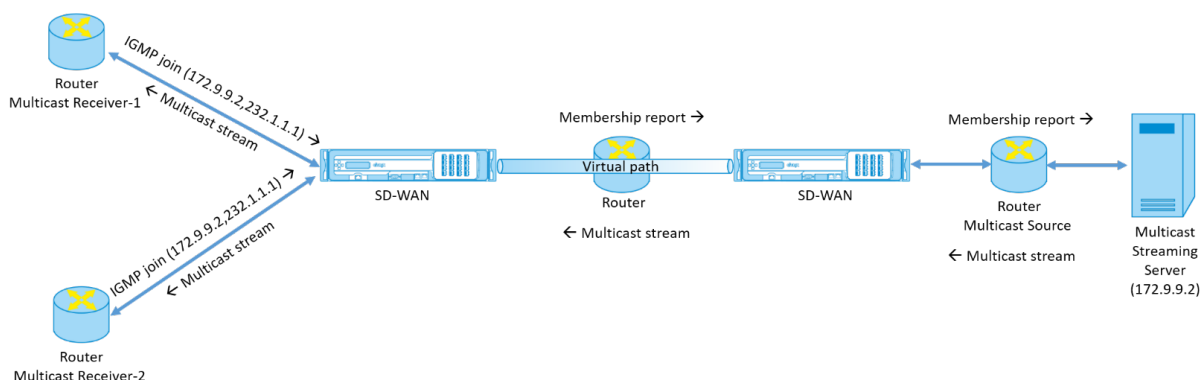
With the source specific multicast (SSM), you can specify the source from which the receivers receive the multicast traffic. It ensures that the receivers are not open listeners to every source that is sending multicast streams but rather listen to a particular multicast source.

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.

Configure multicast

To configure multicast, perform the following on the SD-WAN appliance 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 proxy to carry the IGMP control channel information for multicast routing. IGMP V3 is required for single source multicast.
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

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 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.

Multicast Groups ⓘ

Multicast Group

Group Name *
Grp2

Group IP *
232.1.1.1

Routing Domain *
Default_RoutingDomain

☒ 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	

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.

Multicast Groups ⓘ

Multicast Group

Group Name *
iDC1_Grp

Group IP *
232.1.1.1

Routing Domain *
Default_RoutingDomain

☒ Enable IGMP Proxy

Service

+ Service

Service Type	Service Instance	Direction	Upstream	Actions
Local	VIF-2-WAN-1	Receive	Yes	
Virtual Path	orch_mcn	Send	No	

Cancel
Save

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

Maximum number of flows to display

Retrieve latest data

Search

☒ Upload

☒ Download

Customize 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
①	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

Showing 1-1 of 1 items

Page 1 of 1

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.

Site Reports:Real Time Firewall Connections

Maximum number of Connections to display

Retrieve latest data

Search

Customize Columns

			Source		Destination				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

1 to 2 of 2< <Page 1 of 1> >

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.

Site Report : Real Time Statistics

ARP Routes Virtual Path Services Classes Ethernet Observed Protocols Wan Path Application QoS **Multicast Group**

[Retrieve latest data](#)

Multicast Group Destination Services

Multicast Group	Service Type	Service Name	Packets	Kbps
ATGDC1_Grp	IPHOST		1071	1068.503

Multicast Group Source Services

Multicast Group	Service Type	Service Name	Packets	Kbps
ATGDC1_Grp	VPath	Ombud1	1071	1068.503

Multicast Group Statistics

Multicast Group	Packets Received	Kbps Received	Packets Sent	Kbps Sent
ATGDC1_Grp	1071	1068.503	1071	1068.503

Virtual router redundancy protocol

January 4, 2021

Virtual Router Redundancy Protocol (VRRP) is a widely used protocol that provides device redundancy to eliminate the single point of failure inherent in the 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.

Citrix SD-WAN supports VRRP version 2 and version 3 to inter-operate with any third party routers. The SD-WAN appliance acts as a master router and direct the traffic to use the Virtual Path Service between sites. You can configure the SD-WAN appliance as the VRRP master 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 options.

To configure VRRP, in the Site configuration page, navigate to **Configuration > Advanced Settings > VRRP** > click **+ Add VRRP**.

VRRP ⓘ

VRRP Settings

VRRP Group ID *	Version	Priority *	Advertisement Interval *
<input type="text" value="1"/>	<input type="text" value="V3"/>	<input type="text" value="100"/>	<input type="text" value="1000"/>
Authentication Type	Authentication Text	<input checked="" type="checkbox"/> Reclaim	<input checked="" type="checkbox"/> Use V2 Checksum
<input type="text"/>	<input type="text"/>		

Virtual Router IPs

Virtual Interface *	Virtual IP Address *	VRRP Router IP *
<input type="text" value="VIF-1-One-Arm-1"/>	<input type="text" value="1.1.1.1"/>	<input type="text" value="1.2.3.4"/>

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 master.

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 master. 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. 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.
- **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.

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 Settings > DNS Settings**.

DNS ⓘ

Site Specific DNS Services

DNS Proxies

DNS Transparent 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 ⓘ

DNS Service for the Site

<p><small>DNS Service Name *</small></p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Eg: dns_service1</div>	<p><small>Type</small></p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Static ▾</div>
<p><small>Service Type</small></p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">▾</div>	<p><small>Service Instance</small></p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">▾</div>
<p><small>Primary DNS *</small></p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Eg: a.b.c.d</div>	<p><small>Secondary DNS</small></p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Eg: a.b.c.d</div>
<div style="display: inline-block; background-color: #ccc; padding: 5px 15px; margin-right: 10px;">Cancel</div> <div style="display: inline-block; background-color: #007060; color: white; padding: 5px 15px;">Save</div>	

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 ⓘ

DNS Proxy

DNS Proxy Name *

DNS-proxy-1

Interfaces to intercept DNS requests

<input type="checkbox"/>	Virtual Interface
<input checked="" type="checkbox"/>	VIF-1-LAN-1
<input checked="" type="checkbox"/>	VIF-2-WAN-1
<input type="checkbox"/>	VIF-3-WAN-2
<input type="checkbox"/>	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 spec-

ified 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 ⓘ

DNS Transparent Forwarder

Application *

IPv4 DNS Service *

IPv6 DNS Service

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 ⓘ

Prefix Delegation Group

WAN Virtual Interface *

Select WAN Virtual Interface ▼

Prefix Delegation List

LAN Virtual Interface *

Select LAN Virtual Interface ▼

Prefix Length

64

Interface IP Host Portion

Prefix ID

Save Prefix Delegation List

Cancel

October 4, 2021

Link aggregation groups

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
		1/2
		1/3
210	2	1/1 or 1/2
		1/3
		1/4
410	1	1/5
		1/1 or 1/2
		1/3 or 1/4
1100	3	1/5 or 1/6
		1/1 or 1/2

Platform	Maximum number of LAGs supported	LACP supported ports
2100	3	1/3 or 1/4
		1/5
		1/6
		1/7
		1/8
		1/1 or 1/2
		1/3 or 1/4
		1/5
		1/6
		1/7
4100	4	1/8
		1/1 or 1/2
		1/3 or 1/4
		10/1
		10/2
		10/3
		10/4
		10/5
		10/6
		10/1 or 10/2
5100	3	10/3 or 10/4
		10/5
		10/6
		10/7
		10/8
		1/1 or 1/2
6100	4	1/3 or 1/4
		10/1 or 10/2

Platform	Maximum number of LAGs supported	LACP supported ports
		10/3 or 10/4
		10/5
		10/6
		10/7
		10/8

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.

LAG ⓘ

Name	Ethernet Interfaces	Mode	Transmission Policy
LAG0	<div>1/1 1/2 1/3</div>	<div>LACP</div>	<div>IP+L4</div>
LAG1	<div>1/1 1/2 1/3</div>	<div></div>	<div></div>

Save

Once the ports are added to the LAG, you can select the LAGs to configure interfaces under **Site Configuration**. 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.

Verify Config

01 Site Details

02 Device Details

03 Interfaces

04 WAN Links

05 Routes

06 Summary

Interface Attributes

Deployment Mode *

Interface Type *

Security *

Interface Name

Edge (Gateway) ▾

WAN ▾

Untrusted ▾

WAN-1

Physical Interface

Select Interface *

LAG0

1/1

1/4-MGMT

LTE-1

[Link Aggregation Group](#)

Virtual Interfaces

+ Sub-Interface

VLAN ID	Routing Domain	Firewall Zone	IP Address	VIF Name	Actions
0	Default_RoutingDo...	<Default>	172.16.42.10/24	VIF-2-WAN-1	

Cancel

Done

In the **Interfaces** section, click **Link Aggregation Group** to quickly change the LAG configuration if necessary.

Link Aggregation Groups

Name	Ethernet Interfaces	Mode	Transmission Policy
LAG0	<div>1/11/21/3</div>	<div>▾</div>	<div>▾</div>
LAG1	<div>1/11/21/3</div>	<div>Active-Backup ▾</div>	<div>None ▾</div>

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

August 19, 2021

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.

If HA is configured, select the primary or secondary appliance for which you want to change the appliance settings.



Device Information

Select Device

Primary

Primary

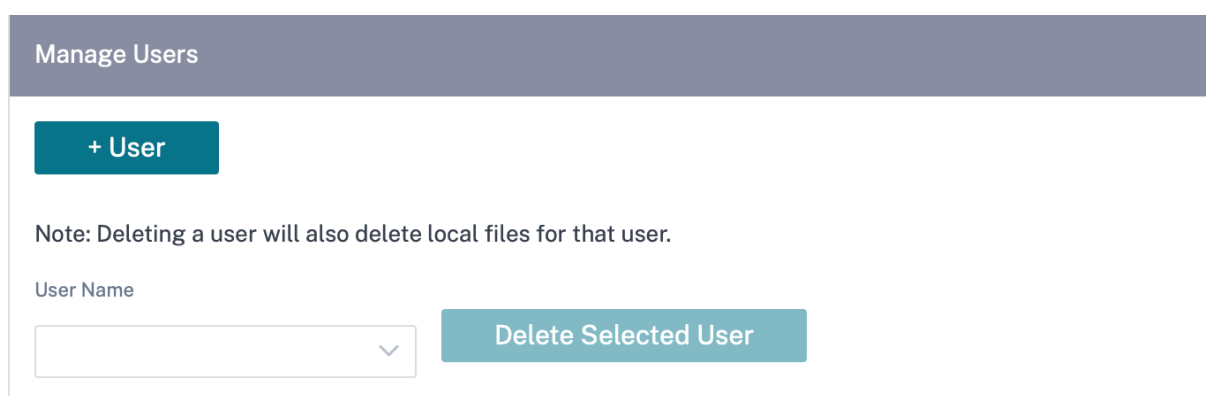
Secondary

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 local 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+**

Change Local User Password

User Name *

admin

Current Password

.....

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 > Administra-**

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.

The screenshot shows the 'Administrator Interface' with a navigation bar containing: Home, Administrator Interface (selected), NetFlow Host Settings, Network Adapters, AppFlow Host Settings, SNMP, and Fallback Configuration. Below the navigation bar, the 'User Accounts' section is active, with 'RADIUS' selected over 'TACACS+'. The 'Radius Settings' form includes a checkbox for 'Enable RADIUS' which is checked. Below this are three server configuration rows. 'Server 1' and 'Server 2' have IP addresses of 10.102.72.41 and 10.102.72.56 respectively, both with an authentication port of 1812. 'Server 3' has empty fields for IP Address and Authentication Port. Below the server rows are fields for 'Server Key' and 'Confirm Server Key', both masked with asterisks. A 'Timeout' field is set to 10. A 'Save' button is at the bottom left of the form.

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.

User Accounts RADIUS **TACACS+**

Tacacs Settings

☒ Enable TACACS

Server 1:	IP Address*	Authentication Port*
	10.102.75.41	49
Server 2:	IP Address	Authentication Port
	10.102.75.46	49
Server 3:	IP Address	Authentication Port

Authentication Type: ☒ PAP ☐ ASCII

Server Key:

Confirm Server Key:

Timeout:

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 [Multiple NetFlow Collector](#).

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 NetFlow

NetFlow Host 1:

IP Address*

10.102.72.41

Port*

2055

NetFlow Host 2:

IP Address

Port

NetFlow Host 3:

IP Address

Port

Save

Network adapters

For Citrix SD-WAN appliances, you can manually change the 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](#).

To configure the network adapter settings, navigate to **Configuration > Appliance Settings > Network Adapter**.

The screenshot displays the 'Network Adapters' configuration page in the Citrix SD-WAN Orchestrator. The top navigation bar includes links for Administrator Interface, NetFlow Host, Network Adapters (selected), AppFlow Host, SNMP, Fallback, DateTime, Syslog, and Flows. Below the navigation bar, the 'Mobile Broadband Status' section is visible. The main configuration area is divided into three sections: 'Device Information', 'IP Address', and 'DNS Settings'. In the 'Device Information' section, there is a 'Select Device' dropdown menu with 'Primary' selected. The 'IP Address' section contains two sub-sections: 'IPv4 Protocol' and 'IPv6 Protocol'. Under 'IPv4 Protocol', there are checkboxes for 'Enable IPv4' (checked) and 'Enable DHCP' (unchecked). Below these are input fields for 'IP Address', 'Subnet Mask', and 'Gateway IP Address'. Under 'IPv6 Protocol', there are checkboxes for 'Enable IPv6' (checked), 'Enable SLAAC' (unchecked), and 'Enable DHCP' (unchecked). Below these are input fields for 'IPv6 Address' and 'Prefix'. The 'DNS Settings' section has input fields for 'Primary DNS' and 'Secondary DNS'. A 'Save' button is located at the bottom of the configuration area.

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](#).

To configure AppFlow Host Settings, navigate to **Configuration > Appliance Settings > AppFlow Host Settings** and click **Enable**. Specify the data update interval, in minutes, at which the AppFlow reports are exported to the AppFlow / IPFIX collector.

Choose one of the following AppFlow dataset templates:

- **TCP only for HDX:** Collects and sends multi-hop data of ICA connections to the AppFlow collec-

tor.

- **HDX:** Collects and sends HDX insight data of ICA connections to the AppFlow collector.

You can configure up to four AppFlow / IPFIX collectors. For each collector specify the following parameters:

- **IP Address:** The IP address of the external AppFlow / IPFIX collector system.
- **Port:** The port number on which the external AppFlow / IPFIX collector system listens. The default value is 4739. You can change the port number depending on the collector used.
- **AppFlow:** Sends flow records, as per IPFIX template 613, to IPFIX collectors.
- **Application Flow Info:** Sends flow records, as per IPFIX templates 611 and 612, to IPFIX collectors.
- **Citrix ADM:** Use Citrix ADM as the AppFlow collector. Provide the user name and password to seamlessly log in into Citrix ADM and store flow data.

Note

Citrix ADM currently does not support IPFIX collection.

AppFlow Host Settings

☒ Enable

Data Update Interval (minutes) :

5

Appflow Data Set:
☐ TCP only for HDX
☐ HDX

AppFlow / IPFIX Collector 1

IP Address

10.102.76.35

Port

4730

Data Set:
☐ Appflow
☒ Application Flow Info (IPFIX)
☐ Basic Properties (IPFIX)

☐ Citrix ADM

Citrix ADM user

Password

AppFlow / IPFIX Collector 2

IP Address

10.102.36.89

Port

4736

Data Set:
☐ Appflow
☐ Application Flow Info (IPFIX)
☐ Basic Properties (IPFIX)

☒ Citrix ADM

Citrix ADM

admin

Password

AppFlow / IPFIX Collector 3

IP Address

10.29.30.45

Port

4735

Data Set:
☒ Appflow
☒ Application Flow Info (IPFIX)
☐ Basic Properties (IPFIX)

☐ Citrix ADM

Citrix ADM

Password

AppFlow / IPFIX Collector 4

IP Address

10.102.89.46

Port

4732

Data Set:
☐ Appflow
☐ Application Flow Info (IPFIX)
☒ Basic Properties (IPFIX)

☐ Citrix ADM

Citrix ADM

Password

Save

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:

Citrix

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

Encryption:

None

☐ Enable v3 Traps

Destination IP Address(es):

Port:

162

User Name:

Password:

Verify Password:

Authentication:

MD5

Encryption:

None

Save

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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.

Restart Dynamic Routing

Restarting routing process may result in network outage. It is provided only for trouble shooting and can result in undesired behavior if performed when service is enabled.

Restart

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.

Virtual Paths and Paths

Enable ▾

Virtual Path: London-Germany ▾

Notes:

Disabling all paths in either direction will cause the entire virtual path to be disabled.

Disabling a path or virtual path is not persistent across Citrix Virtual WAN Service restart operations. All paths will be re-enabled after a restart.

Submit

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.

All Paths on WAN Link

Enable ▾

WAN Link: London-Internet-AOL-1 ▾

Notes:

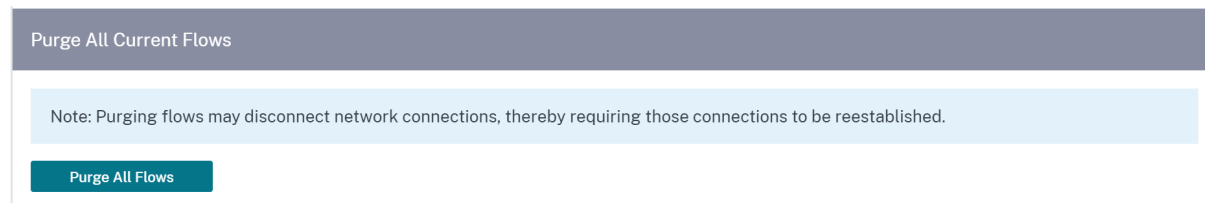
Disabling all paths in either direction will cause the entire virtual path to be disabled.

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.



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

6:51 AM

Save

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

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

6:23 AM

Save

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](#).

Syslog Server Settings

☒ Enable Syslog Messages

Server IP Address

192.168.1.1

Server Port

514

☒ Authentications to Syslog

☒ Firewall Logs to Syslog

Save

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.

In-band management

October 1, 2021

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 additional 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.

Interface Name	Port(s)	VLAN ID	IP Address	Actions
LAN-1	1	10	172.16.20.10/24, 172.16.20.10/24	
WAN-1	2	10	172.16.20.10/24, 172.16.20.10/24	
WAN-2	3	10	172.16.20.10/24, 172.16.20.10/24	
LAN-2	4	100	172.16.20.10/24, 172.16.20.10/24	

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, see [DNS settings](#).

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.
- Interface 1/1 as LAN port.
- Interface 1/2 and LTE as WAN port

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 zero-touch 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**.

The screenshot displays the 'Fallback' configuration page in the Citrix SD-WAN Orchestrator interface. The left sidebar shows the navigation menu with 'CONFIGURATION' expanded and 'Appliance Settings' selected. The main content area is titled 'Day 0' Default / 'Day N' Fallback Config'. A blue banner states: 'The fallback configuration provides basic network functionality when a critical failure occurs and the system can no longer function.' Below this, a toggle switch for 'Enable Fallback Configuration' is highlighted with a red box. The 'LAN Settings' section contains the following fields:

- VLAN ID: 0
- IP Address: 192.168.101.1/24
- Enable DHCP Server: ☐
- DHCP Start: 192.168.101.50
- DHCP End: 192.168.101.250
- Dynamic DNS Servers: ☒
- DNS Server: [empty field]
- Alt DNS Server: [empty field]
- Internet Access: ☐

 A 'Reset' button is located in the top right corner of the configuration area.

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 0' Default / 'Day N' Fallback Config

The fallback configuration provides basic network functionality when a critical failure occurs and the system can no longer function.

☒ Enable Fallback Configuration Reset

LAN Settings

VLAN ID
0

☒ Enable DHCP Server

DHCP Start
192.168.101.50

☐ Dynamic DNS Servers

DNS Server

☒ Internet Access

IP Address
192.168.101.24

DHCP End
192.168.101.250

Alt DNS Server

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	<input type="radio"/> WAN	<input checked="" type="radio"/> LAN	<input type="radio"/> Disabled
2	<input checked="" type="radio"/> WAN	<input type="radio"/> LAN	<input type="radio"/> Disabled
3	<input type="radio"/> WAN	<input type="radio"/> LAN	<input checked="" type="radio"/> Disabled
4	<input type="radio"/> WAN	<input type="radio"/> LAN	<input checked="" type="radio"/> Disabled
5	<input type="radio"/> WAN	<input type="radio"/> LAN	<input checked="" type="radio"/> Disabled
6	<input type="radio"/> WAN	<input type="radio"/> LAN	<input checked="" type="radio"/> Disabled
7	<input type="radio"/> WAN	<input type="radio"/> LAN	<input checked="" type="radio"/> Disabled
8	<input type="radio"/> WAN	<input type="radio"/> LAN	<input checked="" type="radio"/> Disabled
MGT	<input type="radio"/> WAN	<input type="radio"/> LAN	<input checked="" type="radio"/> Disabled

Unassigned Port Bypass Mode

Fail to Block ▼

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	<input checked="" type="checkbox"/> Enable DHCP			0	9.9.9.9

Save

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.



Internet Service

Service Name	Cost
Internet	5

Advance Settings

☒ Preserve route to Internet from link even if all associated 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

01 Site Details

02 Device Details

03 Interfaces

04 WAN Links

05 Routes

06 Summary

Interface Attributes

Deployment Mode *

Interface Type *

Security *

Interface Name

Edge (Gateway)

LAN

Trusted

LAN-1

Physical Interface

Select Interface *

LAG1

1/1

LTE-E1

MGMT

[Link Aggregation Group](#)

Virtual Interfaces

VLAN ID *

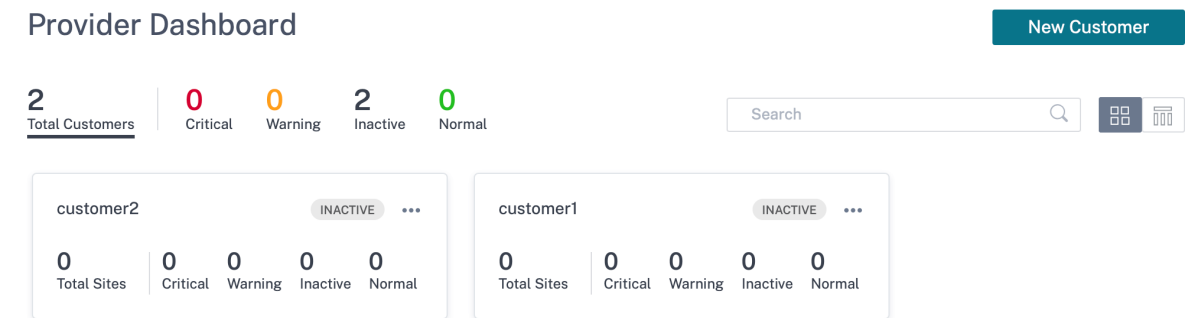
Virtual Interface Name *

To reconfigure the management port to perform management functionality, remove the configuration. Create a configuration without using the management port and activate it.

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.



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

July 29, 2021

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.

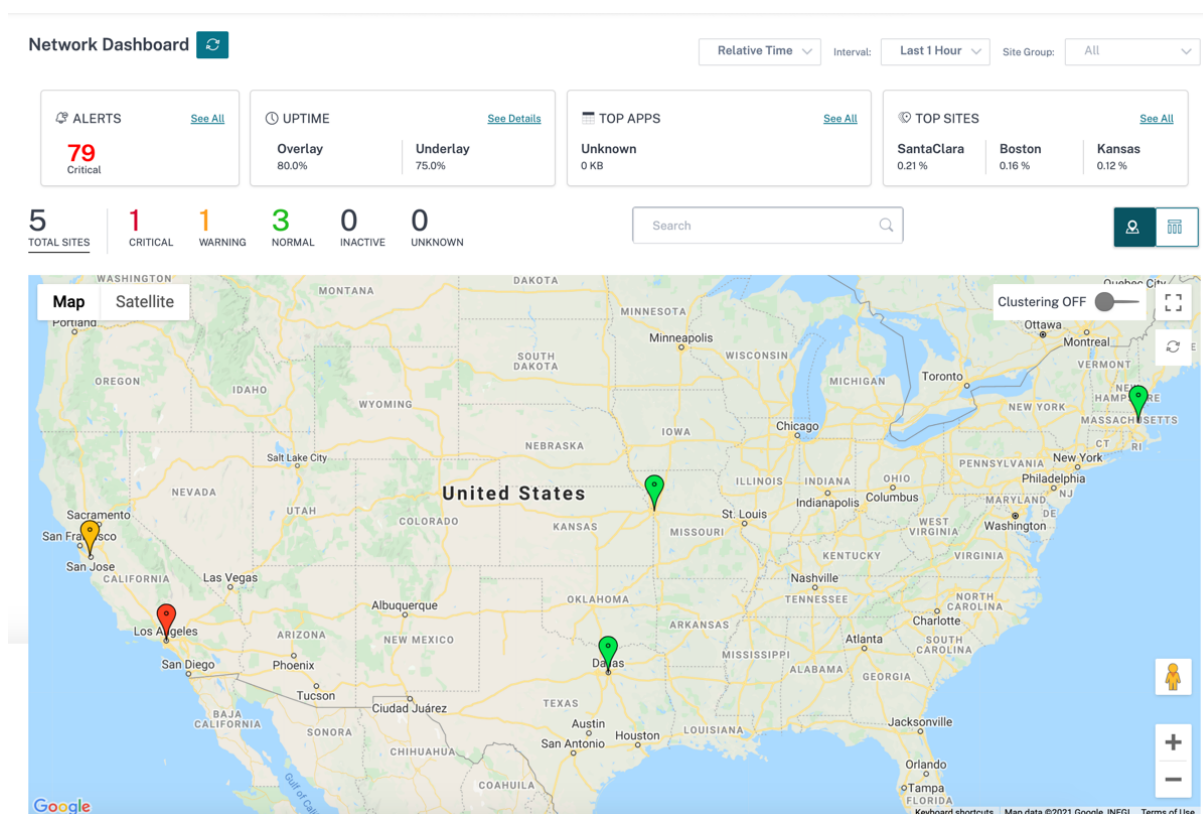
The dashboard summarizes the following aspects of a network, with a provision to drill down for more details.

- **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.

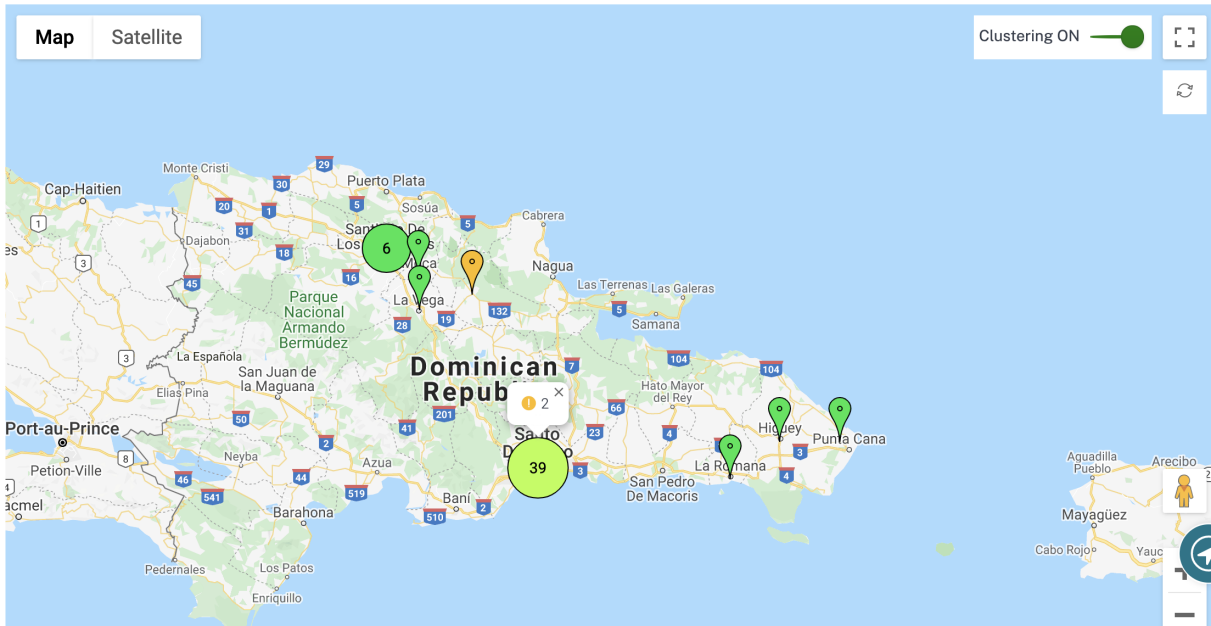
On hovering over any site, some of the key site-specific details such as the site role, device model, bandwidth tier is displayed. The virtual paths associated with a site show up with suitable color codes that reflect their health. The **List View** provides the same details for each site, summarized 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:

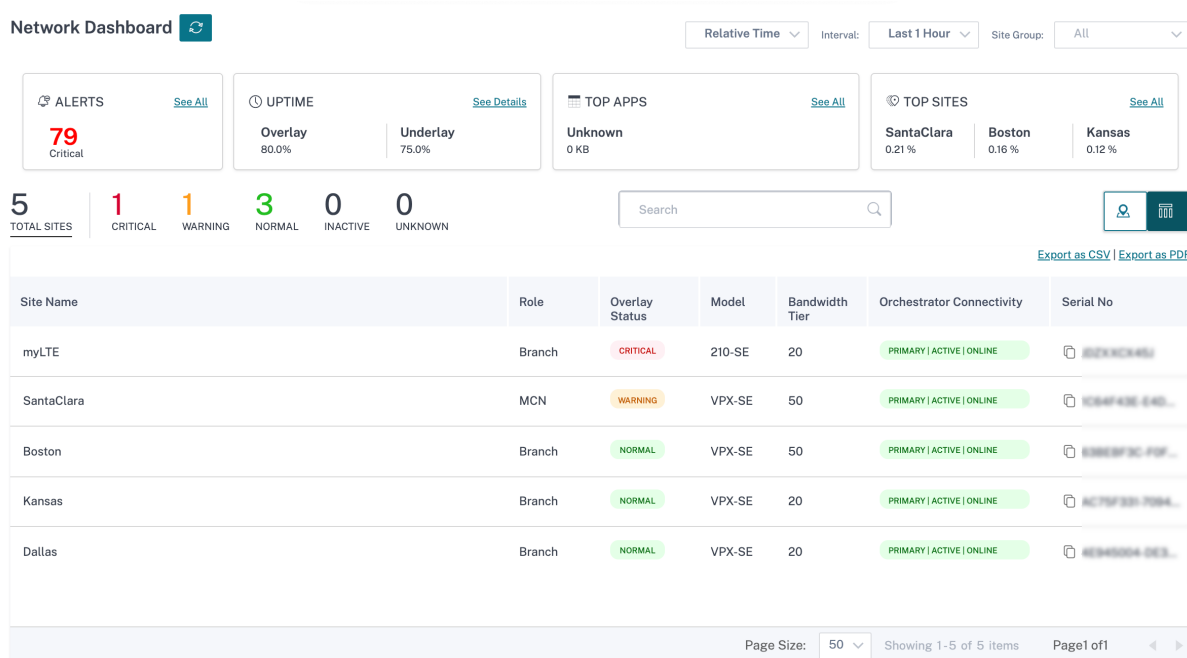
Color Legends	Description
	All sites in the cluster are green. That means each site has all the virtual paths, and the associated member paths UP
	All sites in the cluster are orange. That means each site has at least one member path DOWN, but all virtual paths UP
	All sites in the cluster are red. That 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.

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 Dashboard**.

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.



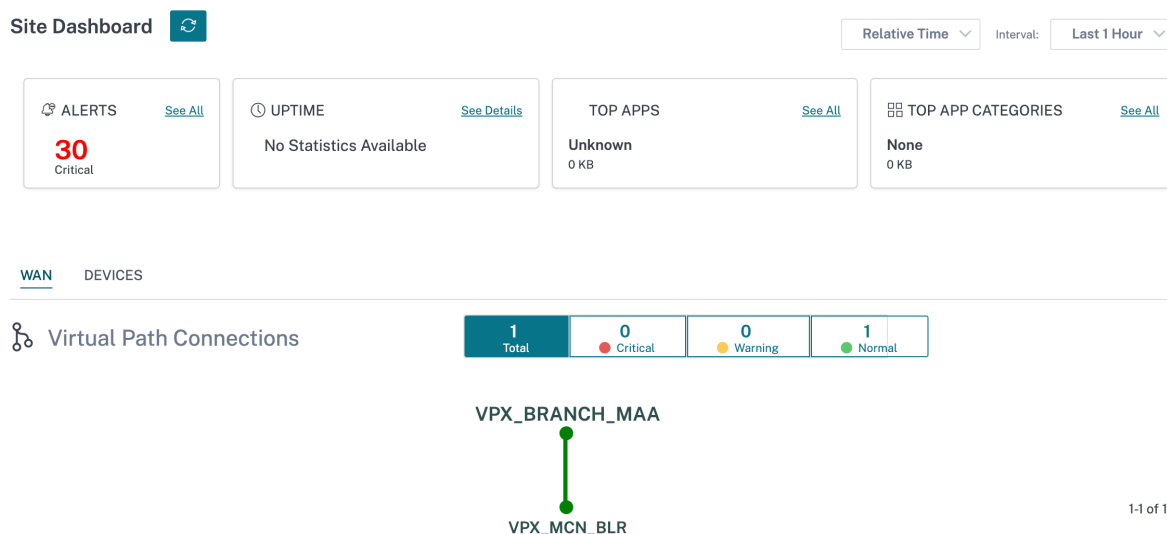
Site dashboard

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



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.

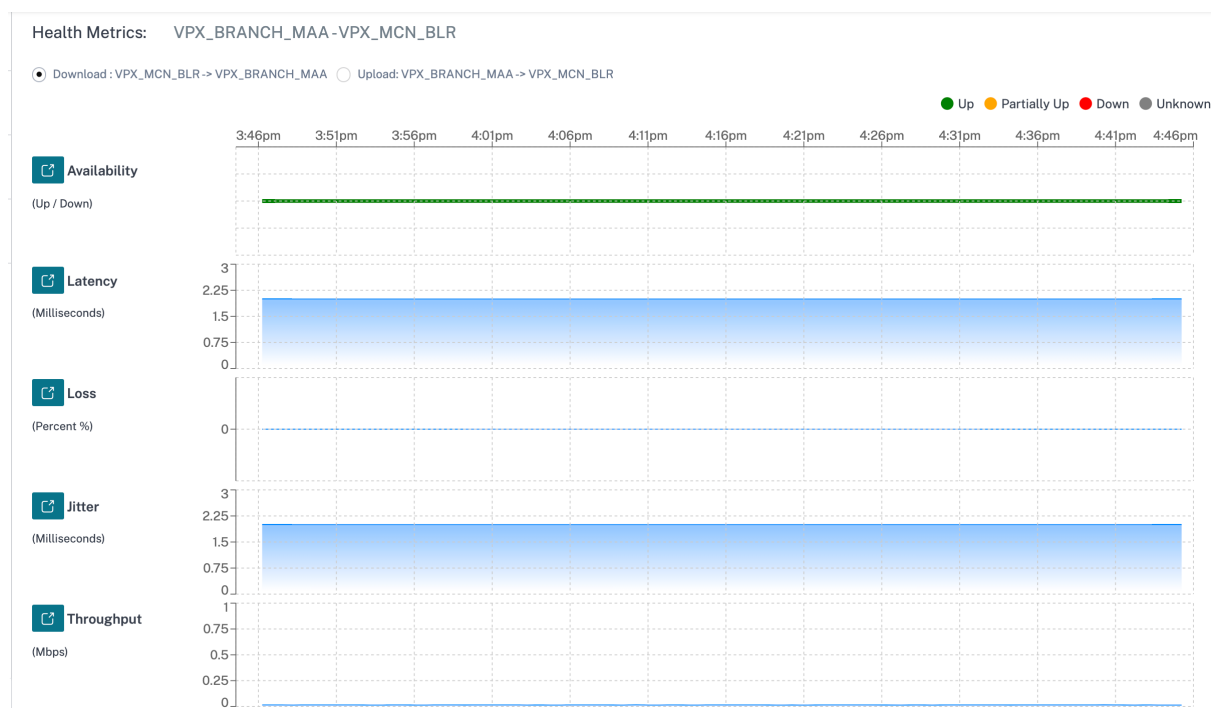
You can select any virtual path connection, to review the corresponding health metrics and trends.

The color-coding criteria used for virtual path connections are:

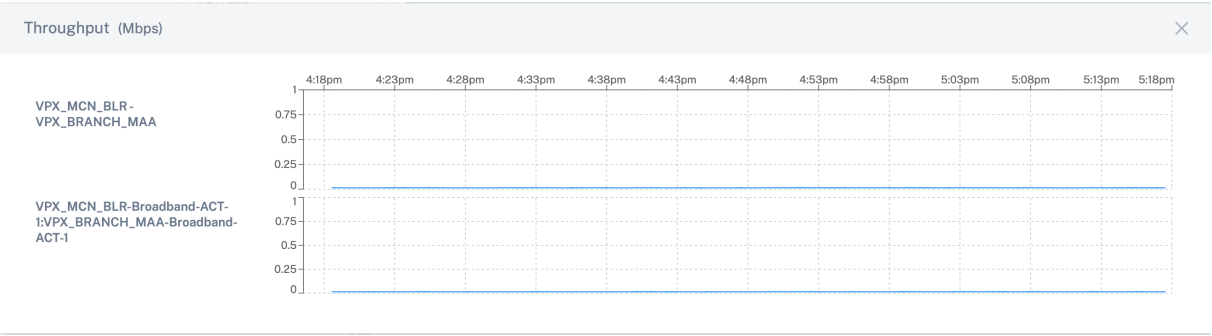
- **Critical (Red):** Virtual path is DOWN.
- **Warning (Orange):** Virtual path is UP, but at least one member path is DOWN.
- **Normal (Green):** Virtual path and all member paths are UP.

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.



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.

WAN DEVICES

Device Info

Orchestrator Connectivity	Uptime	Short Name	Device Model	Device Edition	Serial No.	Bandwidth	Management IP	Actions
Yes	1 month 22 days 54 minutes	Primary	210	SE	JDZXKCK46J	20 Mbps	10.217.110.33	↶ ⏻

Interfaces (Primary)

STATUS	Interface Port	Bytes Sent	Bytes Received	Errors
Down	1/1	117056	0	0
Down	1/2	117056	0	0
Up	LTE-1	2595352	7122	0

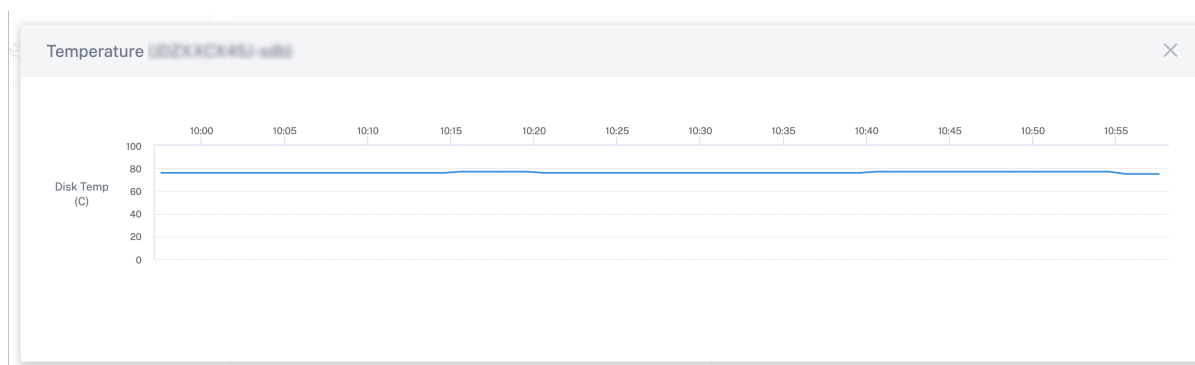
Temperature

Device Name : Primary

Serial No : JDZXKCK46J

Name	Temperature (C)
System	58
cpu0	58
sda	30 ↴
sdb	76 ↴

You can also click the graph icon in the **Temperature (C)** column and view the information in graphical form.



August 23, 2021

Provider Troubleshooting

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 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
- **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.
 - **Response:** Error response when the API request fails. This field is displayed only when the API request fails.

Audit Info

Method	PUT
Status	Failure (400)
Payload	--
Response	{"code": 400, "message": "Invalid certificate"}
URL	/policy/v1/customer/e53af250-79fe-4d60-8b48-f564f9206533/config/sslRootCert

Close

- **Payload:** Body of the request sent through API.
- **URL:** HTTP URL of the revoked API.

Audit Info

Method	POST
Status	Success (200)
Payload	{"ccld": "", "icon": "", "name": "sectest", "admins": [], "config": null, "newAdmin": {"role": "", "email": ""}, "showErrors": false, "contactName": "", "contactEmail": ""}
URL	/policy/v1/msp/c67df04a-0dbb-4dad-9934-17c7139e6f8f/customers

Close

- **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 Troubleshooting: Audit Logs

☒ Audit log Payload Configuration Saved Successfully

☒ Log Payloads

User

Feature

Start Date

End Date

Created At	User	Feature	Message	Action
June 11, 2021 3:33 PM		MSP Admin	Create Audits Config	i
June 11, 2021 3:32 PM		MSP Admin	Create Audits Config	i
June 11, 2021 3:32 PM		MSP Admin	Create Audits Config	i
March 29, 2021 4:10 PM				i

Showing 1-4 of 4 items
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August 23, 2021

Network Troubleshooting

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 **Troubleshooting > Audit Logs** to view the **Network Troubleshooting: Audit Logs** page.

The Network 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
- **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.

Audit Info

Method	PUT
Status	Failure (400)
Payload	--
Response	{"code": 400, "message": "Invalid certificate"}
URL	/policy/v1/customer/e53af250-79fe-4d60-8b48-f564f9206533/config/ssliRootCert

Close

- **Response:** Error response when the API request fails. This field is displayed only when the API request fails.
- **Payload:** Body of the request sent through API.
- **URL:** HTTP URL of the revoked API.

Audit Info

Method	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 }] }
URL	/policy/v1/customer/e53af250-79fe-4d60-8b48-f564f9206533/config/regions

Close

- **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](#).

Network Troubleshooting: Audit Logs

Log Payloads

Search Message

User

Feature

Site

Start Date

End Date

Branch_MCN

Created At	User	Feature	Message	Action
June 16, 2021 10:24 AM	hcnck.agp@edp@citrix.com	Site	Update Siteapi Branch_MCN	①
June 16, 2021 10:24 AM	hcnck.agp@edp@citrix.com	Site	Update Config Site Branch_MCN Wifi Settings	①
June 16, 2021 10:24 AM	hcnck.agp@edp@citrix.com	Site	Update Config Site Branch_MCN Wan Links	①
June 16, 2021 10:24 AM	hcnck.agp@edp@citrix.com	Site	Create Config Site Branch_MCN Lag Groups	①
June 16, 2021 10:24 AM	hcnck.agp@edp@citrix.com	Site	Update Config Site Branch_MCN Interface Groups	①
June 16, 2021 10:24 AM	hcnck.agp@edp@citrix.com	Site	Update Config Site Branch_MCN Ha	①

Showing 1 - 6 of 6 ItemsPage 1 of 1

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 Francisco

Download (0 Bytes / 1 GB)

Search Device Logs



<input type="checkbox"/>	Name	Last Modified	Size
<input type="checkbox"/>	init.log	September 20, 2019 11:10 AM	2.76 MB
<input type="checkbox"/>	SDWAN_filetransfer.log	September 20, 2019 11:10 AM	1.66 MB
<input type="checkbox"/>	SDWAN_ip_learned.log	September 20, 2019 11:10 AM	1.21 MB
<input type="checkbox"/>	SDWAN_snmp_poll.log	September 20, 2019 11:10 AM	1.66 MB
<input type="checkbox"/>	SDWAN_config_update.old.log	September 20, 2019 11:10 AM	1.91 MB
<input type="checkbox"/>	SDWAN_snmp_poll.old.log	September 20, 2019 11:10 AM	1.91 MB
<input type="checkbox"/>	SDWAN_dynamic_virtual_path.old.log	September 20, 2019 11:10 AM	7.63 MB
<input type="checkbox"/>	SDWAN_management.log	September 20, 2019 11:10 AM	1.51 MB
<input type="checkbox"/>	SDWAN_filetransfer.old.log	September 20, 2019 11:10 AM	1.91 MB
<input type="checkbox"/>	SDWAN_common.old.log	September 20, 2019 11:10 AM	3.81 MB
<input type="checkbox"/>	SDWAN_dynamic_virtual_path.log	September 20, 2019 11:10 AM	1.66 MB
<input type="checkbox"/>	SDWAN_igmp_proxy.old.log	September 20, 2019 11:10 AM	1.91 MB
<input type="checkbox"/>	SDWAN_security.old.log	September 20, 2019 11:10 AM	1.91 MB
<input type="checkbox"/>	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.

 Download (0 Bytes / 1 GB) Search Device Logs 

<input type="checkbox"/>	Name	Last Modified	Size
<input type="checkbox"/>	ps.1.log	February 25, 2020 10:12 AM	24.52 MB
<input type="checkbox"/>	init.log	February 25, 2020 10:12 AM	2.65 MB
<input type="checkbox"/>	SDWAN_filetransfer.log	February 25, 2020 10:12 AM	1.08 MB
<input type="checkbox"/>	SDWAN_ip_learned.log	February 25, 2020 10:12 AM	1.08 MB
<input type="checkbox"/>	SDWAN_snmp_poll.log	February 25, 2020 10:12 AM	1.07 MB
<input type="checkbox"/>	SDWAN_config_update.old.log	February 25, 2020 10:12 AM	1.91 MB
<input type="checkbox"/>	SDWAN_snmp_poll.old.log	February 25, 2020 10:12 AM	1.91 MB
<input type="checkbox"/>	SDWAN_dynamic_virtual_path.old.log	February 25, 2020 10:12 AM	7.63 MB
<input type="checkbox"/>	SDWAN_management.log	February 25, 2020 10:12 AM	32.42 KB
<input type="checkbox"/>	launch_proc.log	February 25, 2020 10:12 AM	38.02 KB
<input type="checkbox"/>	SDWAN_filetransfer.old.log	February 25, 2020 10:12 AM	1.91 MB
<input type="checkbox"/>	SDWAN_common.old.log	February 25, 2020 10:12 AM	3.81 MB
<input type="checkbox"/>	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 

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	 

** STS is Available for Only 5 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.

Create Diagnostic Information Dump

Create a diagnostic dump.

If the filename is left blank, one will be auto-generated.

Filename

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 necessary.
Uploading	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.

Customer Name	High	Medium	Low
Citrix Demo Center	0	0	0
ABC Systems	0	0	0
Winstorm Motors	0	0	0
Creative Enterprises	0	0	0
Gremona Textiles	0	0	0
AMS_Demo	0	0	0
Demo1	0	0	0
Test	0	0	0
Test-Customer-1123	0	0	0
Rehab_Test	0	0	0
Support_Training	59	10	11
Abzcare Hospitals	0	76	480

You can also view the severity, site at which the alert originated, alert message, time, and other information under **Details**.

Provider Report : Alerts

Summary [Details](#)

Delete Alerts						<div>54 TOTAL</div> <div>4 HIGH</div> <div>8 MEDIUM</div> <div>42 LOW</div>			
Search									
<input type="checkbox"/>	Severity	Customer Name	Site	Source	Message	Time			
<input type="checkbox"/>	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			
<input type="checkbox"/>	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			
<input type="checkbox"/>	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			
<input type="checkbox"/>	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			
<input type="checkbox"/>	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			
<input type="checkbox"/>	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			
<input type="checkbox"/>	Low	Abycare Hospitals	Madrid	APPLIANCE	WAN Link Madrid-DSL-ono-1 is now up.	Jun 19th 2020, 12:29 pm			
<input type="checkbox"/>	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			
<input type="checkbox"/>	Medium	Abycare Hospitals	London	APPLIANCE	The Citrix SD-WAN service has restarted.	Jun 19th 2020, 12:29 pm			
<input type="checkbox"/>	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			
<input type="checkbox"/>	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			
<input type="checkbox"/>	High	Abycare Hospitals	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.

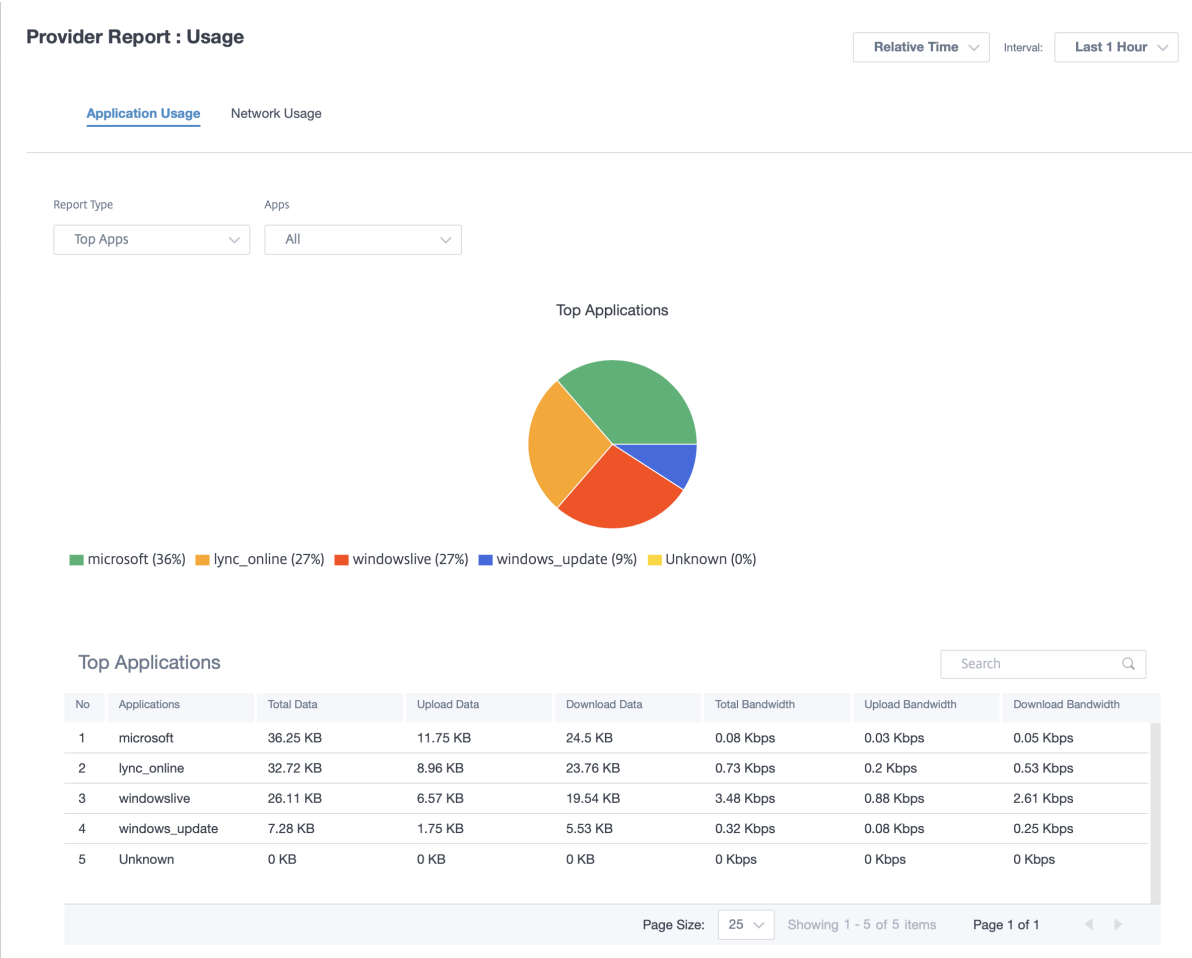
You can also select and delete alerts.

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.



Provider Report : Usage

Relative Time

Interval:

Last 1 Hour

Application Usage

Network Usage

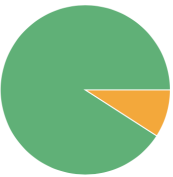
Report Type

App Categories

Top App Categories

All

Top Application Categories



Web (91%) Application Service (9%) None (0%)

Top Application Categories

Search

No	Application Category	Total Data	Upload Data	Download Data	Total Bandwidth	Upload Bandwidth	Download Bandwidth
1	None	0 KB	0 KB	0 KB	0 Kbps	0 Kbps	0 Kbps
2	Application Service	8.62 KB	2.54 KB	6.07 KB	1.15 Kbps	0.34 Kbps	0.81 Kbps
3	Web	102.37 KB	29.04 KB	73.33 KB	0.2 Kbps	0.06 Kbps	0.14 Kbps

Page Size:

25

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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**.

Provider Report : Usage

Relative Time

Interval:

Last 1 Hour

Application Usage

Network Usage

Report Type

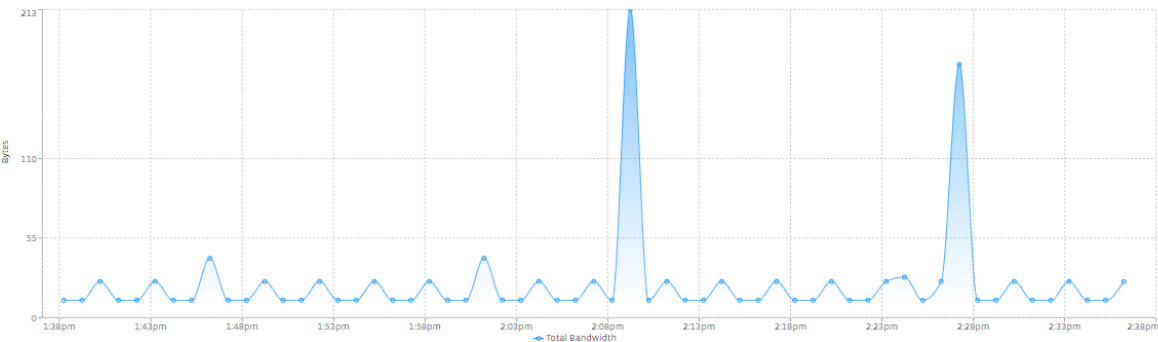
App Categories

Metric

Top App Categories

Instant Messaging

Total Bandwidth

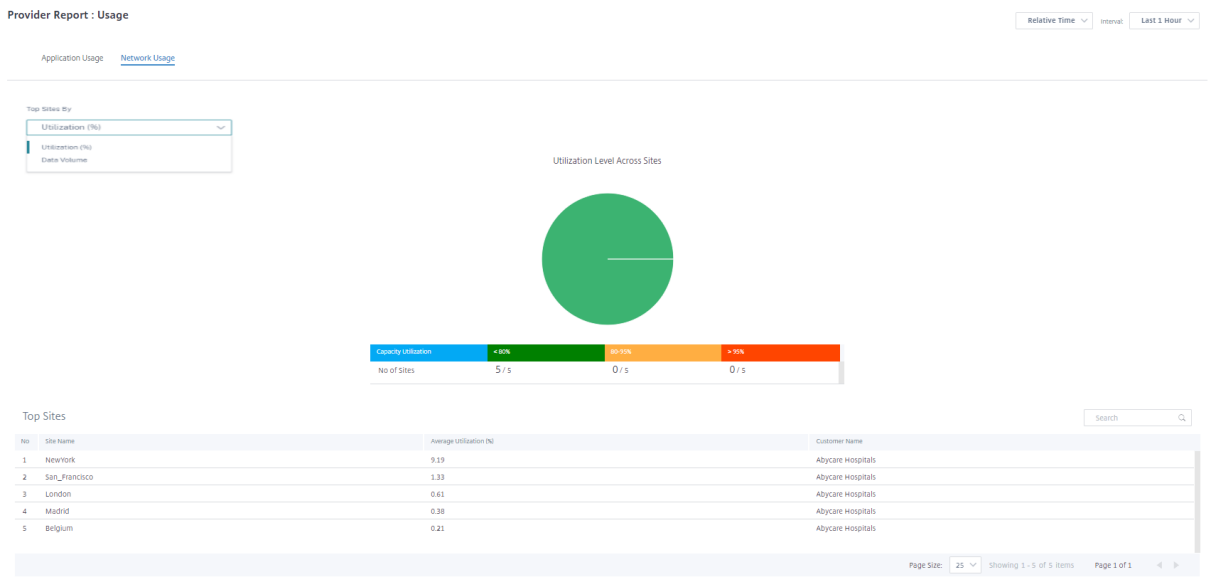


- **Report Type:** Select **Top App** or **App Categories** from the list.
- **Apps/App Categories:** Select top application or categories from the list.

- **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

Search

DEPLOYED

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-ae7-0b54-4cc...	11.2.0.88.861012	10.106.112.23

Page Size:

25

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May 17, 2021

Customer/Network reports

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

Delete Alerts

Search

509 TOTAL

41 HIGH

67 MEDIUM

401 LOW

<input type="checkbox"/>	Severity	Site	Source	Message	Time
<input type="checkbox"/>	Low	San Francisco	APPLIANCE	The state of Virtual Path San_Francisco-Madrid has changed from BAD to GOOD	Jan 30th 2020, 12:35 am
<input type="checkbox"/>	Low	San Francisco	APPLIANCE	Virtual Path San_Francisco-Madrid Path Madrid-DSL-ono-1->San_Francisco-Broadband-...	Jan 30th 2020, 12:35 am
<input type="checkbox"/>	Low	San Francisco	APPLIANCE	Virtual Path San_Francisco-Madrid Path San_Francisco-Broadband-AMIS-2->Madrid-DS...	Jan 30th 2020, 12:35 am
<input type="checkbox"/>	Low	San Francisco	APPLIANCE	Virtual Path San_Francisco-Madrid Path San_Francisco-Broadband-AMIS-2->Madrid-DS...	Jan 30th 2020, 12:35 am
<input type="checkbox"/>	Low	San Francisco	APPLIANCE	Virtual Path San_Francisco-Madrid Path Madrid-DSL-ono-1->San_Francisco-Broadband-...	Jan 30th 2020, 12:35 am
<input type="checkbox"/>	High	San Francisco	APPLIANCE	The Virtual Path San_Francisco-Madrid is no longer DEAD	Jan 30th 2020, 12:35 am
<input type="checkbox"/>	Low	NewYork	APPLIANCE	WAN Link NewYork-Internet-AOL-1 is now up.	Jan 30th 2020, 12:16 am
<input type="checkbox"/>	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.

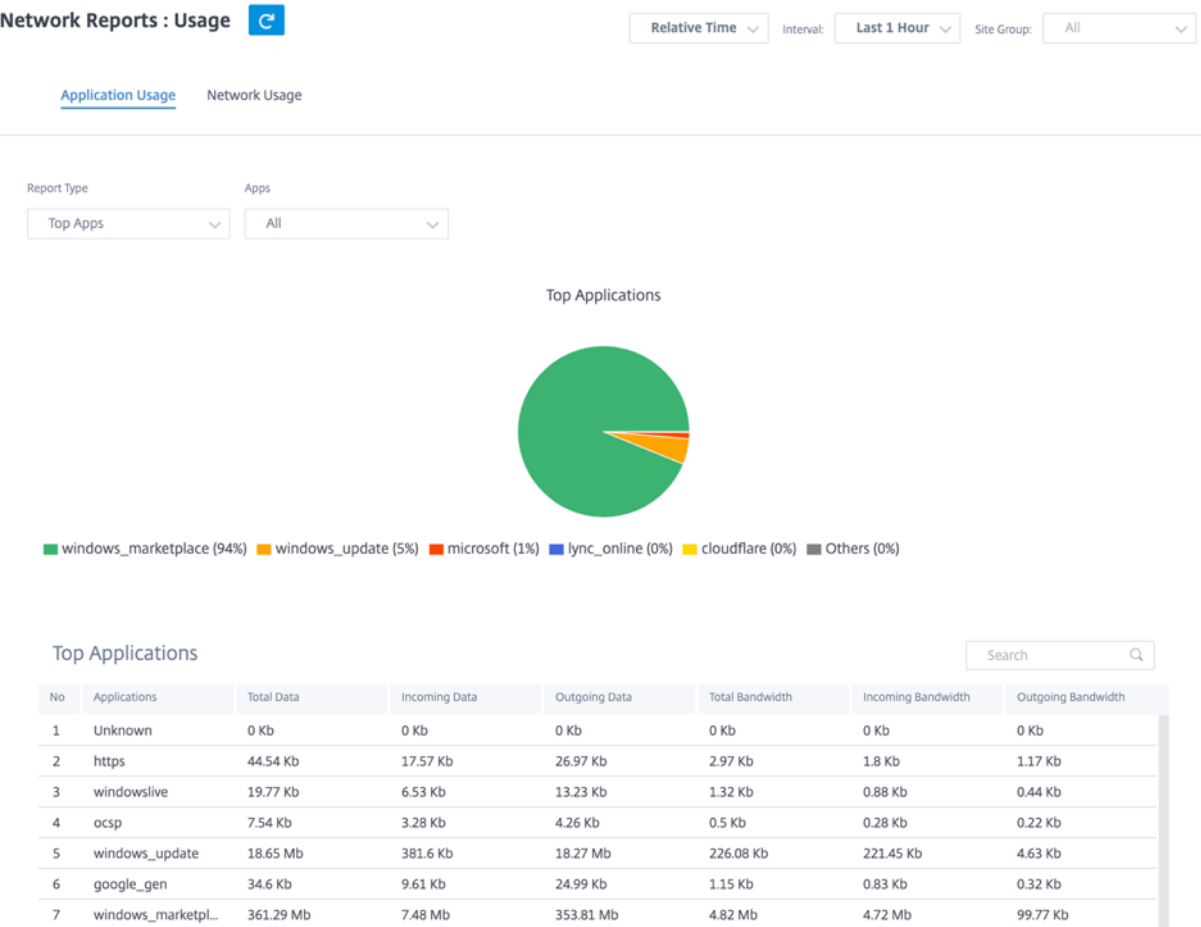
You can also select and clear alerts.

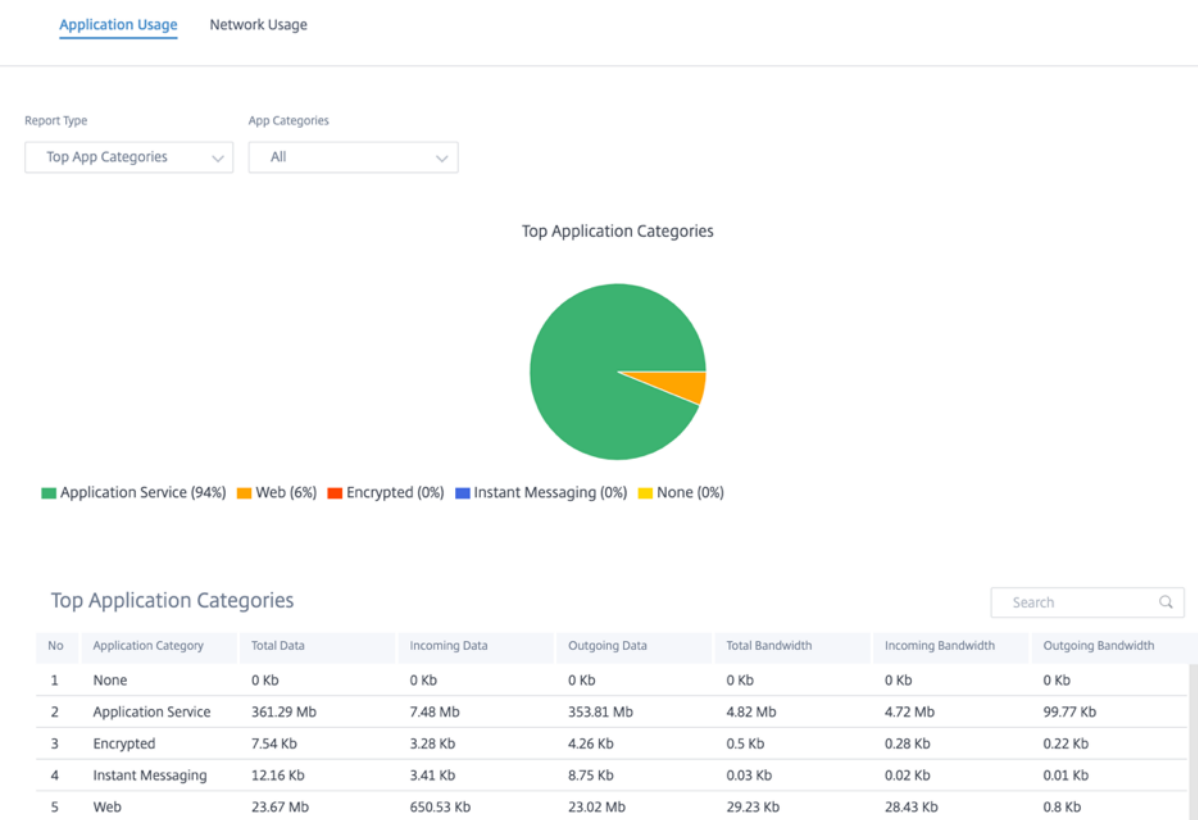
Usage

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

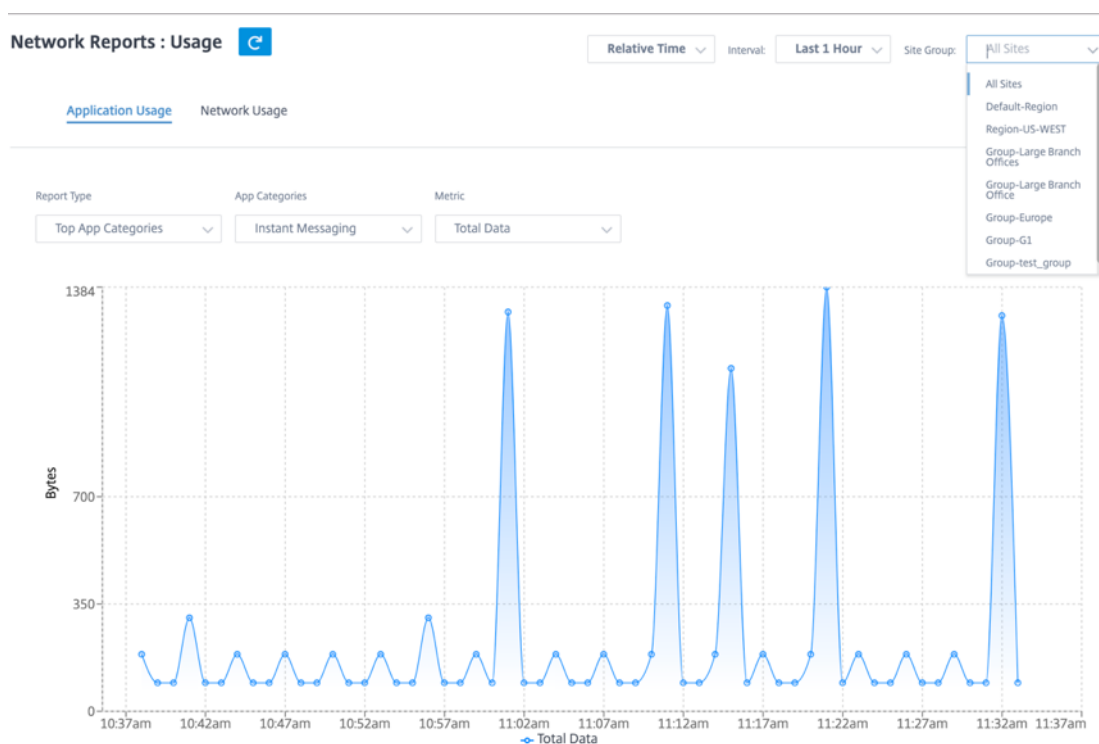
The **Top Applications** and **Top Application Categories** chart shows the top applications and top application families that are widely used across all the sites. This allows you to analyze the data consumption pattern and reassign the bandwidth limit for each class of data within the network.





Application bandwidth

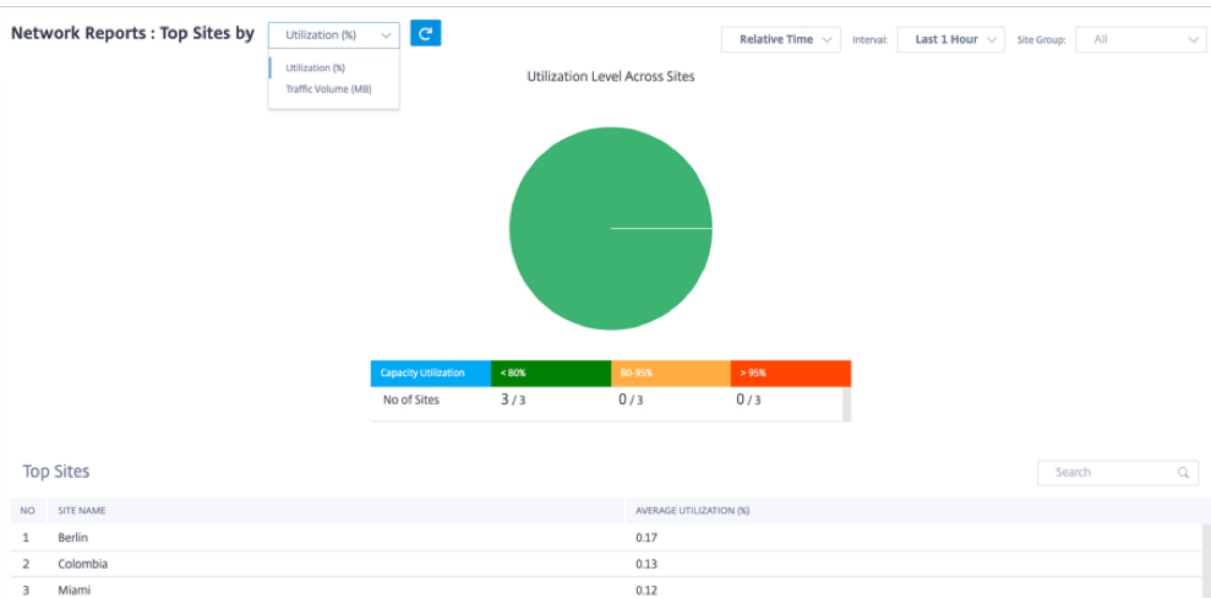
You can view the bandwidth usage statistics for the selected site group or for all sites. The bandwidth statistics are collected for the selected time interval. You can filter the statistics report based on the **Report Type**, **Apps or Apps Categories**, and **Metrics**.



- **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

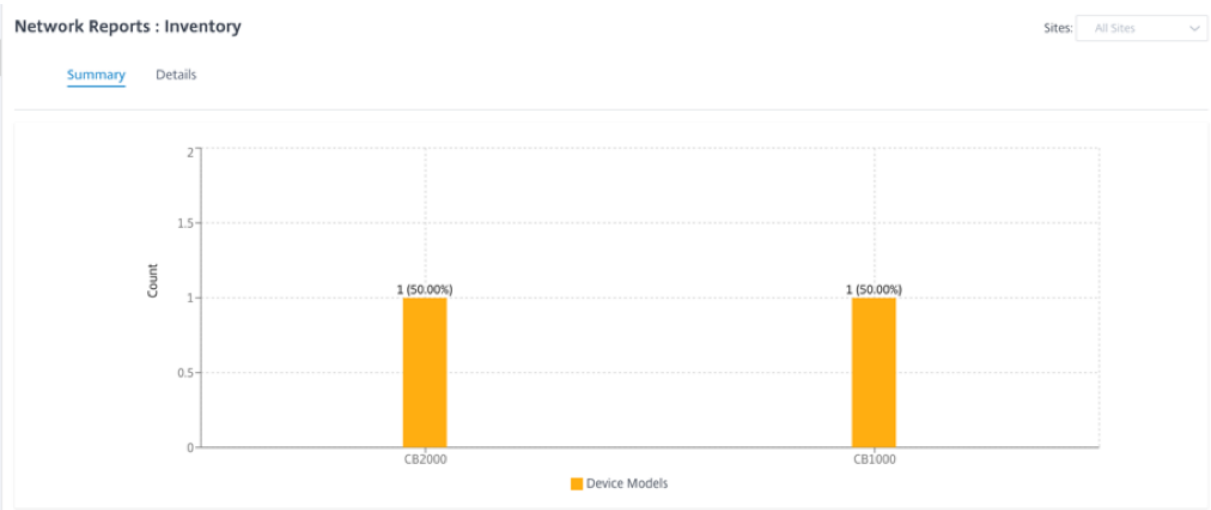
The **Top Sites** chart depicts the top sites in the customer network that have the highest bandwidth usage. You can view the Sites by Utilization (%) or Traffic Volume (MB).



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

Details

<div>Search</div> <div>DEPLOYED</div> <div>UNDEPLOYED</div>					
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

Showing 1 - 2 of 2 items

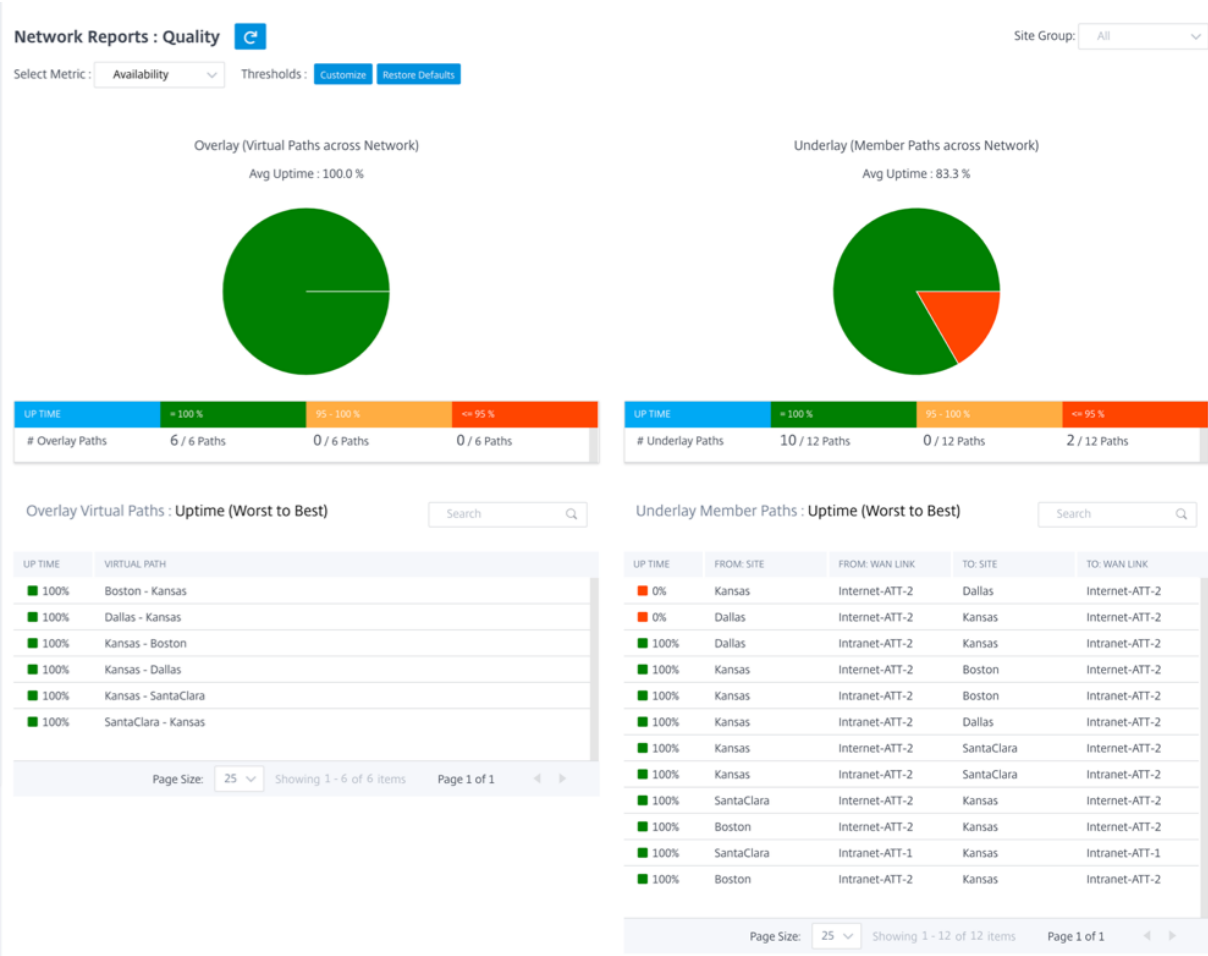
Page 1 of 1

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 in terms of uptime, loss, latency, and jitter. This helps effectively monitor how the overlay is faring relative to the underlay network, and also aids troubleshooting.



Quality of Service

Quality of Service (QoS) manages data traffic to reduce packet loss, latency, and jitter on the network. For more information, see [Quality of Service](#). The following are two ways to view the Quality-of-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.



- **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

Relative Time Interval: Last 1 Hour Site Group: All

SUMMARY QOS DETAILS

Site: All Traffic Type: All Select Priority: All

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 Showing 1 - 4 of 4 items Page 1 of 1

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

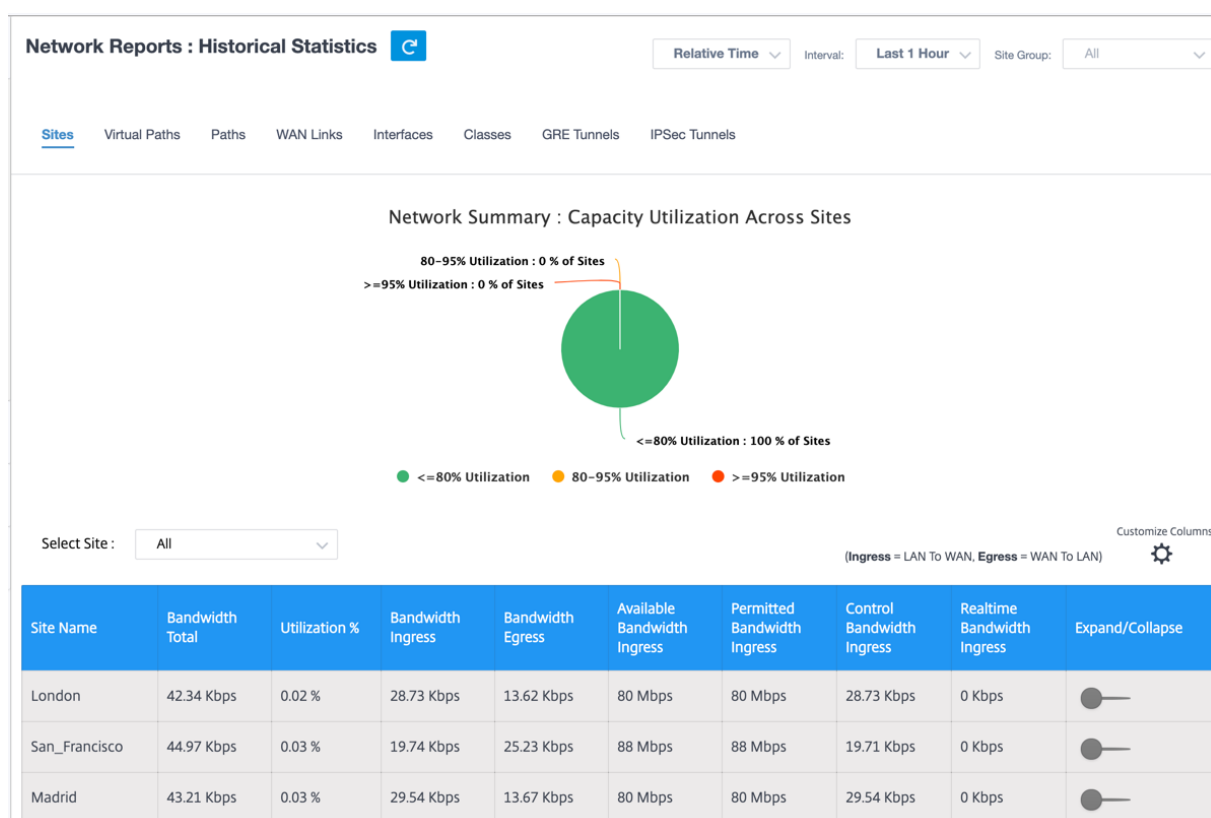
The statistics are collected as graphs. These graphs are plotted as timeline versus usage, allowing you to understand the usage trends of various network object properties. You can view graphs for network-wide application statistics.

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.

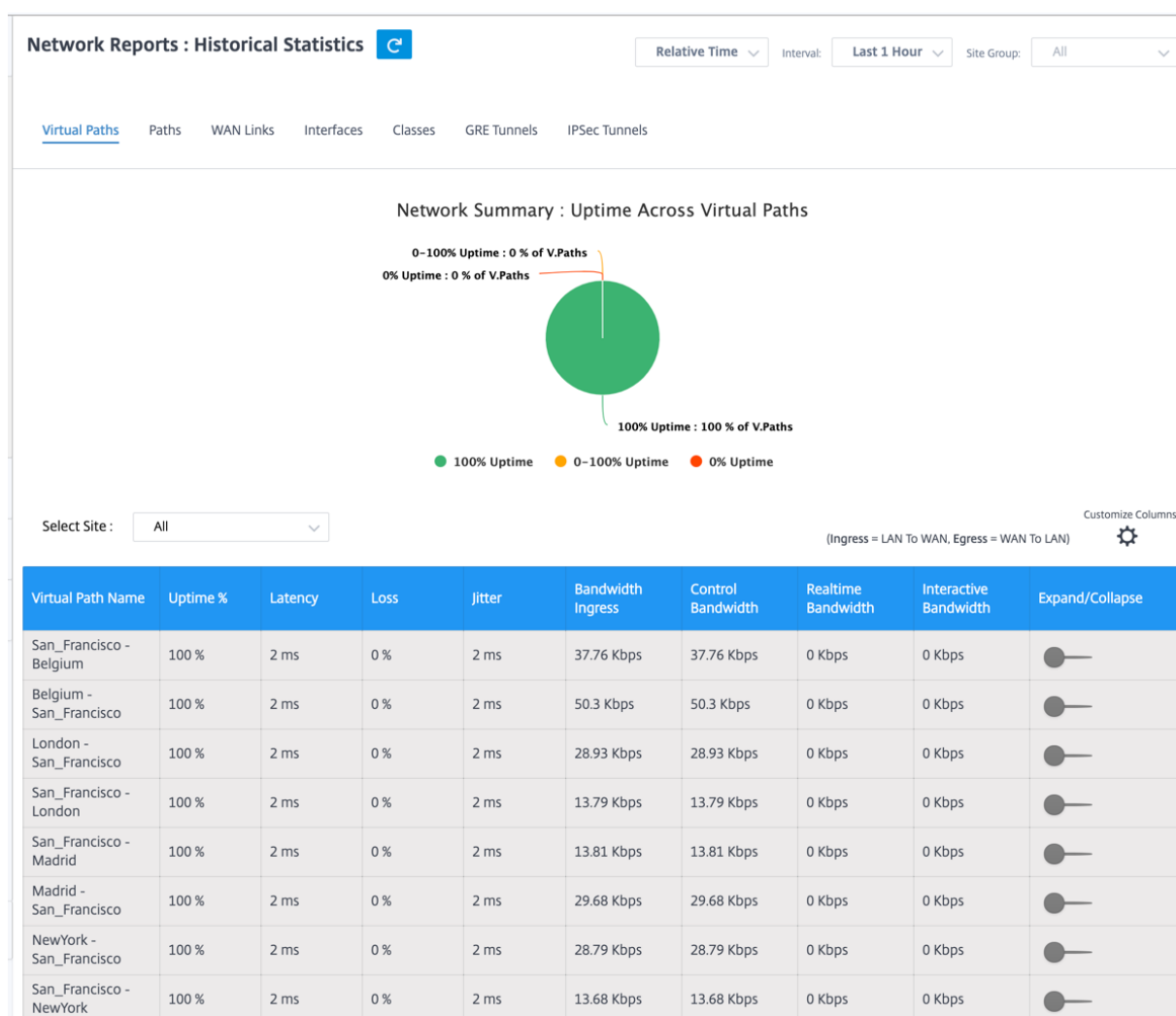


You can view the following metrics:

- **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 real-time 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.



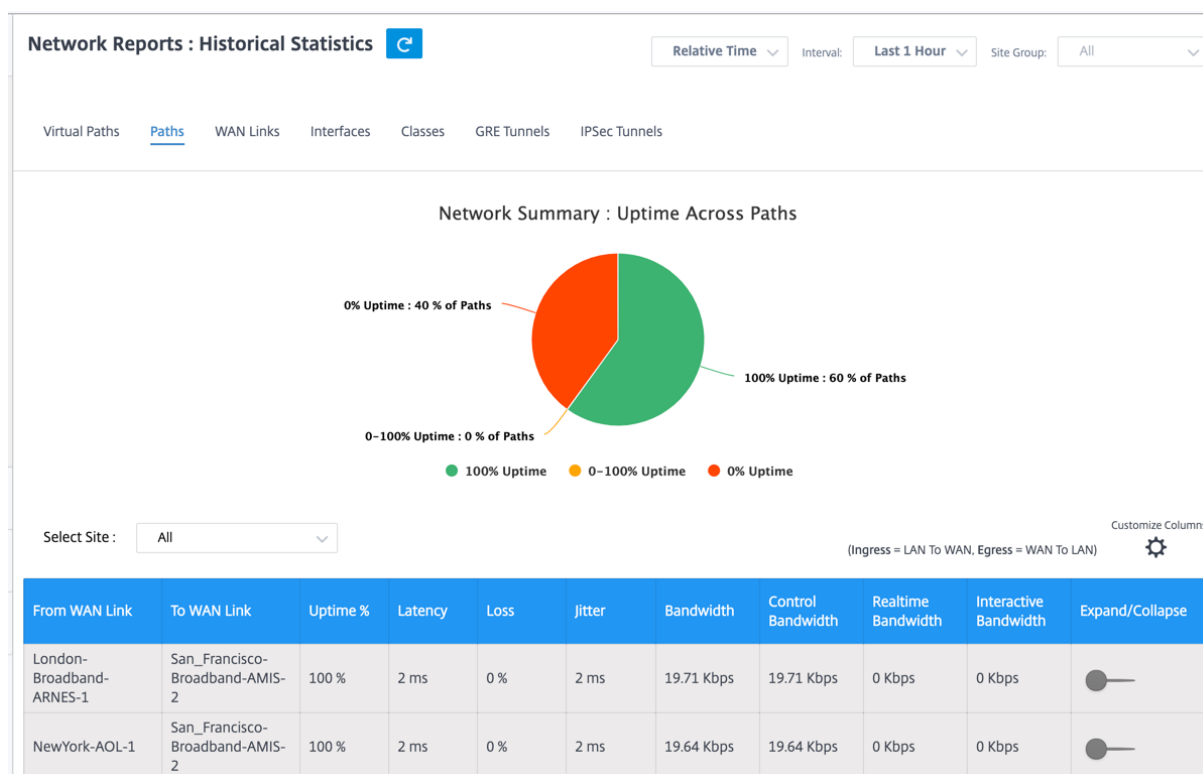
You can view the following metrics:

- **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

To view the **Paths** statistics, navigate to **Reports > Statistics > Paths** tab.



You can view the following metrics:

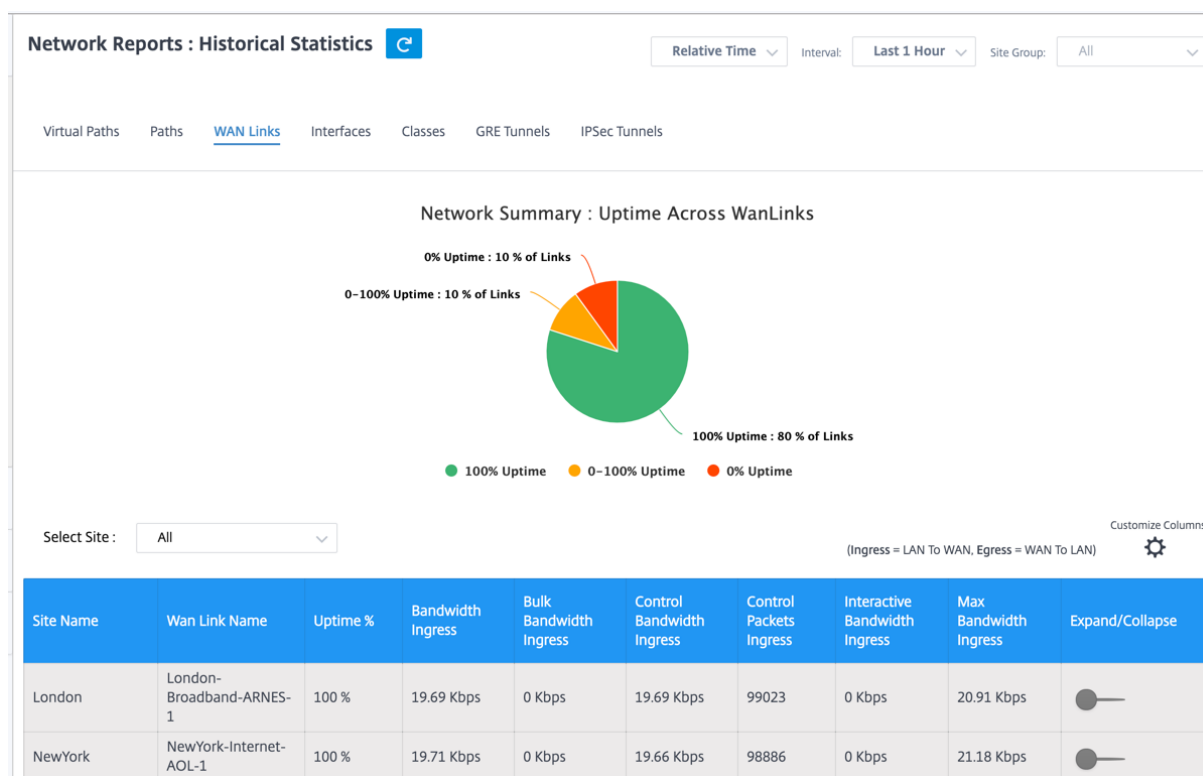
- **From WAN Link:** The source WAN link.
- **To WAN Link:** The destination WAN link.
- **Latency:** The latency in milliseconds for real time traffic.
- **Loss:** Percentage of packets lost.
- **Jitter:** Variation in the delay of received packets, in milliseconds.
- **Bandwidth:** Total bandwidth 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.



You can view the following metrics:

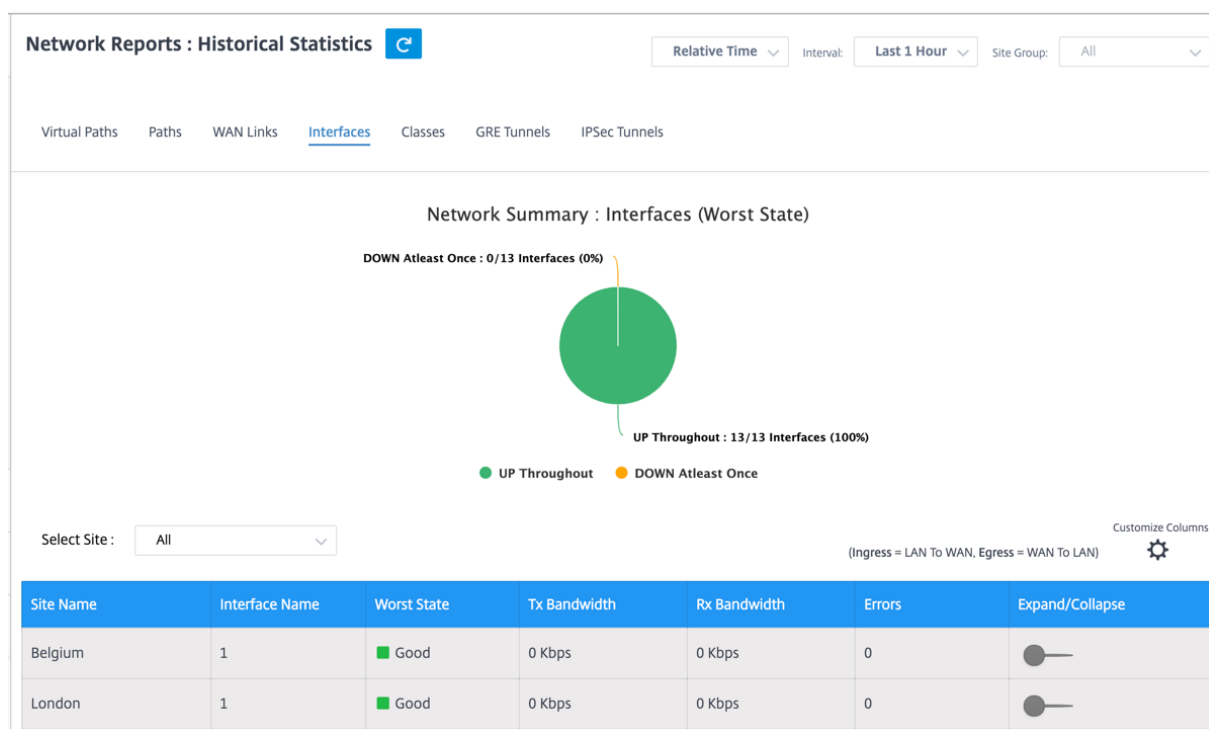
- **WAN Link Name:** The path name.
- **Bandwidth Ingress:** Ingress (LAN to WAN) Bandwidth usage for the selected time period.
- **Bulk Bandwidth Ingress:** Ingress (LAN to WAN) Virtual Path Bandwidth used by Bulk traffic for the selected time period.
- **Control Bandwidth Ingress:** Ingress (LAN to 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.



You can view the following metrics:

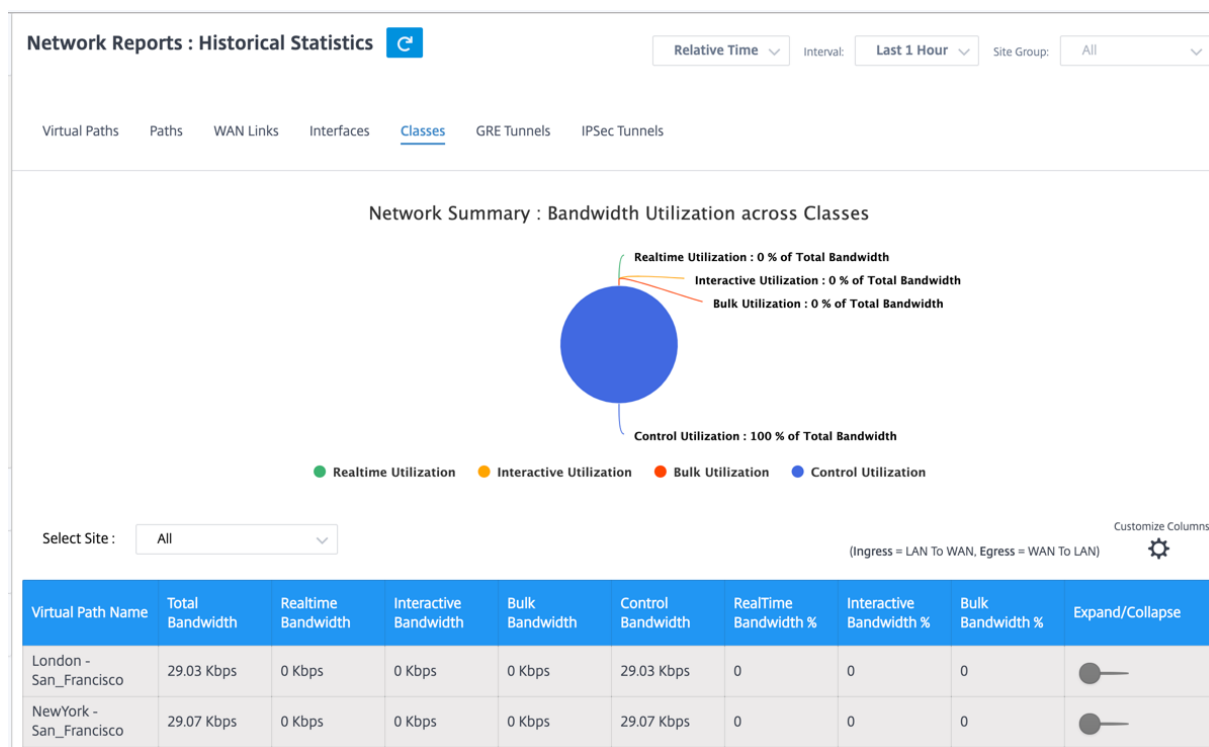
- **Interface Name:** The name of the Ethernet interface.
- **Tx Bandwidth:** Bandwidth transmitted.
- **Rx Bandwidth:** Bandwidth received.
- **Errors:** Number of errors observed during the selected time period.

- **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.



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.

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 [GRE Tunnel](#).

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

You can also get the following real time statistics information under **Troubleshooting > Statistics**:

- ARP
- Routes
- Ethernet
- Observed Protocols
- Application
- Rules

Network Reports : Real Time Statistics

Site Group: All

ARP Routes Virtual Path Services Classes Ethernet Observed Protocols Wan Path Application QOS Other Stats

Belgium Retrieve latest data Search

Gateway ARP Timer: 1000
End User ARP Timer: 1000

Num	Interface	Routing Domain	VLAN	IP Address	MAC Address	State	Type
1	2		0	172.10.30.1	26:63:82:97:57:37	READY_ACTIVE	PERSISTENT
0	3		0	172.10.40.1	06:12:90:dd:91:5f	READY_ACTIVE	PERSISTENT


Flows

At the network level, select the site from the drop-down list before you can fetch the statistics. 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.

Network Reports : Real Time Flows

Site Group: All

San Francisco Retrieve latest data Search

☒ Upload ☒ Download  Customize Columns

Info	No	Application	Source IP Addr	Dest IP Addr	Source Port	Dest Port	Proto IP	Packets	PPS	Class	Service Name	Age (ms)	Bytes
①	1	N/A	172.10.10.6	192.229.232.240	49976	80	TCP (6)	3	0.004	N/A	-	792120	156
①	2	N/A	172.10.10.6	192.229.232.240	49837	80	TCP (6)	3	0.001	N/A	-	4114023	156
①	3	N/A	172.10.10.6	192.229.232.240	49835	80	TCP (6)	3	0.001	N/A	-	4140148	156
①	4	N/A	172.10.10.6	192.229.232.240	49833	80	TCP (6)	3	0.001	N/A	-	4179835	156
①	5	N/A	172.10.10.6	192.229.232.240	49970	80	TCP (6)	3	0.002	N/A	-	1745589	156
①	6	N/A	172.10.10.6	192.229.232.240	49831	80	TCP (6)	3	0.001	N/A	-	4220070	156
①	7	N/A	172.10.10.6	192.229.232.240	49825	80	TCP (6)	3	0.001	N/A	-	4258507	156
①	8	Google Talk (incl. Hangouts and Allo and Duo)(gtalk)	172.10.10.6	74.125.130.188	49743	443	TCP (6)	134	0.025	N/A	-	1609	6436

Firewall connections

At the network level, select the site from the drop-down list before you can fetch the statistics. The **Firewall connections** 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.

Network Reports : Real Time Firewall Connections

Site Group:

All

San Francisco

Retrieve latest data

Search

Connections Displayed: 5

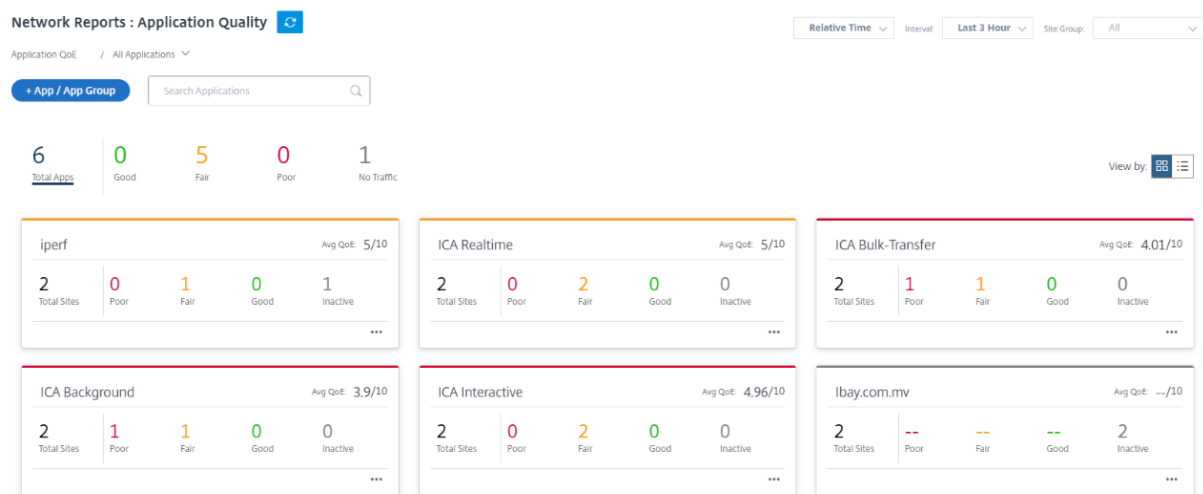
Connections In Use: 5/128000

						Source			
Application	Family	Routing Domain	IP Protocol	IP Addr	Port	Service Type	Service Name	Zone	IP A
Domain Name Se...	Network Service	Default_Routing...	UDP	172.10.10.6	49794	Local	VIF-Bridge-1-VL...	Default_LAN_Zone	10.1
Domain Name Se...	Network Service	Default_Routing...	UDP	172.10.10.6	56626	Local	VIF-Bridge-1-VL...	Default_LAN_Zone	10.1
Microsoft(micros...	Web	Default_Routing...	TCP	172.10.10.6	49775	Local	VIF-Bridge-1-VL...	Default_LAN_Zone	52.1
Domain Name Se...	Network Service	Default_Routing...	UDP	172.10.10.6	61426	Local	VIF-Bridge-1-VL...	Default_LAN_Zone	10.1
Google Talk (incl...	Instant Messaging	Default_Routing...	TCP	172.10.10.6	49743	Local	VIF-Bridge-1-VL...	Default_LAN_Zone	74.1

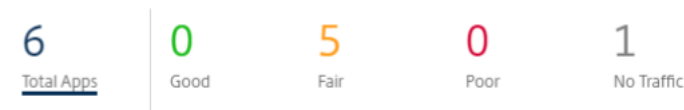
Application Quality

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.

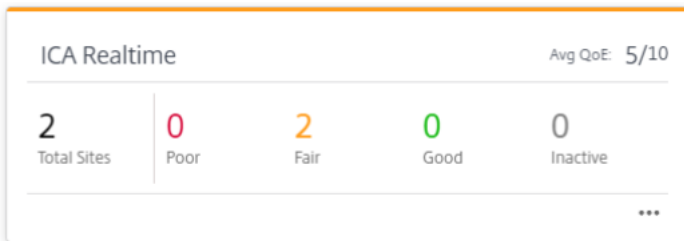
Quality	Range	Color Coding
Good	8–10	Green
Fair	4–8	Orange
Poor	0–4	Red



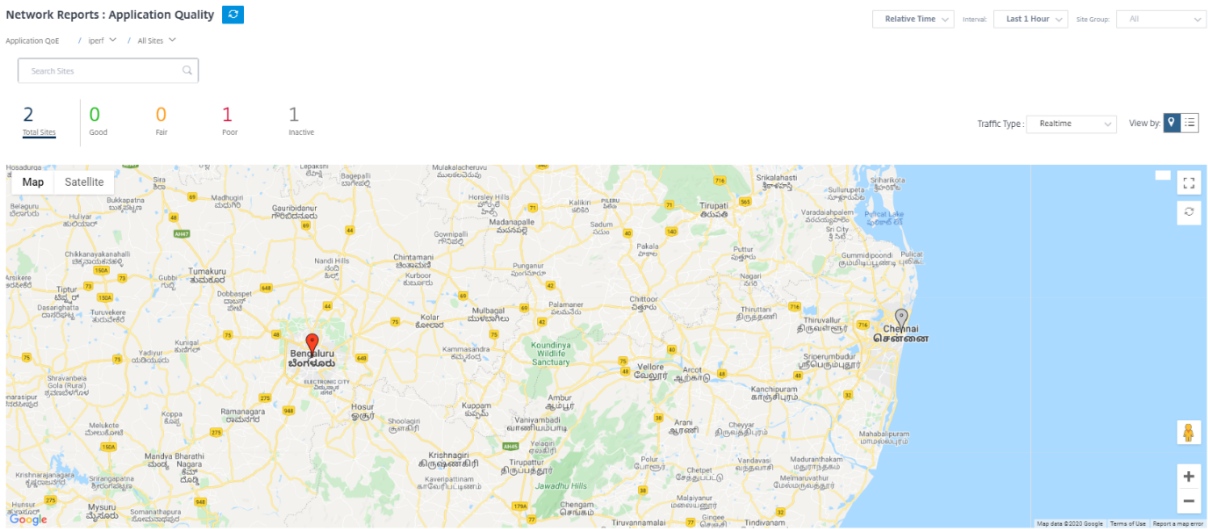
The top of the dashboard displays the overall number of applications and the number of applications that have good, fair, or poor Application QoE in the network. It also displays the number of applications that do not have any traffic.



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.

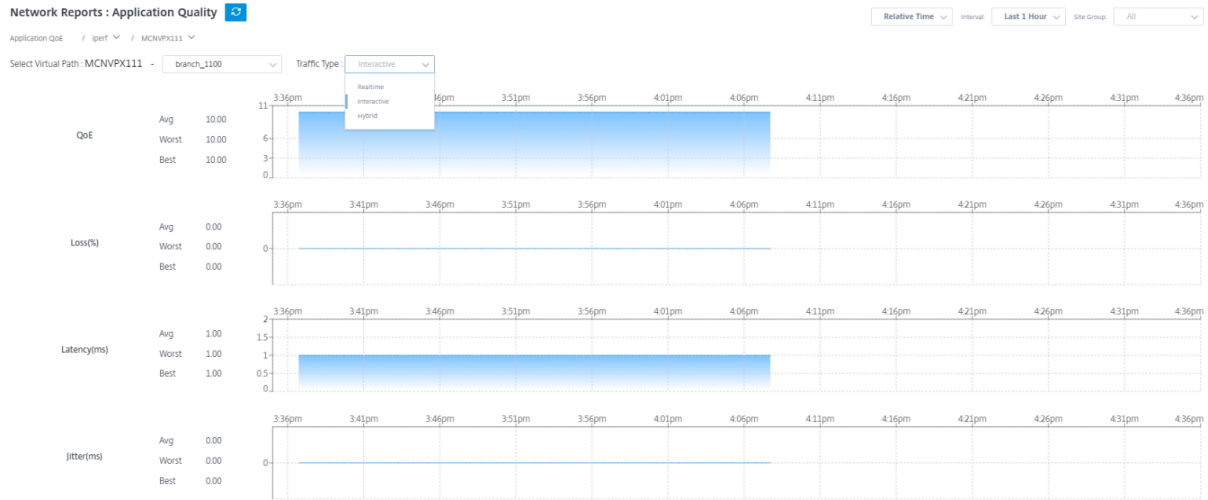


Click an individual application card to view the details on the number of sites that have good, fair, or poor application QoE for the selected application. A map view of all the sites that is running the selected application is displayed. Click a site in the map to further drill down and view the Application QoE statistics of the various virtual paths at the site.



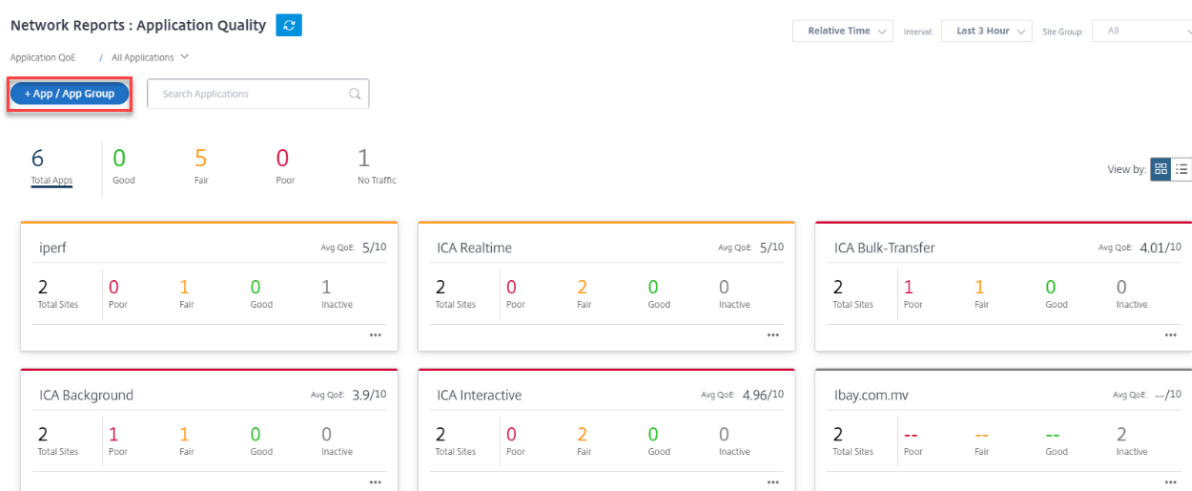
You can view the following metrics for Real-time, Interactive, and Hybrid traffic for the selected time-frame:

- **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.



Application QoE profiles

Click **+ App / App Group** to map applications, custom applications, or application groups to the default or custom QoE profiles.



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 Application * Ibay.com.mv(ibay) QoE Profile * new_qoe_profile + New QoE Profile

Cancel Ok

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%.

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](#).

August 23, 2021


Site reports

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 a site.

It includes the severity, site at which the alert originated, alert message, time, and other details.

Site Report : Alerts				
 Delete Alerts		Search <input type="text"/>		<div>216 TOTAL</div> <div>10 HIGH</div> <div>17 MEDIUM</div> <div>189 LOW</div>
<input type="checkbox"/>	Severity	Source	Message	Time
<input type="checkbox"/>	Low	APPLIANCE	The state of Virtual Path San_Francisco-Madrid has changed from BAD to GOOD	Jan 30th 2020, 12:35 am
<input type="checkbox"/>	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
<input type="checkbox"/>	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
<input type="checkbox"/>	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
<input type="checkbox"/>	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
<input type="checkbox"/>	High	APPLIANCE	The Virtual Path San_Francisco-Madrid is no longer DEAD	Jan 30th 2020, 12:35 am
<input type="checkbox"/>	Low	APPLIANCE	Ethernet link on device 4 changed from ETH_LINK_DOWN to ETH_LINK_UP.	Jan 30th 2020, 12:15 am
<input type="checkbox"/>	Low	APPLIANCE	Ethernet link on device 3 changed from ETH_LINK_DOWN to ETH_LINK_UP.	Jan 30th 2020, 12:15 am
<input type="checkbox"/>	Low	APPLIANCE	Ethernet link on device 2 changed from ETH_LINK_DOWN to ETH_LINK_UP.	Jan 30th 2020, 12:15 am
<input type="checkbox"/>	Low	APPLIANCE	Ethernet link on device 1 changed from ETH_LINK_DOWN to ETH_LINK_UP.	Jan 30th 2020, 12:15 am
<input type="checkbox"/>	Low	APPLIANCE	The state of Virtual Path San_Francisco-Madrid has changed from BAD to GOOD	Jan 24th 2020, 12:05 pm
<input type="checkbox"/>	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
<input type="checkbox"/>	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
<input type="checkbox"/>	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
<input type="checkbox"/>	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
<input type="checkbox"/>	High	APPLIANCE	The Virtual Path San_Francisco-Madrid is no longer DEAD	Jan 24th 2020, 12:05 pm
<input type="checkbox"/>	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 statistics report based on the **Report Type**, **Apps or Apps Categories**, and **Metrics**.

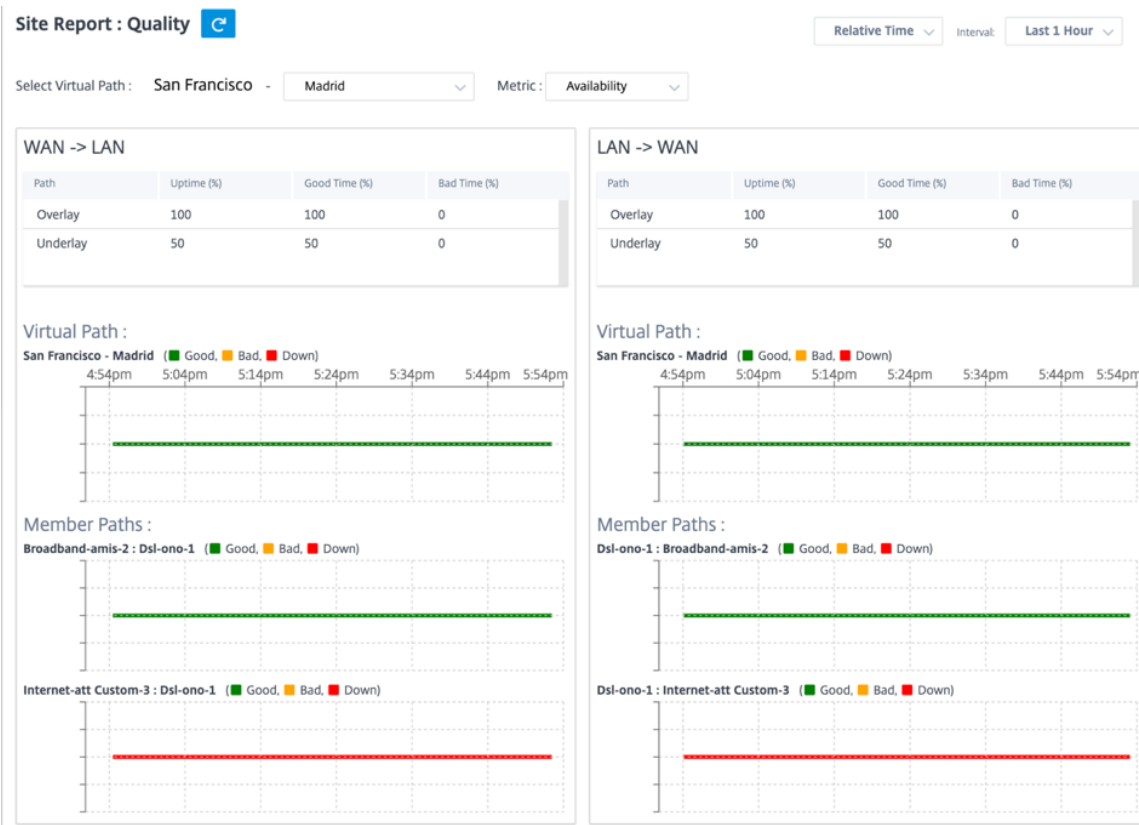


- **Report Type:** Select **Top App or App Categories** from the list.
- **Apps/App Categories:** Select top application or categories (such as network service) from the list.
- **Metric:** Select the bandwidth metric (such as Total Data, Incoming Data, Total Bandwidth) from the list.

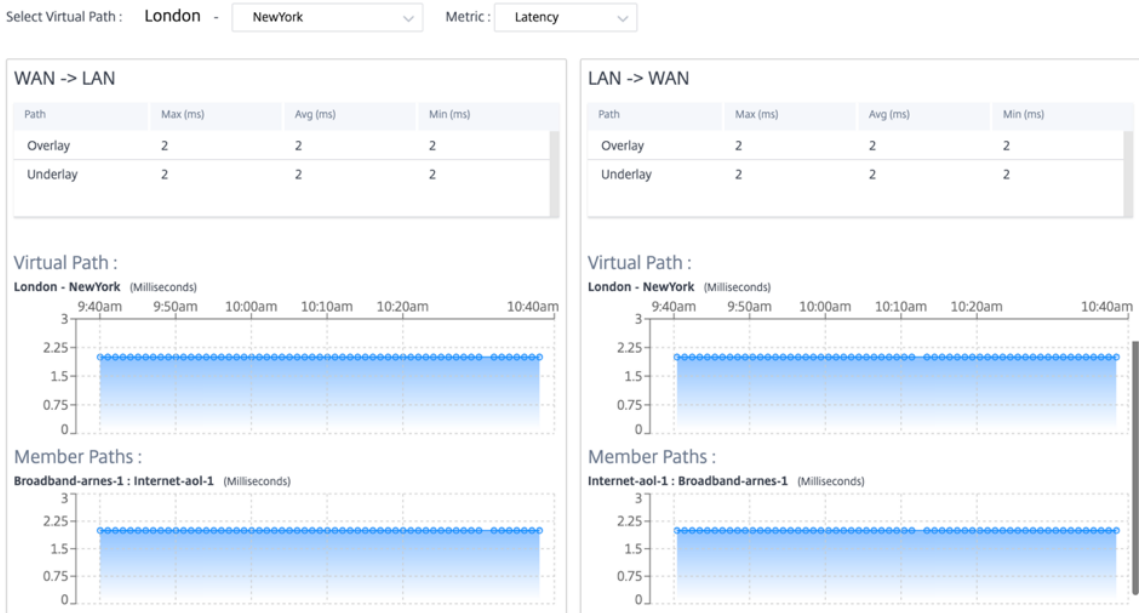
Quality

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.

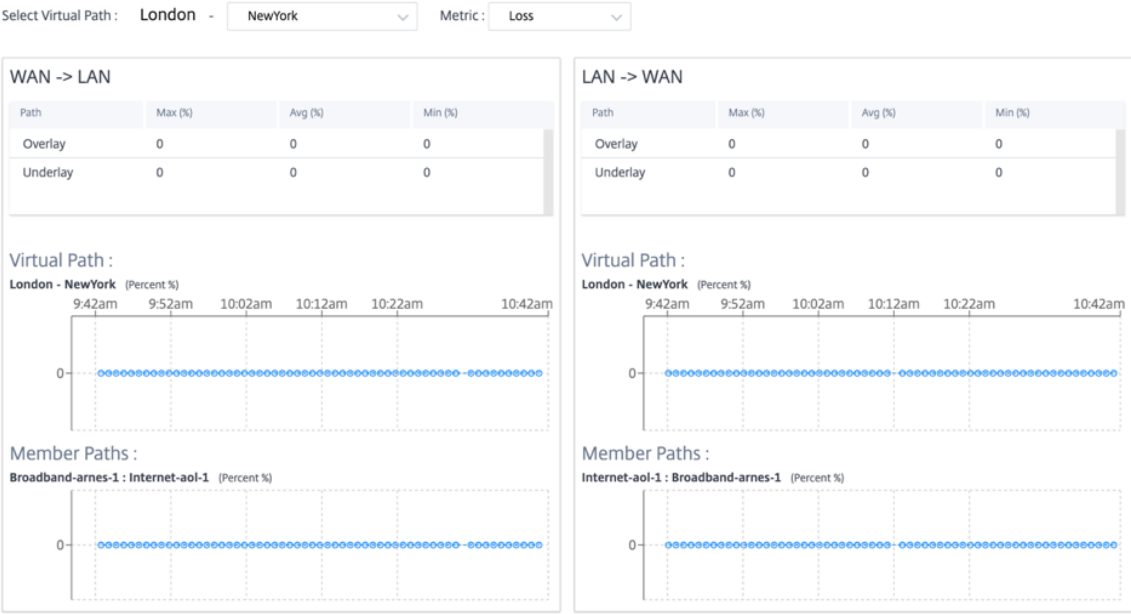
- **Availability**



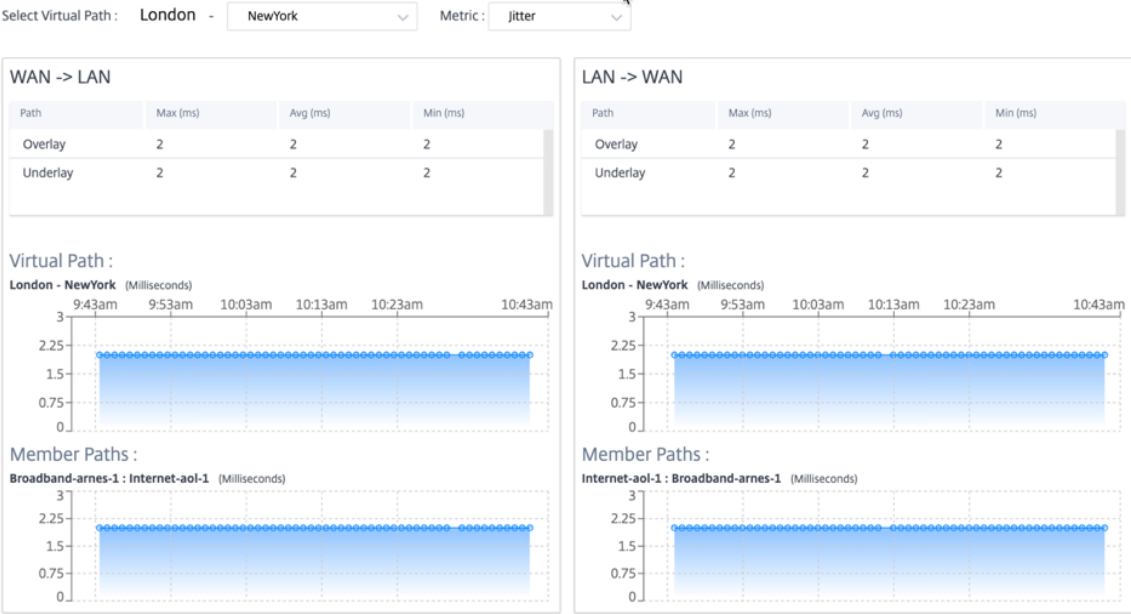
• Latency



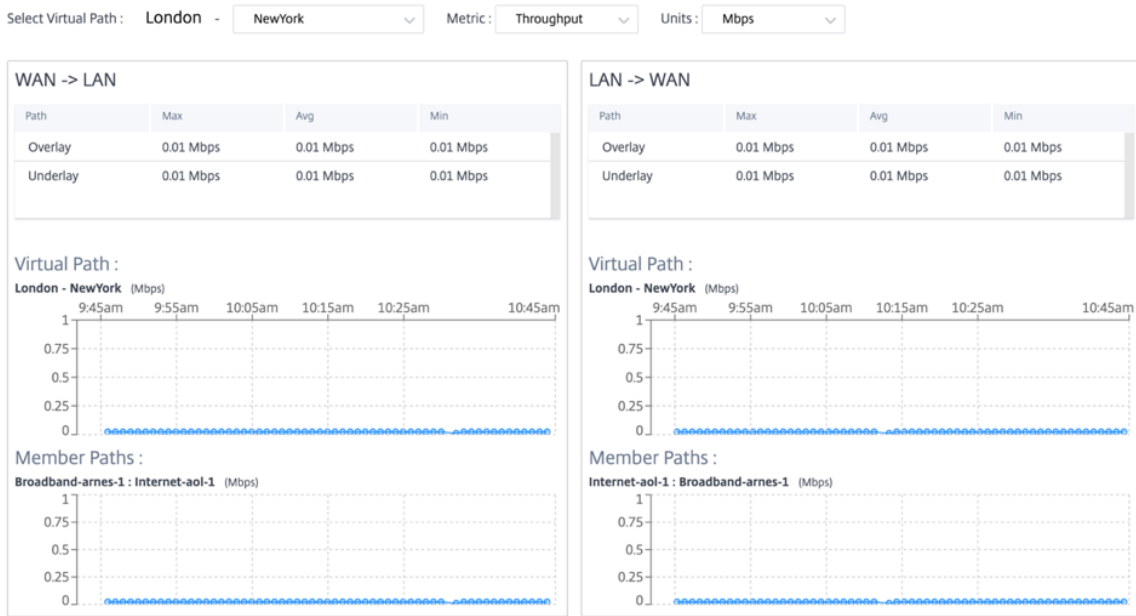
• Loss



• Jitter



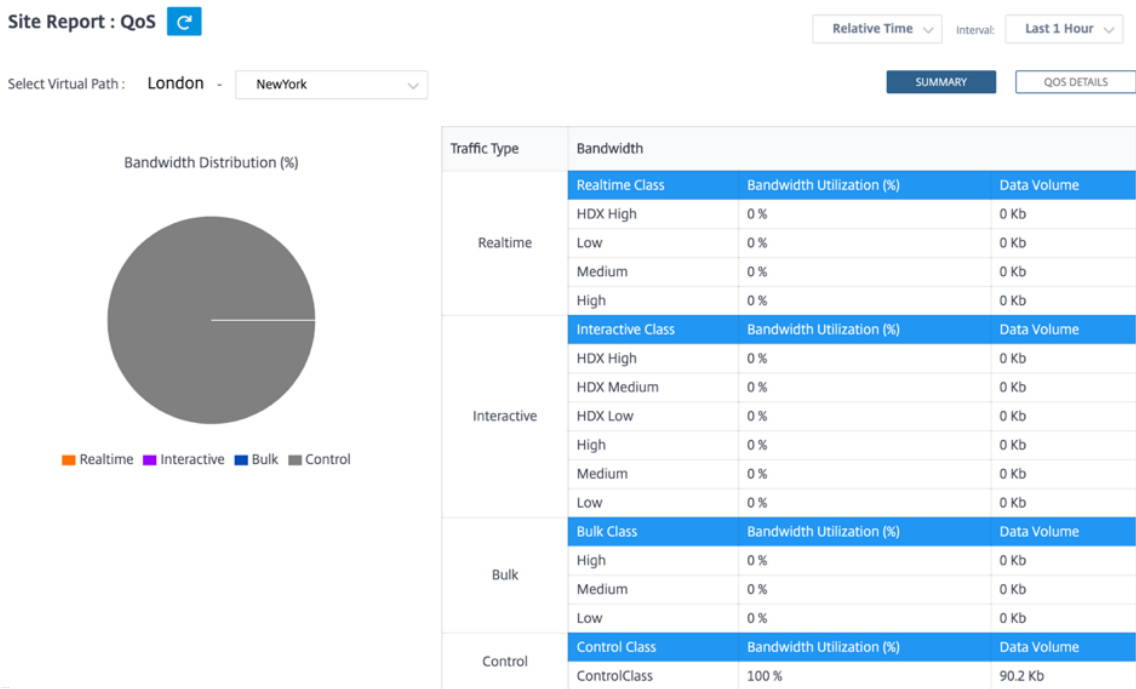
• Throughput



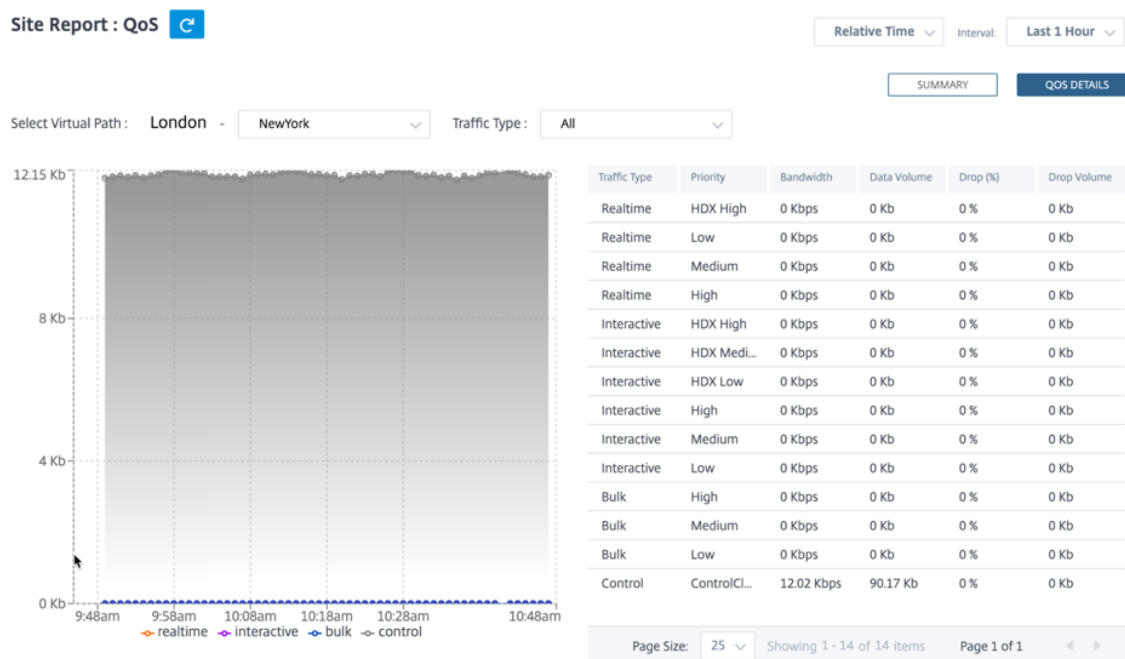
Quality of Service

Quality of Service (QoS) manages data traffic to reduce packet loss, latency, and jitter on the network. For more information, see [Quality of Service](#). The following are two ways to view the Quality-of-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.



- **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.



Historical statistics

For each site, you can view the statistics as graphs for the following network parameters:

- Virtual Paths

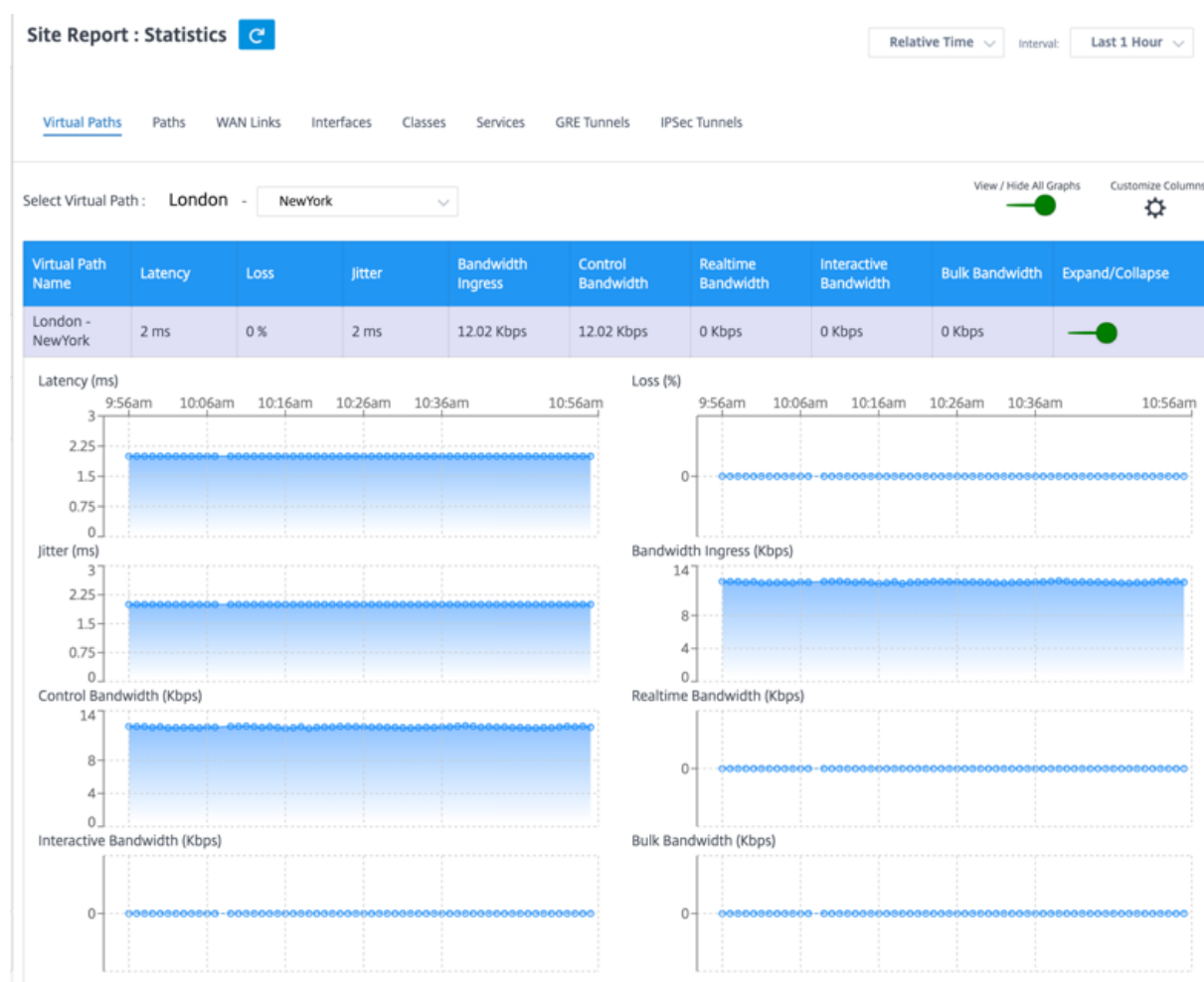
- Paths
- WAN Links
- Interfaces
- Classes
- Services
- GRE Tunnels
- IPsec Tunnels

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.



You can view the following metrics:

- **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

Relative Time

Interval:

Last 1 Hour

Virtual Paths

Paths

WAN Links

Interfaces

Classes

Services

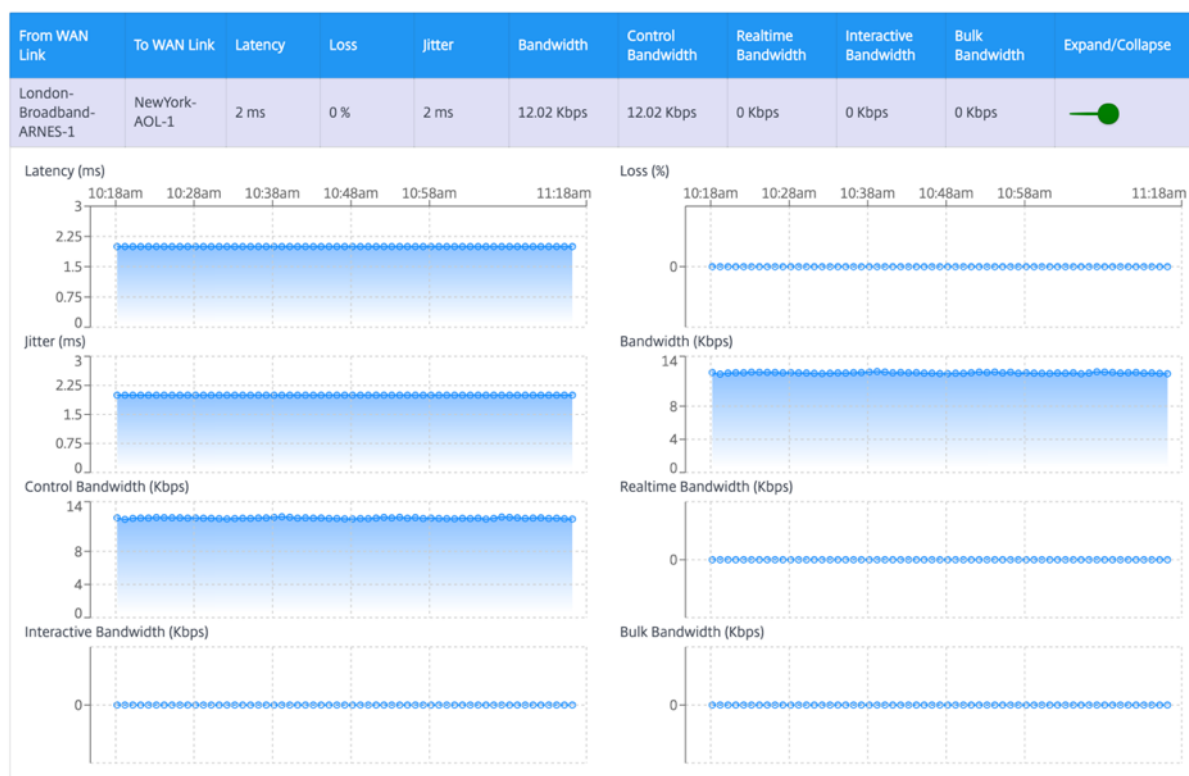
GRE Tunnels

IPSec Tunnels

Select Virtual Path : London - NewYork

View / Hide All Graphs

Customize Columns



You can view the following metrics:

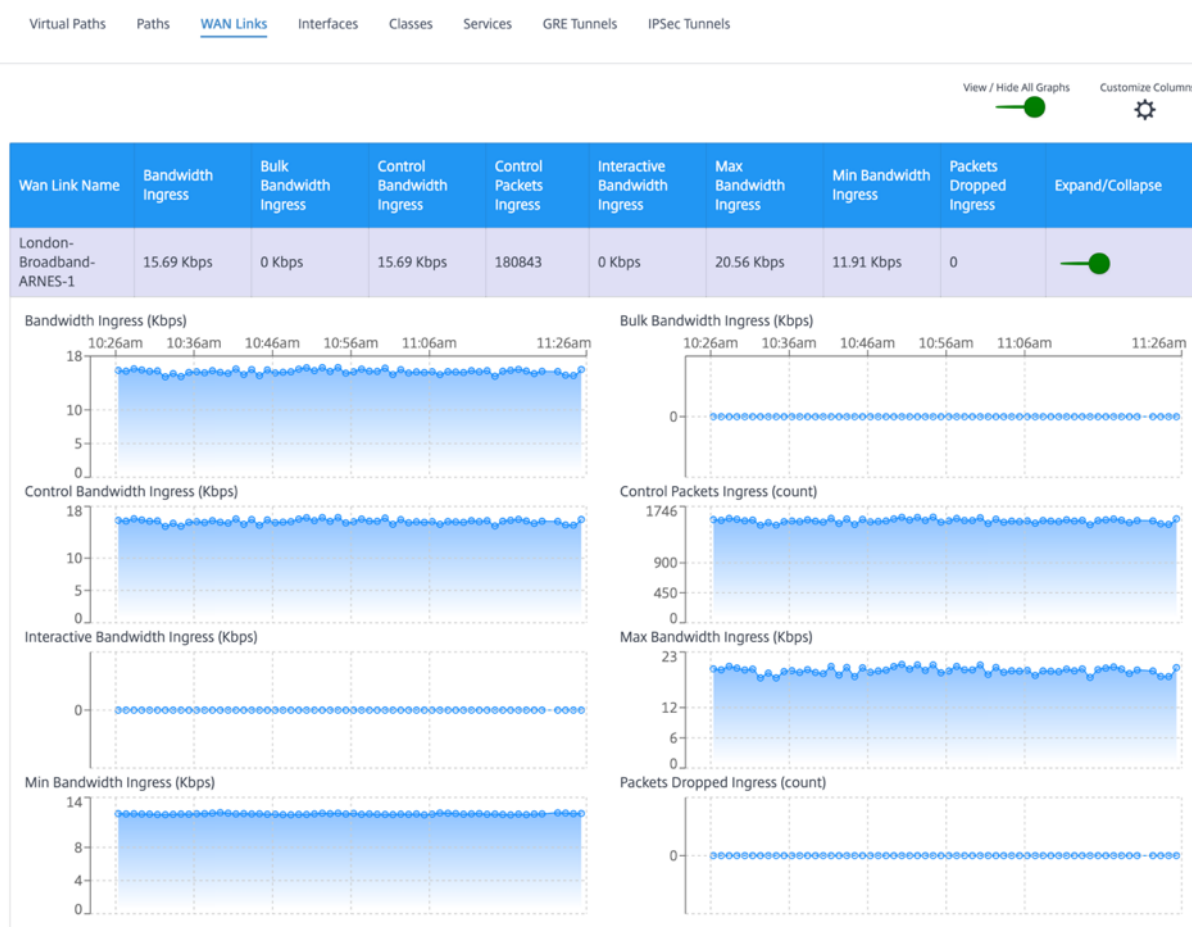
- **From WAN Link:** The source WAN link.
- **To WAN Link:** The destination WAN link.
- **Latency:** The latency in milliseconds for real time traffic.
- **Loss:** Percentage of packets lost.
- **Jitter:** Variation in the delay of received packets, in milliseconds.
- **Bandwidth:** Total bandwidth 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 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.

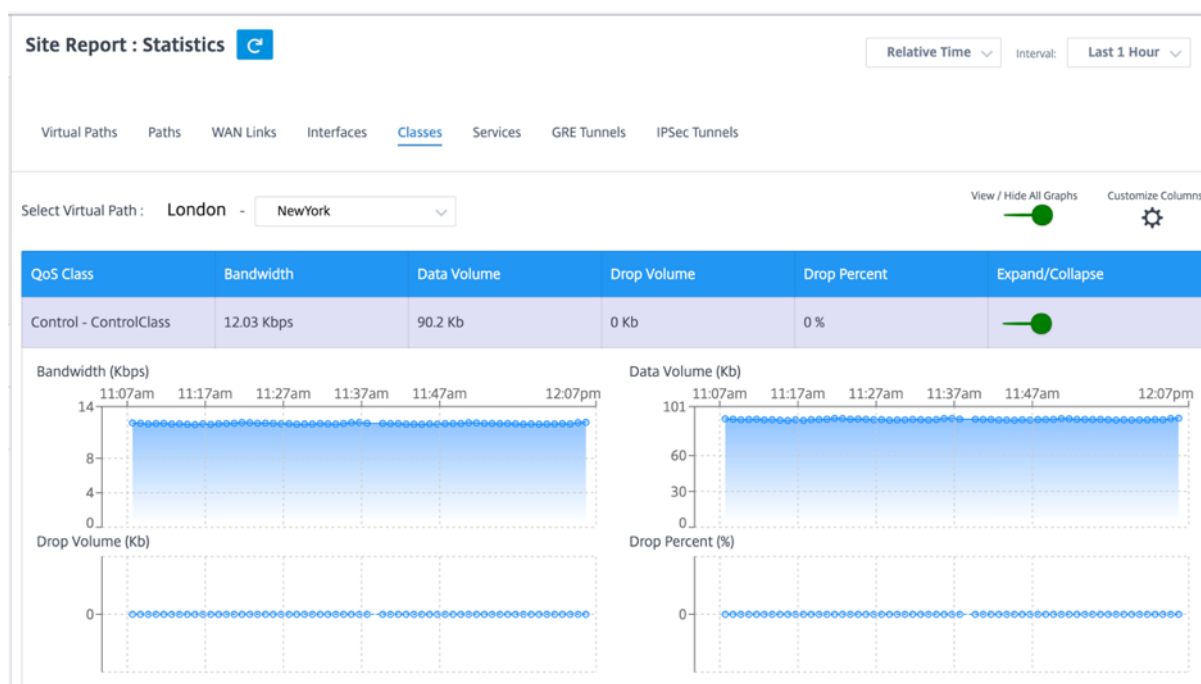
You can view the following metrics:

- **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.



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

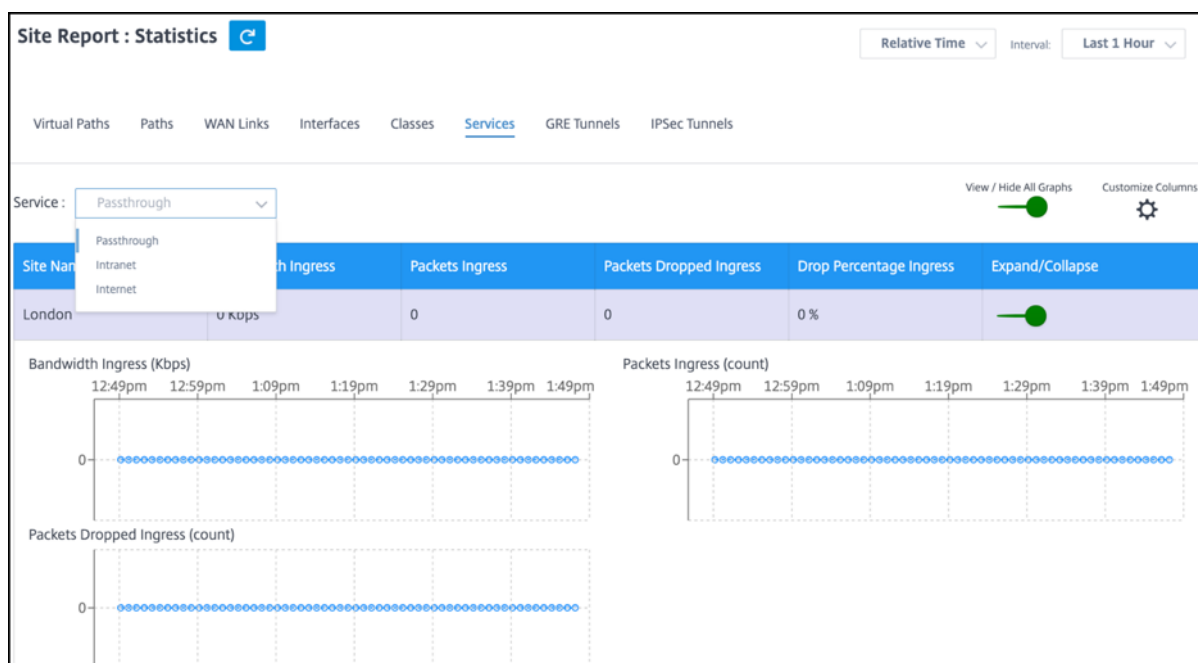
To view the **Services** statistics, navigate to **Reports > Statistics > Services** tab.

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.



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 [GRE Tunnel](#).

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

You can also get the following real time statistics information under **Troubleshooting > Statistics**:

- Address Resolution Protocol (ARP)
- Routes

- Virtual Path Services
- Classes
- Ethernet
- Observed Protocols
- WAN Path
- Application QoS
- Other Statistics (Rules, Rule Applications, Applications, Site, Multicast Group, IPsec Tunnel, GRE Tunnel, WAN Link Usage, Intranet, Access Interfaces, WAN Links, and MPLS Queues)

Site Report : Real Time Statistics

ARP Routes Virtual Path Services Classes Ethernet Observed Protocols Wan Path Application QoS Rules ▾

Retrieve latest data

No Rows To Show

Rules
Rule Applications
Applications
Site
Multicast Group
IPsec Tunnel

Search Q

of 0 |< < Page 0 of 0 > >|

Address Resolution Protocol

To view ARP statistics, navigate to **Reports > Real Time > ARP** tab.

Click **Retrieve latest data** to get the current data.

Site Report : Real Time Statistics

ARP Routes Virtual Path Services Classes Ethernet Observed Protocols Wan Path Application QoS Other Stats ▾

Retrieve latest data

Search Q

Gateway ARP Timer: 1000
End User ARP Timer: 1000

Num	Interface	Routing Domain	VLAN	IP Address	MAC Address	State	Type
3	3		0	172.10.20.1	86:db:1f:df:62:63	READY_ACTIVE	PERSISTENT
2	2		0	172.10.10.1	c6:23:ae:26:33:56	READY_ACTIVE	PERSISTENT
1	1		0	172.10.10.6	f6:9d:fc:db:18:76	READY_ACTIVE	END_USER
0	0		0	176.10.10.1	00:00:00:00:00:00	REPLY_PENDING	PERSISTENT

1 to 4 of 4 |< < Page 1 of 1 > >|

Routes

To view Route statistics, navigate to **Reports > Real Time > Routes** tab.

Site Report : Real Time Statistics

ARP Routes Virtual Path Services Classes Ethernet Observed Protocols Wan Path Application QOS Other Stats ▾

Retrieve latest data

Search 

routes_Default_RoutingDomain

Num	Network Address	Gateway IP Address	Service	Firewall Zone	Reachable	Site IP Address	Site	Type
0	172.10.10.0/24	*	Local	Default_LAN_Zone	YES	*	San_Francisco	Static
1	172.10.20.0/24	*	Local	Default_LAN_Zone	YES	*	San_Francisco	Static
2	176.10.10.0/24	*	Local	Default_LAN_Zone	YES	*	San_Francisco	Static
3	172.10.30.0/24	*	San_Francisco-Belgi...	Default_LAN_Zone	YES	*	Belgium	Dynamic
4	172.10.40.0/24	*	San_Francisco-Belgi...	Default_LAN_Zone	YES	*	Belgium	Dynamic
5	192.168.40.0/24	*	San_Francisco-New...	Default_LAN_Zone	YES	*	NewYork	Dynamic
6	192.168.80.0/24	*	San_Francisco-Lond...	Default_LAN_Zone	YES	*	London	Dynamic
7	192.168.90.0/24	*	San_Francisco-Madrid	Default_LAN_Zone	YES	*	Madrid	Dynamic
8	0.0.0.0/0	*	Internet	Internet_Zone	YES	*	San_Francisco	Static
9	0.0.0.0/0	*	San_Francisco-Belgi...	Internet_Zone	YES	*	Belgium	Dynamic
10	0.0.0.0/0	*	San_Francisco-Lond...	Internet_Zone	YES	*	London	Dynamic
11	0.0.0.0/0	*	Passthrough	Any	YES	*	*	Static
12	0.0.0.0/0	*	Discard	Any	YES	*	*	Static

Virtual Path Services

To view virtual path service statistics, navigate to **Reports > Real Time > Virtual Path Services** tab.

Site Report : Real Time Statistics

ARP Routes Virtual Path Services Classes Ethernet Observed Protocols Wan Path Application QOS Other Stats ▾

Retrieve latest data

Search 

From Site	To Site	State	MTU	Latency BOWT (mS)	Worst Jitter (mS)	Best Jitter (mS)	Receive Rate (
San_Francisco	Belgium	GOOD	1492	2	2	2	26.70
Belgium	San_Francisco	GOOD	N/A	2	2	2	29.02
San_Francisco	London	GOOD	1492	2	2	2	8.73
London	San_Francisco	GOOD	N/A	2	2	2	12.76
San_Francisco	Madrid	GOOD	1492	2	2	2	8.72
Madrid	San_Francisco	GOOD	N/A	2	2	2	13.29
San_Francisco	NewYork	GOOD	1492	2	2	2	8.74
NewYork	San_Francisco	GOOD	N/A	2	2	2	12.75

Classes

To view Class statistics, navigate to **Reports > Real Time > Classes** tab.

Site Report : Real Time StatisticsARP Routes Virtual Path Services **Classes** Ethernet Observed Protocols Wan Path Application QOS Other Stats ▾

Retrieve latest data

Search **Virtual Path Service : San_Francisco-Madrid**

Class	Name	Type	Wait (mS)	Pending kB	Pending Pkts	Sent kB	Sent Pkts	Dropped kB	Dropped Pkt
0	HDX_priority_tag_0	realtime	0	0	0	0	0	0	0
1	HDX_priority_tag_1	interact	0	0	0	0	0	0	0
2	HDX_priority_tag_2	interact	0	0	0	0	0	0	0
3	HDX_priority_tag_3	interact	0	0	0	0	0	0	0
4	class_4	bulk	0	0	0	0	0	0	0
5	class_5	bulk	0	0	0	0	0	0	0
6	class_6	bulk	0	0	0	0	0	0	0
7	class_7	bulk	0	0	0	0	0	0	0
8	RealTime_Low	realtime	0	0	0	0	0	0	0

EthernetTo view Ethernet statistics, navigate to **Reports > Real Time > Ethernet** tab.**Site Report : Real Time Statistics**ARP Routes Virtual Path Services Classes **Ethernet** Observed Protocols Wan Path Application QOS Other Stats ▾

Retrieve latest data

Search 

Port	Link State	Frames Sent	Bytes Sent	Frames Received	Bytes Received	Errors
1	UP	257217	369288045	146919	10111132	0
2	UP	903360	75647738	1110000	457690503	0
3	UP	811072	71615021	821492	73408789	0
4	UP	5712	365568	48	3688	0

Observed ProtocolsTo view observed protocol statistics, navigate to **Reports > Real Time > Observed Protocols** tab.

Site Report : Real Time Statistics

ARP Routes Virtual Path Services Classes Ethernet **Observed Protocols** Wan Path Application QoS Other Stats ▾

Retrieve latest data

Search 🔍

						LAN to WAN		
Rule Group	Rule	Protocol	Port	Service Type	Service Instance	Packets	Bytes	Kb
http/www/www-http	585	TCP	80	INTERNET	-	119265	5346866	5.6
https	585	TCP	443	INTERNET	-	17761	1396640	1.4
UNCOMMON	585	TCP	-	INTERNET	-	3	156	0.0
domain	585	UDP	53	INTERNET	-	263	19173	0.0
ntp	585	UDP	123	INTERNET	-	1	76	0.0
https	585	UDP	443	INTERNET	-	48	55856	0.0

WAN Path

To view WAN path statistics, navigate to **Reports > Real Time > WAN Path** tab.

Site Report : Real Time Statistics

ARP Routes Virtual Path Services Classes Ethernet Observed Protocols **Wan Path** Application QoS Other Stats ▾

Retrieve latest data

Search 🔍

Num	From Link	To Link	Congestion	Path State	Reason	Duration (S)	Virtual Path Service State	Source
1	San_Francisco-Broa...	Belgium-Internet-Ve...	NO	GOOD	N/A	8494	GOOD	4980
2	San_Francisco-Inter...	Belgium-Internet-Ve...	UNKNOWN	DEAD	GATEWAY	11724	GOOD	4980
3	San_Francisco-MPL...	Belgium-MPLS-ATT-...	NO	GOOD	N/A	8494	GOOD	4980
4	San_Francisco-MPL...	Belgium-MPLS-ATT-...	NO	GOOD	N/A	8494	GOOD	4980
5	Belgium-Internet-Ve...	San_Francisco-Broa...	NO	GOOD	N/A	8494	GOOD	4980
6	Belgium-Internet-Ve...	San_Francisco-Inter...	UNKNOWN	DEAD	SILENCE	11724	GOOD	4980
7	Belgium-MPLS-ATT-...	San_Francisco-MPL...	NO	GOOD	N/A	8494	GOOD	4980
8	Belgium-MPLS-ATT-...	San_Francisco-MPL...	NO	GOOD	N/A	8494	GOOD	4980
9	San_Francisco-Broa...	London-Broadband-...	NO	GOOD	N/A	7702	GOOD	4980
10	San_Francisco-Inter...	London-Broadband-...	UNKNOWN	DEAD	GATEWAY	11724	GOOD	4980
11	London-Broadband-...	San_Francisco-Broa...	NO	GOOD	N/A	7703	GOOD	4980
12	London-Broadband-...	San_Francisco-Inter...	UNKNOWN	DEAD	SILENCE	11724	GOOD	4980

Application QoS

To view application QoS statistics, navigate to **Reports > Real Time > Application QoS** tab.

Site Report : Real Time Statistics

ARP Routes Virtual Path Services Classes Ethernet Observed Protocols Wan Path **Application QOS** Other Stats ▾

Retrieve latest data

Search 

Num	Site	Service	Routing Domain	IP Address		Port		Application Object	Application	Ap
				Src	Dst	Src	Dst			
0	San_Francisco	San_Francisco-Belgi...	*	*	*	*	*	ica_priority_0	*	0
1	San_Francisco	San_Francisco-Belgi...	*	*	*	*	*	ica_priority_1	*	0
2	San_Francisco	San_Francisco-Belgi...	*	*	*	*	*	ica_priority_2	*	0
3	San_Francisco	San_Francisco-Belgi...	*	*	*	*	*	ica_priority_3	*	0
4	San_Francisco	San_Francisco-Belgi...	*	*	*	*	*	ica	*	0

You can select other statistics as needed from the drop-down list and view the statistics.

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 > Statistics**. Click **Other Stats**, select **MPLS Queues**, and click **Retrieve latest data**. The latest MPLS queues data is retrieved from the appliance and is displayed in the SD-WAN Orchestrator.

You can view the direction, no of packets, delta packets, and mismatched DSCP packets for Intranet and Virtual path services.

Site Reports:Real Time Statistics

ARP Routes Virtual Path Services Classes Ethernet Observed Protocols Wan Path Application QOS **MPLS Queues** ▾

Retrieve latest data

Search 

Intranet Data Rates

Name	Direction	Intranet Packets	Intranet Kbps	Delta Intranet Packets	Delta Intranet kB	Mismatched DSCP Packets	Mismatched DSCP kB
branchv6queue	Recv	0	0.00	0	0.00	0	0.00
branchv6queue	Send	0	0.00	0	0.00	0	0.00

1 to 2 of 2 < < Page 1 of 1 > >

Virtual Path Service Data Rates

Name	Direction	Virtual Path Service Packets	Virtual Path Service Kbps	Delta Virtual Path Service Packets	Delta Virtual Path Service kB	Mismatched DSCP Packets	Mismatched DSCP kB	IP, TCP, UDP, ICMP
branchv6queue	Recv	8670933	14.44	8670933	742073.60	0	0.00	0
branchv6queue	Send	8671465	14.39	8671465	739441.35	N/A	N/A	0

1 to 2 of 2 < < Page 1 of 1 > >

Private MPLS Queues

Private MPLS	MPLS Queue	Access Interface	IP Address	Proxy Address	Proxy ARP State	MAC	Last ARP Reply Age(ms)
BRANCH_1-WL-2	branchv6queue	BRANCH_1-WL-2-AI-1	b:3	N/A	N/A	N/A	
MCN_DC-WL-2	ipv6queue	N/A	0.0.0.0	N/A	N/A	N/A	

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](#).

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.

Site Report : Real Time Flows

Retrieve latest data

Search

☒ Upload ☒ Download

Customize Columns

Info	No	Application	Source IP Addr	Dest IP Addr	Source Port	Dest Port	Proto IP	Packets	PPS	Class	Service Name	Age (mS)	Bytes
①	1	N/A	172.10.10.6	192.229.232.240	49976	80	TCP (6)	3	0.000	N/A	-	3702175	156
①	2	N/A	172.10.10.6	192.229.232.240	49837	80	TCP (6)	3	0.000	N/A	-	7024077	156
①	3	N/A	172.10.10.6	192.229.232.240	49835	80	TCP (6)	3	0.000	N/A	-	7050202	156
①	4	N/A	172.10.10.6	192.229.232.240	49833	80	TCP (6)	3	0.000	N/A	-	7089890	156
①	5	N/A	172.10.10.6	192.229.232.240	49970	80	TCP (6)	3	0.000	N/A	-	4655644	156
①	6	N/A	172.10.10.6	192.229.232.240	49831	80	TCP (6)	3	0.000	N/A	-	7130125	156
①	7	N/A	172.10.10.6	192.229.232.240	49825	80	TCP (6)	3	0.000	N/A	-	7168561	156
①	8	Google Talk (incl. Hangouts and Allo and Duo)(gtalk)	172.10.10.6	74.125.130.188	49743	443	TCP (6)	201	0.023	N/A	-	31279	9255

Firewall connections

The **Firewall connections** 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.

Site Report : Real Time Firewall Connections

Retrieve latest data

Search

Connections Displayed: 2

Connections In Use: 2/128000

Source									
Application	Family	Routing Domain	IP Protocol	IP Addr	Port	Service Type	Service Name	Zone	IP #
Microsoft(micros...	Web	Default_Routing...	TCP	172.10.10.6	49775	Local	VIF-Bridge-1-VL...	Default_LAN_Zone	52.7
Google Talk (incl...	Instant Messaging	Default_Routing...	TCP	172.10.10.6	49743	Local	VIF-Bridge-1-VL...	Default_LAN_Zone	74.1

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

Site Reports: Real Time Routing Protocols 

Relative Time ▾

Interval:

Last 1 Hour ▾

Dynamic Routing Protocol

View:

Routing Domain:

BGP State ▾

Default_RoutingDomain ▾

Retrieve Latest Data

BGP State

```
name      proto table state since      info
bgp1_rdomain_0 BGP  TO  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 updates: 0 0 0 --- 0
Export withdraws: 0 --- --- --- 0
BGP state: Connect
Neighbor address: 172.58.1.28
Neighbor AS: 10
NetScaler SD-WAN Interface: vni-0
```

IGMP

When the multicast receivers initiate a join group request, you can see the receiver details under **Reports > Real Time > IGMP > IGMP 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 packets received and the filter type RECV is used to include IGMP receive packets.

Site Reports: Real Time IGMP

Relative Time Interval: Last 1 Hour

IGMP PROXY Groups IGMP Stats

RefreshPurge IGMP GroupPurge IGMP Stats

Type: RECV Click here to search or you can enter Key : Value format

<input type="checkbox"/>	TYPE	DESCRIPTION	VALUE	
>	<input type="checkbox"/> RECV	Receive IGMP packets	613	
>	<input type="checkbox"/> RECV	Receive V2 Leave	307	
>	<input type="checkbox"/> RECV	Receive V3 General Query Upstream	306	

To view the details of IGMP proxy groups, navigate to **Reports > Real Time > IGMP > IGMP Proxy Groups**. Click **Refresh** to get the current data.

Site Reports: Real Time IGMP

Relative Time Interval: Last 1 Hour

IGMP PROXY Groups IGMP Stats

RefreshPurge IGMP GroupPurge IGMP Stats

Click here to search or you can enter Key : Value format

<input type="checkbox"/>	TYPE	NAME	GROUP	FILTER	VERSION	PACKETS SENT	BYTES SENT
>	<input type="checkbox"/> HOST	VIF-1-LAN-1	232.1.1.1	EXCLUDE		1234416	1849155168

Select **Purge IGMP Stats** to purge IGMP statistical data from the IGMP stats table.

Select **Purge IGMP Group** to purge 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.

Site Reports: Real Time VRRP

Relative Time Interval: Last 1 Hour

Retrieve Latest DataEnableDisable

Click here to search or you can enter Key : Value format

<input type="checkbox"/>	VRRP ID	VERSION	INTERFACE(S)	STATE	PRIORITY	VIRTUAL ROUTER IP	ADVERTISEMENT IN...	
<input type="checkbox"/>	10	2	VIF-3-LAN-1	Master	100	172.16.16.200	1000	

Showing 1-1 of 1 itemsPage 1 of 110 rows

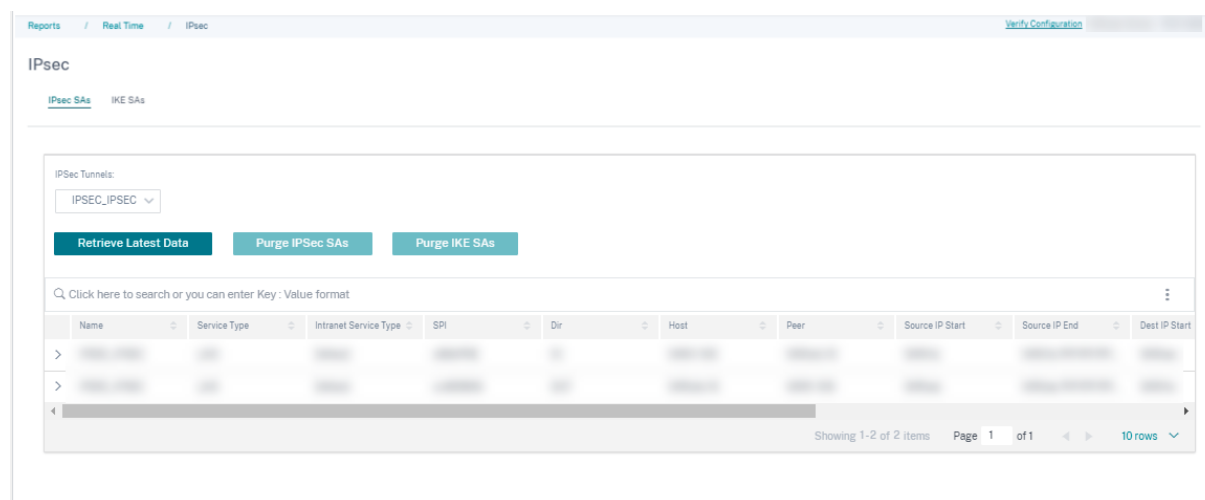
IPsec

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.



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 Sent
☒ Error Count 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
Reports
Alerts
Usage
Quality
QoS
Historical Statistics
Real Time
Cloud Direct (preview)
OS65 Metrics
Appliance Reports
Configuration

Site Report : Appliance Reports
Relative Time
Interval: Last 1 Hour

Interfaces
Network
CPU Usage
Disk Usage
Memory Usage

Interface Name	Bytes Sent	Bytes Received	Packets Sent	Packets Received	Error Count Sent	Error Count Received	Actions
Interface 1	37 Kbps	41 Kbps	3193	3427	0	0	
Interface 3	0 Kbps	0 Kbps	0	0	0	0	
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 : Appliance Reports
Relative Time
Interval: Last 1 Hour

Interfaces
Network
CPU Usage
Disk Usage
Memory Usage

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 Name	System	Users	Nice	Idle	Io Wait	Irq	Soft Irq	Steal	Actions
DC_MCN	9.34 %	21.47 %	21.47 %	62.5 %	2.11 %	0 %	0.05 %	1.86 %	[Action Button]

- **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 Reports 

Relative Time Interval Last 1 Day

Interfaces Network CPU Usage Disk Usage Memory Usage


Customize Columns 

Site Name	Disk Name	Read IOPS	Write IOPS	Latency	Read Throughput	Write Throughput	Disk Utilization	Actions
DC_MCN	loop0	0 IOPS/sec	0 IOPS/sec	0 ms	0 Kbps	0 Kbps	0 %	
DC_MCN	xvda	0 IOPS/sec	15 IOPS/sec	0 ms	0 Kbps	0 Kbps	21 %	

- **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 Reports 

Relative Time Interval Last 1 Day

Interfaces Network CPU Usage Disk Usage Memory 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**.

Site Reports: WAN Link Metering 

Relative Time Interval: Last 1 Hour

<p>WAN Link Name: _New_H2-Broadband-ACT-1</p> <p>Total Usage: 0.97 MBs</p> <p>Data Usage: 0.04 MBs</p> <p>Control Usage: 0.92 MBs</p> <p>Usage (%): NA</p> <p>Billing Cycle: Monthly</p> <p>Starting From: 04/01/2021</p> <p>Days Elapsed: 6 days of 30 days</p>	<p>WAN Link Name: New_H2-LTE-AOL_Broadband-3</p> <p>Total Usage: 0 MBs</p> <p>Data Usage: 0 MBs</p> <p>Control Usage: 0 MBs</p> <p>Usage (%): NA</p> <p>Billing Cycle: Monthly</p> <p>Starting From: 04/01/2021</p> <p>Days Elapsed: 6 days of 30 days</p>
<p>WAN Link Name: _New_H2-LTE-Idea-2</p> <p>Total Usage: 0.21 MBs</p> <p>Data Usage: 0 MBs</p> <p>Control Usage: 0.21 MBs</p> <p>Usage (%): NA</p> <p>Billing Cycle: Monthly</p> <p>Starting From: 04/01/2021</p> <p>Days Elapsed: 6 days of 30 days</p>	<p>WAN Link Name: New_H2-Broadband-ACT-1</p> <p>Total Usage: 89.5 MBs</p> <p>Data Usage: 71.67 MBs</p> <p>Control Usage: 17.83 MBs</p> <p>Usage (%): NA</p> <p>Billing Cycle: Monthly</p> <p>Starting From: 04/01/2021</p> <p>Days Elapsed: 6 days of 30 days</p>

Diagnostics

January 11, 2021

You can use Ping, Traceroute, Packet Capture, and Bandwidth test diagnostic utilities to test and investigate network connectivity issues on your SD-WAN network.

You can **Download**, **Copy**, and **Clear** the report results as needed.

☐ Ping
 ☐ Traceroute
 ☐ Packet Capture
 ☐ Bandwidth Test

- **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**.

☒ Ping
 ☐ Traceroute
 ☐ Packet Capture
 ☐ Bandwidth Test

Source Site

Source Site

Belgium

PING

IP Address

Interface

Gateway IP (Optional)

Default

Default

Routing Domain

Ping Count

Packet Size (KB)

Default_RoutingDomain

5

70

Cancel Run

Results

Download Copy Clear

```

*****Result of ping*****
PING 80.80.80.80 with 70 bytes of data (5 attempts)
 70 bytes from 80.80.80.80: icmp_seq=1 ttl=54 time=40.070 ms icmp_code=0
 70 bytes from 80.80.80.80: icmp_seq=2 ttl=54 time=39.714 ms icmp_code=0
 70 bytes from 80.80.80.80: icmp_seq=3 ttl=54 time=39.959 ms icmp_code=0
 70 bytes from 80.80.80.80: icmp_seq=4 ttl=54 time=39.990 ms icmp_code=0
 70 bytes from 80.80.80.80: icmp_seq=5 ttl=54 time=39.569 ms icmp_code=0
  
```

- **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**.

☐ Ping
 ☒ Traceroute
 ☐ Packet Capture
 ☐ Bandwidth Test

Source Site

Source Site

Belgium

Traceroute

Destination Site

Path

San Francisco

Belgium-Internet-Verizon_Comm-2->San_Francisco-Broadband-AMIS-2

Cancel Run

Results

Download Copy Clear

```

*****Result of traceroute*****
Trace Route initiated on Virtual Path San_Francisco-Belgium, Path Belgium-Internet-Verizon_Comm-2->San_Francisco-Broadband-AMIS-2.
Please wait while the trace is completed.
Trace Route Results:
Virtual Path: San_Francisco-Belgium
Path: Belgium-Internet-Verizon_Comm-2->San_Francisco-Broadband-AMIS-2
Trace Route to 172.10.10.10, destination was reached after 2 hops, 2 hops attempted.

 hops      rtt 1      rtt 2      rtt 3      mean rtt
 1  172.10.30.1      0.374ms    0.369ms    0.340ms    0.361ms
 2  172.10.10.10     1.546ms    1.517ms    1.511ms    1.525ms
Hops to destination: 2
  
```

- **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.

The screenshot shows the 'Packet Capture' configuration window. At the top, there are checkboxes for 'Ping', 'Traceroute', 'Packet Capture' (which is checked), and 'Bandwidth Test'. Below this, the 'Source Site' is set to 'Belgium'. The 'Packet Capture' section includes fields for 'Interface' (set to '2'), 'Filter' (empty), 'Duration (seconds)' (set to '5'), and 'Max no of packets to view' (set to '1000'). There are 'Cancel' and 'Run' buttons. The 'Results' panel on the right shows a list of captured packets with details like timestamp, source/destination IP, and protocol. The first few lines of the results are:

```

*****Result of packet_capture*****
1 2020-02-25 04:42:46.214565842 172.10.30.10 à 176.10.10.10 UDP 66
4980 à 4980 Len=24
2 2020-02-25 04:42:46.240054423 172.10.30.10 à 172.10.10.10 UDP 66
4980 à 4980 Len=24
3 2020-02-25 04:42:46.243174628 172.10.10.10 à 172.10.30.10 UDP 66
4980 à 4980 Len=24
4 2020-02-25 04:42:46.265259697 172.10.30.10 à 176.10.10.10 UDP 66
4980 à 4980 Len=24
5 2020-02-25 04:42:46.290686834 172.10.30.10 à 172.10.10.10 UDP 66
4980 à 4980 Len=24
6 2020-02-25 04:42:46.293608640 172.10.10.10 à 172.10.30.10 UDP 66
4980 à 4980 Len=24
7 2020-02-25 04:42:46.316046571 172.10.30.10 à 176.10.10.10 UDP 66
4980 à 4980 Len=24
8 2020-02-25 04:42:46.341422931 172.10.30.10 à 172.10.10.10 UDP 66
4980 à 4980 Len=24
9 2020-02-25 04:42:46.344570869 172.10.10.10 à 172.10.30.10 UDP 66
4980 à 4980 Len=24
10 2020-02-25 04:42:46.366609921 172.10.30.10 à 176.10.10.10 UDP 66
4980 à 4980 Len=24
11 2020-02-25 04:42:46.392156572 172.10.30.10 à 172.10.10.10 UDP 66
4980 à 4980 Len=24
12 2020-02-25 04:42:46.394946937 172.10.10.10 à 172.10.30.10 UDP 66
4980 à 4980 Len=24
13 2020-02-25 04:42:46.412030588 0a:1b:30:0e:5f:2f à 26:63:82:97:57:37
ADD 64 Wba has 172.10.30.12 Toll 172.10.30.10 ETHERNET FRAME CHECK

```

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**.

The screenshot shows the 'Bandwidth Test' configuration window. At the top, there are checkboxes for 'Ping', 'Traceroute', 'Packet Capture', and 'Bandwidth Test' (which is checked). Below this, the 'Source Site' is set to 'Belgium'. The 'Bandwidth Test' section includes fields for 'Destination Site' (set to 'San Francisco') and 'Path' (set to 'Belgium-Internet-Verizon_Comm-2->San_Francisco-Broadband-AMI'). There are 'Cancel' and 'Run' buttons. The 'Results' panel on the right shows the bandwidth test results:

```

*****Result of bandwidth*****
Minimum Bandwidth:773478 kbps
Maximum Bandwidth:1038753 kbps
Average Bandwidth:913857 kbps
*****

```



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	 
Page Size: 50 Showing 1 - 1 of 1 items Page 1 of 1				

Provide a subject line and enter content in HTML or plain text format. You can also set the announcement expiration.

New Announcement

Subject *

Maintenance activity -20 May 2021

Content *

Maintenance activity is scheduled for 20 May 2021 between 6 PM to 8 PM. The services will be unavailable during this window.

Expiration *


☒ Never


☐ On

Cancel


Save

The saved announcements are displayed to all the customers.

 Maintenance activity is scheduled for 20 May 2021 between 6 PM to 8 PM. The services will be unavailable during this window. [Click here to read the entire message](#)


Network Dashboard 

Relative Time ▼ Interval: Last 1 Hour ▼ Site Group: All ▼

 **ALERTS** [See All](#)


17

Critical

 **UPTIME** [See Details](#)


Overlay
100.0%

Underlay
100.0%

 **TOP APPS** [See All](#)

Unknown

0 KB

 **TOP SITES** [See All](#)

onpre...
0.04 %

BRAN...
0.03 %

branc...
0.02 %


+ New Site

Map

List

Select Continent

Select Country ▼

Search 

3

Total Sites

3

Normal

Availability	Orchestrator Connectivity	Site Name	Site Role	Device Model	Serial No	Bandwidth Tier
●	● Online	onpremmcn	MCN	VPX-SE	AF19B86B-15B0-57F2-51F8-8ECF1...	20
●	● Online	BRANCH2	Branch	VPX-SE	2A302151-72A2-87C8-B794-2D53...	20
●	● Online	branchvpx (HA)	Branch	VPX-SE	83E78799-4F85-AD41-7977-74F15...	20

Page Size: 50 ▼ Showing 1 - 3 of 3 items Page 1 of 1

User administration

July 8, 2021

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

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.

The image shows a Citrix login page with the heading "citrix Sign in to your account". Below the heading is a form with three input fields: "Username" (with a red asterisk), "Password" (with a red asterisk), and "Secondary Password". Each field has a corresponding icon (person, lock, and lock respectively) to its right. A blue "Sign In" button is located at the bottom right of the form. At the bottom of the page, there is a copyright notice: "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 *

☒ Single factor authentication ☐ Two factor authentication

Primary Authentication Type

Role

Expiration Date (MM/DD/YYYY)

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.

Network Administration: User Administration

Users					
+ New					
User	Role	Expiration	Primary Auth Server	Secondary Auth Server	Actions
admin	Customer-Master-Ad...	N/A	Local	None	
tac_sdwan1	Customer-Master-Ad...	N/A	10.1.1.98 (TACACS...	None	
rad_sdwan1	Customer-Master-Ad...	N/A	Local	10.1.1.99 (RADIUS)	
test	Customer-Master-Re...	N/A	Local	None	
Page Size: 200 Showing 1 - 4 of 4 items Page1 of1					

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**.

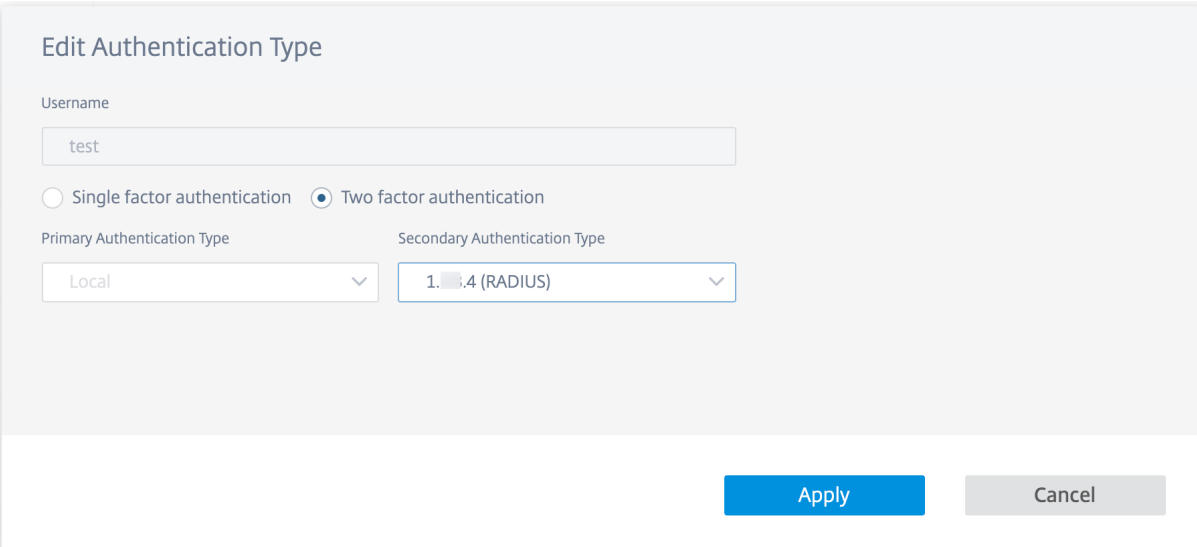
Change authentication type

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 Authentication Server**.

Network Administration: User Administration					
Users					
+ New Remote Authentication Servers					
User	Role	Expiration	Primary Auth Server	Secondary Auth Server	Actions
admin	Customer-Master-Admin	N/A	Local	None	
rad_sdwan1	Customer-Support-Rea...	02/03/2021	Local	(RADIUS)	
tac_sdwan1	Customer-Master-Read...	N/A	(RADIUS)		
tac_sdwan2	Customer-Support-Rea...	02/03/2021	Local	(TACACS+)	
rad_sdwan2	Customer-Support-Rea...	N/A	(TACACS+)	(RADIUS)	
Page Size: 200 Showing 1 - 5 of 5 items Page1 of1					

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**.



Edit Authentication Type

Username

test

☐ Single factor authentication ☒ Two factor authentication

Primary Authentication Type Secondary Authentication Type

Local 1.4 (RADIUS)

Apply Cancel

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

Username ^{*}

tac_sdwan1

Role

Customer-Master-Admin ▼

Expiration 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 On-premises. 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 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.

Note

Network Administration: HTTPS Certificate

Installed Certificate

Issuer	
Country	US
State/Province	California
Locality	San Jose
Organization	Citrix Systems, Inc.
Organizational Unit	Engineering
Common Name	Citrix
Email	support@citrix.com

Issued To	
Country	US
State/Province	California
Locality	San Jose
Organization	Citrix Systems, Inc.
Organizational Unit	Engineering
Common Name	Citrix
Email	support@citrix.com

Certificate Details

Certificate Fingerprint	38A1D5D5F75A8D7F94AC19A577F41A4C87188A8848C
Start Date	March 18 08:09:35 2021 GMT
End Date	March 18 08:09:35 2022 GMT
Serial Number	38A1D5D5F75A8D7F94AC19A577F41A4C87188A8848C

Upload Certificate

Upload Certificate

Click to select or drag n drop file here.
Allowed file types are .crt

Upload Key

Click to select or drag n drop file here.
Allowed file types are .key

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 issued 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 automatically.

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

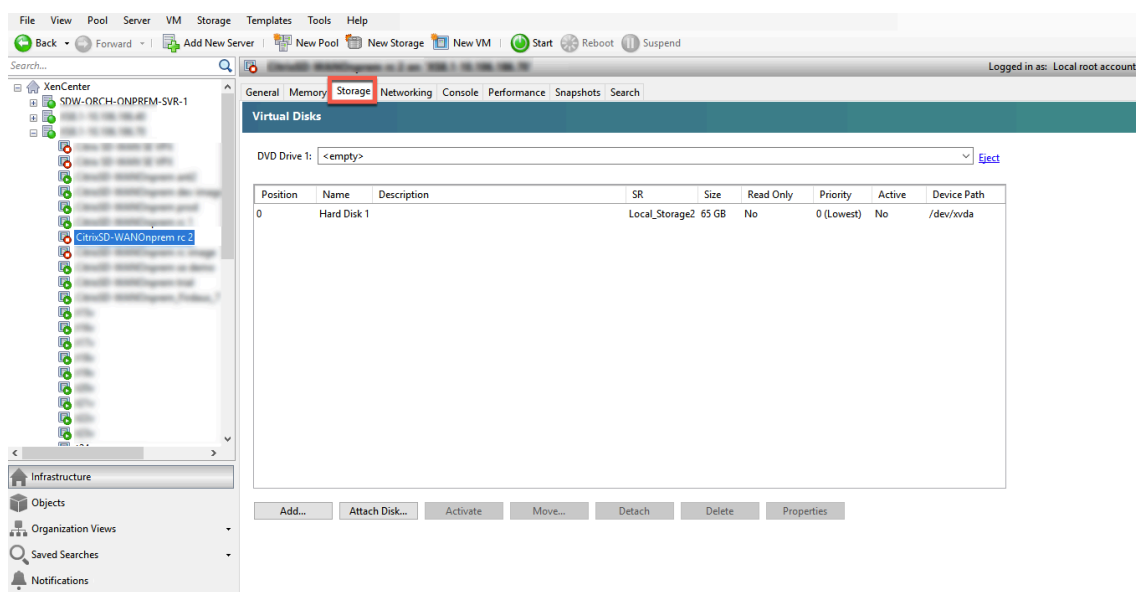
July 9, 2021

You can increase the disk space allocated for Citrix SD-WAN Orchestrator for On-premises.

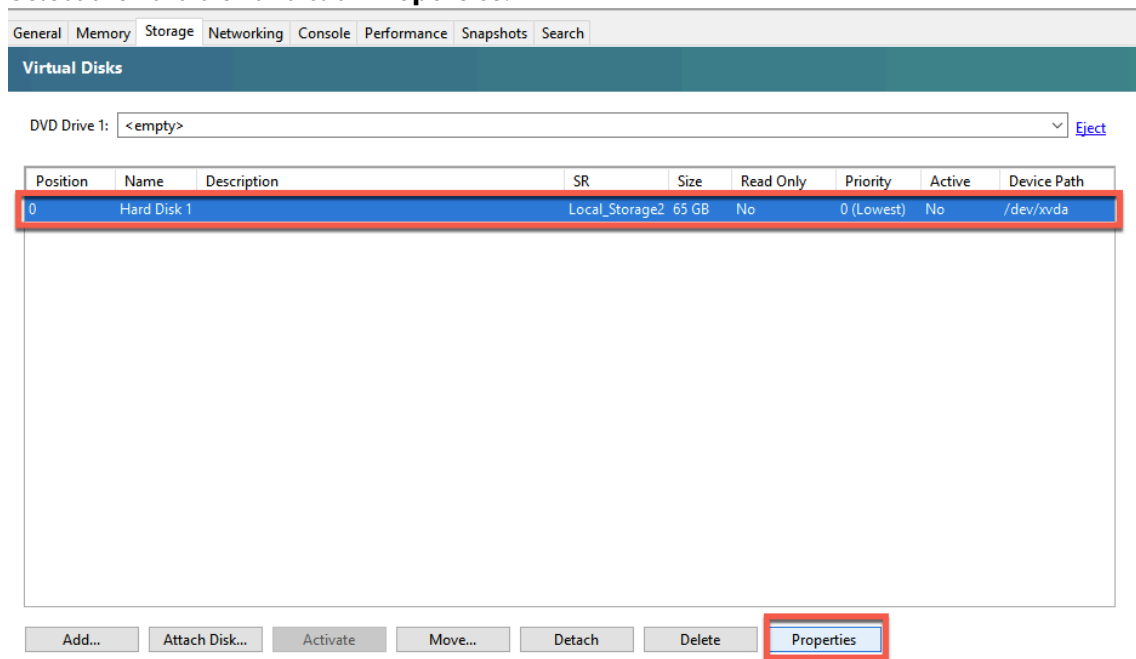
Increase disk space on Citrix Hypervisor

To increase the disk space on Citrix Hypervisor.

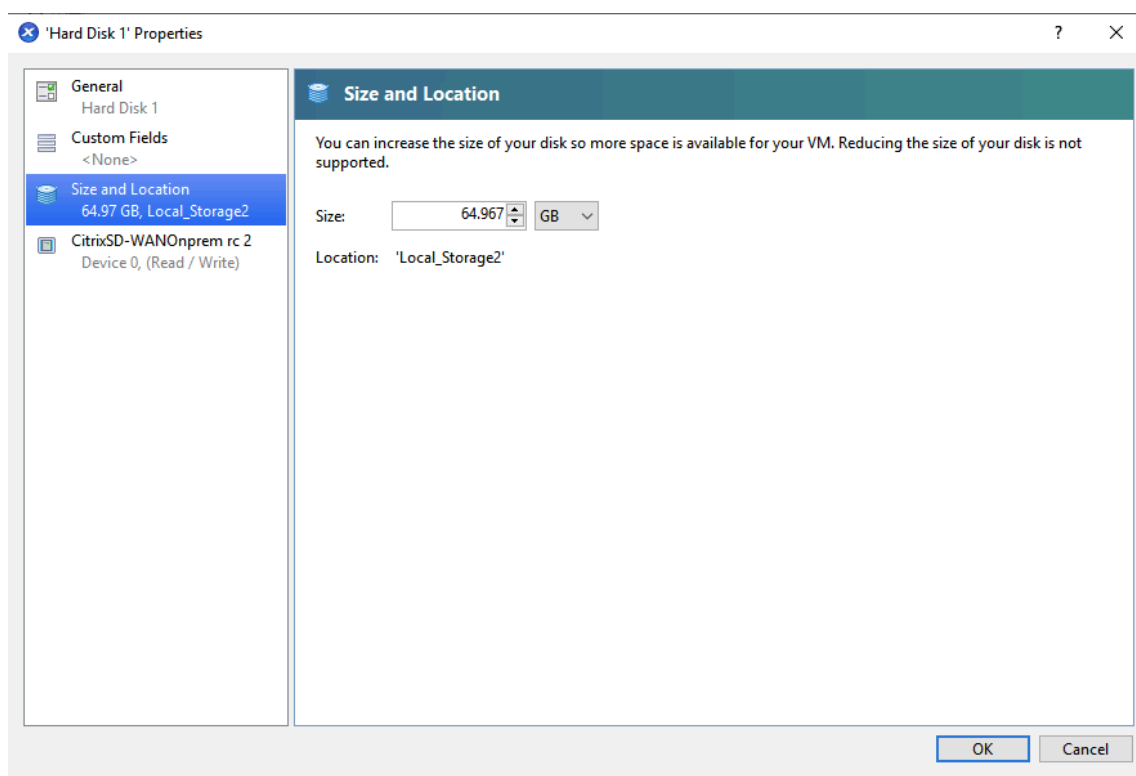
1. Shut down the virtual machine (VM) from the hypervisor.
2. Select the virtual machine and click the **Storage** tab.



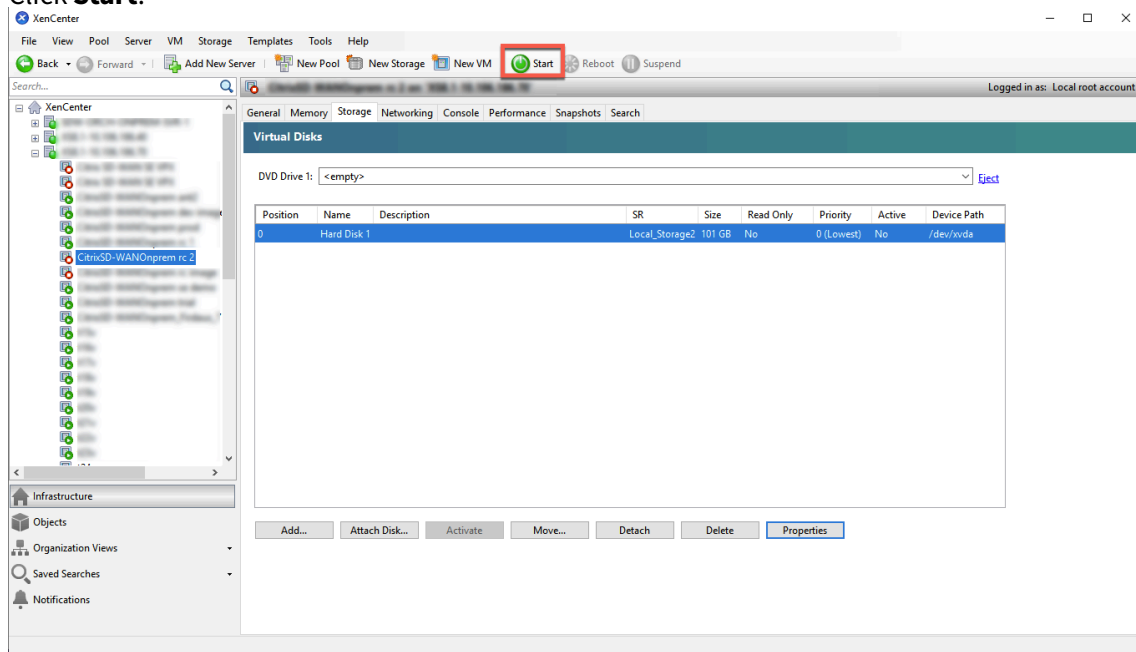
3. Select the hard disk and click **Properties**.



4. Click the **Size and Location** option and update the **Size** of your disk space. Click **OK**.



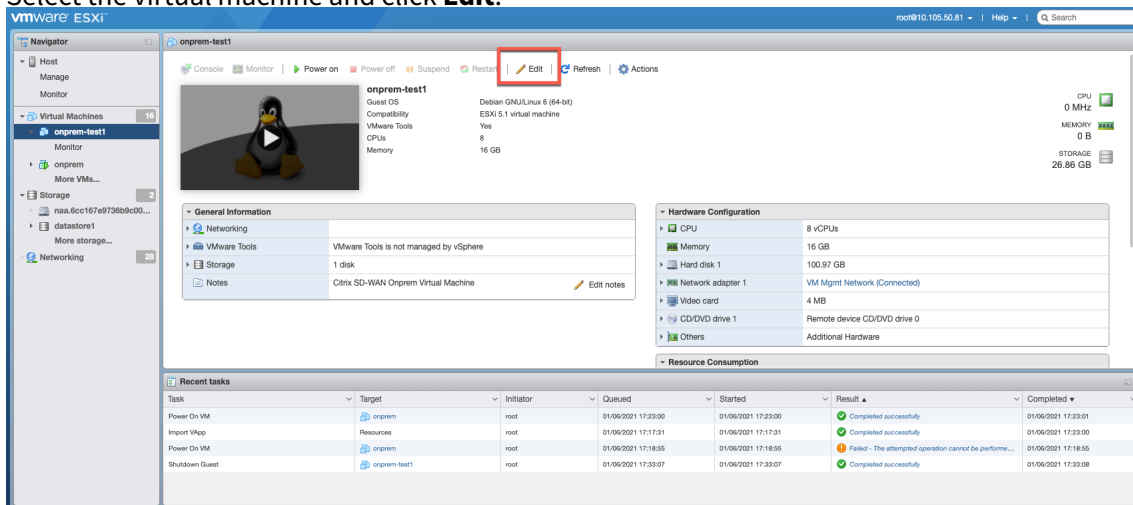
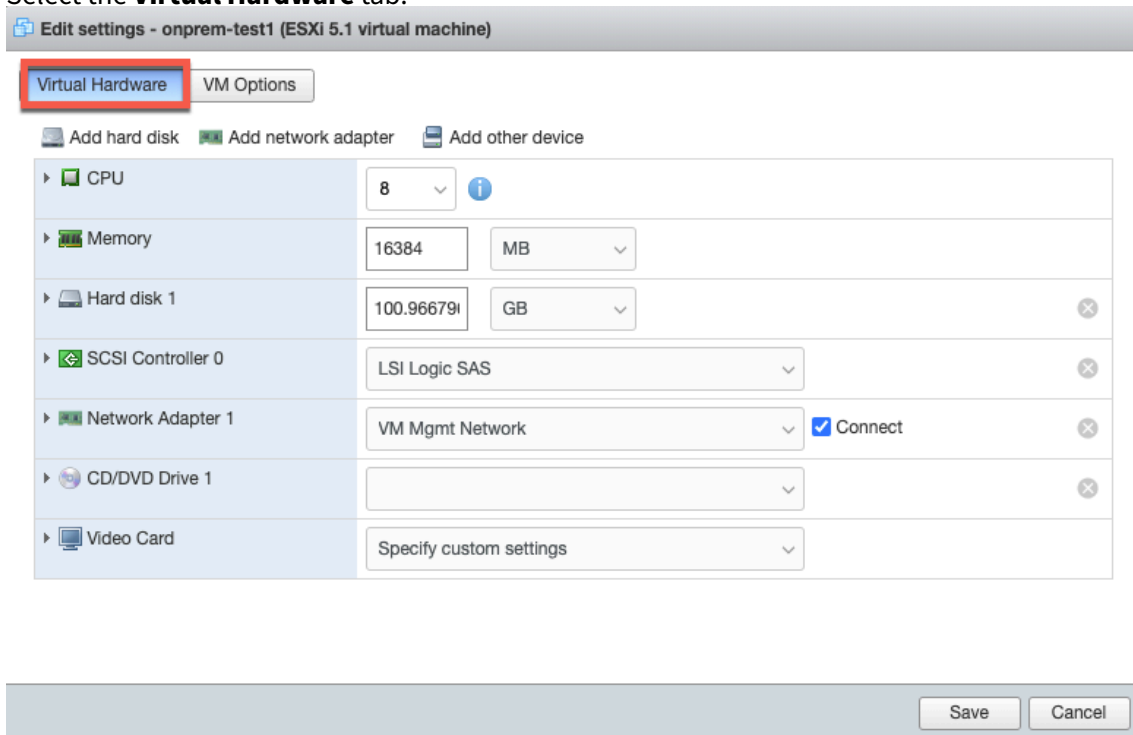
5. Click **Start**.

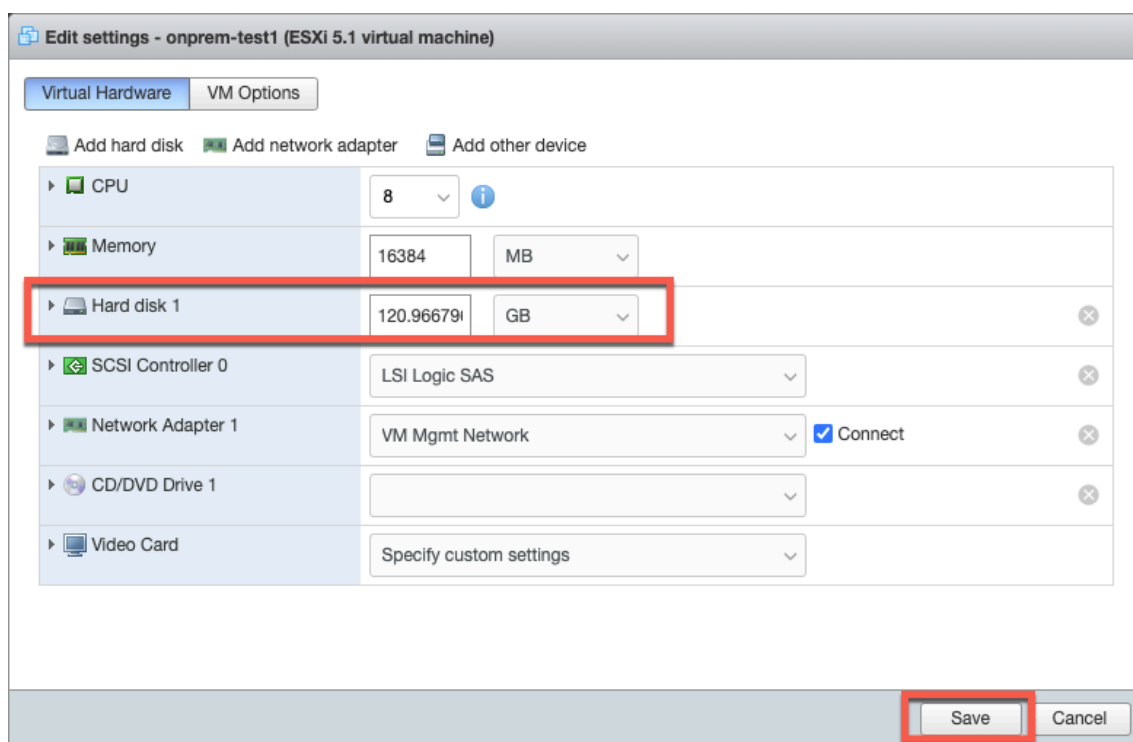


Increase disk space on ESXi Server

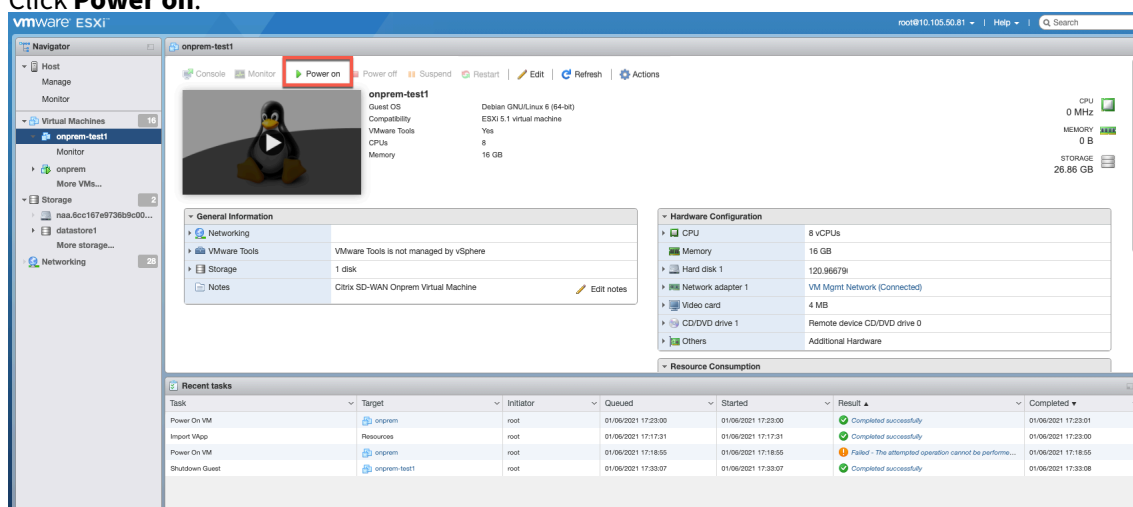
To increase the disk space on the ESXi server.

1. Shut down the virtual machine (VM) from the hypervisor.

2. Select the virtual machine and click **Edit**.3. Select the **Virtual Hardware** tab.4. Increase the hard disk space in the **Hard disk** field and click **Save**.



5. Click **Power on**.



March 8, 2021

Replace an affected Citrix SD-WAN appliance

To replace an affected appliance in Citrix SD-WAN Orchestrator for On-premises:

1. 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.

The screenshot shows the 'Device Information' configuration page in Citrix SD-WAN Orchestrator. The 'Enable HA' checkbox is checked. The 'Primary Device Serial Number' field is highlighted with a red box and contains the placeholder text 'Enter Device Serial (Required for Deployment)'. The 'Short Name' field is set to 'Primary'. The 'Secondary HA Device Serial Number' field is set to 'H3TM4CXEJV'. The 'HA Device Short Name (Optional)' field is set to 'Secondary'. The 'Advanced HA Settings' section is collapsed. At the bottom of the page are four buttons: 'Cancel', 'Save', 'Prev', and 'Next'.

2. Navigate to **Dashboard > Devices** and ensure that the affected appliance is removed from the list.

Site Dashboard

Relative Time Interval: Last 1 Hour

ALERTS

0

Critical

See All

UPTIME

No Statistics Available

See Details

TOP APPS

No Statistics Available

See All

TOP APP CATEGORIES

No Statistics Available

See All

WAN

DEVICES

Device Info

Availability	Cloud Connectivity	Uptime	Short Name	Device Model	Device Edition	Serial No.	Bandwidth	Management IP	Actions
--------------	--------------------	--------	------------	--------------	----------------	------------	-----------	---------------	---------

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.
5. 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

HE530CXRDG

Short Name

Primary

Secondary HA Device Serial Number

H3TM4CXEJV

HA Device Short Name (Optional)

Secondary

Advanced HA Settings

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 Dashboard

Relative Time

Interval: Last 1 Hour

Site Group: All

ALERTS

See All

0 Critical

UPTIME

See Details

No Statistics Available

TOP APPS

See All

No Statistics Available

TOP SITES

See All

No Statistics Available

+ New Site

Map

List

Select Continent

Select Country

Search

2 Total Sites

2 Critical

Availability	Cloud Connectivity	Site Name	Site Role	Device Model	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

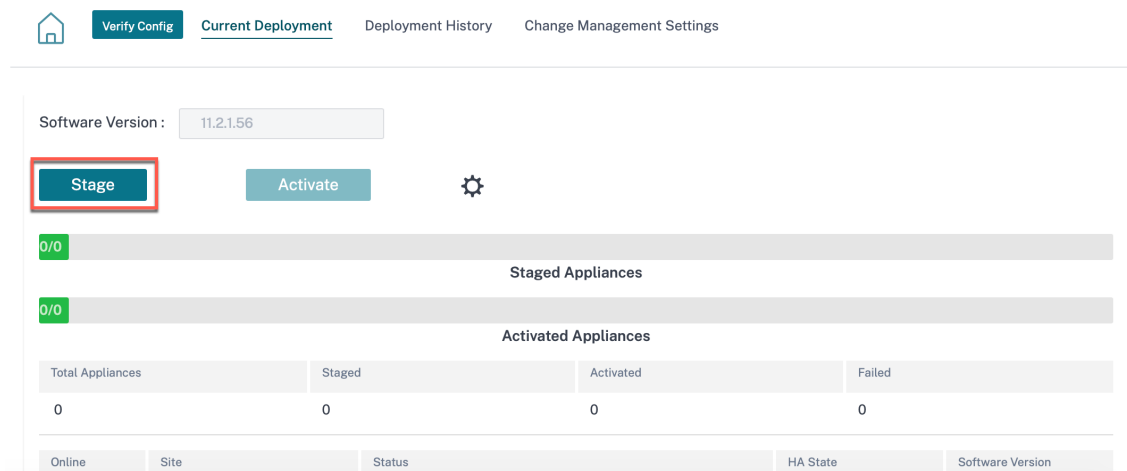
Page Size: 200

Showing 1 - 2 of 2 items

Page 1 of 1

8. At the network level, navigate to **Configuration > Network Config Home** and click **Deploy Config/Software**.

9. Click **Stage**.



10. Click **Activate** after staging is completed.

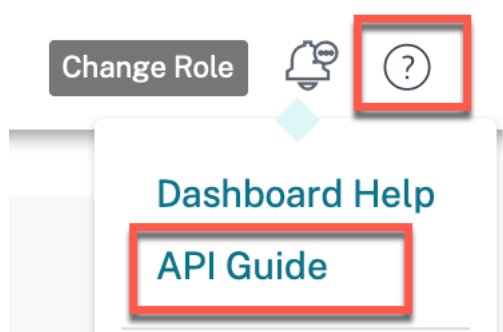
11. Navigate to the site dashboard and verify the successful activation of the appliance.

API guide for Citrix SD-WAN Orchestrator for On-premises

July 9, 2021

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: `9w8f5h4gpcu`

Customer ID: `77677523-044F-43B3-87E3-6C647333996c`

Swagger Spec URL: <https://10.106.186.76/swagger-ui/>

On-Premises Swagger Spec: [Download](#)

CancelDone

- Click the Swagger spec URL to access the API guide.
- In the API page, navigate to **auth-controller** > **/{{ccId}}/api/v1/logon** > **Try it out**.

POST /{{ccId}}/api/v1/logon logon

Try it out

Name	Description
ccId * required string (path)	Citrix Cloud user ID
payload * required (body)	<div>payload</div> <div>Example Value Model</div> <div><pre>{ "ccId": "string", "clientId": "string", "clientSecret": "string"}</pre></div> <div>Parameter content type application/json</div>

- From the Citrix SD-WAN Orchestrator for On-premises **Swagger Spec Details**, copy the **Citrix Cloud ID** and paste it in the textbox under **Citrix Cloud user ID**.
- Similarly, copy and paste the Client ID, Client secret and Citrix Cloud ID in the respective payload fields and click **Execute**.

[illegible]

Available authorizations x

apiKey (apiKey)
Name: Authorization
In: header
Value:

Done Authorize

This completes the authorization process and you must now be able to access and use Citrix SD-WAN Orchestrator for On-premises APIs.

Orchestrator administration

August 23, 2021

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**.

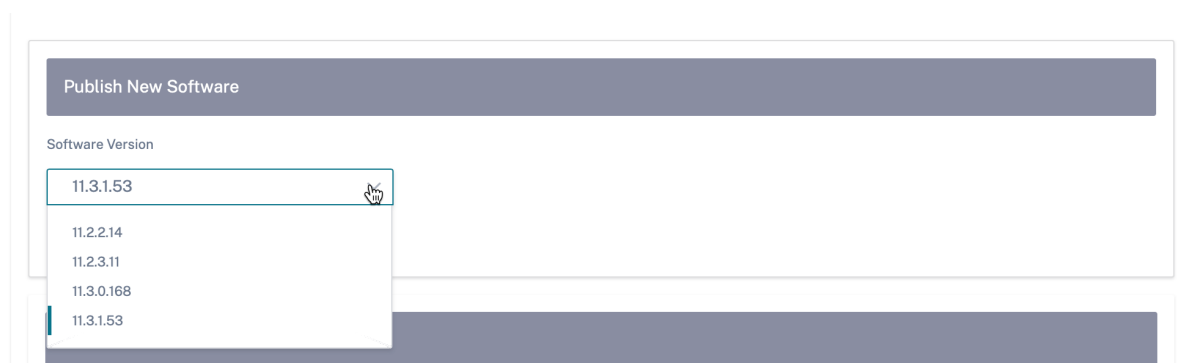
Provider Infrastructure: Software Images

Orchestrator Appliance

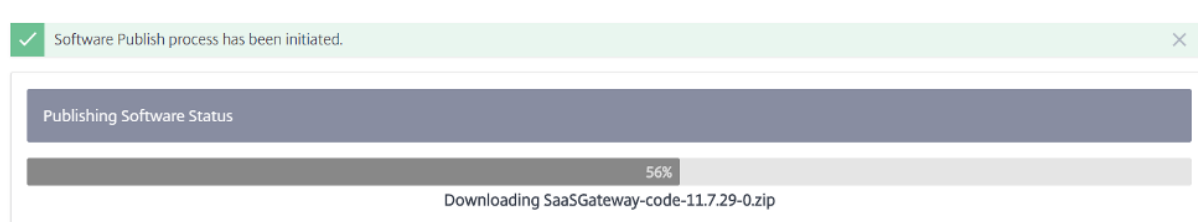
The screenshot shows the 'Appliance' page in the Citrix SD-WAN Orchestrator interface. At the top, there are two tabs: 'Orchestrator' and 'Appliance', with 'Appliance' being the active tab. Below the tabs, there is a section titled 'Publish New Software' with a dropdown menu for 'Software Version' set to '11.3.1.53' and a 'Publish' button. Below this is a section titled 'Published Software Details' with a 'Refresh' button. Underneath is a table with four columns: 'Software Version', 'Status', 'Details', and 'Actions'. The table is currently empty. At the bottom of the page, there is a pagination bar showing 'Page Size: 50', 'Showing 0 - 0 of 0 items', and 'Page 1 of 1'.

Software Version	Status	Details	Actions
------------------	--------	---------	---------

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](#).



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.



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			
Refresh			
Software Version	Status	Details	Actions
11.2.2.2	FINISHED	Successfully downloaded and published the...	
11.3.0.98	FINISHED	Successfully downloaded and published the...	
11.2.1.56	FINISHED	Successfully downloaded and published the...	

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.

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.

The screenshot shows the 'Orchestrator' tab selected in the top navigation bar. Below the navigation bar, there is a section for software management. It displays the 'Current Software Version' as 'R10_3_0_187.888886'. Below this is a dashed box containing the text 'Click here to select the file or drag and drop the selected file. Allowed file type is .gz'. An 'Upload' button is located below the dashed box. Below the 'Upload' button, it shows 'Uploaded File Name : none'. At the bottom of this section, there is a warning message: 'While upload is in progress, please do not navigate away from this page. Doing so will cancel the software upload.' Below the warning message are two buttons: 'Install' and 'Delete'.

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 **Infrastructure > 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

Management Interface IP

IP Address *

10.102.78.86

Subnet Mask *

255.255.255.0

Gateway IP Address *

10.102.78.1

Save

DNS Settings

Primary DNS *

10.140.50.5

Secondary DNS

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

NTP server 2

NTP server 3

NTP server 4

To configure date and time manually, disable the **Use NTP server** option and manually select the date and time.

Date/Time settings

Date

Time

[Save](#)

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](#).

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

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.

Management IP & DNS
NTP
[Remote Auth Servers](#)

Remote Authentication Servers

+ New

Name	IP Address	Port	Type	Actions
server1			RADIUS	
server2			RADIUS	

Page Size: 50
Showing 1 - 2 of 2 items
Page 1 of 1

Test Remote Server Connection

Username *

Password *

Remote Authentication Server *

Verify

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 *

server3

Server Type

RADIUS

IP Address *

10.2.3.4

Port *

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	

Page Size: 50 Showing 1 - 1 of 1 items Page 1 of 1

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

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**.

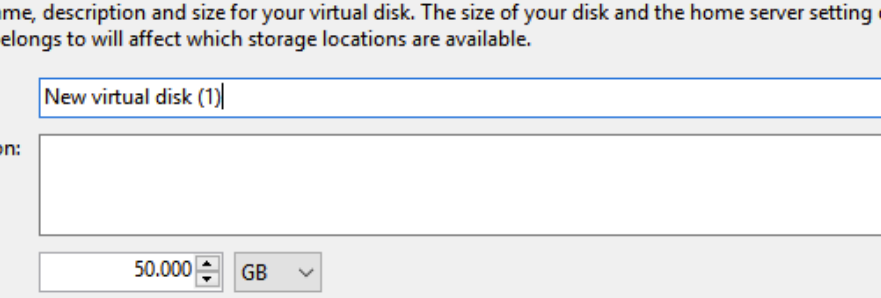
The screenshot shows the 'Storage' tab in the Citrix SD-WAN Orchestrator interface. At the top, there is a navigation bar with tabs: General, Memory, Storage (highlighted with a red box), Networking, Console, Performance, Snapshots, and Search. Below the navigation bar is a section titled 'Virtual Disks'. Under this section, there is a dropdown menu for 'DVD Drive 1:' set to '<empty>' with an 'Eject' link to its right. Below the dropdown is a table with the following columns: Position, Name, Description, SR, Size, Read Only, Priority, Active, and Device Path. The table contains one row: Position 0, Name 'Hard Disk 1', Description 'Local_Storage2', SR 'Local_Storage2', Size '65 GB', Read Only 'No', Priority '0 (Lowest)', Active 'Yes', and Device Path '/dev/xvda'. Below the table is a horizontal scrollbar. At the bottom of the interface, there is a row of buttons: 'Add...' (highlighted with a red box), 'Attach Disk...', 'Deactivate', 'Move...', 'Detach', and 'Delete'. Below the 'Add...' button is a 'Properties' button.

Position	Name	Description	SR	Size	Read Only	Priority	Active	Device Path
0	Hard Disk 1	Local_Storage2	Local_Storage2	65 GB	No	0 (Lowest)	Yes	/dev/xvda

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 Virtual Disk

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.

Name: New virtual disk (1)

Description:

Size: 50.000 GB

Location:

- Local storage on 1.23 TB free of 1.78 TB
- Local_Storage2 171.47 GB free of 1.82 TB

Add **Cancel**

GeneralMemoryStorageNetworkingConsolePerformanceSnapshotsSearch

Virtual Disks

DVD Drive 1: <empty> [Eject](#)


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...Attach Disk...DeactivateMove...DetachDelete

Properties

- 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**.
- 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.

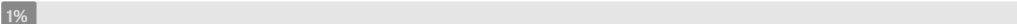
Host	File System	Type	Size(MB)	Available(MB)	Active	Migrate Data
Local*	/dev/xvda2	ext3	64891	47196	<input type="radio"/>	<input type="checkbox"/>
Local	/dev/xvdb	ext3	51200	unknown	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>

Apply

- 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

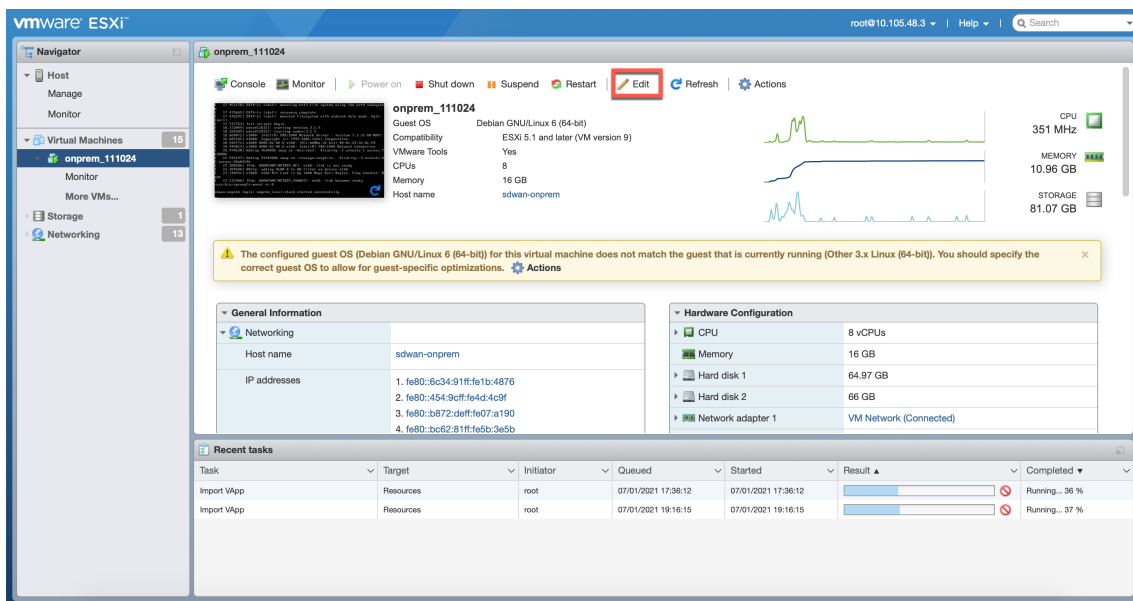
Storage Migration Status

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.

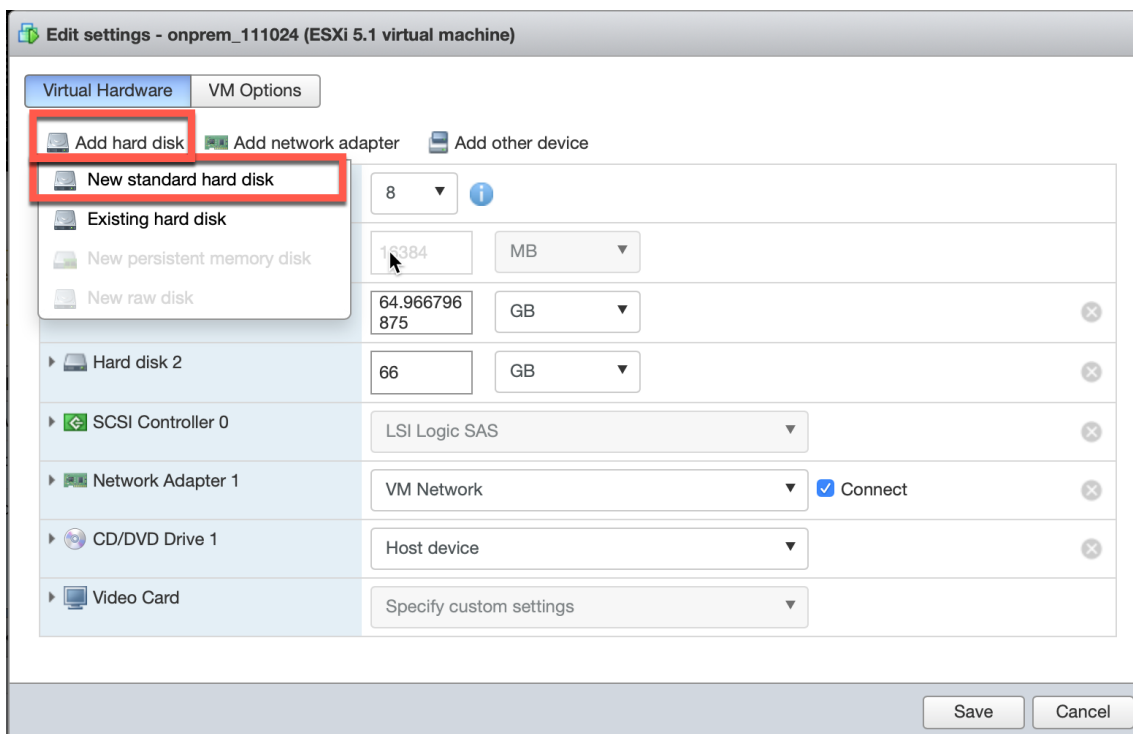
336 secs

Add a new disk on ESXi Server

1. Log in to your ESXi server and select the virtual machine. Click **Edit**.



2. Click **Add hard disk > New standard hard disk**.



3. Enter the disk storage space and other settings based on your preference. Click **Save**.

NOTE

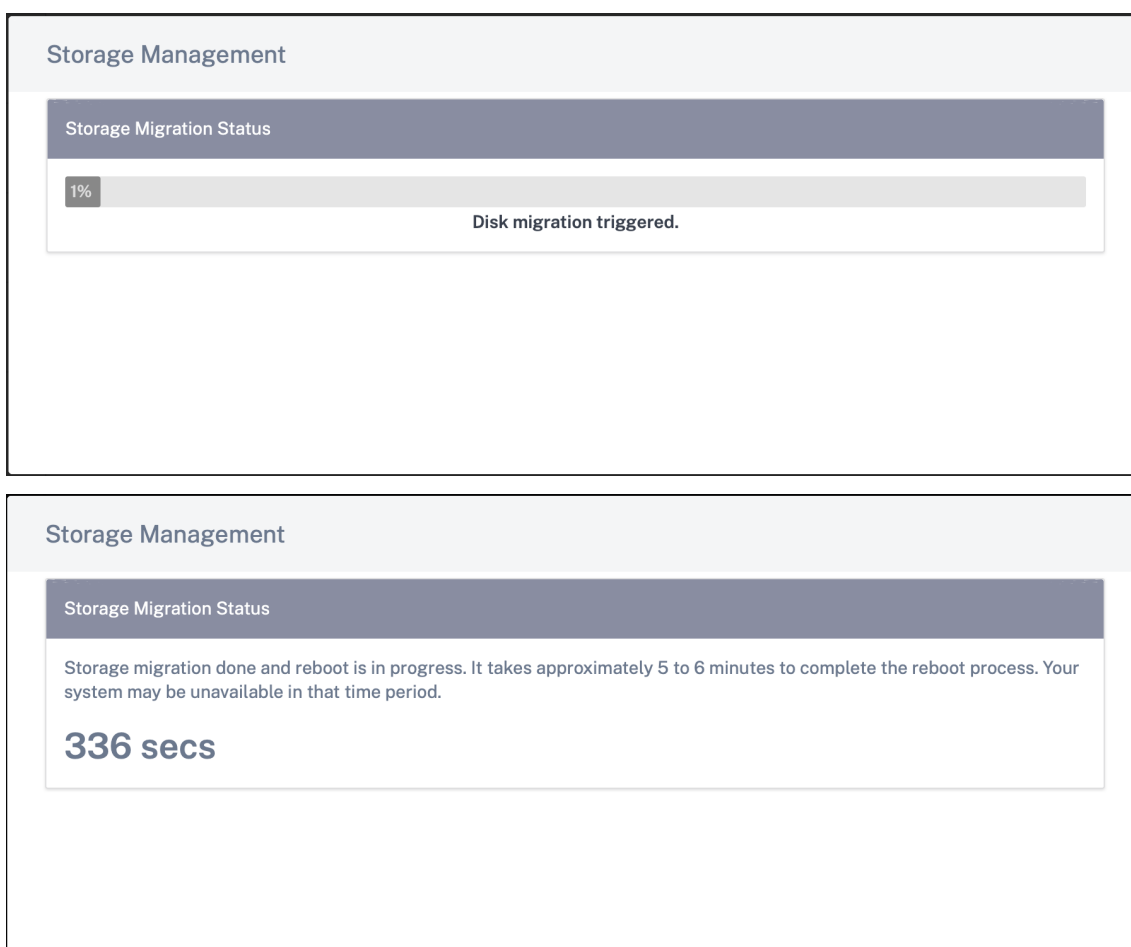
The disk size must be at least twice as that of the current data consumed by the Citrix SD-WAN Orchestrator for On-premises.

- 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.
- Choose the **Active** radio button and select the **Migrate Data** check box. Click **Apply**.

Network Infrastructure: Storage Management

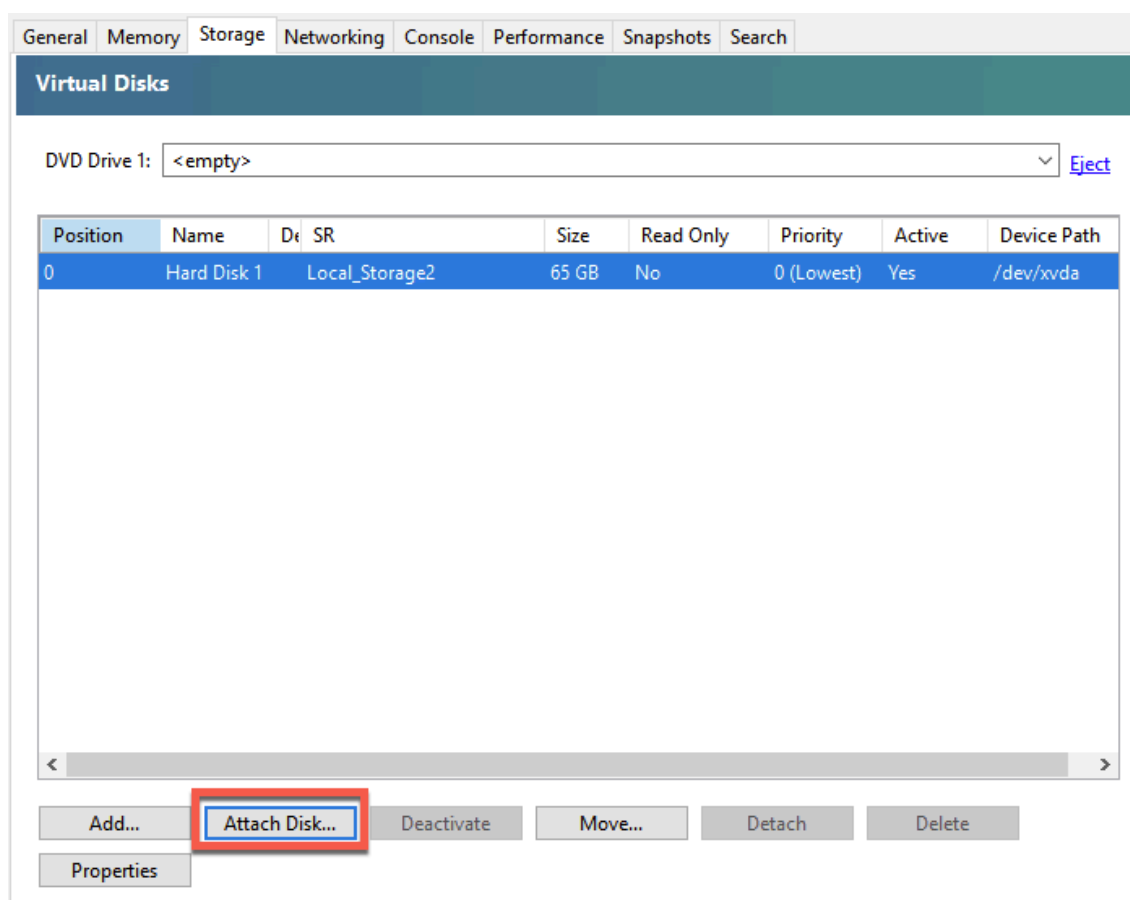
Host	File System	Type	Size(MB)	Available(MB)	Active	Migrate Data
Local*	/dev/xvda2	ext3	64891	47196	<input type="radio"/>	<input type="checkbox"/>
Local	/dev/xvdb	ext3	51200	unknown	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>

- 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.



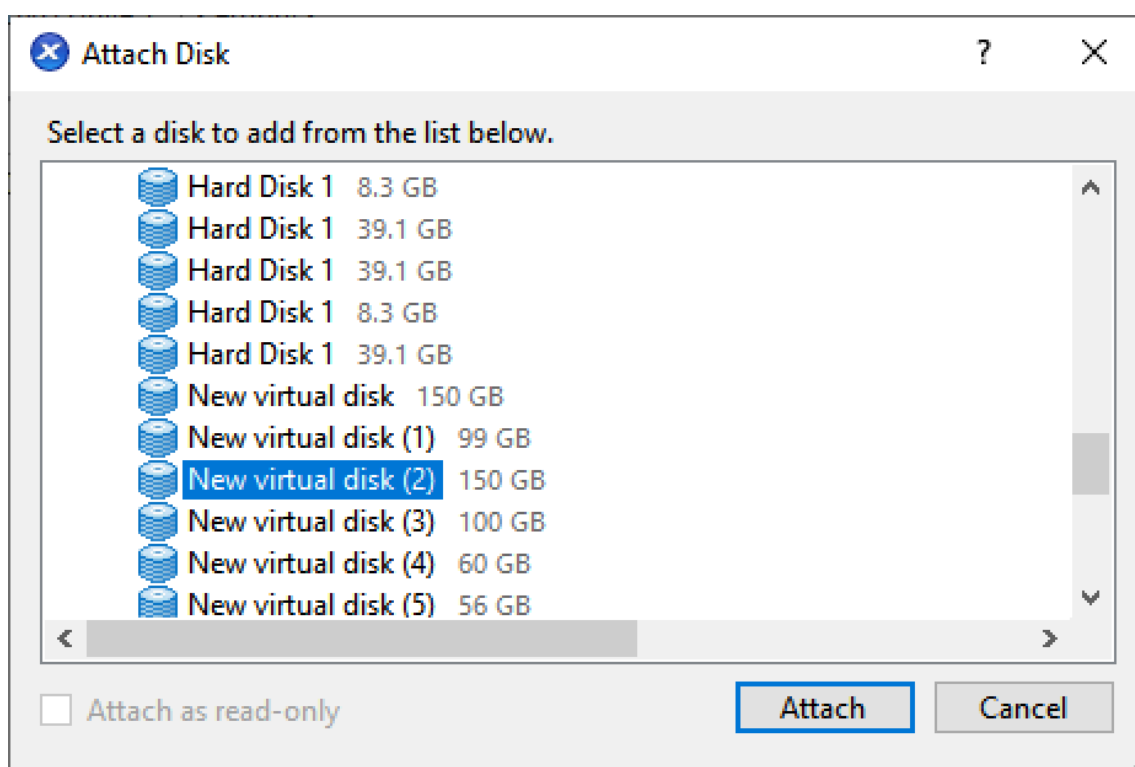
Disaster recovery on Citrix Hypervisor

1. Select the virtual machine (VM) from the hypervisor. Select the **Storage** tab and click **Attach Disk**.



2. Select the disk attached to the Citrix SD-WAN Orchestrator for On-premises which hit disaster and click **Attach**.

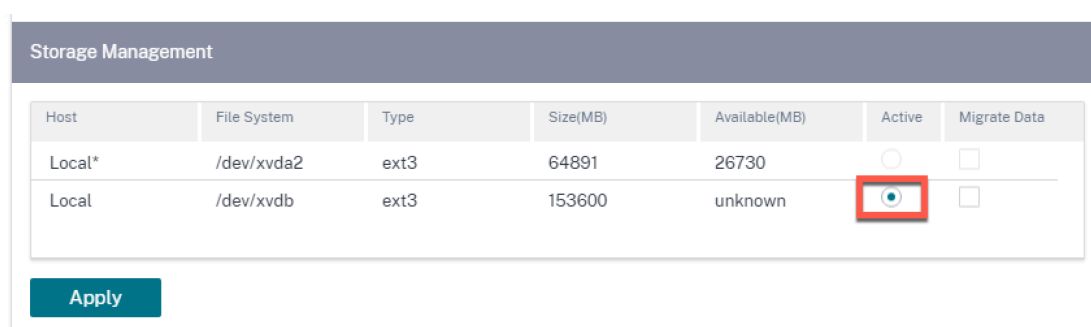
If the disk is not listed, ensure that the disk attached to Citrix SD-WAN Orchestrator for On-premises which hit disaster is detached and Citrix SD-WAN Orchestrator for On-premises is in shutdown state.



- 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.
- 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.



- 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

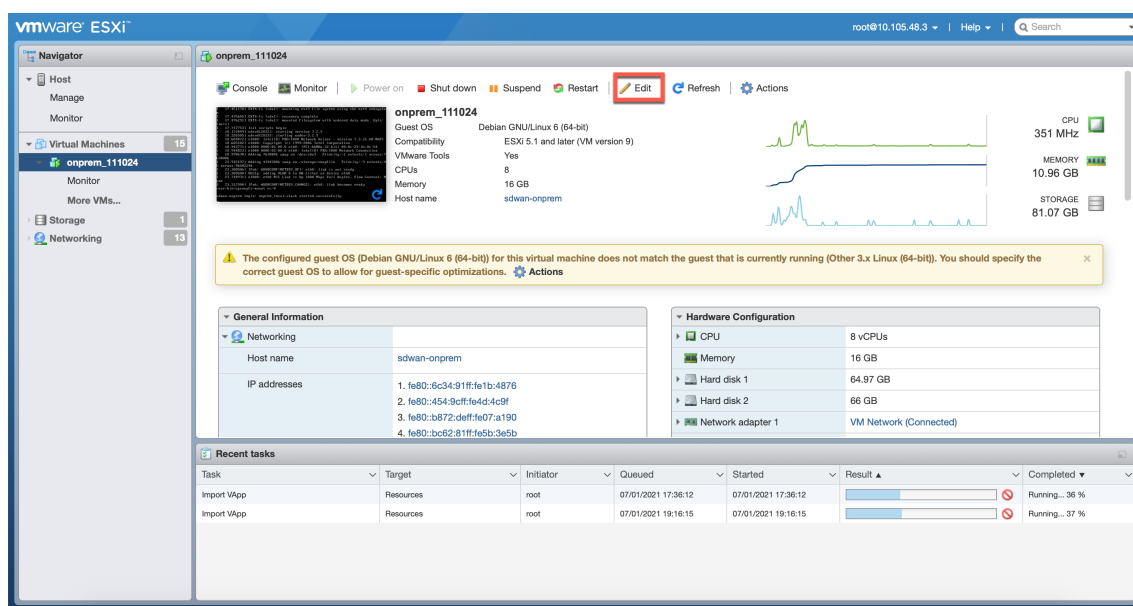
Storage Migration Status

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.

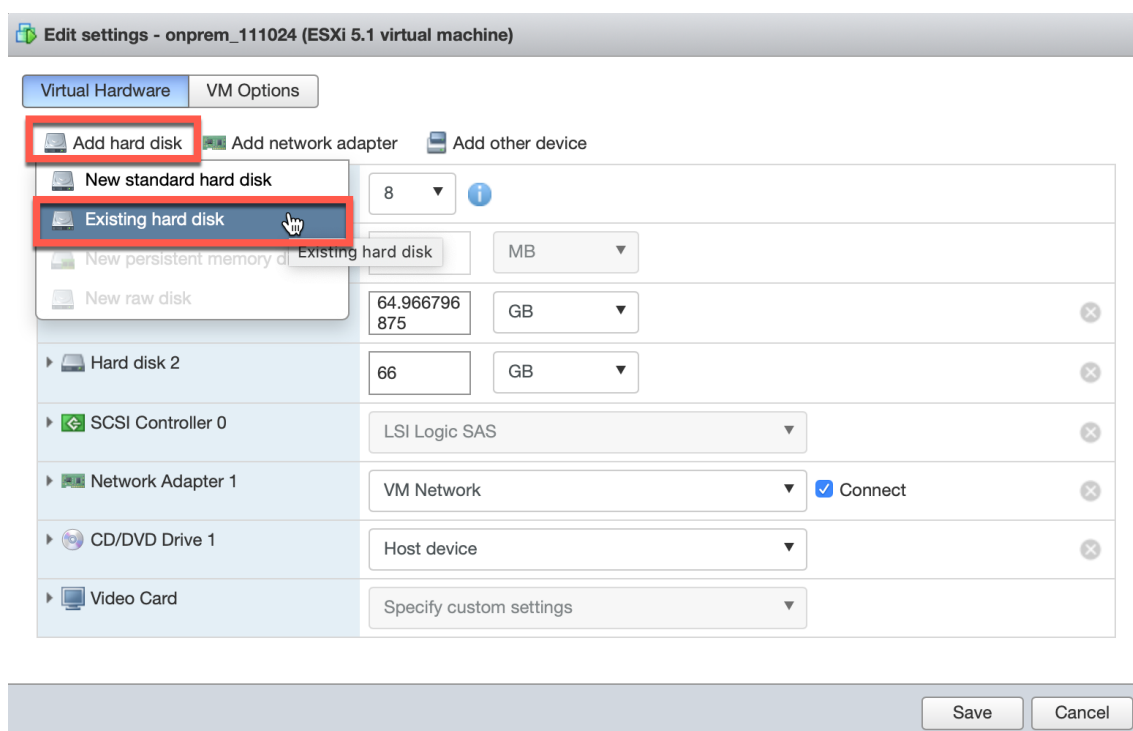
336 secs

Disaster recovery on ESXi server

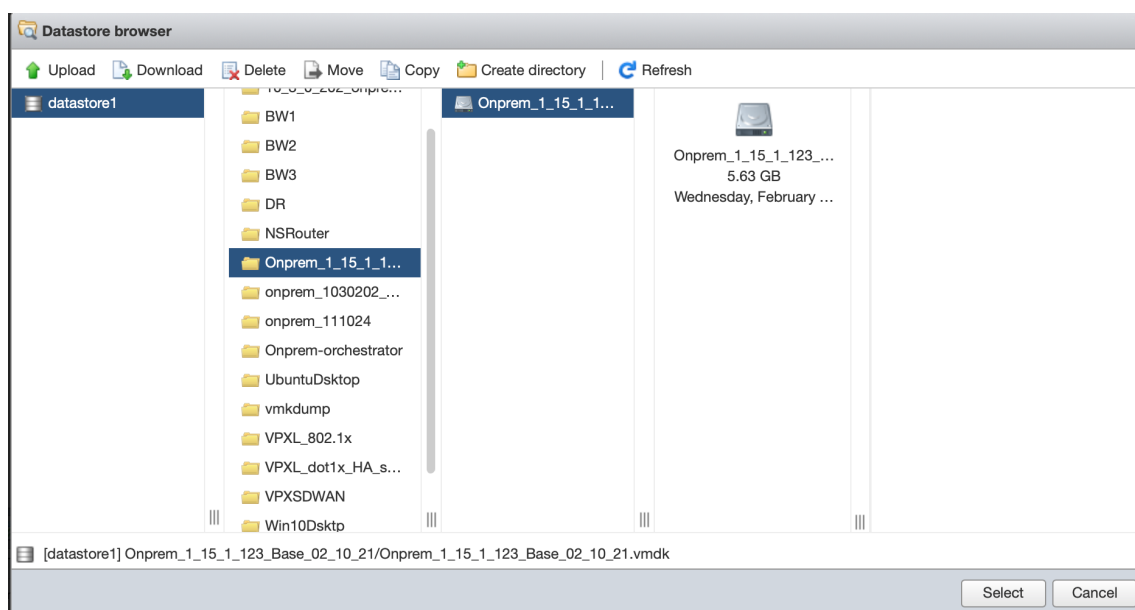
1. Log in to the ESXi server and select the virtual machine. Click **Edit**.



2. Click **Add hard disk > Existing hard disk**.



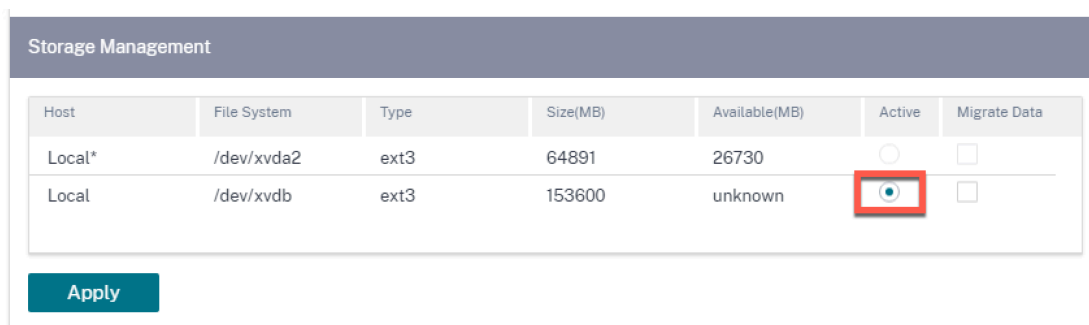
3. Browse for the disk attached to the Citrix SD-WAN Orchestrator for On-premises which hit disaster and click **Select**.



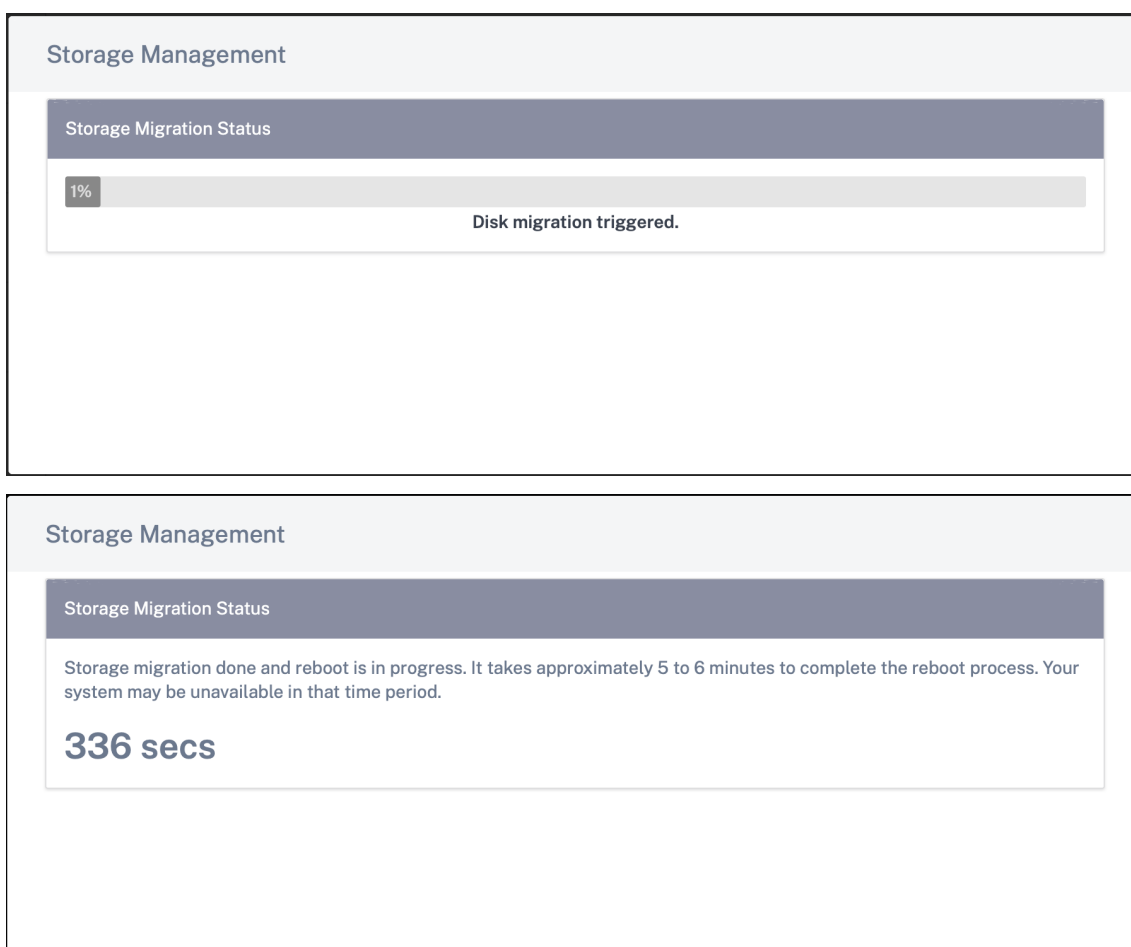
4. Log in to the Citrix SD-WAN Orchestrator for On-premises UI and navigate to **INFRASTRUCTURE > Orchestrator Administration > Storage Management**. The newly attached disk gets listed here.
5. Choose only the **Active** radio button (clear the **Migrate Data** check box if selected) and click **Apply**.

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.



6. After the migration is completed, Citrix SD-WAN Orchestrator for On-premises gets rebooted.



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 On-premises 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 settings
    "clear" - Clear HTTP Proxy settings
    "show" - Show HTTP Proxy settings
    "main_menu" - Return to the Main Menu

set_http_proxy>set 11.11.11.11 5555

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 settings
    "clear" - Clear 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

1. 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

HTTP Proxy

IP Address *

11.11.11.11

Port *

5555

Username

Password

Apply

Remove

3. Click Apply. A confirmation dialog box appears.

4. Click Yes, Update.



Are you sure you want to update the HTTP Proxy Settings?

Yes, Update

No, Cancel

Notes

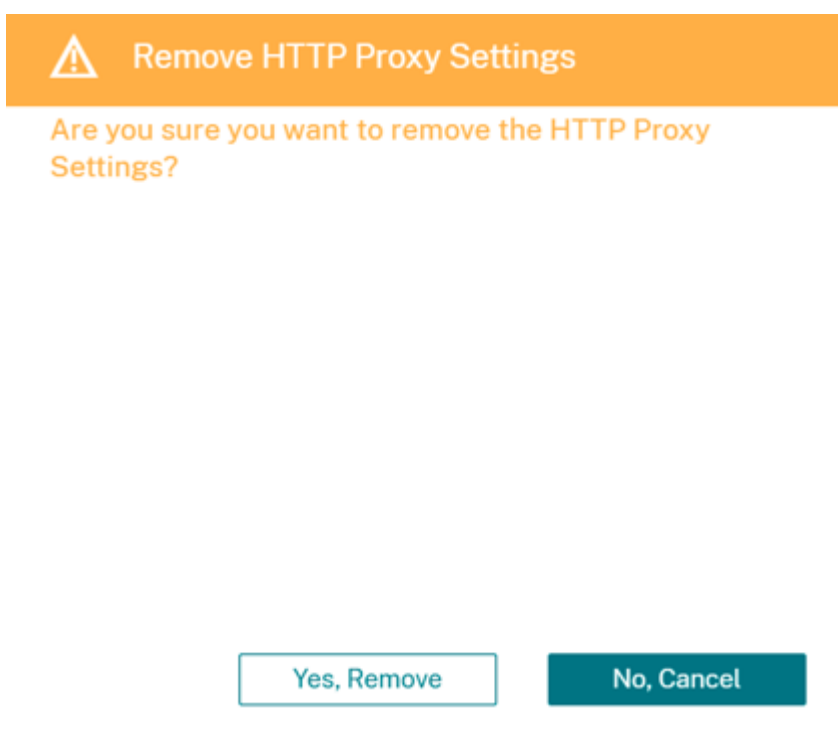
- To use the HTTP proxy server for outbound traffic from Citrix SD-WAN Orchestrator for On-premises to Citrix Cloud, the proxy server must be configured as a transparent SSL HTTP proxy or SSL bypass HTTP proxy server. The server should not spoof the Citrix

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**.



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 November, 2020 at ...
UPPER WARNING THRESHOLD EX...	ACTIVE	CPU	51.4	Sun 22 November, 2020 at ...

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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.

These packages contain important real-time system information you can forward to Citrix Support Representatives.
Total five Diagnostic Packages can exist on the system at a time.

Diagnostic 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.

On-Prem Orchestrator status: UP 

Restart

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

Reboot

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-Premises

PROVIDER
[blurred]

CUSTOMER
All Customers

?



Dashboard

Reports

Configuration

Tools & Utilities

Administration

Infrastructure

Provider Configuration:WAN Link Templates

+ Wan Link Template

Wan Link Templates

Actions

Notifications

Platform Alarms

Service Alarms

Upper Warning Threshold Exceeded for : [cpu]
current value is 56.2%

Fri 30 April, 2021 at 07:51 AM

Upper Warning Threshold Exceeded for :
[memory] current value is 56.1%

Fri 30 April, 2021 at 05:39 AM

**Locations**

Corporate Headquarters | 851 Cypress Creek Road Fort Lauderdale, FL 33309, United States
Silicon Valley | 4988 Great America Parkway Santa Clara, CA 95054, United States

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