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

October 18, 2021

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

Note

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

What’s New

The enhancements and changes that are available in Build 12.3.

Miscellaneous

Purge settings

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

[ SDW-20402 ]

Zero-touch Deployment Interface

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

[ SDW-19152 ]

Virtual path settings for the link

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

[ SDW-9760 ]
Citrix SD-WAN Orchestrator for On-premises 12.3

SD-WAN Orchestrator

Syslog server settings

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

[ SDW-13990 ]

Fixed Issues

The issues that are addressed in Build 12.3.

Miscellaneous

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

[ SDWANHELP-2368 ]

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

[ SDWANHELP-2354 ]

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

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

[ SDW-20992 ]

Known Issues

The issues that exist in release 12.3.

Configuration and Management

On a newly imported Citrix SD-WAN Orchestrator for On-premises instance, staging gets stuck in the Preparing package state. This issue occurs when the staging process is initiated shortly after creating a new virtual machine.
Workaround: Retry the staging process.
[ SDW-20863 ]

Miscellaneous

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

Workaround: Use VMware ESXi version 9.
[ SDWANHELP-2182 ]

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

Workaround: Enable Cloud Direct service manually for each site.
[ SDW-22493 ]

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

Workaround: Retry the staging process.
[ SDW-22398 ]

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

Workaround: Select the partial site upgrade software version manually for each site by clicking navigating to Deployment > Select Sites.
[ SDW-22374 ]

Sometimes, the UI displays an error after a configuration of management interface settings is performed. However, the configuration is successful and a refresh is required for the updated settings to appear on the UI.
[ SDW-22139 ]

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

Workaround: Upload a new software package. The previously uploaded file gets automatically deleted.
[ SDW-22137 ]
On the Configuration > Network Config Home page of the UI, the Orchestrator connectivity status for a secondary SD-WAN appliance appears online immediately after the configuration file is uploaded. However, the correct status is displayed after the configuration is saved for the site.

[ SDW-20913 ]

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

[ SDW-18491 ]

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

User has a role already assigned.

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

[ SDW-15984 ]

**Platform and systems**

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

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

[ SDW-18031 ]

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

September 2, 2021

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

**Notes**

- Citrix SD-WAN Orchestrator for On-premises 11.4.0a addresses the issue described in SDWANHELP-2317 and replaces release 11.4.

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

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

Configuration and Management

HTTP Proxy

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

[ SDW-20247 ]

Cloud Direct service

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

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

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

[ SDW-16396 ]

Storage management - General Availability

The Storage management feature now supports General Availability.

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

• Add a new disk: You can add a new disk with a storage size at least twice as that of the current data consumed by Citrix SD-WAN Orchestrator for On-premises.

• Disaster recovery: In the event of a disaster, you can attach the disk containing the Citrix SD-WAN Orchestrator for On-premises configuration and data to a new instance of Citrix SD-WAN Orchestrator for On-premises virtual machine.

[ SDW-21316 ]

Cloud brokered zero-touch deployment - General Availability

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

Cloud brokered zero-touch deployment is an automated process that involves Citrix SD-WAN Orchestrator for On-premises as a broker to establish connectivity between Citrix SD-WAN Orchestrator for On-premises and the Citrix SD-WAN appliances.
Citrix SD-WAN Orchestrator for On-premises 12.3

[ 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.
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**.

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.

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
Citrix SD-WAN Orchestrator for On-premises 12.3

**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.

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Workaround: Use VMware ESXi version 9.

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.

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

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.

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.

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

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.
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.
Citrix SD-WAN Orchestrator for On-premises 12.3

[ 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.
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.

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

**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.

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.

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.

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.

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.
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]

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**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
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.

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.

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 sitename: 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 12.3

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”.

© 1999–2022 Citrix Systems, Inc. All rights reserved.
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:
## Citrix SD-WAN Orchestrator for On-premises 12.3

### 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.
Citrix SD-WAN Orchestrator for On-premises 12.3

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

<table>
<thead>
<tr>
<th>Platform</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citrix XenServer</td>
<td>.xva</td>
</tr>
<tr>
<td>VMware ESXi</td>
<td>-vmware.ova</td>
</tr>
</tbody>
</table>

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

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

## Requirements

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Citrix SD-WAN Orchestrator service</th>
<th>SD-WAN Orchestrator for On-premises</th>
</tr>
</thead>
<tbody>
<tr>
<td>SD-WAN Factory Image required</td>
<td>All (Factory Shipping release)</td>
<td>Citrix SD-WAN 10.2.7, 11.1.1, 11.2.0, 11.2.2, 11.3.0 and above.*</td>
</tr>
<tr>
<td>Appliance Deployed in the Network</td>
<td>All</td>
<td>Citrix SD-WAN 11.2.2, 11.3.0 and above.*</td>
</tr>
<tr>
<td>SD-WAN appliance internet connectivity</td>
<td>Required</td>
<td>Not Required</td>
</tr>
<tr>
<td>Firewall ports to be open</td>
<td>443</td>
<td>443, 22, ICMP</td>
</tr>
<tr>
<td>Licensing</td>
<td>Postpaid and Prepaid models</td>
<td>Prepaid model only</td>
</tr>
</tbody>
</table>
• 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

December 23, 2021

Install the VMware vSphere client

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

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

1. Open a browser and navigate to the ESXi server that hosts your vSphere Client and Citrix SD-WAN Orchestrator for On-premises virtual machine instance. The VMware ESXi Welcome page appears.

2. Click the Download vSphere Client link to download the vSphere Client installation file.

3. Install the vSphere Client.

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

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

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

5. Enter the ESXi server login credentials:

   • **IP address/Name**: Enter the IP Address or Fully Qualified Domain Name (FQDN) for the ESXi server that hosts your Citrix SD-WAN Orchestrator for On-premises virtual machine instance.

   • **User name**: Enter the server administrator account name. The default is root.

   • **Password**: Enter the password associated with this administrator account.

6. Click **Login**.

   The vSphere Client main page appears.
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 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 EULA page, click I Agree, and click Next.

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

![Image: Citrix SD-WAN Orchestrator interface]

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

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

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

1. When the virtual machine is started, click the Console tab.
2. Log into the virtual machine. The default login credentials for the new Citrix SD-WAN Orchestrator for On-premises virtual machine are as follows:
   - **Login**: admin
   - **Password**: password
3. In the console enter the CLI command `management_ip`.
4. Enter the command `set interface <ipaddress> <subnetmask> <gateway>`, to configure management IP.
5. Are you sure you want to change your Management Interface IP settings?
You may lose connectivity to the appliance. <y/n>?
Press “y” to change the IP and access the new management IP configured after nearly 6–7 minutes.

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

January 20, 2021

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

Install the XenServer server

To install the Citrix XenServer server on which you deploy the Citrix SD-WAN Orchestrator for 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.
   - **Username**: Enter the server administrator account name. The default is root.
   - **Password**: Enter the password associated with this administrator account.

![Add New Server Window](image)

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

![Identity and Access Management](image1.png)

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

![API Access](image2.png)

3. Create a client. Note down the **Customer ID** that you need later to login to Citrix SD-WAN Orchestrator for On-premises.
4. On click of **Create Client**, it provides you the **ID** and a **Secret key** that you can copy and save, or download.

5. Go to your Citrix Hypervisor (XenServer/VMware) and boot up Citrix SD-WAN Orchestrator for On-premises.

6. Once the Citrix SD-WAN Orchestrator for On-premises is booted up, provide the default user name (admin) and Password (password).

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

7. If the DHCP server is not configured in the SD-WAN network, you have to manually enter a static IP address. To configure a static IP address as the management IP address:
   
   - In the console, enter the CLI command `management_ip`.
   - Enter the command `set interface <ipaddress> <subnetmask> <gateway>`. 
Note

- The management IP address is the IP address of the Citrix SD-WAN Orchestrator for On-premises virtual machine, use this IP address to log into the Citrix SD-WAN Orchestrator for On-premises Web UI.
- The management interface can be configured via the two methods – CLI and DHCP.

8. Once the Citrix SD-WAN Orchestrator for On-premises is booted up, by default it is configured with DNS servers 9.9.9.9 and 149.112.112.112 as primary and secondary respectively. If necessary, you can change the DNS server IP address using the following commands:
   - In the console, enter the CLI command `set_dns`.
   - Enter the command `set primary <ipaddress>` and then enter y to confirm the change.
   - Enter the command `set secondary <ipaddress>` and enter y to confirm the change.

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

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.

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

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

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.
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.

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 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

October 18, 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.

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.

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

**Note**

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

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

**Note**

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

- **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**.

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.

**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.
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.

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.

![Cloud Brokered ZTD Status](image)

**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.

**ZTD Interface Settings**

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

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

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

![Virtual Network Interfaces](image)

**Note**

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

![Hardware Configuration](image)

**Enabling ZTD Interface**

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

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

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

Configuring Non-Cloud ZTD using ZTD interface

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

Note

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

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

Configuring Cloud Brokered ZTD using ZTD Interface

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

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

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

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

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

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

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

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

**Manual Connectivity Configuration**

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

**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**.

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

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
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.

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

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.
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)

- Branch_2
- MCN_1

Selected (1 site)

- Branch_1

Save  Cancel
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.

<table>
<thead>
<tr>
<th>Started At</th>
<th>Total Appliances</th>
<th>Total Activated</th>
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</table>

**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.
• **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.

### 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.

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.
Click the cloud icon (under Action) to load a saved configuration. Click 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.
Citrix SD-WAN Orchestrator for On-premises 12.3

- **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**.

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.
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.
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.

- **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.
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.
  - Adaptation 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**.

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.

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

**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 disableChecksum 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.

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**

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-
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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

<table>
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<th>IPSec Encryption Profile Information</th>
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</thead>
<tbody>
<tr>
<td>Profile Name</td>
</tr>
<tr>
<td>zscale:r:Service</td>
</tr>
</tbody>
</table>

**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

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<tr>
<th>Authentication</th>
<th>Peer Authentication</th>
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<tr>
<td>Pre-Shared Key</td>
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<table>
<thead>
<tr>
<th>Identity</th>
<th>Peer Identity</th>
<th>DH Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>User: FQDN</td>
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<table>
<thead>
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<th>DPD timeout (s)</th>
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<table>
<thead>
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<th>Security Association Lifetime (s)</th>
<th>Security Association Lifetime (s) Max</th>
</tr>
</thead>
<tbody>
<tr>
<td>3600</td>
<td>86400</td>
</tr>
</tbody>
</table>

### 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

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<tr>
<th>Tunnel Type</th>
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<th>Hash Algorithm</th>
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<tr>
<th>Security Association Lifetime (s)</th>
<th>Security Association Lifetime (s) Max</th>
</tr>
</thead>
<tbody>
<tr>
<td>3600</td>
<td>36000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Security Association Lifetime (KB)</th>
<th>Security Association Lifetime (KB) Max</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

### 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.

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.
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.

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.

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**.
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.

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.
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.
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.

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

**Note**

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

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

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

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

**Site specific preferences for virtual overlay transit nodes**

Site-specific preferences for virtual overlay transit nodes allow you to override the global virtual overlay transit node settings for all the sites in your network. You can also choose a non-control node as the primary transit node for a site. Choose a control node or geo-control node as the secondary and
the tertiary transit nodes. If the primary transit node is down, the sites use the secondary transit node. If both primary and secondary transit nodes are down, the sites use the tertiary transit node. Specify the cost for the transit nodes and select the sites to which the site-specific virtual overlay transit node settings are applied.

### 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.
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.
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.

- **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.

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**QoS policies**

January 27, 2022

An administrator can define application and traffic policies. These policies help to enable traffic steering, Quality of Service (QoS), and filtering capabilities for applications. Specify whether a defined rule can be applied globally across all the sites in the network or on certain specific sites.

Policies are defined in the form of multiple rules which get applied in the user-defined order.
Create new rule

An administrator must place the defined rule based on the priority. The priorities are categorized based on parameters such as top of the list, bottom of the list, or a specific row.

It is recommended to have **more specific** rules for applications or sub applications at the top, followed by **less specific** rules for the ones representing broader traffic.

For example, you can create specific rules for both Facebook Messenger (sub application) and Facebook (application). Put a Facebook Messenger rule on top of the Facebook rule so that the Facebook Messenger rule gets selected. If the order is reversed, Facebook Messenger being a subapplication of the Facebook application, the Facebook Messenger rule would not get selected. It is important to get the order right.

**Match criteria**

Select traffic for a defined rule such as:

- An application
- Custom defined application
- Group of applications or IP protocol based rule

**Rule scope**

Specify whether a defined rule can be applied globally across all the sites in the network or on certain specific sites.
Application steering

Navigate to Configuration > QoS > Custom Application Rules. Specify how the traffic needs to be steered.

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

- Custom application
- Protocol (TCP, UDP, ICMP)
- Network IP/Prefix
- Port
- DSCP tag

You can also create a domain name based custom application.

Click Verify Configuration on the Configuration > QoS Policies page to validate any audit error.
IP Rules

IP Rules help you to create rules for your network and take certain Quality of Service (QoS) decisions based on the rules. For more information on IP rules, see IP rules.

QoS profiles

The Quality of Service (QoS) section helps to create the QoS profile by using the + QoS Profile option. The QoS profile provides improved service to certain traffic. The goal of QoS is to provide priority including traffic type (Real-time, Interactive, and Bulk classes) and dedicated bandwidth. The bandwidth breakups are available in % values. This also improved loss characteristics.

Click Verify Configuration on the Configuration > QoS Policies page to validate any audit error.
Customizing QoS profiles

If the virtual path default sets are in use, classes can be modified under **Configuration > QoS > QoS Profiles**. Click **Create New Default Profile**, enter a name for the default set, select the sites, and update the bandwidth allocation for the QoS class. Click **Save**. For more information about Classes, see **Classes**.

**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 dashboard on Citrix SD-WAN Orchestrator service. The HDX applications are classified into the following three quality categories:

<table>
<thead>
<tr>
<th>Quality</th>
<th>QoE Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good</td>
<td>71-100</td>
</tr>
<tr>
<td>Fair</td>
<td>51-70</td>
</tr>
<tr>
<td>Poor</td>
<td>0-50</td>
</tr>
</tbody>
</table>

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)
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 Background are required for HDX Multi-Stream (MSI) connections, Independent Computing Architecture (Citrix) is required for Single Stream (SSI) connections.


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.

<table>
<thead>
<tr>
<th>Traffic Type</th>
<th>Bandwidth Share</th>
<th>Realtime Classes: Bandwidth Breakup</th>
<th>Interactive Classes: Bandwidth Breakup</th>
<th>Bulk Classes: Bandwidth Breakup (Relative Share)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Realtime</td>
<td>55 %</td>
<td>HDX High: 30 %</td>
<td>HDX High: 8 %</td>
<td>High: 9 %</td>
</tr>
<tr>
<td></td>
<td></td>
<td>High: 10 %</td>
<td>HDX Medium: 4 %</td>
<td>Medium: 4 %</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Medium: 6 %</td>
<td>HDX Low: 2 %</td>
<td>Low: 2 %</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Low: 7 %</td>
<td>High: 8 %</td>
<td></td>
</tr>
<tr>
<td>Interactive</td>
<td>30 %</td>
<td>HDX High: 8 %</td>
<td>HDX Medium: 4 %</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>High: 6 %</td>
<td>HDX Low: 2 %</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Medium: 5 %</td>
<td>High: 6 %</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Low: 3 %</td>
<td>Medium: 5 %</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(Best Effort, Not Guaranteed)</td>
<td>Bulk Class: Bandwidth Breakup (Relative Share)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3. Ensure that the new QoS Profile is actively used by checking the Site Count indicator.

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.

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.
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

<table>
<thead>
<tr>
<th>Application</th>
<th>Routing Domain</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICA Realtime</td>
<td>Any</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Source Network</th>
<th>Destination Network</th>
<th>Src = Dest</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any</td>
<td>Any</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Source Port</th>
<th>Destination Port</th>
<th>Src = Dest</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any</td>
<td>Any</td>
<td></td>
</tr>
</tbody>
</table>

#### Virtual Path Traffic Policy

- **Enable Virtual Path Traffic Policy**

<table>
<thead>
<tr>
<th>Virtual Path Remote Site</th>
<th>Traffic Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any (determined by routing)</td>
<td>Duplicate Paths</td>
</tr>
</tbody>
</table>

#### QoS Settings

- **Transfer Type**
  - HDX Realtime
  - Interactive
  - Bulk

- **Priority**
  - High

A class per overlay virtual path is determined by QoS Profiles, with ability to override the defaults via custom QoS profiles.
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.
CitrixSD-WANOrchestratorforOn-premises12.3

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 Multiport 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.
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-
ascending, 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:

- **UserName**: 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.

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.
- **UserName**: 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.

![Example Report Table](image)

Click the individual session key to view a graphical representation of the performance metrics along with the details about all the variables affecting QoE.
- **Avg QoE Score**: The average QoE over the selected period.
- **UserName**: 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.
Firewall Zones

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.
- **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**.
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.

To create a firewall rule, click **Create New Rule**.
Provide a policy name and select the **Active Policy** check box if you want to apply all the firewall rules.
• The match criteria defines the traffic for the rule such as, an application, a custom defined application, group of applications, application family, or IP protocol based.

• Filtering criteria:
  – **Source Zone**: The source firewall zone.
  – **Destination Zone**: The destination firewall zone.
  – **Source Service Type**: The source SD-WAN service type – Local, Virtual Path, Intranet, IP Host, or Internet are examples of Service Types.
  – **Source Service Name**: The name of a service tied to the service type. For example, if the virtual path is selected for Source Service type, it would be the name of the specific virtual path. This is not always required and depends on the service type selected.
  – **Source IP**: The IP address and subnet mask the rule uses to match.
  – **Source Port**: The source port the specific application uses.
  – **Dest Service Type**: The destination SD-WAN service type – Local, Virtual Path, Intranet, IP Host, or Internet are examples of service types.
  – **Dest Service Name**: Name of a service tied to the service type. This is not always required and depends on the service type selected.
  – **Dest IP**: The IP address and subnet mask the filter use to match.
  – **Dest Port**: The destination port the specific application uses (that is, HTTP destination port 80 for the TCP protocol).
  – **IP Protocol**: If this match type is selected, select an IP protocol that the rule matches with. Options include ANY, TCP, UDP ICMP and so on.
  – **DSCP**: Allow the user to match on a DSCP tag setting.
  – **Allow Fragments**: Allow IP fragments that match this rule.
  – **Reverse Also**: Automatically add a copy of this filter policy with source and destination settings reversed.
  – **Match Established**: Match incoming packets for a connection to which outgoing packets were allowed.

• The following actions can be performed on a matched flow:
  – **Allow**: Permit the flow through the Firewall.
  – **Drop**: Deny the flow through the firewall by dropping the packets.
  – **Reject**: Deny the flow through the firewall and send a protocol specific response. TCP sends a reset, ICMP sends an error message.
- **Count and Continue**: Count the number of packets and bytes for this flow, then continue down the policy list.

Apart from defining the action to be taken, you can also select the logs to be captured.

**Network 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.

**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 SMTP 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.
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.

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

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**.

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 [Emeraude Trends](#).

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

<table>
<thead>
<tr>
<th>Rule name</th>
<th>Description</th>
<th>Type</th>
<th>Categories</th>
<th>Class Types</th>
<th>Action</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical Priority</td>
<td>Critical Priority</td>
<td>Preset</td>
<td>0</td>
<td>15</td>
<td>Enable Block if Recommended is Enabled</td>
<td>***</td>
</tr>
<tr>
<td>High Priority</td>
<td>High Priority</td>
<td>Preset</td>
<td>0</td>
<td>15</td>
<td>Enable Block if Recommended is Enabled</td>
<td>***</td>
</tr>
<tr>
<td>Medium Priority</td>
<td>Medium Priority</td>
<td>Preset</td>
<td>0</td>
<td>15</td>
<td>Enable Log</td>
<td>***</td>
</tr>
<tr>
<td>Low Priority</td>
<td>Low Priority</td>
<td>Preset</td>
<td>0</td>
<td>15</td>
<td>Recommended</td>
<td>***</td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Rule Action</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recommended</td>
<td>There are recommended actions defined for each signature. Perform the recommended action for the signatures.</td>
</tr>
<tr>
<td>Enable Log</td>
<td>Allow and log the traffic matching any of the signatures in the rule.</td>
</tr>
<tr>
<td>Enable Block if Recommended is Enabled</td>
<td>If the rule action is <strong>Recommended</strong> and the signature’s recommended action is <strong>Enable Log</strong>, drop the traffic matching any of the signatures in the rule.</td>
</tr>
<tr>
<td>Enable Block</td>
<td>Drop the traffic matching any of the signatures in the rule. Adam.</td>
</tr>
</tbody>
</table>
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**.

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](#).

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.
Site and IP Groups

November 24, 2021

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

To view Regions, Site and IP Groups, navigate to Configuration > Site & IP Groups.
Regions

Regions help to create administrative boundaries within large networks spanning hundreds to thousands of sites. If your organization has a large network spanning multiple administrative (or geographical) boundaries, you can consider creating regions to segment the network.
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.

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.

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

**IP groups**

Citrix SD-WAN Orchestrator for On-premises introduces the option of adding IP groups (network objects). With this option, you can group IP and network addresses by using **IP Groups** while defining a route filter rather than creating a filter for each subnet. These groups can be used in configuration and policies as needed, without necessarily having to key in individual IP addresses each time.
You can create IP groups and add network addresses and prefixes. To create an IP group, select **IP Groups** and click **+ IP Group**. Provide a group name. Click **+ IP Address** and enter **IP addresses** to be added to the IP group.

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

The following features utilize the IP groups:

- **Creating an IP route**: You can add a destination network or enable the **Use IP Group** check box to select an existing IP group. For more information, see **IP groups**.
• **Import route profiles:** While creating an import filter profile, you can choose from the list of IP groups available on your network.

You can add a destination network or enable the **Use IP Group** check box to select an existing IP group.

For more information, see **Import route profiles**.
- **Export route profiles**: While creating an export filter profile, you can add a network address mask or enable the **Use IP Group** check box to select an existing IP group.

For more information, see [Export route profiles](#).
• **BGP neighbor policies**: While adding a configured BGP policy for neighboring routers, you can add a network address or enable the **Use IP Group** check box to select an existing IP group.

For more information, see [BGP](#).
Application settings and groups

January 26, 2022

This section enables users to custom define applications, group applications for use in policies, QoS Profiles, and also DNS settings.

You can define an Application Group for both predefined and custom applications. An Application Group contains applications that need similar treatment when defining a security policy.

You can reuse the Application Groups frequently when defining policies such as application steering or firewall rules. It eliminates the need to create multiple entries for each individual application. Similarly, while using any application services, Application Groups supports common applications with a unique name for simplified and consistent reuse.

To view Application Groups, navigate to Configuration > App Settings & Groups.
Domains and applications

You can create internal applications based on domain names which are not available in the list of published applications from the Domains & Apps page. To create applications based on domain name, at the network level, navigate to App Settings & Groups > Domains & Apps > Domain Name Based Apps tab, and click New Domain Name Based Application. Enter the application name and add the domain names or patterns. You can either enter the full domain name or use wild cards at the beginning.

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

From Citrix SD-WAN 11.4.2 release onwards, the Configure Ports check box option is made available under Domain Name Based Applications. When the Configure Ports check box is enabled, it presents the flexibility to configure a group of multiple ports, port-ranges, and a protocol (TCP/UDP/Any) for the domain-based application.

Previously, ports 80 and 443, and protocol Any were supported for domains grouped under an application. You can see the same behavior if the Configure Ports check box is cleared. By default, the Configure Ports check box is disabled.
When you select the **Configure Port** check box, you can edit, add, or delete any port or the port range as required along with the protocol selection as TCP, UDP, or Any. By default, the protocol value is set to **Any** and the ports are set to **80** and **443**.
You can also view the list of pre-defined applications under the **Pre-classified Apps** tab. You can

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search for a specific application using the **Search** bar or filter the list based on the application family.

### Custom application

The **Custom Applications** are used to create internal applications or IP-port combinations which are not available in the list of published applications. The administrator needs to define a custom application based on the IP protocol that can be used in multiple policies as needed, without referring the IP address and port number details each time.

To create a custom application, at the network level, navigate to **App Settings & Groups > Custom Apps**, click **+ Custom Application** and provide a name for the custom application. Specify the match criteria such as IP protocol, network IP address, port number, and DSCP tag. The data flow matching this criteria is grouped as the custom application.
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.
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.
You can also select a domain name-based application under the match criteria while creating an **IP Protocol** custom application.

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.
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.
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.

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.

Click **Verify Configuration** on the **Configuration > App Settings and Groups > App Groups** page to validate any audit error.

**Application quality profiles**

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

<table>
<thead>
<tr>
<th>Quality</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good</td>
<td>8–10</td>
</tr>
<tr>
<td>Fair</td>
<td>4–8</td>
</tr>
<tr>
<td>Poor</td>
<td>0–4</td>
</tr>
</tbody>
</table>

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.
**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.

\[
\text{QoE for Real-time} = \left( \frac{\text{No of flow samples that meet the threshold}}{\text{Total no of flow samples}} \right) \times 100
\]

It is represented as QoE score ranging from 0 to 10.
Interactive configuration

The Application QoE for interactive applications uses a Citrix innovative technique based on packet loss and burst rate thresholds.

Interactive applications are sensitive to packet loss and throughput. Therefore, we measure the packet loss percentage, and the burst rate of ingress and egress traffic in a flow.

The configurable thresholds are:

- Packet loss percentage.
- Percentage of expected egress burst rate in comparison to the ingress burst rate.

The default threshold values are:

- Packet loss threshold: 1%
- Burst rate: 60%

A flow is of good quality if the following conditions are met:

- The percentage loss for a flow is less that the configured threshold.
- The egress burst rate is at least the configured percentage of ingress burst rate.

Application quality configuration

Map application or application objects to default or custom QoE profiles. You can create custom QoE profiles for real-time and interactive traffic.

Click +QoE Configuration to create custom QoE profiles:

- **Type**: Select the DPI application or an application object (Application, Custom Apps, and Application Groups).
- **Application**: Search and select an application or application object based on the selected Type.
- **QoE Profile**: Select a QoE profile to map to the application or application object.
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.

**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 Setting & Groups > Proxy Auto Config and click + PAC file profile.

Enter a name for the PAC file profile, provide the URL of the enterprise PAC file server. The Office 365 breakout rules are dynamically patched to the enterprise PAC file.

Select the sites to which the PAC file profile is applied. If there are different URLs for each site, create a different profile per site.
Limitations

- HTTPS PAC file server requests are not supported.
- Multiple PAC files in a network are not supported, including PAC files for routing domains or security zones.
- Generating a PAC file on Citrix SD-WAN from scratch is not supported.
- WPAD through DHCP is not supported.

DPI Settings

The Citrix SD-WAN appliances perform Deep Packet Inspection (DPI) to identify and classify applications. The DPI library recognizes thousands of commercial applications. It enables real-time discovery and classification of applications. Using the DPI technology, the SD-WAN appliance analyses the incoming packets and classifies the traffic as belonging to a particular application or application family.

DPI is enabled globally, by default, for all the sites in your network. Disabling DPI stops DPI classification capability on the appliance. You can no longer use DPI classified application / application categories to configure firewall, QoS, and routing policies. You will also not be able to view the top applications and application categories report.

To disable global DPI, at the Network level, navigate to Configuration > App Settings & Groups > DPI Settings and clear the Enable Global DPI check box option.
You can also choose to disable DPI for certain sites only by overriding the global DPI settings. To disable DPI for selected sites, add the sites to the **Site Overrides** list.

## Profiles and Templates

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.
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.

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

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

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**.
ECMP load balancing

October 26, 2021

Equal Cost Multi-Path (ECMP) groups allow you to group multiple paths with the same cost, destination, and service. The connections or session data is load balanced across all the paths in the ECMP group depending on the type of ECMP group. For example, consider a network with two WAN links between a branch and a data center having the same route cost. Traditionally, one of the WAN links would be active and the other remains dormant acting as a fallback link. With ECMP Groups, you can group these WAN links together and allow traffic to be load balanced through both the WAN links. ECMP load balancing ensures:

- Distribution of traffic over multiple equal-cost paths.
- Optimal usage of available bandwidth.
- Dynamic transfer of traffic to other ECMP member path, if a route becomes unreachable.

ECMP load balancing is supported on the following services:

- Virtual Paths
- Citrix Secure Internet Access
- Zscaler
- IPsec
- GRE

You can define a maximum of 254 ECMP groups in your network. The maximum number of ECMP eligible routes in an ECMP group depend on your appliance and license type. The following two types of ECMP groups are supported on Citrix SD-WAN:

- Source/destination IP address: Networks where multiple clients try to connect to the same destination, the connections are load balanced across equal cost WAN links.
- Session: Networks where a single client is connected to a destination and multiple sessions are spawned. The session data is load balanced across equal cost WAN links.

To configure an ECMP group, at the Network level, navigate to Configuration > Routing > ECMP Groups. Provide a name for the ECMP group and select the type as Src/Dest IP address or Session as required.
You can associate the ECMP groups to the following services:

- Virtual Paths (at site level)
- Citrix Secure Internet Access
- Zscaler
- IPsec
- GRE

To enable ECMP configuration on Intranet services, at the Network *level, navigate to **Configuration > Delivery Channels > Bandwidth allocation > Intranet + Service** and select the **Service Type** as **Intranet**. Select the ECMP group while configuring the Intranet service.

**Note**

Selecting **None** will not enable ECMP configuration on the service.

To enable ECMP configuration on Virtual paths, at the Site level, navigate to **Configuration > Advanced Settings > Delivery Services > Virtual Paths > Static Virtual paths** and select **Virtual paths**. Select the ECMP group while configuring the Static Virtual paths.
Note
Selecting None will not enable ECMP configuration on the service.

Delivery Services

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.
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.

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.
Site configuration

December 2, 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.
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

- 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

• **Site Role** defines the role of the device. You can assign one of the following roles to a site:
  
  – **MCN**: Master Control Node (MCN) serves as the controller of the network, and only one active device in a network can be designated as the MCN.
  
  – **Branch**: Appliances at the branch sites that receive configuration from the MCN and participate in establishing virtual WAN functionalities to the branch offices. There can be multiple branch sites.
  
  – **RCN**: Regional Control Node (RCN) supports hierarchical network architecture, enabling multi-region network deployment. MCN controls multiple RCNs and each RCN, in turn, controls multiple branch sites.
  
  – **Geo-redundant MCN**: A site in a different location, that takes over the management functions of the MCN, if it is not available, ensuring disaster recovery. The geo-redundant MCN does not provide High Availability or failover capabilities for the MCN.
  
  – **Geo-Redundant RCN**: A site in a different location, that takes over the management functions of the RCN, if it is not available, ensuring disaster recovery. The geo-redundant RCN does not provide High Availability or failover capabilities for the RCN.

• **Bandwidth Tier** is the billable bandwidth capacity you can configure on any device, depending on the device model. For instance, the SD-WAN 410 Standard Edition (SE) appliance supports 20, 50, 100, 150, and 200 Mbps bandwidth tiers. Depending on your bandwidth needs for a given site, you can select the desired tier. Each site is billed for the configured bandwidth tier.

**Routing domain**

The **Routing Domain** section allows you to select the default routing domain for the site. **Routing Domain** settings can either be global or site specific. If you select **Global Defaults**, the default routing domain that is applicable globally is auto-selected. If you select **Site Specific**, you can select the default routing domain from the **Routing Domain** drop-down list.

**Routing support for LAN segmentation**

The SD-WAN Standard and Enterprise Edition (SE/PE) appliances implement LAN segmentation across distinct sites where either appliance is deployed. The appliances recognize and maintain a record of the LAN side VLANs available, and configure rules around what other LAN segments (VLANs) can connect to at a remote location with another SD-WAN SE/PE appliance.
The above capability is implemented by using a Virtual Routing and Forwarding (VRF) table that is maintained in the SD-WAN SE/PE appliance, which keeps track of the remote IP address ranges accessible to a local LAN segment. This VLAN-to-VLAN traffic would still traverse the WAN through the same pre-established Virtual Path between the two appliances (no new paths need to be created).

An example use case for this functionality is that a WAN administrator might be able to segment local branch networking environment through a VLAN, and provide some of those segments (VLANs) access to DC-side LAN segments that have access to the internet, while others might not obtain such access. The configuration of the VLAN-to-VLAN associations is achieved through Citrix SD-WAN Orchestrator service web interface.

**Advanced settings**

- **Enable Source MAC Learning**: Stores the source MAC address of received packets so that outgoing packets to the same destination can be sent to the same port.

- **Preserve route to Internet from link even if all associated paths are down**: When enabled, the packets destined for the internet service continue to choose the internet service even if all WAN Links for the internet service are unavailable.

- **Preserve route to Intranet from link even if all associated paths are down**: When enabled, the packets destined for the intranet service continue to choose the intranet service even if all WAN Links for the intranet service are unavailable.

- **Contact details of the admin available at the site.**

A dynamic network diagram to the right of the configuration panel, provides visual feedback on an ongoing basis, as you go through the configuration process.

**Device details**

The device details section allows you to configure and enable High Availability (HA) at a site. With HA, two appliances can be deployed at a site as an active primary and a passive secondary. The secondary appliance takes over when the primary fails. For more information, see [High Availability](#).
**Device information**

Enable HA and enter the serial number and a short name for the primary and the secondary appliances. Click **Add** and provide the serial number along with the site short name.
Click **Add**.

- **Serial Number**: The **Serial Number** of a virtual SD-WAN instance (VPX) can be accessed from the VPX web console, as highlighted in the following screen-shot. A serial number of a hardware appliance can be found on the device label too.
• **Short Name:** The Short Name field is used to specify an easily identifiable short name for a site or to tag a site if desired.

Click the **Delete** option if you want to delete the serial number.

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**Note**

Updating serial number requires deleting the existing serial number and readding a new one.

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On clicking the **Delete** option, a pop-up appears to confirm if you want to delete the serial number or not.
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.

In-band management

In-band management allows you to use the SD-WAN data ports for management. It carries both data and management traffic, without having to configure an extra management path. In-band management allows virtual IP addresses to connect to management services such as web UI and SSH. You can access the web UI and SSH using the management IP and in-band virtual IPs.

To enable in-band management, choose an IPv4 address from the InBand Management IP drop-down list or an IPv6 address from the InBand Management IPv6 drop-down list. Select the DNS
proxy to which all DNS requests over the in-band and backup management plane is forwarded to from the InBand Management DNS or InBand Management DNS V6 drop-down list.

For more information on in-band management, see in-band management.

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

Interface attributes

The following deployment modes are supported:

1. Edge (Gateway)
2. Inline – Fail-to-wire, Fail-to-block, and Virtual inline.

- Deployment Mode: Select one of the following deployment modes.
  
  - Edge (Gateway):

    Gateway Mode implies SD-WAN serves as the “gateway” to the WAN for all the LAN traffic. The Gateway Mode is the default mode. You can deploy the appliance as a gateway on the LAN side or the WAN side.

  - Inline:

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

    All the Citrix SD-WAN appliances have pre-defined bridge-paired interfaces. With the Bridge option enabled, selection of any interface on the LAN end automatically highlights the paired interface that is reserved for the WAN end of the bridge. For example, physical interfaces 1 and 2 are a bridged pair.

    - Fail-To-Wire: Enables a physical connection between the bridged pair of interfaces, allowing traffic to bypass SD-WAN and flow directly across the bridge in the event of appliance restart or failure.

    Earlier, the DHCP client was only supported on Fail-to-block port. With the Citrix SD-WAN 11.2.0 release, the DHCP client capability is extended on fail-to-wire port for the branch site with serial High Availability (HA) deployments. This enhancement:

      - Allows the DHCP client configuration on untrusted interface group that has fail-to-wire bridge pair and serial HA deployments.
• Allows DHCP interfaces to be selected as part of Private Intranet WAN links.

Notes
• Inline (Fail-to-Wire) option is available only on hardware appliances and not on virtual appliances (VPX / VPXL).
• DHCP client is now supported on the private intranet link.
• A LAN interface must not be connected into the fail-to-wire pair as packets might be bridged between the interfaces.

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

Note
Inline (Fail-to-Block) is the only bridge mode option available on virtual appliances (VPX / VPXL).

• **Virtual Inline (One-Arm)**:

When SD-WAN is deployed in this mode, it has a single arm connecting it to the WAN router, LAN, and WAN sharing the same interface on SD-WAN. Therefore, the interface settings are shared between the LAN and WAN links.

• **Interface Type**: Select the interface type from the drop-down list.

• **Security (Trusted / Untrusted)**: Specifies the security level of the interface. Trusted segments are protected by a Firewall.

• **Interface Name**: Based on the selected deployment mode, the Interface Name field is auto filled.
Physical interface

- **Select Interface**: Select the configurable Ethernet port that is available on the appliance.

Virtual interface

- **VLAN ID**: The ID for identifying and marking traffic to and from the interface.
- **Virtual Interface Name**: Based on the selected deployment mode, the Virtual Interface Name field is auto filled.
- **Enable HA Heartbeat**: Enable syncing of HA heartbeats over this interface. This option is enabled if you have configured a secondary appliance for HA. Select this option to allow primary and secondary appliances to synchronize the HA heartbeats over this interface. Specify the IP address of the primary and secondary appliance.
- **Routing Domain**: The routing domain that provides a single point of administration of the branch office network, or a data center network.
- **Firewall Zones**: The firewall zone to which the interface belongs. Firewall zones secure and control the interfaces in the logical zone.
- **Client Mode**: Select Client Mode from the drop-down list. On selection of PPoE 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 PPoE Dynamic option is available under Client Mode.

Citrix SD-WAN act as a PPoE client. It authenticates with the PPoE server and obtains dynamic IP address, or uses static IP address to establish PPoE 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, for example; Citrix SD-WAN. PPPoE allows users to share a common Digital Subscriber Line (DSL), cable modem, or wireless connection to the Internet. PPPoE combines the Point-to-Point Protocol (PPP), commonly used in dialup connections, with the Ethernet protocol, which supports multiple users in a LAN. The PPP protocol information is encapsulated within an Ethernet frame.

Citrix SD-WAN appliances use PPPoE to support ISP to have ongoing and continuous DSL and cable modem connections unlike dialup connections. PPPoE provides each user-remote site session to learn each other’s network addresses through an initial exchange called “discovery”. After a session is established between an individual user and the remote site, for example, an ISP provider, the session can be monitored. Corporations use shared Internet access over DSL lines using Ethernet and PPPoE.

Citrix SD-WAN acts as a PPPoE client. It authenticates with the PPPoE server and obtains the dynamic IP address, or uses the static IP address to establish PPPoE connections.

The following is required to establish successful PPPoE sessions:
• Configure virtual network interface (VNI).
• Unique credentials for creating PPPoE session.
• Configure WAN link. Each VNI can have only one WAN link configured.
• Configure Virtual IP address. Each session obtains a unique IP address, dynamic, or static, based on the provided configuration.
• Deploy the appliance in bridge mode to use PPPoE with static IP address and configure the interface as “trusted.”
• Static IP is preferred to have a configuration to force the server proposed IP; if different from the configured static IP, an error can occur.
• Deploy the appliance as an Edge device to use PPPoE with dynamic IP and configure the interface as “untrusted.”
• Authentication protocols supported are, PAP, CHAP, EAP-MD5, EAP-SRP.
• Maximum number of multiple sessions depends on the number of VNIs configured.
• Create multiple VNIs to support Multiple PPPoE sessions per interface group.

**Note**

Multiple VNIs are allowed to create with the same 802.1Q VLAN tag.

**Limitations for PPPoE configuration:**

- 802.1q VLAN tagging is not supported.
- EAP-TLS authentication is not supported.
- Address/Control compression.
- Deflate Compression.
- Protocol field compression negotiation.
- Compression Control Protocol.
- BSD Compress Compression.
- IPv6 and IPX protocols.
- PPP Multi Link.
- Van Jacobson style TCP/IP header compression.
- Connection-ID compression option in Van Jacobson style TCP/IP header compression.
- PPPoE is not supported on LTE interfaces.

From Citrix SD-WAN 11.3.1 release, an extra 8 bytes PPPoE header is considered for adjusting TCP Maximum Segment Size (MSS). The extra 8 bytes PPPoE header adjusts the MSS in the synchronize packets based on the MTU.

**PPPoE configuration**

On an MCN, you can configure only PPPoE static. On a branch, you can configure either PPPoE static or PPPoE dynamic.
To configure PPPoE, at the site level configuration, navigate to Configuration > Site Configuration > Interfaces tab. In the Virtual Interfaces section, select the PPPoE specific option from the Client Mode drop-down list.

**Note**
- A VNI configured with multiple interfaces can have only one interface used for PPPoE connectivity.
- If a VNI configured with multiple interfaces and a PPPoE connectivity is changed to a different interface, then the Reports > Real Time > PPPoE page can be used to stop the existing session and start a new session. The new session can then be established over the new interface.
- If PPPoE Dynamic is selected, the VNI is required to be “Untrusted.”

<table>
<thead>
<tr>
<th>Virtual Interfaces</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>VLAN ID</strong></td>
</tr>
<tr>
<td>0</td>
</tr>
<tr>
<td><strong>Routing Domain</strong></td>
</tr>
<tr>
<td>Default_RoutingDomain</td>
</tr>
<tr>
<td><strong>AC Name</strong></td>
</tr>
<tr>
<td>test-ac-name</td>
</tr>
<tr>
<td><strong>Username</strong></td>
</tr>
<tr>
<td>test-username</td>
</tr>
</tbody>
</table>

**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

- **AC Name:** Provide the Access Concentrator (AC) name for the PPPoE configuration.
- **Service Name:** Enter a service name.
- **Reconnect Hold Off (s):** Enter the reconnect attempt hold off time.
- **User Name:** Enter the user name for the PPPoE configuration.
- **Password:** Enter the password for the PPPoE configuration.
- **Auth:** Select the authorization protocol from the drop-down list.
  - When the **Auth** option is set to Auto, the SD-WAN appliance honors the supported authentication protocol request received from the server.
When the **Auth** option is set to PAP/CHAP/EAP, then only specific authentication protocols are honored. If PAP is in the configuration and the server sends an authentication request with CHAP, the connection request is rejected. If the server does not negotiate with PAP, an authentication failure occurs.

Only one WAN link creation is allowed per PPPoE static or dynamic VNI. The WAN link configuration varies depending on the VNI selection of the Client Mode.

If the VNI is configured with PPPoE dynamic client mode:

- IP address and Gateway IP address fields become inactive.
- Virtual path mode is set to “Primary.”
- Proxy ARP cannot be configured.

By default, Gateway MAC Address Binding is selected.

If the VNI is configured with PPPoE static client mode, then configure the IP address.

**Note**

If the server does not honor the configured static IP address and offers a different IP address, an error occurs. The PPPoE session tries to re-establish connection periodically, until the server accepts the configured IP address.

### PPPoE Monitoring and Troubleshooting

The **Reports > Real Time > PPPoE** page provides status information of the configured VNIs with the PPPoE static or dynamic client mode. It allows you to manually start or stop the sessions for troubleshooting purposes.

When there is a problem in establishing a PPPoE session:

- Hovering the mouse over the failed status shows the reason for the recent failure.
- To establish a fresh session or for troubleshooting an active PPPoE session, restart the session.
- If a PPPoE session is stopped manually, it cannot be started until either it is manually started and a configuration change is activated, or the service is restarted.

A PPPoE session might fail due to the following reasons:
• When SD-WAN fails to authenticate itself to the peer due to an incorrect username/password in the configuration.
• PPP negotiation fails - negotiation does not reach the point where at least one network protocol is running.
• System memory or system resource issue.
• Invalid/bad configuration (wrong AC name or service name).
• Failed to open serial port due to operating system error.
• No response received for the echo packets (link is bad or the server is not responding).
• There were several continuous unsuccessful dialing sessions with in a minute.

After 10 consecutive failures, the reason for the failure is observed.

• If the failure is normal, it restarts immediately.
• If the failure is an error then restart reverts for 10 seconds.
• If the failure is fatal the restart reverts for 30 seconds before restarting.

LCP Echo request packets are generated from SD-WAN for every 60 seconds and failure to receive 5 echo responses is considered as link failure and it re-establishes the session.

• If the VNI is up and ready, the IP and Gateway IP columns shows the current values in the session. It indicates that these are recently received values.
• If the VNI is stopped or is in failed state, the values are the last received values.
• Hovering the mouse over the Gateway IP column shows the MAC address of the PPPoE Access Concentrator from where the Session and IP is received.
• Hovering the mouse over the “state” value shows a message, which is more useful for a “Failed” state.

<table>
<thead>
<tr>
<th>PPPoE session type</th>
<th>Status Color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configured</td>
<td>Yellow</td>
<td>A VNI is configured with PPPoE. This is an initial state.</td>
</tr>
<tr>
<td>Dialing</td>
<td>Yellow</td>
<td>After a VNI is configured, the PPPoE session state moves to dialing state by starting the PPPoE discovery. Packet information is captured.</td>
</tr>
<tr>
<td>Session</td>
<td>Yellow</td>
<td>VNI is moved from Discovery state to Session state, waiting to receive IP, if dynamic or waiting for acknowledgment from the server for the advertised IP, if static.</td>
</tr>
</tbody>
</table>
### PPPoE session type

<table>
<thead>
<tr>
<th>PPPoE session type</th>
<th>Status Color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ready</td>
<td>Green</td>
<td>IP packets are received and the VNI and associated WAN link is ready for use.</td>
</tr>
<tr>
<td>Failed</td>
<td>Red</td>
<td>PPP/PPPoE session is terminated. The reason for the failure can be due to invalid configuration or fatal error. The session attempts to reconnect after 30 seconds.</td>
</tr>
<tr>
<td>Stopped</td>
<td>Yellow</td>
<td>PPP/PPPoE session is manually stopped.</td>
</tr>
<tr>
<td>Terminating</td>
<td>Yellow</td>
<td>An intermediate state terminating due to a reason. This state automatically starts after certain duration (5 seconds for normal error or 30 secs for a fatal error).</td>
</tr>
<tr>
<td>Disabled</td>
<td>Yellow</td>
<td>The SD-WAN service is disabled.</td>
</tr>
</tbody>
</table>

The `SDWAN_ip_learned.log` file contains logs related to PPPoE. Navigate to Troubleshooting > Device Logs to view or download the `SDWAN_ip_learned.log` file.

### Wired 802.1X configuration

Wired 802.1X is an authentication mechanism that requires clients to authenticate before being able to access the LAN resources. Citrix SD-WAN Orchestrator 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 min-
utes, and reinserting the Ethernet cable. Citrix SD-WAN 110, 210, and 410 platforms support a maximum of 32 clients (both authenticated and unauthenticated). All other platforms support a maximum of 64 clients (both authenticated and unauthenticated).

To configure 802.1X authentication, navigate to Site Configuration > Interfaces and turn on the Enable 802.1x toggle button. Select an existing RADIUS profile or click Create RADIUS Profile to create a RADIUS profile. For details on creating a RADIUS profile, see RADIUS server profiles. You can use the same RADIUS profiles for wired 802.1x and wireless WPA2-enterprise authentication, provided your appliance supports wireless WPA2-enterprise.

Select a virtual interface from the Authenticated VIF drop-down list. The selected virtual interface grants access to the LAN resources for successful authentication requests.

Optionally, you can select an interface from the Unauthenticated VIF drop-down list. The selected virtual interface grants access to a specific LAN resource for the failed authenticated requests.

You can add a list of MAC addresses which bypasses the authentication process. Traffic from these MAC addresses will be implicitly treated as authenticated. These MAC addresses are susceptible to malicious attacks. So, use this capability only in physically secure environments and for legacy hardware that does not support wired 802.1x authentication.
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.
• **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 IPAddress**: The Virtual IPAddress on the Virtual Path that can be pinged to determine the state of the path.

• **Public IPv4 Address** and **Public IPv6 Address**: The IP address of the NAT or DNS Server. This address is applicable and exposed, only when the WAN link access type is Public Internet or Private Intranet in Serial HA deployment. Public IP can either be manually configured or auto-learned using the Auto Learn option.

• **Auto Detect**: When enabled, the SD-WAN appliance automatically detects the public IP address. This option is available only when the device role is a branch and not the Master Control Node (MCN).

• **Egress Speed**: The WAN to LAN speed.
  - **Speed**: The available or allowed speed of the WAN to LAN traffic in Kbps or Mbps.
  - **Permitted Rate**: In cases where the entire WAN link capacity is not supposed to be used by the SD-WAN appliance, change the permitted rate accordingly.
  - **Auto Learn**: When you are unsure of the bandwidth and if the links are non-reliable, you can enable the Auto Learn feature. The Auto Learn feature learns the underlying link capacity only, and uses the same value in the future.
  - **Physical Rate**: The actual bandwidth capacity of the WAN link.

• **Ingress Speed**: The LAN to WAN speed.
  - **Speed**: The available or allowed speed of the LAN to WAN traffic in Kbps or Mbps.
  - **Permitted Rate**: In cases where the entire LAN link capacity is not supposed to be used by the SD-WAN appliance, change the permitted rate accordingly.
  - **Auto Learn**: When you are unsure of the bandwidth and if the links are non-reliable, you can enable the Auto Learn feature. The Auto Learn feature learns the underlying link capacity only, and uses the same value in the future.
  - **Physical Rate**: The actual bandwidth capacity of the LAN link.

**MPLS Queues**

The **MPLS queue** settings are available for WAN link access type MPLS only. This option is meant to enable definition of queues corresponding to the Service Provider MPLS queues, on the MPLS WAN Link. For more information, see [MPLS queues](#).
Access Interface

An Access Interface defines the IP Address and Gateway IP Address for a WAN Link. At least one Access Interface is required for each WAN Link. The following are the access interface parameters:

- **Access Interface Name**: The name by which Access interface is referenced. The default uses the following naming convention: WAN_link_name-AI-number: Where WAN_link_name is the name of the WAN link you are associating with this interface, and number is the number of Access Interfaces currently configured for this link, incremented by 1.
- **Virtual Interface**: The Virtual Interface that the Access Interface uses. Select an entry from the drop-down menu of Virtual Interfaces configured for the current branch site.
- **Virtual Path Mode**: Specifies the priority for Virtual Path traffic on the current WAN link. The options are: Primary, Secondary, or Exclude. If set to Exclude, the Access Interface is used for Internet and Intranet traffic, only.
- **IP Address**: The IP Address for the Access Interface endpoint from the appliance to the WAN. Select V4 (IPv4) or V6 (IPv6) as required.
- **Gateway IP Address**: The IP Address for the gateway router.
- **Bind Access Interface to Gateway MAC**: If enabled, the source MAC address of packets received on Internet or Intranet services must match the gateway MAC address.
- **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.
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.
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.
3. Click **Done**.

**Note**

Citrix SD-WAN Orchestrator for On-premises retains the previously configured custom bandwidth settings even after the previously configured dynamic virtual paths are disabled between two sites. Ensure to update the custom bandwidth settings manually when you reconfigure the dynamic virtual paths.

**Points to consider for bandwidth provisioning**

- By default, all branches and WAN services (Virtual Path/Internet/Intranet) receive a weightage of 1 each.

- Bandwidth customization is required when there is a high disparity in terms of bandwidth requirement.

- When dynamic virtual paths are enabled between the available sites, the WAN link capacity is shared between the static virtual path to the data center and the dynamic virtual paths.
Advanced WAN options

The WAN Link Advanced Settings allows the configuration of the ISP specific attributes.

- **Congestion Threshold**: The amount of congestion after which the WAN link throttles packet transmission to avoid further congestion.

- **Provider ID**: Unique Identifier for the provider to differentiate paths when sending duplicate packets.

- **Frame Cost (Bytes)**: Extra header/trailer bytes added to every packet, such as for Ethernet IPG or AAL5 trailers.

- **MTU (Bytes)**: The largest raw packet size in bytes, not including the Frame Cost.

- **Standby Mode**: A standby link is not used to carry user traffic unless it becomes active. The standby mode of a WAN link is disabled by default. For more information on standby mode, see Standby mode.

- **Enable Metering**: Tracks usage on a WAN link and alerts the user when the link usage exceeds the configured data cap. For detailed information on metering, see Metering and Standby WAN Links.
- **Adaptive Bandwidth Detection**: Uses the WAN link at a reduced bandwidth rate when a loss is detected. When the available bandwidth is below the configured **Minimum Acceptable Bandwidth**, then the path marked as BAD. Use Custom Bad Loss Sensitivity under Path or Autopath group with Adaptive Bandwidth Detection.

  **Note**
  Adaptive Bandwidth Detection is available only for Client and not for MCN.
  
  - **Minimum Acceptable Bandwidth**: When there is varying bandwidth rate, the percentage of WAN to LAN permitted rate below which the path is marked as BAD. The minimum kbps is different on each side of a virtual path. The value can be in the range 10%-50% and the default being 30%.

For more information, see Adaptive bandwidth detection

**Routes**

The next step in the site configuration workflow is to create routes. You can create application and IP routes based on your site requirements.

**NOTE**

The routes that were added before introducing the **Application Route** and **IP Route** tabs are listed under the **IP Routes** tab with Delivery Service as Internet.

The global routes and site-specific routes that are created at the network level automatically get listed
under **Routes > Application Routes** and **Routes > IP routes** tabs. You can only view the global routes at the site level. To edit or delete a global route, navigate to network level configurations.

You can also create, edit, or delete routes at the site level.

---

**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
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.

**Summary**

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

4. The Software Version field is auto filled with the latest software version package and the filed is non-editable. Once you click Stage, it downloads all the appropriate LTE firmware for the selected software version.

C

Note

Currently, the LTE support is available on Citrix SD-WAN 210 appliances.
It takes few minutes to complete the staging. You can view the status to track the staging progress. Initially the status shows **Staging Pending**, then **Downloading Appliance Software**, and finally **Staging Complete**. You can cancel the staging anytime by clicking **Cancel Stage** button.

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

6. The LTE software activation is part of the scheduling window. To upgrade the LTE software, navigate to **Change Management Settings** tab. You can see a list of site names with scheduling information and an action option.

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

7. Click the action symbol and provide the scheduling information - date with time, maintenance window duration in hours, repeat window with unit as days/weeks/months. Click **Save**.
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.

### 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.
Virtual paths

September 2, 2021

A virtual path is a logical link between two WAN links. It comprises of a collection of WAN paths combined to provide high service-level communication between two SD-WAN nodes. This is done by constantly measuring and adapting to changing application demand and WAN conditions. The SD-WAN appliances measure the network on a per-path basis. A virtual path can be static (always exists) or dynamic (exists only when traffic between two SD-WAN appliances reaches a configured threshold).

Static virtual paths

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

To configure static virtual paths, from the site level, navigate to Configuration > Advanced Settings > Virtual Paths > Static Virtual Paths.

The active member paths are listed in the Active Member Paths section, you can view or edit the member path settings.

- **IP DSCP Tagging**: A tag for the external IP header of the Virtual Path Control Protocol (VPCP) frame.

- **Loss Sensitive**: If enabled, a path might be marked as BAD due to loss and incurs a latency penalty in a path score. Set the percentage of loss over the time required to mark the path as BAD. Disable this option if loss of bandwidth is intolerable.

- **Percent Loss**: If packet loss exceeds the set percentage over the configured time, the GOOD Path state changes to BAD.

- **Over Time**: If packet loss exceeds the set percentage over this configured time, the path state is marked as BAD.

- **Silence Period**: The path state transitions from GOOD to BAD when no packets are received within the specified amount of time.

- **Path Probation Period**: The period to wait before changing the path state from BAD to GOOD.

- **Instability Sensitive**: Latency penalties due to BAD state and other spikes in latency are considered.
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.
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.
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**

<table>
<thead>
<tr>
<th>UDP Port</th>
<th>UDP Port V6</th>
</tr>
</thead>
<tbody>
<tr>
<td>4980</td>
<td>1025</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Alternate Port</th>
<th>Alternate Port V6</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Interval (min)</th>
<th>Interval V6</th>
</tr>
</thead>
<tbody>
<tr>
<td>1440</td>
<td>0</td>
</tr>
</tbody>
</table>

**LAN to WAN**

Throughput (Kbps)

Throughput (pps)

**WAN to LAN**

Throughput (Kbps)

Throughput (pps)
Dynamic routing

November 23, 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 to 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.

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

**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.

**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

- **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.
• **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.
**Route filtering**

For networks with Route Learning enabled, Citrix SD-WAN Orchestrator provides more control over which SD-WAN routes are advertised to routing neighbors rather and which routes are received from routing neighbors, rather than advertising and accepting all or no routes.

**Import filters**

Import Filters are used to accept or not accept routes which are received using OSPF and BGP neighbors based on specific match criteria. Import filter rules are the rules that have to be meet before importing dynamic routes into the SD-WAN route database. No routes are imported by default.

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

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**.
Use the following criteria to construct each Export Filter that you want to create.

<table>
<thead>
<tr>
<th>Field Criteria</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protocol</td>
<td>The routing protocol using which a route is learned. Select the protocol from the drop-down list.</td>
<td>Any, OSPF, BGP</td>
</tr>
<tr>
<td>Routing Domain</td>
<td>Enter the routing domain from the drop-down list.</td>
<td>- Routing Domain name</td>
</tr>
<tr>
<td>Source Router</td>
<td>The IP address of the source router, it is applicable for iBGP only</td>
<td>- IP address</td>
</tr>
<tr>
<td>Destination IP</td>
<td>The IP address and subnet mask of a route's destination</td>
<td>- IP address</td>
</tr>
<tr>
<td>Use IP Group</td>
<td>Select the <strong>Use IP Group</strong> check box as needed.</td>
<td>- IP Group</td>
</tr>
</tbody>
</table>
### Field Criteria Description Value

<table>
<thead>
<tr>
<th>Field Criteria</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefix</td>
<td>To match routes by prefix, choose a match predicate from the menu and enter a Route prefix in the adjacent field</td>
<td><code>- eq: Equal to, - lt: Less than, - le: Less than or equal to, - gt: Greater than, - ge: Greater than or equal to</code></td>
</tr>
<tr>
<td>Next Hop</td>
<td>The IP address of the next hop</td>
<td><code>- IP address</code></td>
</tr>
<tr>
<td>Route Tag</td>
<td>The OSPF Route tag that the filter matches. OSPF route tags prevent routing loops during mutual redistributing between OSPF and other protocols</td>
<td>Numeric value</td>
</tr>
<tr>
<td>Cost</td>
<td>The route cost used to match OSPF routes for importing</td>
<td>Numeric value</td>
</tr>
<tr>
<td>AS Path Length</td>
<td>The AS path length used to match BGP routes for importing</td>
<td>Numeric value</td>
</tr>
<tr>
<td>Export Route to Citrix Appliances</td>
<td>Select the check box to enable this filter. Otherwise the filter is ignored</td>
<td>None</td>
</tr>
<tr>
<td>Include</td>
<td>Select the check box to include routes that match this filter. Otherwise matching routes are ignored</td>
<td>None</td>
</tr>
<tr>
<td>Eligibility Based on Gateway</td>
<td>Select this check box and provide the Service Type, Service Name and Path from the drop-down list.</td>
<td>Service Type (Local, Internet, Intranet, GRE Tunnel, Passthrough), Service Name, and Path</td>
</tr>
<tr>
<td>Eligibility Based on Path</td>
<td>Select this check box and provide the Service Type, Service Name and Path from the drop-down list.</td>
<td>Service Type (Local, Internet, Intranet, GRE Tunnel, Passthrough), Service Name, and Path</td>
</tr>
</tbody>
</table>

Click **Done** to save the settings.
Export filters

Export Filters are used to include or exclude routes for advertisement using OSPF and BGP protocols based on specific match criteria. Export filter rules are the rules that have to be meet when advertising SD-WAN routes over dynamic routing protocols. All the routes are advertised to peers by default.

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

Click + Export Rule.

Dynamic Routing

<table>
<thead>
<tr>
<th>Field Criteria</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routing Domain</td>
<td>Select the routing domain from the drop-down list.</td>
<td>Routing domain</td>
</tr>
<tr>
<td>Network Address/Mask</td>
<td>Enter the <strong>IP address</strong> and subnet mask of configured Network Object that describes the route's network</td>
<td>- IP address</td>
</tr>
<tr>
<td>Use IP Group</td>
<td>Select the check box if needed and enter the IP group from the drop-down list.</td>
<td>- IP group</td>
</tr>
<tr>
<td>Field Criteria</td>
<td>Description</td>
<td>Value</td>
</tr>
<tr>
<td>------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>Prefix</td>
<td>To match routes by prefix, choose a match predicate from the menu and enter a Route prefix in the adjacent field</td>
<td>- eq: Equal to, - lt: Less than, - le: Less than or equal to, - gt: Greater than, - ge: Greater than or equal to</td>
</tr>
<tr>
<td>Cost</td>
<td>The method (predicate) and the SD-WAN Route Cost that are used to narrow the selection of routes exported</td>
<td>Numeric value</td>
</tr>
<tr>
<td>Service Type</td>
<td>Select the Service types that are assigned to matching routes from a list of Citrix SD-WAN Services</td>
<td>Any, Local, Virtual Path, Internet, Intranet, LAN GRE Tunnel, LAN IPsec Tunnel</td>
</tr>
<tr>
<td>Site/Service Name</td>
<td>For Intranet, LAN GRE Tunnel, and LAN IPsec Tunnel, specify the name of the configured Service Type to use</td>
<td>Text string</td>
</tr>
<tr>
<td>Gateway IP Address</td>
<td>If you choose LAN GRE Tunnel as the Service Type, enter the gateway IP for the tunnel</td>
<td>IP address</td>
</tr>
<tr>
<td>Export OSPF Route Type</td>
<td>Advertise the Citrix SD-WAN route to OSPF neighbors as type 1 Intra-area route or type 5 External route. Default route is always advertised as type - 5 external route to normal areas and type-3 summary route to stub areas.</td>
<td>Route type</td>
</tr>
<tr>
<td>Export OSPF Route Weight</td>
<td>When export Citrix SD-WAN routes to OSPF, and the weight to each route’s Citrix SD-WAN cost as total cost.</td>
<td>Weight</td>
</tr>
</tbody>
</table>
Field Criteria | Description | Value
---|---|---
Include | Select the check box to include routes that match this filter. Otherwise matching routes are ignored | None

Route filtering is implemented on LAN routes and Virtual Path routes in an SD-WAN network (Data Center/Branch) and is advertised to a non-SD-WAN network through using BGP and OSPF.

You can configure up to 512 Export Filters and 512 Import Filters. This is the overall limit, not per routing domain limit.

**Network address translation**

November 5, 2021

Network Address Translation (NAT) on the SD-WAN appliance performs IP address conservation to preserve the limited number of registered IP addresses. It translates the private addresses in the internal network into a legal public address and connects your private SD-WAN network with the public internet. The public IP address is used for communication over the internet. NAT also ensures extra security by advertising only one address for the entire network to the internet, hiding the entire internal network.

You can configure the following types of NAT:

- Dynamic source NAT
- Static NAT
- Destination NAT

**Note**

The NAT capability can only be configured at the site level. There is no global configuration (templates) for NAT.

To configure NAT for a site using the Citrix SD-WAN Orchestrator for On-premises, from site level, navigate to **Configuration > Advanced Settings > NAT**.
Inbound and Outbound NAT

The direction for a connection can either be inside to outside or outside to inside. When a NAT rule is created, you can define the direction using the On Receive check box. When the check box is selected, the direction is configured as **Inbound** and when the check box is cleared, the direction is configured as **Outbound**.

- **Inbound**: The source address is translated for packets received on the service. The destination address is translated for packets transmitted on the service. For example, Internet service to LAN service – For packets received (Internet to LAN), the source IP address is translated. For packets transmitted (LAN to Internet), the destination IP address is translated.
- **Outbound**: The destination address is translated for packets received on the service. The source address is translated for packets transmitted on the service. For example, LAN service to Internet service – for packets transmitted (LAN to Internet) the source IP address is translated. For packets received (Internet to LAN) the destination IP address is translated.

**Zone Derivation**

The source and destination firewall zones for the inbound or outbound traffic must not be the same. If both the source and destination firewall zones are the same, NAT is not performed on the traffic.

For outbound NAT, the outside zone is automatically derived from the service. Every service on SD-WAN is associated to a zone by default. For example, Internet service on a trusted internet link is associated with the trusted internet zone. Similarly, for an inbound NAT, the inside zone is derived from the service.

For a Virtual path service NAT zone derivation does not happen automatically, you have to manually enter the inside and outside zone. NAT is performed on traffic belonging to these zones only. Zones cannot be derived for virtual paths because there might be multiple zones within the Virtual path subnets.
**Dynamic source NAT**

**Dynamic Source NAT** is a many-to-one mapping of a private IP address or subnets inside the SD-WAN network to a public IP address or subnet outside the SD-WAN network. It allows multiple hosts to have their source IP addresses translated to the same public IP address with different port numbers. Port restricted NAT uses the same outside port for all translations related to an Inside IP address and port pair. The traffic from different zones and subnets over trusted (inside) IP addresses in the LAN segment is sent over a single public (outside) IP address.

**Note**

Dynamic NAT translations allow all reciprocal traffic for a session initiated from the Inside Network. To filter these connections, add filter Policies for the outbound traffic.

**Port Address Translation**

Dynamic NAT does Port Address Translation (PAT) along with IP address translation. Port numbers are used to distinguish which traffic belongs to which IP address. A single public IP address is used for all internal private IP addresses, but a different port number is assigned to each private IP address. PAT is a cost effective way to allow multiple hosts to connect to the Internet using a single Public IP address.

The **Symmetric** check box defines the PAT configuration. While configuring NAT rules, if the check box is selected, Symmetric NAT is configured and when cleared, Port Restricted NAT gets configured in the back-end.

- **Port Restricted**: Port Restricted NAT uses the same outside port for all translations related to an Inside IP Address and Port pair. This mode is typically used to allow Internet P2P applications.
- **Symmetric**: Symmetric NAT uses the same outside port for all translations related to an Inside IP Address, Inside Port, Outside IP Address, and Outside Port tuple. This mode is typically used to enhance security or expand the maximum number of NAT sessions.

**Port Forwarding**

Dynamic NAT with port forwarding allows traffic from an Outside network to access specific hosts and ports on the Inside network without the session being initiated from the inside. This is typically used for inside hosts like web servers.

Once the dynamic NAT is configured you can define the port forwarding policies. Configure dynamic NAT for IP address translation and define the port forwarding policy to map an outside port to an inside port. Dynamic NAT port forwarding is typically used to allow remote hosts to connect to a host or server on your private network.
Configure Dynamic Source NAT

To configure dynamic NAT for a site using the Citrix SD-WAN Orchestrator for On-premises, from site level, navigate to Configuration > Advanced Settings > NAT > Dynamic Source NAT tab. Click + Dynamic Source NAT.

- **Type**: The SD-WAN service types on which the NAT policy is applied. For static NAT, the service types supported are Local, Virtual Paths, Internet, Intranet, and Inter-routing domain services.
- **Routing Domain**: Select the routing domain for which the selected translation applies to.
- **IP Address Type**: Select the IPv4 or IPv6 address type based on your preference.
- **Destination Service**: Provide a name for the service that corresponds to the Service Type.
- **Inside Zone**: The Inside firewall zone match-type that the packet must be from to allow translation.
- **Inside IP/Prefix**: The inside IP address and prefix that has to be translated to if the match criteria is met.
- **Outside IP**: The outside IP address and prefix that the inside IP address is translated to if the match criteria is met. For outbound traffic using Internet and Intranet services, the configured WAN link IP address is dynamically chosen as the outside IP address.
- **Port Parity**: If enabled, outside ports for NAT connections maintain parity (even if inside port is even, odd if outside port is odd).
- **Bind Responder Route**: Ensures that the response traffic is sent over the same service that it is received on, to avoid asymmetric routing.
- **Allow Related**: Allow traffic related to the flow matching the rule. For example, ICMP redirection related to the specific flow that matched the policy, if there was some type of error related to the flow.
- **IPSec Passthrough**: Allow an IPsec (AH/ESP) session to be translated.
- **GRE/PPTP Passthrough**: Ensures that the response traffic is sent over the same service that it is received on, to avoid asymmetric routing.
- **On Receive**: When this check box is selected, inbound NAT is configured. When cleared, outbound NAT is configured.
- **Symmetric**: When this check box is selected, Symmetric NAT is configured. When cleared, port restricted NAT is configured.

Port Forwarding Rules:

- **Routing Domain**: Select the routing domain for which the selected translation applies to.
- **Protocol**: TCP, UDP, or both.
- **Outside Port**: The Outside port that is port forward into the inside port.
- **Inside IP**: The inside address to forward matching packets.
- **Inside Port**: The Inside port that the outside port will be port forwarded into.

Every port forwarding rule has a parent NAT rule. The outside IP address is taken from the parent NAT rule.
Static source NAT

Static NAT is a one-to-one mapping of a private IP address or subnet inside the SD-WAN network to a public IP address or subnet outside the SD-WAN network. Configure Static NAT by manually entering the inside IP address and the outside IP address to which it has to translate. You can configure Static NAT for the Local, Virtual Paths, Internet, Intranet, and Inter-routing domain services.

Configure Static source NAT

To configure static NAT for a site using the Citrix SD-WAN Orchestrator for On-premises, from site level, navigate to Configuration > Advanced Settings > NAT > Static Source NAT tab. Click + Static Source NAT.

- **Type:** The SD-WAN service types on which the NAT policy is applied. For static NAT, the service types supported are Local, Virtual Paths, Internet, Intranet, and Inter-routing domain services.
- **Destination Service:** Provide a name for the service that corresponds to the Service Type.
- **Inside Zone:** The inside firewall zone match-type that the packet must be from to allow translation.
- **Outside Zone:** The outside firewall zone match-type that the packet must be from to allow translation.
- **IP Address Type:** Select the IPv4 or IPv6 address type based on your preference.
• **Routing Domain**: Select the routing domain for which the selected translation applies to.
• **Inside IP/Prefix**: The inside IP address and prefix that has to be translated to if the match criteria is met.
• **Outside IP/Prefix**: The outside IP address and prefix that the inside IP address is translated to if the match criteria is met.
• **Bind Responder Route**: Ensures that the response traffic is sent over the same service that it is received on, to avoid asymmetric routing.
• **Proxy ARP**: Ensures that the appliance responds to local ARP requests for the outside IP address.
• **Proxy NDP**: Ensures that the appliance responds to local NDP requests for the outside IP address.
• **On Receive**: When this check box is selected, inbound NAT is configured. When cleared, outbound NAT is configured.
• **Auto Learn via PD**: This check box gets enabled only when you select IPv6 as the **IPAddress Type**. When selected, Citrix SD-WAN requests a prefix from the upstream delegating router and the delegating router responds with a prefix to Citrix SD-WAN.

### Static NAT Policies for IPv6 Internet service

Citrix SD-WAN supports static NAT policies for the IPv6 Internet service from release 11.4.0 onwards. A static NAT policy for the IPv6 Internet service specifies the mapping of an inside network prefix to an outside network prefix. The number of static NAT policies required depends on the number of inside networks and the number of outside networks (WAN links). If there are M number of inside networks and N number of WAN links, then the number of static NAT policies required is M x N.

From Citrix SD-WAN release 11.4.0 onwards, while creating a static NAT policy, you can either enter the outside IP address manually or enable **Auto Learn via PD**. When **Auto Learn via PD** is enabled, the SD-WAN appliance receives delegated prefixes from the upstream delegating router through DHCPv6.
Prefix Delegation. Before Citrix SD-WAN release 11.4.0, the outside IP address was derived from the service automatically and there was no option to enter the outside IP address manually. If you are upgrading an appliance to 11.4.0 or a later release and have static NAT policies configured for IPv6 Internet service, then you must manually update the policies.

**Configuration example**

In the following topology, the Citrix SD-WAN appliance is configured with 2 inside networks and 2 WAN links:

- Inside network 1 resides in the CORPORATE routing domain with network prefix FD01:0203:6561::/64
- Inside network 2 resides in the Wi-Fi routing domain with network prefix FD01:0203:1265::/64
- Through WAN Link 1, the SD-WAN appliance receives from the upstream delegating router through DHCPv6 Prefix Delegation, 2 delegated prefixes 2001:0D88:1261::/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 the 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.

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.
Destination NAT Policies allow for the configuration of Network Address Translation policies between individual hosts or subnets.

Note

- While both Inbound and Outbound translations can be configured simultaneously for a Service, only the first to match will be used. Multiple translations can occur if a rule exists on the Service a packet is received on and the Service a packet is sent on.
- Destination NAT translations are applicable only for traffic originating from Local Service.

To configure these destination NAT policies, from site level, navigate to Configuration > Advanced Settings > NAT > Destination NAT. Click + Destination NAT.

- **Type**: The SD-WAN service types on which the NAT policy is applied. For static NAT, the service types supported are Local, Virtual Paths, Internet, Intranet, and Inter-routing domain services.
- **Service Name**: Provide a name for the service that corresponds to the Service Type.
- **IP Type**: Select the IPv4 or IPv6 address type based on your preference.
- **Inside Port**: The inside port that the outside port will be port forwarded into.
- **Outside IP**: The outside IP address and prefix that the inside IP address is translated to if the match criteria is met. For outbound traffic using Internet and Intranet services, the configured WAN link IP address is dynamically chosen as the outside IP address.
- **Outside Port**: The Outside port that is port forward into the inside port.
- **Routing Domain**: Select the routing domain for which the selected translation applies to.
- **On Receive**: When this check box is selected, inbound NAT is configured. When cleared, outbound NAT is configured.
Dynamic host configuration protocol

November 22, 2021

You can configure your SD-WAN appliances as either DHCP Servers or DHCP Relay agent. The DHCP server feature allows devices on the same network as the SD-WAN appliance’s LAN/WAN interface to obtain their IP configuration from the SD-WAN appliance. The DHCP relay feature allows your SD-WAN appliances to forward DHCP packets between DHCP client and server.

DHCP 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.
Enter the **Domain Name**, **Primary DNS**, and **Secondary DNS**. The DHCP Server forwards this information to the DHCP clients.

Configure dynamic IP address pools that is used to allocate IP addresses to clients. Specify the range starting and ending IP address and select the **DHCP Option Set**.

**Note**
The DHCP Option Set is groups of DHCP settings that can be applied to individual IP address ranges. For more information, see DHCP Option Set.

Set the reserved IP address by mapping individual hosts that require a fixed IP address to its MAC address. Enter the **Fixed IP Address**, **MAC Address**, and select a **DHCP Option Set**.

**Note**
For reserved IP addresses, the **Gateway IP** is set by configuring the **Router** option in the **DHCP Option Set**.

**DHCP relay**

Citrix SD-WAN appliance can be configured as a DHCP relay. It relays DHCP requests and replies between the local DHCP Clients and a remote DHCP Server.

It allows local hosts to acquire dynamic IP addresses from the remote DHCP Server. Relay agent receives DHCP messages and generates a new DHCP message to send out on another interface.
To configure the DHCP server, in the Site configuration page, navigate to **Configuration > Advanced Settings > DHCP > Relays** > click **+ DHCP Relay**.

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.
**WAN link IP address learning through DHCP client**

Citrix SD-WAN appliances support WAN Link IP address learning through DHCP Clients. This functionality reduces the amount of manual configuration required to deploy SD-WAN appliances and reduces ISP costs by eliminating the need to purchase static IP addresses. SD-WAN appliances can obtain dynamic IP addresses for WAN Links on untrusted interfaces. This eliminates the need for an intermediary WAN router to perform this function.

**Notes**

- DHCP Client can only be configured for untrusted non-bridged interfaces configured as Client Nodes.
- DHCP client and data port can be enabled on MCN/RCN only if Public IP address is configured.
- One-Arm or Policy Based Routing (PBR) deployment is not supported on the site with DHCP Client configuration.
- DHCP events are logged from the client’s perspective only and no DHCP server logs are generated.

For information about configuring DHCP for an untrusted virtual interface on fail-to-block mode and fail-to-wire mode, see [Site level configuration](#).

**Multicast routing**

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. IGMPV3 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.

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.
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.

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.
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.

Virtual router redundancy protocol

November 6, 2021

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

VRRP allows you to configure two or more routers to form a group. This group appears as a single default gateway with one virtual IP address and one virtual MAC address.

A back-up router automatically takes over if the primary / main router fails. In a VRRP set-up, the main router sends a VRRP packet known as an advertisement to the back-up routers. When the main router stops sending the advertisement, the back-up router sets the interval timer. If no advertisement is received within this hold period, the back-up router starts the failover routine.
VRRP specifies an election process in which, the router with the highest priority becomes the main router. If the priority is the same among the routers, the router with the highest IP address becomes the main router. The other routers are in backup state. The election process is initiated again if the main router fails, a new router joins the group, or an existing router leaves the group.

VRRP ensures a high availability default path without configuring dynamic routing or router discovery protocols on every end-host.

Citrix SD-WAN release version 10.1 supports VRRP version 2 and version 3 to inter-operate with any third party routers. The SD-WAN appliance acts as the main router and direct the traffic to use the Virtual Path Service between sites. You can configure the SD-WAN appliance as the VRRP main router by configuring the Virtual Interface IP as the VRRP IP and by manually setting the priority to a higher value than the peer routers. You can configure the advertisement interval and the preempt option.

The below network diagram shows a Citrix SD-WAN appliance and a router configured as a VRRP group. The SD-WAN appliance is configured to be the main router. If the SD-WAN appliance fails, the back-up router takes-over within milliseconds, ensuring that there is no downtime.
To configure VRRP, in the Site configuration page, navigate to **Configuration > Advanced Settings > VRRP** > click + Add VRRP.
You can edit the following member path parameters:

- **VRRP group ID**: The VRRP group ID. The group ID must be a value range is 1–255. The same group ID must be configured on the back-up routers too.

- **Version**: The VRRP protocol version. You can choose between VRRP protocol V2 and V3.

- **Priority**: The priority of the Citrix SD-WAN appliance for the VRRP group. The priority range is 1–254. Set this value to maximum (254) to make the SD-WAN appliance the main router.

  **Note**
  
  If the router is the owner of the VRRP IP address, the priority is set to 255 by default.

- **Advertisement Interval**: The frequency in milliseconds, with which the VRRP advertisements are sent when the SD-WAN appliance is the main router. The default advertisement interval is one second.

- **Authentication Type**: You can choose **Plain Text** to enter an authentication string. The authentication string is sent as a plain text without any encryption in the VRRP Advertisements. Choose **None**, if you do not want to set up authentication.

- **Authentication Text**: The authentication string to be sent in the VRRP Advertisement. This option is enabled if the **Authentication Type** is **Plain Text**.

  **Note**
  
  The **Authentication Type** and **Authentication Text** parameters are enabled only for VRRP protocol version 2.

- **Use V2 Checksum**: Enables compatibility with third party network devices for VRRPv3. By default, VRRPv3 uses the v3 checksum computation method. Certain third party devices might only support VRRPv2 checksum computation. In such cases, enable this option.

- **Virtual Interface**: The virtual interface to be used for VRRP. 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.

**Limitations**

• VRRP is supported in Gateway Mode deployment only.
• You can configure up to four VRRP IDs (VRID).
• Up to 16 virtual network interfaces can participate in VRID.

**High Availability and VRRP**

You can significantly reduce network downtime and traffic disruption by applying both the high availability and VRRP features on your SD-WAN network. Deploy a pair of Citrix SD-WAN appliance in active/standby roles along with a standby router to form the VRRP group. This group appears as a single default gateway with one virtual IP address and one virtual MAC address.

The following are 2 cases with the High Availability and VRRP deployment:

**1st case: High availability failover timer on SD-WAN equals the VRRP failover timer.**

The expected behavior is high availability switchover to happen before the VRRP switchover, that is the traffic continues to flow through the new Active SD-WAN appliance. In this case SD-WAN continues with the VRRP Master role.

**2nd case: High availability failover timer on SD-WAN greater than the VRRP failover timer.**

The expected behavior is the VRRP switchover to the router happens, that is the router becomes VRRP Master and traffic might momentarily flow through the router, bypassing the SD-WAN appliance.
But once the high availability switchover happens, SD-WAN again becomes VRRP Master, that is the traffic now flows through the new active SD-WAN appliance.

For more information on high availability deployment modes, see High Availability.

**Domain Name System settings**

April 7, 2021

Domain Name System (DNS) translates human readable domain names to machine-readable IP addresses, and the opposite way. Citrix SD-WAN provides the following DNS features:

- DNS Proxy
- DNS Transparent Forwarding

To configure DNS settings, in the Site configuration page, navigate to **Configuration > Advanced Settings > DNS Settings**.

<table>
<thead>
<tr>
<th>Site Specific DNS Services</th>
<th>DNS Proxies</th>
<th>DNS Transparent Forwarders</th>
</tr>
</thead>
<tbody>
<tr>
<td>+ DNS Service</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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 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 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.

<table>
<thead>
<tr>
<th>DNS Transparent Forwarder</th>
</tr>
</thead>
</table>

- **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.

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**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.

<table>
<thead>
<tr>
<th>Platform</th>
<th>Maximum number of LAGs supported</th>
<th>LACP supported ports</th>
</tr>
</thead>
<tbody>
<tr>
<td>110</td>
<td>1</td>
<td>1/1</td>
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<tr>
<td></td>
<td></td>
<td>1/2</td>
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<tr>
<td></td>
<td></td>
<td>1/3</td>
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<tr>
<td>210</td>
<td>2</td>
<td>1/1 or 1/2</td>
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<td></td>
<td></td>
<td>1/3</td>
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<td></td>
<td></td>
<td>1/4</td>
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<td>1/5</td>
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<tr>
<td>410</td>
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<td></td>
<td></td>
<td>1/3 or 1/4</td>
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<td></td>
<td></td>
<td>1/5 or 1/6</td>
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<tr>
<td>1100</td>
<td>3</td>
<td>1/1 or 1/2</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Platform</th>
<th>Maximum number of LAGs supported</th>
<th>LACP supported ports</th>
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<td>1/8</td>
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<tr>
<td></td>
<td></td>
<td>10/1 or 10/2.</td>
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</tbody>
</table>
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.

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

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

January 27, 2022

Citrix SD-WAN Orchestrator for On-premises allows you to configure the appliance settings, at the site level and push it to the remote appliances.

You can configure the user, network adapters, NetFlow, AppFlow, SNMP, Fallback configuration, and Purge flow settings.

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

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**.

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).

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

<table>
<thead>
<tr>
<th>RADIUS</th>
<th>TACACS+</th>
</tr>
</thead>
</table>

#### Change Local User Password

- **User Name**: admin
- **Current Password**: .........
- **New Password**: .........
- **Confirm Password**: .........

#### 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...
tive 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.

---

**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+. 

---

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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.

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.
Network adapters

For Citrix SD-WAN appliances, you can manually change the management network preference, management IP address and other network parameters. You can change the IPv4 address, subnet mask, gateway IP address, IPv6 address, and prefix of the appliance or obtain the IP address automatically by enabling DHCP or SLAAC (only for IPv6 addresses). For more information, see Dynamic host configuration protocol.

Note

- You cannot change the IP address, if the interface is used for in-band management. For more information on in-band management, see In-band management.
- The In-band option works only if you have configured a data port as the In-band management port and Internet service is configured. Ensure that you have the configuration to support In-band management for the SD-WAN appliance, prior to setting the management preference.
- The Management Network Preference (In-band and Out-of-band) section is visible if the appliance is running a software version of 11.4.2 or later.

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

AppFlow and IPFIX are flow export standards used to identify and collect application and transaction data in the network infrastructure. This data gives better visibility into application traffic utilization and performance.

The collected data, called flow records are transmitted to one or more IPv4 collectors. The collectors aggregate the flow records and generate real-time or historical reports. For more information, see AppFlow and IPFIX.

SNMP

SNMP is used for exchanging management information between network devices. SNMPv1 is the first version of the SNMP protocol. SNMPv2 is the revised protocol, which includes enhancements in protocol packet types, transport mappings and MIB structure elements. SNMPv3 defines the secure version of the SNMP. SNMPv3 protocol also facilitates remote configuration of the SNMP entities.

The SNMP agent collects the management information from the appliance locally and sends it to the SNMP manager whenever it is queried. If the agent detects an emergency event on the appliance, it sends out a warning message to the manager without waiting to be queried for data. This emergency message is called a trap. Enable the required SNMP version agents, the corresponding traps, and provide the required information. For more details see, SNMP.

To configure SNMP settings, navigate to Configuration > Appliance Settings > SNMP
Fallback configuration

Fallback configuration ensures that the appliance remains connected to the zero-touch deployment service if there is a link failure, configuration mismatch, or software mismatch. Fallback configuration is enabled by default on the appliances that have a default configuration profile. You can also edit the fallback configuration as per your existing LAN network settings. For more information, see Fallback configuration.

Flows

The flows section allows you to enable or disable Citrix Virtual WAN service on the appliance. Enabling the service enables and starts the Virtual WAN daemon. An option to enable Citrix Virtual Wan Service is available if the service is disabled.

Disable Citrix Virtual WAN service

The Disable Citrix Virtual WAN Service option is available if the service is enabled. Disabling the service stops the Virtual WAN daemon on the appliance.

You can choose to collect a diagnostic dump of the Virtual WAN network before disabling the Citrix Virtual WAN service.

Restart dynamic routing

You can restart the dynamic route learning process through OSPF and BGP routing protocols. The restart dynamic routing option is provided for troubleshooting only.

Warning

Restarting dynamic routing might result in network outage.
Virtual paths

You can choose to enable or disable the virtual path between 2 sites. You can either choose the underlying individual paths, in either directions, or the overlay virtual path. Disabling individual paths, disables the entire virtual path.

Note

All paths are re-enabled after restarting the Citrix Virtual WAN Service.

All paths on WAN link

You can choose to enable or disable WAN links between 2 sites. Disabling all WAN links, disables the Virtual path.

Note

All the WAN links are re-enabled after restarting the Citrix Virtual WAN Service.
**Purge all current flows**

Purging flows ends all the current flows, clears the flow tables, re-establishes flow connections, and repopulates the flow table.

<table>
<thead>
<tr>
<th>Purge All Current Flows</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note: Purging flows may disconnect network connections, thereby requiring those connections to be reestablished.</td>
</tr>
</tbody>
</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 3
  - 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 3

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.

**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**.
The following Syslog server settings are configurable through Citrix SD-WAN Orchestrator for On-premises:

- **Enable Syslog Messages**: Enable or disable sending logs or event messages to Syslog server.

- **Server IP Address**: IP address of the Syslog server.

- **Server Port**: Port number of the Syslog server.

- **Authentication to Syslog**: Enable or disable sending authentication logs or event messages to the Syslog server.

- **Firewall Logs to Syslog**: Enable or disable sending firewall logs to the Syslog server.

### Certificate authentication

Citrix SD-WAN Orchestrator for On-premises ensures that secure paths are established between appliances in the SD-WAN network by using security techniques such as network encryption and virtual path IPsec tunnels. In addition to the existing security measures, certificate based authentication is introduced in Citrix SD-WAN Orchestrator for On-premises.

Certificate authentication allows organizations to use certificates issued by their private Certificate Authority (CA) to authenticate appliances. The appliances are authenticated before establishing the virtual paths. For example, if a branch appliance tries to connect to the data center and the certificate from the branch does not match with the certificate that the data center expects, the virtual path is not established.

The certificate issued by the CA binds a public key to the name of the appliance. The public key works with the corresponding private key possessed by the appliance identified by the certificate.

To enable appliance authentication, at network level, navigate to **Configuration > Security > Network Security** and select **Enable Appliance Authentication**. Click **Save**.
During deployment, if the appliance authentication is enabled but a PKI certificate is not installed in the appliance, then the staging shows failed status.
View certificate

You can go to the device detail page to verify if the PKI Certificate is installed or not. To do that, navigate to **Configuration > Network Home** > click the **Action** symbol for the site you want to verify the certificate > click **View Details**.

The following screen populates with the site and device details:

Under the **Device Details** section, you can view the PKI certificate installation status.
Upload identity bundle

The Identity bundle includes a private key and the certificate associated with the private key. You can upload the appliance certificate issued by the CA into the appliance. The certificate bundle is a PKCS12 file, with .p12 extension. You can choose to protect it with a password. Drag and drop the PKCS12 file, enter a password and click Upload. If you leave the password field blank, it is treated as no password protection.

Upload certificate authority bundle

Upload the PKCS12 bundle that corresponds to the certificate signing authority. The certificate authority bundle includes the complete chain of signatures, the root, and all the intermediate signatory authority. Drag the PKCS12 bundle and click Upload.

Create certification signing request

The appliance can generate an unsigned certificated and create a Certificate Signing Request (CSR). To create a CSR for an appliance, provide the organization name, unit, town/city, province/region/-county/city, country, and email address. The appliance common name is the site name that is auto populated and non-editable. Click Create CSR.
Manage certificate signing request

Once the CSR is generated successfully from the back end, you need to download the CSR from the appliance and get it signed by its CA, upload it back to the appliance in PEM or DER formats. This is used as an Identity certificate for the appliance. First upload the CA to sign the certificate.

Once the CA is uploaded, upload the signed CSR.

Certificate revocation list manager

A Certificate Revocation List (CRL) is a published list of certificate serial numbers that are no longer valid in the network. The CRL file is periodically downloaded and stored locally on all the appliance. When a certificate is being authenticated the responder examines the CRL to see if the initiators certificate was revoked already. Citrix SD-WAN currently supports version 1 CRLs in PEM and DER format.

To enable CRL, select the CRL enabled check box. Provide the location where the CRL file is maintained. HTTP, HTTPS, and FTP locations are supported. Specify the time interval to check and download the CRL file, the range is 1–1440 minutes. Click Upload Settings.

Note

The reauthentication period for a virtual path can be between 10–15 minutes, if the CRL update interval is set to a shorter duration, the updated CRL list might include a currently active serial number. Make an actively revoked certificate available in your network for a short duration.
In-band management

February 1, 2022

Citrix SD-WAN Orchestrator for On-premises allows you to manage the SD-WAN appliance in two ways, out-of-band management and in-band management. Out-of-band management allows you to create a management IP using a port reserved for management, which carries management traffic only. In-band management allows you to use the SD-WAN data ports for management. It carries both data and management traffic, without having to configure an addition management path.

In-band management allows virtual IP addresses to connect to management services such as web UI and SSH. You can enable in-band management on a trusted interface that is enabled to be used for IP services. You can access the web UI and SSH using the management IP and in-band virtual IPs.

**Note**

In-band management in Citrix SD-WAN Orchestrator for On-premises is supported for Citrix SD-WAN 11.1.1 and higher.

To enable in-band management on a virtual IP, at the site level, navigate to Configuration > Site Configuration > Interfaces. Select the virtual IP to be used as the In-band management port. You can use the **InBand Management IP** or **InBand Management IPv6** to access the web UI and SSH.

**Note**

In-band management is supported on LAN ports only.

For detailed procedure on configuring a virtual IP address, see **Interfaces**.

The In-band management IP also acts as a back-up management IP. It is used as the management
IP address if the management port is not configured with a default gateway. Select the DNS proxy to which all DNS requests over the in-band management plane is forwarded to. For information on configuring DNS proxy, see DNS proxy.

For use cases where the appliance connectivity to Citrix SD-WAN Orchestrator for On-premises toggles between management and in-band ports, configure InBand Management DNS or InBand Management DNS V6 to ensure uninterrupted Citrix SD-WAN Orchestrator for On-premises connectivity.

**In-band provisioning**

The need to deploy SD-WAN appliances in simpler environments like home or small branches has increased significantly. Configuring separate management access for simpler deployments is an added overhead. Zero-touch deployment along with the in-band management feature enables provisioning and configuration management through designated data ports. Zero-touch deployment is supported on the designated data ports and there is no need to use a separate management port for Zero-touch deployment.

You can provision an appliance in the factory shipped state, that supports in-band provisioning by connecting the data or management port to the internet. The appliances that support in-band provisioning have specific ports for LAN and WAN. The appliance in the factory reset state has a default configuration that allows to establish a connection with the zero-touch deployment service. The LAN port acts as the DHCP server and assigns a dynamic IP to the WAN port that acts as a DHCP client. The WAN links monitor the Quad 9 DNS service to determine WAN connectivity.

Once the IP address is obtained and a connection is established with the zero-touch deployment service the configuration packages are downloaded and installed on the appliance. For information on zero-touch deployment through the Citrix SD-WAN Orchestrator for On-premises, see Zero Touch Deployment.

**Note**

- In-band provisioning is applicable to all the platforms. However, default configuration is enabled only on Citrix SD-WAN 110 and VPX platforms because the other platforms are shipped with an older software version.
- For day-0 provisioning of SD-WAN appliances through the data ports, the appliance software version must be Citrix SD-WAN 11.1.1 or higher.

The default configuration of an appliance in factory reset state includes the following configurations:

- DHCP Server on LAN port
- DHCP client on WAN port
- QUAD9 configuration for DNS
- Default LAN IP is 192.168.101.1/24 for Citrix SD-WAN appliances with factory image 11.1.1.39.
- Default LAN IP is 192.168.0.1/24 for Citrix SD-WAN 110 appliance with factory image 11.0.4.
• Grace License of 35 days.

Once the appliance is provisioned, the default configuration is disabled and overridden by the configuration received from the zero-touch deployment service. If an appliance license or grace license expires, the default configuration is activated, ensuring that the appliance remains connected to the zero-touch deployment service and receives the license managed service.

**Fallback configuration**

Fallback configuration ensures that the appliance remains connected to the zero-touch deployment service if there is a link failure, configuration mismatch, or software mismatch. Fallback configuration is enabled by default on the appliances that have a default configuration profile. You can also edit the fallback configuration as per your existing LAN network settings.

The fallback configuration retains the connectivity to appliance through the appliance in-band management IP and Citrix SD-WAN Orchestrator service in the following scenarios:

• Where the t2_app crashes
• you attempt to perform the configuration reset

In a scenario, where an appliance has in-band management configured and you perform manual configuration reset or the t2_app crashes more than four times in 120 seconds due to user configuration. In such framework, the service gets disabled and hence you lose connectivity to Citrix SD-WAN Orchestrator service and the appliance.

But if you had fallback configuration enabled, then you get below features:

• Basic in-band access to management features (Web UI/SSH/SNMP)
• Ability for appliance connects to outside services over an in-band port (Citrix SD-WAN Orchestrator service/ZTD)

For such scenarios, instead of disabling the service appliance comes back with fallback configuration with service enabled. The connectivity to Citrix SD-WAN Orchestrator service and the appliance through the in-band management IP remains intact as long as the link has internet connectivity.

**Note**

After the initial appliance provisioning, ensure that the fallback configuration is enabled for 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**.
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.

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:
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.
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.
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.
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:

<table>
<thead>
<tr>
<th>Color Legends</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>All sites in the cluster are green. That means each site has all the virtual paths, and the associated member paths UP</td>
</tr>
<tr>
<td>Orange</td>
<td>All sites in the cluster are orange. That means each site has at least one member path DOWN, but all virtual paths UP</td>
</tr>
<tr>
<td>Red</td>
<td>All sites in the cluster are red. That means each site has at least one virtual path DOWN</td>
</tr>
<tr>
<td>Green</td>
<td>The cluster has a combination of green and orange sites</td>
</tr>
<tr>
<td>Orange</td>
<td>The cluster has a combination of red and non-red sites</td>
</tr>
</tbody>
</table>

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.

---

**Device Info**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1 month 22 days 54 minutes</td>
<td>Primary</td>
<td>210</td>
<td>SE</td>
<td></td>
<td>20 Mbps</td>
<td>10.217.10.33</td>
<td></td>
</tr>
</tbody>
</table>

**Interfaces (Primary)**

<table>
<thead>
<tr>
<th>STATUS</th>
<th>Interface Port</th>
<th>Bytes Sent</th>
<th>Bytes Received</th>
<th>Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Down</td>
<td>1/1</td>
<td>177056</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Down</td>
<td>1/2</td>
<td>177056</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Up</td>
<td>LTE-1</td>
<td>2595302</td>
<td>7122</td>
<td>0</td>
</tr>
</tbody>
</table>

**Temperature**

<table>
<thead>
<tr>
<th>Device Name: Primary</th>
<th>Serial No: [Z7XXC446]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Temperature (C)</td>
</tr>
<tr>
<td>System</td>
<td>58</td>
</tr>
<tr>
<td>cpu0</td>
<td>58</td>
</tr>
<tr>
<td>sde</td>
<td>30</td>
</tr>
<tr>
<td>sdb</td>
<td>76</td>
</tr>
</tbody>
</table>

You can also click the graph icon in the **Temperature (C)** column and view the information in graphical form.
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.
- **Payload:** Body of the request 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. For more information about API, refer to API guide for Citrix SD-WAN Orchestrator.
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.

<table>
<thead>
<tr>
<th>Method</th>
<th>PUT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>Failure (400)</td>
</tr>
<tr>
<td>Payload</td>
<td>--</td>
</tr>
<tr>
<td>Response</td>
<td>(&quot;code&quot;:400,&quot;message&quot;:&quot;invalid certificate&quot;)</td>
</tr>
<tr>
<td>URL</td>
<td>/policy/v1/customer/e53af250-79fe-4d90-8b48-f564f9206533/config/ssl/RootCert</td>
</tr>
</tbody>
</table>

- **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.

• **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.
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.

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.
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.

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

sts-bundle-1

At any given time, the STS process is in one of the following states:

<table>
<thead>
<tr>
<th>STS Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requested</td>
<td>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.</td>
</tr>
<tr>
<td>Uploading</td>
<td>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.</td>
</tr>
<tr>
<td>Failure</td>
<td>The STS process has failed during creation or upload. You can delete the entries of failed STS operations.</td>
</tr>
<tr>
<td>Available for download</td>
<td>The STS creation and upload process are successful. You can now download or delete the STS packages.</td>
</tr>
</tbody>
</table>

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.

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

#### Application Usage

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Apps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top Apps</td>
<td>All</td>
</tr>
</tbody>
</table>

#### Top Applications

![Top Applications Chart]

- microsoft (36%)
- lync_online (27%)
- windowslive (27%)
- windows_update (9%)
- Unknown (0%)

#### Top Applications

<table>
<thead>
<tr>
<th>No</th>
<th>Applications</th>
<th>Total Data</th>
<th>Upload Data</th>
<th>Download Data</th>
<th>Total Bandwidth</th>
<th>Upload Bandwidth</th>
<th>Download Bandwidth</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>microsoft</td>
<td>36.25 KB</td>
<td>11.71 KB</td>
<td>24.5 KB</td>
<td>0.08 Kbps</td>
<td>0.03 Kbps</td>
<td>0.05 Kbps</td>
</tr>
<tr>
<td>2</td>
<td>lync_online</td>
<td>30.72 KB</td>
<td>8.06 KB</td>
<td>20.76 KB</td>
<td>0.73 Kbps</td>
<td>0.2 Kbps</td>
<td>0.53 Kbps</td>
</tr>
<tr>
<td>3</td>
<td>windowslive</td>
<td>26.11 KB</td>
<td>6.57 KB</td>
<td>19.54 KB</td>
<td>3.48 Kbps</td>
<td>0.88 Kbps</td>
<td>2.61 Kbps</td>
</tr>
<tr>
<td>4</td>
<td>windows_update</td>
<td>7.28 KB</td>
<td>1.75 KB</td>
<td>5.53 KB</td>
<td>0.32 Kbps</td>
<td>0.08 Kbps</td>
<td>0.25 Kbps</td>
</tr>
<tr>
<td>5</td>
<td>Unknown</td>
<td>0 KB</td>
<td>0 KB</td>
<td>0 KB</td>
<td>0 Kbps</td>
<td>0 Kbps</td>
<td>0 Kbps</td>
</tr>
</tbody>
</table>

Page Size: 25
Showing 1 - 5 of 5 Items
Page 1 of 1
You can view the bandwidth usage statistics. The bandwidth statistics are collected for the selected time interval. You can filter the statistics report based on the Report Type, Apps or Apps Categories, and Metrics.

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

**Network usage**

The network usage chart depicts the top 10 sites across all the customers that have the highest bandwidth usage. You can view the Sites by Utilization (%) or Data Volume (MB).

**Inventory**

The provider can view the entire device inventory across all the customers. You can choose to view an inventory summary or a detailed view.

The inventory summary view provides a chart of the inventory spread, depicting the various appliance models and the number of each type of appliances used across customer networks.

Suitable filtering options can be used as needed for example: Look for all appliances belonging to a specific customer, or all appliances with a certain device model and so on.
The inventory detailed view provides a list of all the appliances that are deployed and those appliances that are configured but not deployed yet. Choose a customer from the Select Customer drop-down list. You can view the site name, device role, device model, device serial number, current software, and device management IP address.

<table>
<thead>
<tr>
<th>Select Customer</th>
<th>Device Role</th>
<th>Device Model</th>
<th>Serial Number</th>
<th>Current Software</th>
<th>Management IP</th>
</tr>
</thead>
<tbody>
<tr>
<td>San Francisco</td>
<td>MCN</td>
<td>CBXP</td>
<td>4f468322-3b3e-5d43-315...</td>
<td>11.2.0.86.891012</td>
<td>10.106.112.17</td>
</tr>
<tr>
<td>San Francisco</td>
<td>MCN</td>
<td>CBXP</td>
<td>691982ab-fox-0-3c18-b4...</td>
<td>11.2.0.86.891012</td>
<td>10.106.112.72</td>
</tr>
<tr>
<td>Madrid</td>
<td>Branch</td>
<td>CBXP</td>
<td>43d39796-538-4c20-631...</td>
<td>11.2.0.86.891012</td>
<td>10.106.112.71</td>
</tr>
<tr>
<td>Belgium</td>
<td>Branch</td>
<td>CBXP</td>
<td>d5328c15-6b74-4033-db...</td>
<td>10.2.6.1012.848493</td>
<td>10.106.112.18</td>
</tr>
<tr>
<td>London</td>
<td>Branch</td>
<td>CBXP</td>
<td>3f055d3-1a16-7056-710...</td>
<td>11.2.0.86.891012</td>
<td>10.106.112.70</td>
</tr>
<tr>
<td>NewYork</td>
<td>Branch</td>
<td>CBXP</td>
<td>480f6a2b-ae67-d654-4cc...</td>
<td>11.2.0.86.891012</td>
<td>10.106.112.23</td>
</tr>
</tbody>
</table>

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.
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.
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.
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

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.
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.

<table>
<thead>
<tr>
<th>Application Name</th>
<th>Family</th>
<th>Routing Domain</th>
<th>IP Protocol</th>
<th>IP Addr</th>
<th>Port</th>
<th>Service Type</th>
<th>Service Name</th>
<th>Zone</th>
<th>IP F</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domain Name Se...</td>
<td>Network Service</td>
<td>Default_Routing</td>
<td>UDP</td>
<td>172.10.10.6</td>
<td>49794</td>
<td>Local</td>
<td>VIF-Bridge-1-VLAN</td>
<td>Default_LAN_Zone</td>
<td>10.1</td>
</tr>
<tr>
<td>Domain Name Se...</td>
<td>Network Service</td>
<td>Default_Routing</td>
<td>UDP</td>
<td>172.10.10.6</td>
<td>56626</td>
<td>Local</td>
<td>VIF-Bridge-1-VLAN</td>
<td>Default_LAN_Zone</td>
<td>10.1</td>
</tr>
<tr>
<td>Microsoft</td>
<td>Web</td>
<td>Default_Routing</td>
<td>TCP</td>
<td>172.10.10.6</td>
<td>49775</td>
<td>Local</td>
<td>VIF-Bridge-1-VLAN</td>
<td>Default_LAN_Zone</td>
<td>92.1</td>
</tr>
<tr>
<td>Domain Name Se...</td>
<td>Network Service</td>
<td>Default_Routing</td>
<td>UDP</td>
<td>172.10.10.6</td>
<td>61426</td>
<td>Local</td>
<td>VIF-Bridge-1-VLAN</td>
<td>Default_LAN_Zone</td>
<td>10.1</td>
</tr>
<tr>
<td>Google Talk (In...</td>
<td>Instant Messaging</td>
<td>Default_Routing</td>
<td>TCP</td>
<td>172.10.10.6</td>
<td>49713</td>
<td>Local</td>
<td>VIF-Bridge-1-VLAN</td>
<td>Default_LAN_Zone</td>
<td>76.1</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Quality</th>
<th>Range</th>
<th>Color Coding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good</td>
<td>8–10</td>
<td>Green</td>
</tr>
<tr>
<td>Fair</td>
<td>4–8</td>
<td>Orange</td>
</tr>
<tr>
<td>Poor</td>
<td>0–4</td>
<td>Red</td>
</tr>
</tbody>
</table>
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.

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](image)

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
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- **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.
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)

Address Resolution Protocol

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

Click Retrieve latest data to get the current data.

Routes

To view Route statistics, navigate to Reports > Real Time > Routes tab.
Virtual Path Services

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

<table>
<thead>
<tr>
<th>From Site</th>
<th>To Site</th>
<th>State</th>
<th>MTU</th>
<th>Latency BOWT (ms)</th>
<th>Worst Jitter (ms)</th>
<th>Best Jitter (ms)</th>
<th>Receive Rate (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>San Francisco</td>
<td>Belgium</td>
<td>GOOD</td>
<td>1492</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>26.70</td>
</tr>
<tr>
<td>Belgium</td>
<td>San Francisco</td>
<td>GOOD</td>
<td>N/A</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>28.02</td>
</tr>
<tr>
<td>San Francisco</td>
<td>London</td>
<td>GOOD</td>
<td>1492</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>8.73</td>
</tr>
<tr>
<td>London</td>
<td>San Francisco</td>
<td>GOOD</td>
<td>N/A</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>11.76</td>
</tr>
<tr>
<td>San Francisco</td>
<td>Madrid</td>
<td>GOOD</td>
<td>1492</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>8.72</td>
</tr>
<tr>
<td>Madrid</td>
<td>San Francisco</td>
<td>GOOD</td>
<td>N/A</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>13.29</td>
</tr>
<tr>
<td>San Francisco</td>
<td>New York</td>
<td>GOOD</td>
<td>1492</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>8.74</td>
</tr>
<tr>
<td>New York</td>
<td>San Francisco</td>
<td>GOOD</td>
<td>N/A</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>13.75</td>
</tr>
</tbody>
</table>

Classes

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

To view observed protocol statistics, navigate to **Reports > Real Time > Observed Protocols** tab.
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Site Report : Real Time Statistics

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

Application QoS

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

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

<table>
<thead>
<tr>
<th>Info</th>
<th>No</th>
<th>Application</th>
<th>Source IP Addr</th>
<th>Dest IP Addr</th>
<th>Source Port</th>
<th>Dest Port</th>
<th>Proto</th>
<th>Packets</th>
<th>PPS</th>
<th>Class</th>
<th>Service Name</th>
<th>Age (ms)</th>
<th>Bytes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>N/A</td>
<td></td>
<td>172.10.10.6</td>
<td>172.209.232.240</td>
<td>80</td>
<td>TCP (4)</td>
<td>3</td>
<td>0.000</td>
<td>N/A</td>
<td>-</td>
<td>-</td>
<td>370175</td>
<td>156</td>
</tr>
<tr>
<td>2</td>
<td>N/A</td>
<td></td>
<td>172.10.10.6</td>
<td>172.209.232.240</td>
<td>80</td>
<td>TCP (4)</td>
<td>3</td>
<td>0.000</td>
<td>N/A</td>
<td>-</td>
<td>-</td>
<td>7028077</td>
<td>156</td>
</tr>
<tr>
<td>3</td>
<td>N/A</td>
<td></td>
<td>172.10.10.6</td>
<td>172.209.232.240</td>
<td>80</td>
<td>TCP (4)</td>
<td>3</td>
<td>0.000</td>
<td>N/A</td>
<td>-</td>
<td>-</td>
<td>700202</td>
<td>156</td>
</tr>
<tr>
<td>4</td>
<td>N/A</td>
<td></td>
<td>172.10.10.6</td>
<td>172.209.232.240</td>
<td>80</td>
<td>TCP (4)</td>
<td>3</td>
<td>0.000</td>
<td>N/A</td>
<td>-</td>
<td>-</td>
<td>708990</td>
<td>156</td>
</tr>
<tr>
<td>5</td>
<td>N/A</td>
<td></td>
<td>172.10.10.6</td>
<td>172.209.232.240</td>
<td>80</td>
<td>TCP (4)</td>
<td>3</td>
<td>0.000</td>
<td>N/A</td>
<td>-</td>
<td>-</td>
<td>465564</td>
<td>156</td>
</tr>
<tr>
<td>6</td>
<td>N/A</td>
<td></td>
<td>172.10.10.6</td>
<td>172.209.232.240</td>
<td>80</td>
<td>TCP (4)</td>
<td>3</td>
<td>0.000</td>
<td>N/A</td>
<td>-</td>
<td>-</td>
<td>7130125</td>
<td>156</td>
</tr>
<tr>
<td>7</td>
<td>N/A</td>
<td></td>
<td>172.10.10.6</td>
<td>172.209.232.240</td>
<td>80</td>
<td>TCP (4)</td>
<td>3</td>
<td>0.000</td>
<td>N/A</td>
<td>-</td>
<td>-</td>
<td>7168561</td>
<td>156</td>
</tr>
<tr>
<td>8</td>
<td>N/A</td>
<td>Google Talk (incl. Hangouts and Ato and Dnsigtalk)</td>
<td>74.125.130.188</td>
<td>49743</td>
<td>443</td>
<td>TCP (4)</td>
<td>201</td>
<td>0.023</td>
<td>N/A</td>
<td>-</td>
<td>-</td>
<td>31279</td>
<td>9255</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>Application</th>
<th>Family</th>
<th>Routing Domain</th>
<th>IP Protocol</th>
<th>IP Addr</th>
<th>Port</th>
<th>Service Type</th>
<th>Service Name</th>
<th>Zone</th>
<th>IP F</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft (microsoft)</td>
<td>Web</td>
<td>Default_Routing...</td>
<td>TCP</td>
<td>172.10.10.6</td>
<td>49775</td>
<td>Local</td>
<td>VF-Bridge-1-...</td>
<td>Default_LAN_Zone</td>
<td>52.1</td>
</tr>
<tr>
<td>Google Talk (incl. Hangouts and Ato and Dnsigtalk)</td>
<td>Instant Messaging</td>
<td>Default_Routing...</td>
<td>TCP</td>
<td>172.10.10.6</td>
<td>49743</td>
<td>Local</td>
<td>VF-Bridge-1-...</td>
<td>Default_LAN_Zone</td>
<td>74.1</td>
</tr>
</tbody>
</table>

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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

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

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.
**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.
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.

- **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 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** – 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 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 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**.

![WAN Link Metering](image)

### Diagnostics

October 18, 2021

You can use Ping, Traceroute, Packet Capture, Bandwidth test, and iPerf diagnostic utilities to test and investigate network connectivity issues on your SD-WAN network. To view the Diagnostics page, navigate to **Troubleshooting > Diagnostics**.

To view the diagnostics results, click **View Results** on the top right corner of the Diagnostics page. You can **Download**, **Copy**, and **Clear** the report results as needed.
Citrix SD-WAN Orchestrator for On-premises 12.3

Diagnositcs

- **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**.

- **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**.

- **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 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.

- **iPerf** – You can run an iPerf test on a specific path of a site. The iPerf diagnostic tool is used to generate test traffic which allows you to troubleshoot network issues that might result in:
  
  - Frequent change in path state from Good to Bad
  - Poor application performance
  - Higher packet loss

To run an iPerf diagnostic test, from the customer level, navigate to Troubleshooting > Diagnostics and select the iPerf check box. Enter the transport protocol, time interval, port number, server, bandwidth measurement mode, path to test, server iPerf options, and click Run.
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

Provide a subject line and enter content in HTML or plain text format. You can also set the announcement expiration.
The saved announcements are displayed to all the customers.
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 username **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.

<table>
<thead>
<tr>
<th>Provider role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider-Master-Admin-All</td>
<td>An administrator who can manage the provider and all of its customer information</td>
</tr>
<tr>
<td>Provider-Master-Admin-Tenant</td>
<td>An administrator who can manage the provider and a subset of its customer information</td>
</tr>
<tr>
<td>Provider-Master-ReadOnly-All</td>
<td>An administrator who can only view provider and customer information</td>
</tr>
<tr>
<td>Provider-Network-Admin (Preview)</td>
<td>An administrator who can only view and edit the network related information</td>
</tr>
<tr>
<td>Provider-Security-Admin (Preview)</td>
<td>An administrator who can only view and edit the security related information</td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer-Master-Admin</td>
<td>A customer administrator who can view and edit customer information</td>
</tr>
<tr>
<td>Customer-Master-ReadOnly-Admin</td>
<td>A customer administrator who can only view customer information</td>
</tr>
<tr>
<td>Customer-Network-Admin (Preview)</td>
<td>A customer administrator who can only view and edit network related information</td>
</tr>
<tr>
<td>Customer-Security-Admin (Preview)</td>
<td>A customer administrator who can only view and edit security related information</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer-Support-ReadWrite</td>
<td>A support team member who can view and edit the customer information</td>
</tr>
<tr>
<td>Customer-Support-ReadOnly</td>
<td>A support team member who can only view the customer information</td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Primary Authentication Type</th>
<th>Secondary Authentication Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single-factor authentication</td>
<td>Local</td>
</tr>
<tr>
<td>Two-factor authentication</td>
<td>Local, RADIUS or TACACS+</td>
</tr>
</tbody>
</table>

The following table lists the primary and secondary authentication methods supported for users who are authenticated remotely:

<table>
<thead>
<tr>
<th>Primary Authentication Type</th>
<th>Secondary Authentication Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single-factor authentication</td>
<td>Local, RADIUS, or TACACS+</td>
</tr>
<tr>
<td>Two-factor authentication</td>
<td>Local, RADIUS, or TACACS+</td>
</tr>
</tbody>
</table>

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.
Add a user

Navigate to Administration > User Administration > click + New > Enter the following details > click Add.

- Enter the username.
- **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.

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**

<table>
<thead>
<tr>
<th>User</th>
<th>Role</th>
<th>Expiration</th>
<th>Primary Auth Server</th>
<th>Secondary Auth Server</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>admin</td>
<td>Customer-Master-Ad...</td>
<td>N/A</td>
<td>Local</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>tac_sdwan1</td>
<td>Customer-Master-Ad...</td>
<td>N/A</td>
<td>10.0.0.98 (TACACS...</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>rad_sdwan1</td>
<td>Customer-Master-Ad...</td>
<td>N/A</td>
<td>Local</td>
<td>10.0.0.99 (RADIUS)</td>
<td></td>
</tr>
<tr>
<td>test</td>
<td>Customer-Master-Re...</td>
<td>N/A</td>
<td>Local</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>
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](image)

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**.
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.
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
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 button]

### HTTPS certificate

May 17, 2021
HTTPS certificate is required for establishing secure management HTTPS connection to Citrix SD-WAN Orchestrator for On-premises. You can use the default HTTPS certificate available on the Citrix SD-WAN Orchestrator for On-premises GUI or upload a custom HTTPS certificate generated from any other framework such as OpenSSL or from a trusted authority. Custom HTTPS certificate allows you to have control over the security and the other subject parameters related to the certificate.

To view the default certificate, navigate to **Administration > HTTPS Certificate**.

**Note**

In a provider managed setup, only provider administrators have access to regenerate and upload HTTPS certificate.

---

**Network Administration: HTTPS Certificate**

---

The **Installed Certificate** section provides a summary of the certificate that is installed on the appliance. The appliance uses this certificate to identify itself in the network.

The **Issued to** section provides details about who the certificate was issues to. The **Common Name** in
the certificate matches with the name of the appliance, since the certificate is bound to the appliance name. The **Issuer** section provides the details of the certificate signing authority, who signed the certificate. The Certificate details include the fingerprint of the certificate, serial number, and the validity period for the certificate.

To regenerate the certificate, navigate to **Administration > HTTPS Certificate** and click **Regenerate**.

**Note**

Regenerating the certificate disconnects any existing connected HTTPS sessions and restarts the HTTPS server. After the certificate is successfully regenerated, the GUI gets refreshed 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**.
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.

   ![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.

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

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.
2. Click the Swagger spec URL to access the API guide.

3. In the API page, navigate to **auth-controller > /{ccId}/api/v1/logon > Try it out.**

4. 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**.

5. Similarly, copy and paste the Client ID, Client secret and Citrix Cloud ID in the respective payload fields and click **Execute.**
6. Copy the **token** value from the **Server response**.

7. Click **Authorize** on the top of the API page and paste the **token** value in the **Value** field. Click **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**

October 18, 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.**

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.

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.

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.
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.

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

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**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**.
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:

Virtual Disks

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Description</th>
<th>SR</th>
<th>Size</th>
<th>Read Only</th>
<th>Priority</th>
<th>Active</th>
<th>Device Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Hard Disk 1</td>
<td>Local Storage1, 65 GB</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>/dev/xvdA</td>
</tr>
<tr>
<td>1</td>
<td>New virtual disk</td>
<td>Local Storage2, 50 GB</td>
<td>No</td>
<td></td>
<td>0 (Lowest)</td>
<td>Yes</td>
<td></td>
<td>/dev/xvfdB</td>
</tr>
</tbody>
</table>

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3. Log in to the Citrix SD-WAN Orchestrator for On-premises UI and navigate to INFRASTRUCTURE > Orchestrator Administration > Storage Management. The newly attached disk automatically gets listed under Storage Management.

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

5. The disk migration process is triggered. Customer configurations, statistics, local database, and Citrix SD-WAN release version on the existing disk get migrated to the new disk. After the migration is completed, Citrix SD-WAN Orchestrator for On-premises gets rebooted.
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.

4. Log in to the Citrix SD-WAN Orchestrator for On-premises and navigate to INFRASTRUCTURE > Orchestrator Administration > Storage Management. The newly attached disk gets listed here.

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

6. The disk migration process is triggered. Customer configurations, local database, Citrix SD-WAN release version, and database statistics on the existing disk get migrated to the new disk. After the migration is completed, Citrix SD-WAN Orchestrator for On-premises gets rebooted.
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.
3. Log in to the Citrix SD-WAN Orchestrator for On-premises UI and navigate to INFRASTRUCTURE > Orchestrator Administration > Storage Management. The newly attached disk gets listed here.

4. Choose only the Active radio button (clear the Migrate Data check box if selected) and click Apply.

   **Note**

   Do not select the Migrate Data check box. Citrix SD-WAN Orchestrator for On-premises triggers the migration at the back-end and reboots itself once the migration is completed.

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

**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.
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.
   - **UserName**: 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.
3. Click Apply. A confirmation dialog box appears.

4. Click Yes, Update.

**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 must not spoof the Citrix
SD-WAN Orchestrator service's SSL certificate.

- You can remove the proxy server settings altogether, if Citrix SD-WAN Orchestrator for On-premises is connected to the internet directly. You can also remove the proxy server settings and configure another proxy server, if necessary.

Remove proxy server settings on the UI

1. In the Citrix SD-WAN Orchestrator for On-premises UI, navigate to Infrastructure > Orchestrator Administration > HTTP Proxy.

2. In the Network Infrastructure: HTTP Proxy section, click Remove. A confirmation dialog box appears.

3. Click Yes, Remove.

Purge Settings

You can clear historical statistics/data for a selected time interval. The statistics/data older than the set days are cleared. Once the data is cleared, it becomes no longer available. By default, Citrix SD-WAN Orchestrator for On-premises clears historical statistics/data older than 30 days.

At the network level, navigate to Infrastructure > Orchestrator Administration > Purge Settings, select the time interval, and click Apply. For example, if you want to purge historical statistics/data older than 180 days, select 180 from the Purge Statistics Interval (days) drop-down list and click
Apply. The purging process happens sometime around 12:48 AM daily at the time zone set on your SD-WAN appliance.

Network Infrastructure: Purge Settings

<table>
<thead>
<tr>
<th>Purge Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purge Statistics Interval (days)</td>
</tr>
<tr>
<td>300</td>
</tr>
<tr>
<td>Apply</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Description</th>
<th>Alarm Status</th>
<th>Resource</th>
<th>Current Value</th>
<th>Created At</th>
</tr>
</thead>
<tbody>
<tr>
<td>UPPER THRESHOLD EXCEEDED</td>
<td>ACTIVE</td>
<td>Memory</td>
<td>70.1</td>
<td>Sun 22 November 2020 at ...</td>
</tr>
<tr>
<td>UPPER WARNING THRESHOLD EX</td>
<td>ACTIVE</td>
<td>CPU</td>
<td>51.4</td>
<td>Sun 22 November 2020 at ...</td>
</tr>
</tbody>
</table>

**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.

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**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.

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**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.