Want a self-driving Data Center Network? Try Cisco ACI & NAE with ServiceNow

Asha Hegde
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@hegde

cisco Live!

Data Centers Are Undergoing Rapid Transformation

- Digitization, Cloud, Mobile Creating New Demands of IT

Scale	10Ks VMs, 100s of Apps, distributed apps, 1M+ policies
Complexity	Multi-DC, multi-tenant, hybrid, virtualized, heterogeneous
Rate of Change	VM mobility, app migration, dynamic scaling, self service portals

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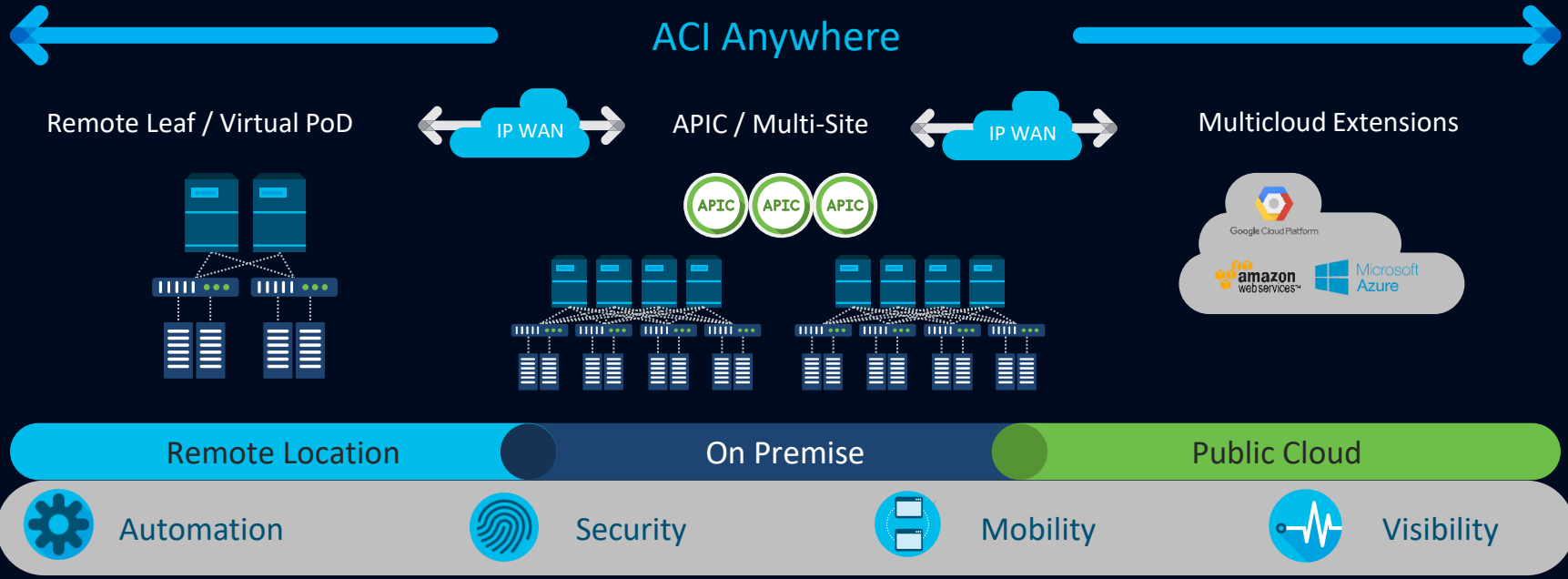
Application Centric Infrastructure (ACI)

Any Cloud, Any Application, Any Platform, Anywhere



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But, Operational Paradigms are still Rudimentary

Intent Frequently Breaks…	We Always React…	Leaving Us With…
Operational	Troubleshoot	An Inability to Assure Intent Proactively
Security	Scramble to fix it	
Compliance	Fail audits	
Change	Undo changes	

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The confidence that the infrastructure is doing what you intended it to do

Intent Encompasses Data Center Operations

Configs, Changes, Routing, VMs, Security, … Compliance, Audits

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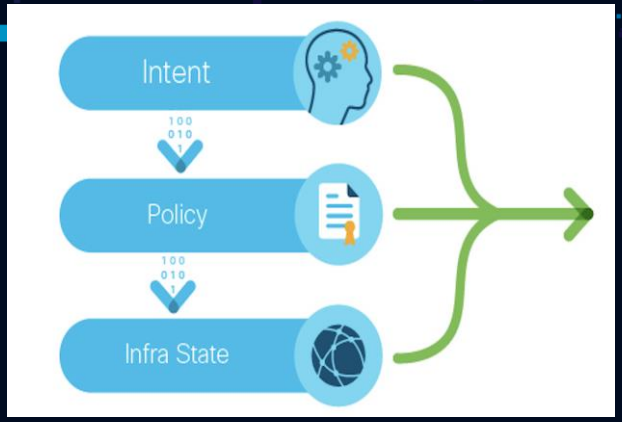
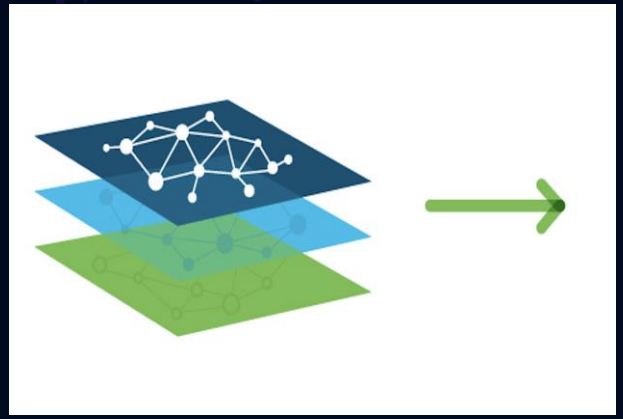
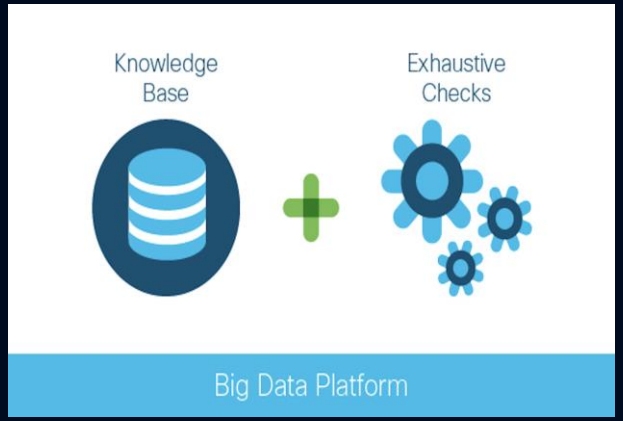
Network Assurance Engine: How it Works







Data Collection

Capture DC Wide Intent, Policy, Control/State across Forwarding & Security

Formal Modeling of Network

Precise Mathematical Models that codify Cisco's 30+ Years of Networking and Cross Customer Domain Knowledge

Continuous Analysis

Models verify that **Network operates per Intent** and accurately tell what is wrong, where, why, impact and how to fix

Reactive Troubleshooting to Proactive Operations - continuously, network wide

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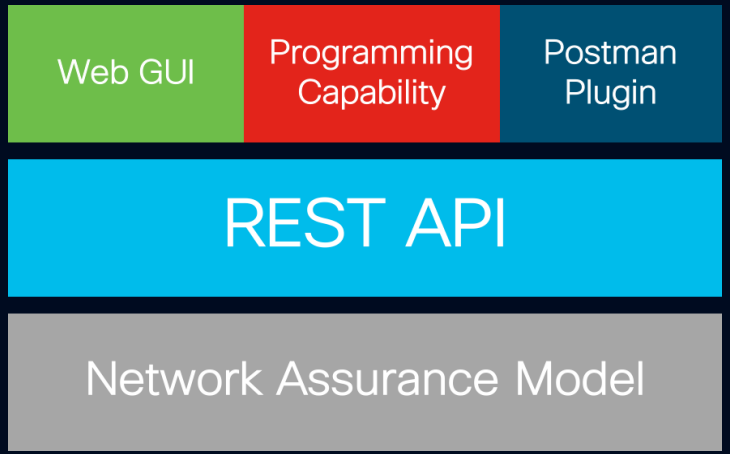
Network Assurance Engine – Data Model & REST APIs

- Same objects irrespective of interface
- Smart Event Data Model
  - Severity, Category, SubCategory, Mnemonic
  - Description
  - Impact
  - Affected Objects
  - Checks
  - Remediation Suggestion



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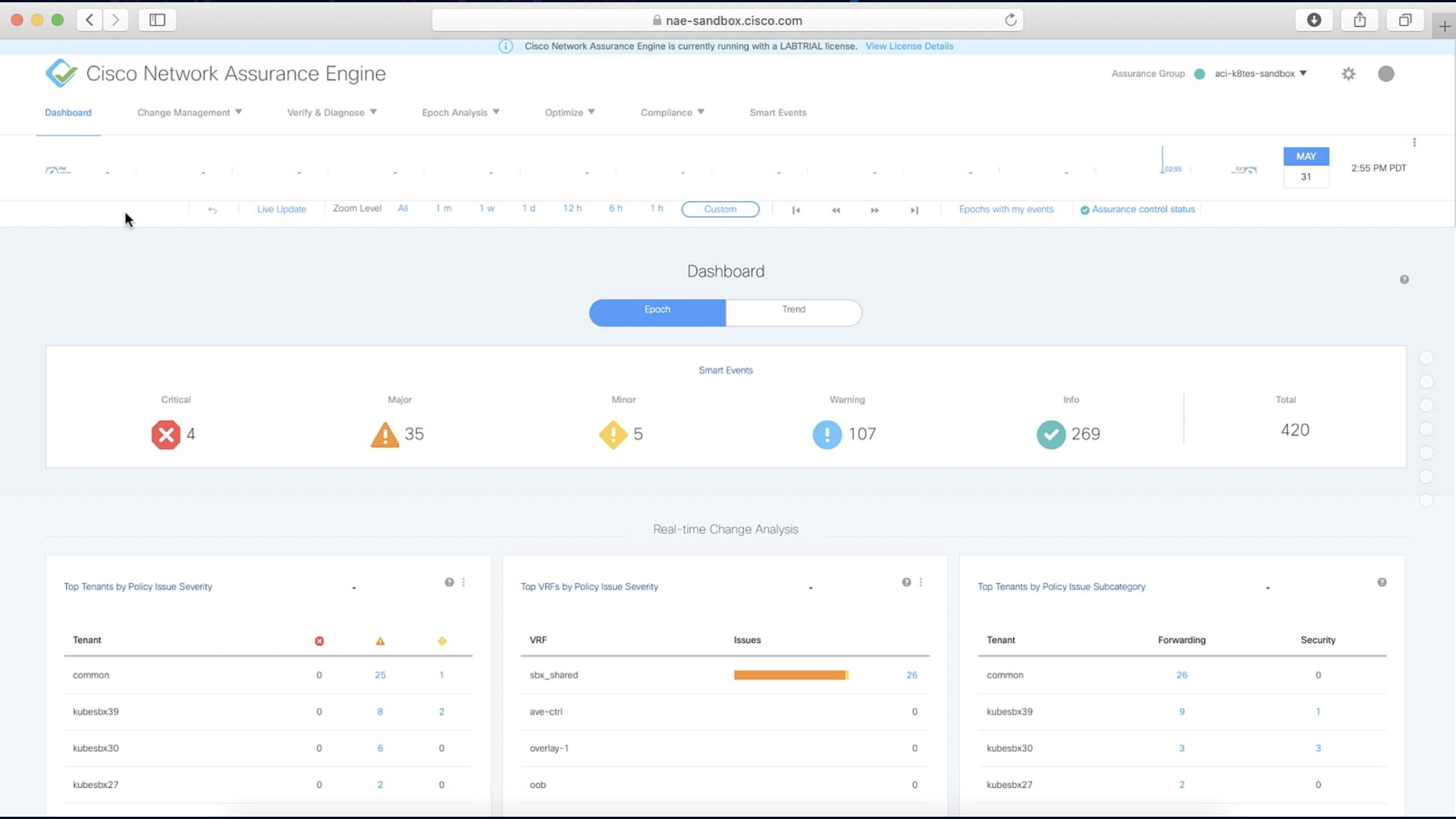
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Assurance Group aci-k8tes-sandbox
Dashboard
Change Management
Verify & Diagnose
Epoch Analysis
Optimize
Compliance
Smart Events
MAY
31
2:55 PM PDT
Live Update
Zoom Level
All
1 m
1 w
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6 h
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Custom
Epochs with my events
Assurance control status
Dashboard
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Smart Events
Critical
4
Major
35
Minor
5
Warning
107
Info
269
Total
420
Real-time Change Analysis
Top Tenants by Policy Issue Severity
Tenant
common 0 25 1
kubesbx39 0 8 2
kubesbx30 0 6 0
kubesbx27 0 2 0
Top VRFs by Policy Issue Severity
VRF
Issues
sbx_shared 26
ave-ctrl 0
overlay-1 0
oob 0
Top Tenants by Policy Issue Subcategory
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Forwarding
Security
common 26 0
kubesbx39 9 1
kubesbx30 3 3
kubesbx27 2 0

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Cisco Network Assurance Engine

Assurance Group aci-k8tes-sandbox

All Smart Events (4)

Aggregated (2) | Individual

2 rows

Severity 1	Event Category	Event Subcategory	Event Name 2	Count	Event Description
	Filter	Filter	Filter		
	TENANT_FORWARDING	SUBNET_ROUTE	BD_SUBNET_MISSING_ON_BORDER_LEAF	2	Bridge domain subnets in a VRF should be present on both the border leaf and the remaining switches on which the bridge domain is deployed. In some cases, the bridge domain may not be deployed on the border leaf switch.
	TENANT_ENDPOINT	ENDPOINT_LEARNING	CONNECTED_EP_LEARNING_ERROR	2	Endpoint information is not consistent across the fabric leafs and spines.

Rows 10 25 50 100

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Cisco Network Assurance Engine

Assurance Group aci-k8tes-sandbox

All Smart Events (4)

Aggregated | Individual (4)

4 rows

Severity 1	Event Category	Event Subcategory	Event Name 2	Event Description	Action
	Filter	Filter	Filter		
✕	TENANT_FORWARDING	SUBNET_ROUTE	BD_SUBNET_MISSING_ON_BORDER_LEAF	Bridge domain subnets in a VRF should be present on both the border leaf and the remaining switches on which the bridge domain is deployed. In some cases, the bridge domain may not be deployed on the border leaf switch.	
✕	TENANT_FORWARDING	SUBNET_ROUTE	BD_SUBNET_MISSING_ON_BORDER_LEAF	Bridge domain subnets in a VRF should be present on both the border leaf and the remaining switches on which the bridge domain is deployed. In some cases, the bridge domain may not be deployed on the border leaf switch.	
✕	TENANT_ENDPOINT	ENDPOINT_LEARNING	CONNECTED_EP_LEARNING_ERROR	Endpoint information is not consistent across the fabric leafs and spines.	
✕	TENANT_ENDPOINT	ENDPOINT_LEARNING	CONNECTED_EP_LEARNING_ERROR	Endpoint information is not consistent across the fabric leafs and spines.	

Rows 10 25 50 100

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Severity ▼ 1	Event Category	Event Subcategory	Event Name ▲ 2	Event Description
	Filter	Filter	=BD_SUBNET_MISSING_ON_BORDER_LEAF ×	
⊗	TENANT_FORWARDING	SUBNET_ROUTE	BD_SUBNET_MISSING_ON_BORDER_LEAF	Bridge domain subnets in a VRF should be present on both the border leaf and the remaining switches on which the bridge domain is deployed. In some cases, the bridge domain may not be deployed on the border leaf switch.

Description	Bridge domain subnets in a VRF should be present on both the border leaf and the remaining switches on which the bridge domain is deployed. In some cases, the bridge domain may not be deployed on the border leaf switch.
Impact	Traffic from external IP addresses that are allowed to communicate via a policy with endpoints in this subnet range will be affected.

Affected Objects Details

Subnet	Tenant	BD	BD's VRF	EPG	Border Leaf
[172.20.30.1/26]	kubesbx30	kube-node-bd	sbx_shared	-	**leaf101**

Checks

Check Code	Failing Condition	Suggested Next Steps
50	The subnet associated with bridge domains has L3Outs configured but is missing on the border leaf	1. Determine if this subnet is to be advertised externally. If not, change the subnet scope to private. If a contract is not associated, determine the correct contract to be used and associate it with the correct EPGs and external EPGs. If yes, determine if one or more EPGs belonging to this Bridge Domain have a contract associated with the L3Out external EPG. 2. Collect a techsupport from this leaf switch and contact Cisco TAC for assistance with the root cause of the issue before any potential corrective action is performed. ◦ Disassociate the BD with the affected L3Out's and attempt to reassociate it to see if the problem clears. Tenant→Networking→Bridge Domains→BD Name→L3 Configurations→Associated L3Outs. 3. If the corrective action above did not resolve, and If the current impact on connectivity is severe, a clean reload of the switch may clear the issue. Use caution when performing this step as this is a border leaf and other EPGs may be affected. Ensure all documentation has been collected beforehand in order for the RCA to be performed.

Name of L3Out	List of External EPGs
sbx_shared_L3Out	any_ip

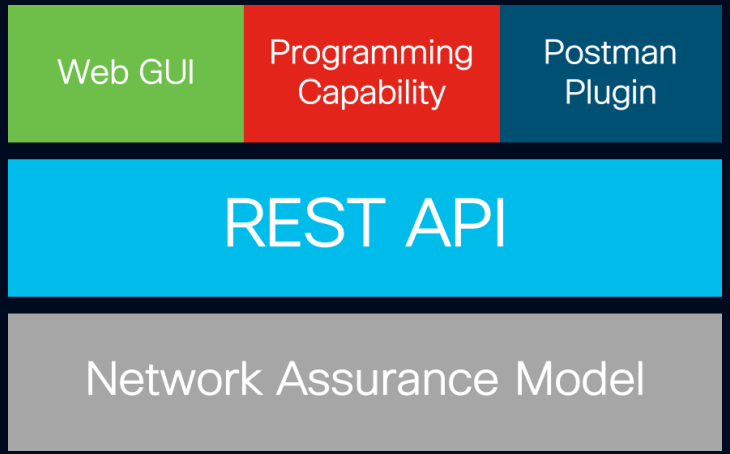
Event ID/Code

Event ID	Code
d9e15b75-8fbc9ab6-5cbd-3b52-8205-cc3991e9d70b-377480037c4a71f5a6495278a12d4f9c	6003

Network Assurance Engine(NAE) APIs & Data Models

Network Assurance Engine – Data Model & REST APIs

- Same objects irrespective of interface
- Smart Event Data Model
  - Severity, Category, SubCategory, Mnemonic
  - Description
  - Impact
  - Affected Objects
  - Checks
  - Remediation Suggestion



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Auto Remediation Use case with NAE and ServiceNow

Cisco Network Assurance Engine Application

Network Assurance, Smart Events, Smart Events Mapping, Incident Management and Reporting

now Certified App

Cisco Systems Inc

Compatibility: New York, Madrid | Other App Versions

Pricing

Free

☆☆☆☆☆ No Reviews

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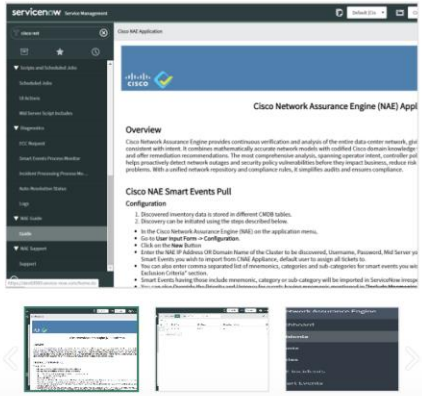
Summary

Cisco Network Assurance Engine provides continuous verification and analysis of the entire data-center network, giving operators confidence that their network is operating consistent with intent. It combines mathematically accurate network models with codified Cisco domain knowledge to generate SmartEvents that pinpoint deviations from intent and offer remediation recommendations. The most comprehensive analysis, spanning operator intent, controller policy, as well as switch configurations and data-plane state, helps proactively detect network outages and security policy vulnerabilities before they impact business, reduce risk by predicting change impact, and rapidly root-cause problems. With a unified network repository and compliance rules, it simplifies audits and ensures compliance.



Get

Contact Seller →

Type
Integration

Version
1.2.0
Other App Versions

Dependencies and Licensing
View Dependencies and Licensing Requirements

Compatibility
New York
Madrid

Supporting Links and Docs
ServiceNow Store Terms Of Use
Vendor App Subscription Terms and Conditions
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Support Contact

Show more

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Technical Support
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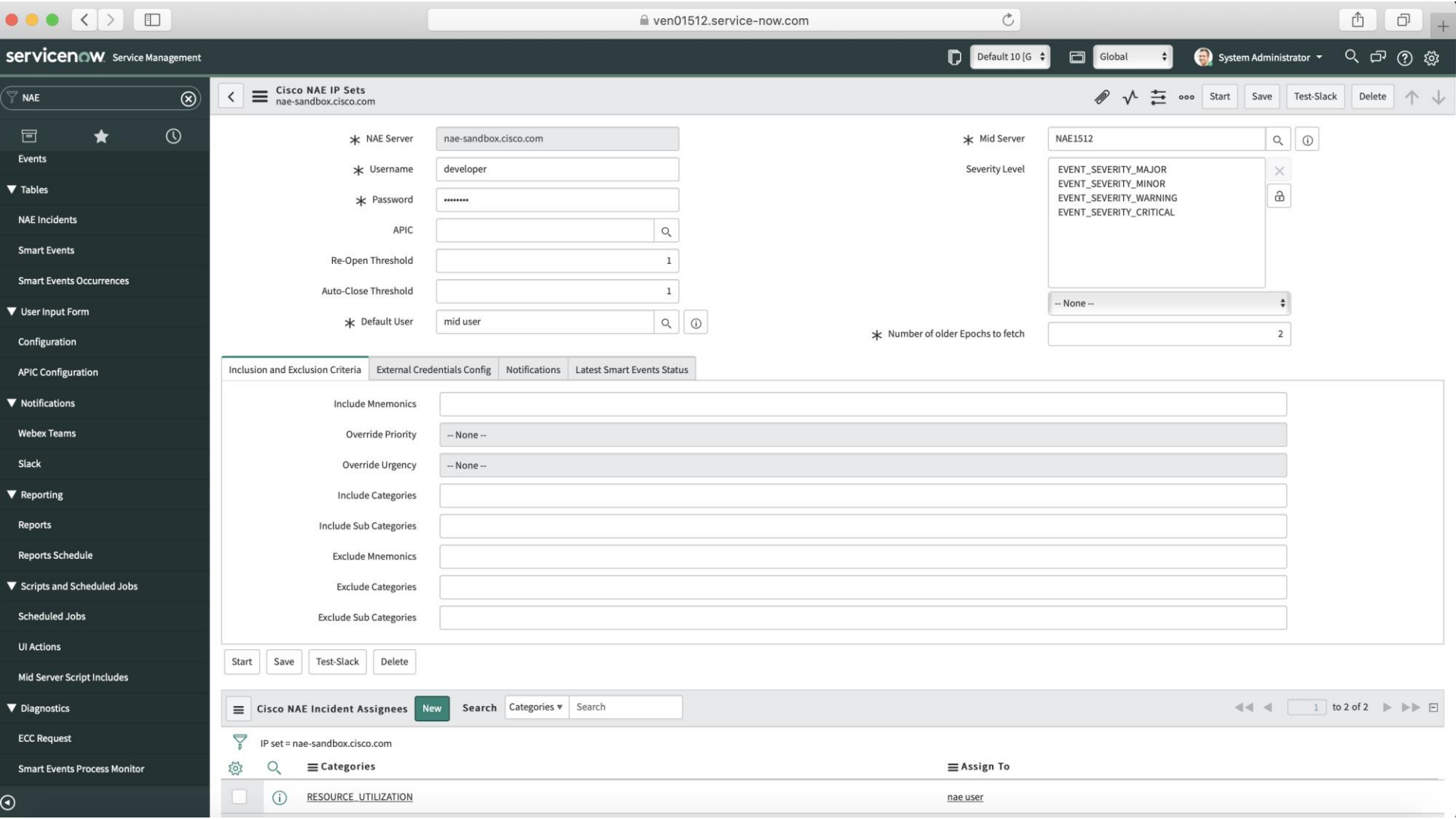
tac@cisco.com

Industry
All

FEEDBACK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servicenow Service Management
Default 10 [G
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Smart Events Occurrences
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Scheduled Jobs
UI Actions
Mid Server Script Includes
Diagnostics
ECC Request
Smart Events Process Monitor
Cisco NAE IP Sets
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Start
Save
Test-Slack
Delete
NAE Server
nae-sandbox.cisco.com
Username
developer
Password
APIC
Re-Open Threshold
1
Auto-Close Threshold
1
Default User
mid user
Mid Server
NAE1512
Severity Level
EVENT_SEVERITY_MAJOR
EVENT_SEVERITY_MINOR
EVENT_SEVERITY_WARNING
EVENT_SEVERITY_CRITICAL
-- None --
Number of older Epochs to fetch
2
Inclusion and Exclusion Criteria
External Credentials Config
Notifications
Latest Smart Events Status
Include Mnemonics
Override Priority
-- None --
Override Urgency
-- None --
Include Categories
Include Sub Categories
Exclude Mnemonics
Exclude Categories
Exclude Sub Categories
Start
Save
Test-Slack
Delete
Cisco NAE Incident Assignees
New
Search
Categories
Search
1
to 2 of 2
IP set = nae-sandbox.cisco.com
Categories
Assign To
RESOURCE_UTILIZATION
nae user

NAE Incidents Dashboard | Ser

ven01512.service-now.com/nav_to.do?uri=%2Fhome.do%3Fsysparm_userpref_homepage%3D146399b9db7b8700edef5878dc9619c8

servicenow Service Management

Default [Cisco N

Cisco Network

System Administrator

NAE

Cisco Network Assurance Engine (NAE)

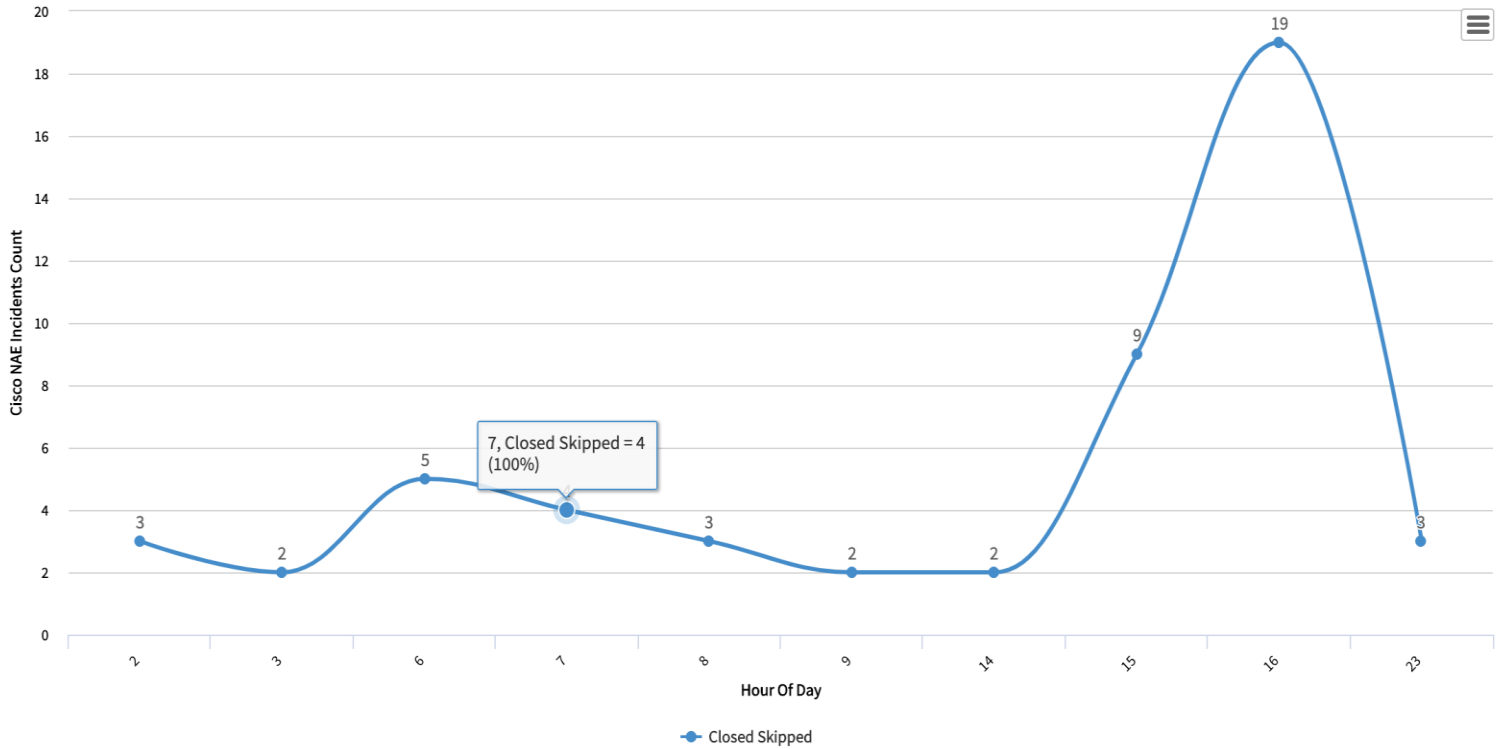
- Dashboard
  - Incidents
  - Events
- Tables
  - NAE Incidents
  - Smart Events
  - Smart Events Occurrences
- User Input Form
  - Configuration
  - APIC Configuration
- Notifications
  - Webex Teams

Add content

NAE Incidents Dashboard

Change Layout

Incidents Spline



NAE Incidents Dashboard | Ser

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Default [Cisco N

Cisco Network

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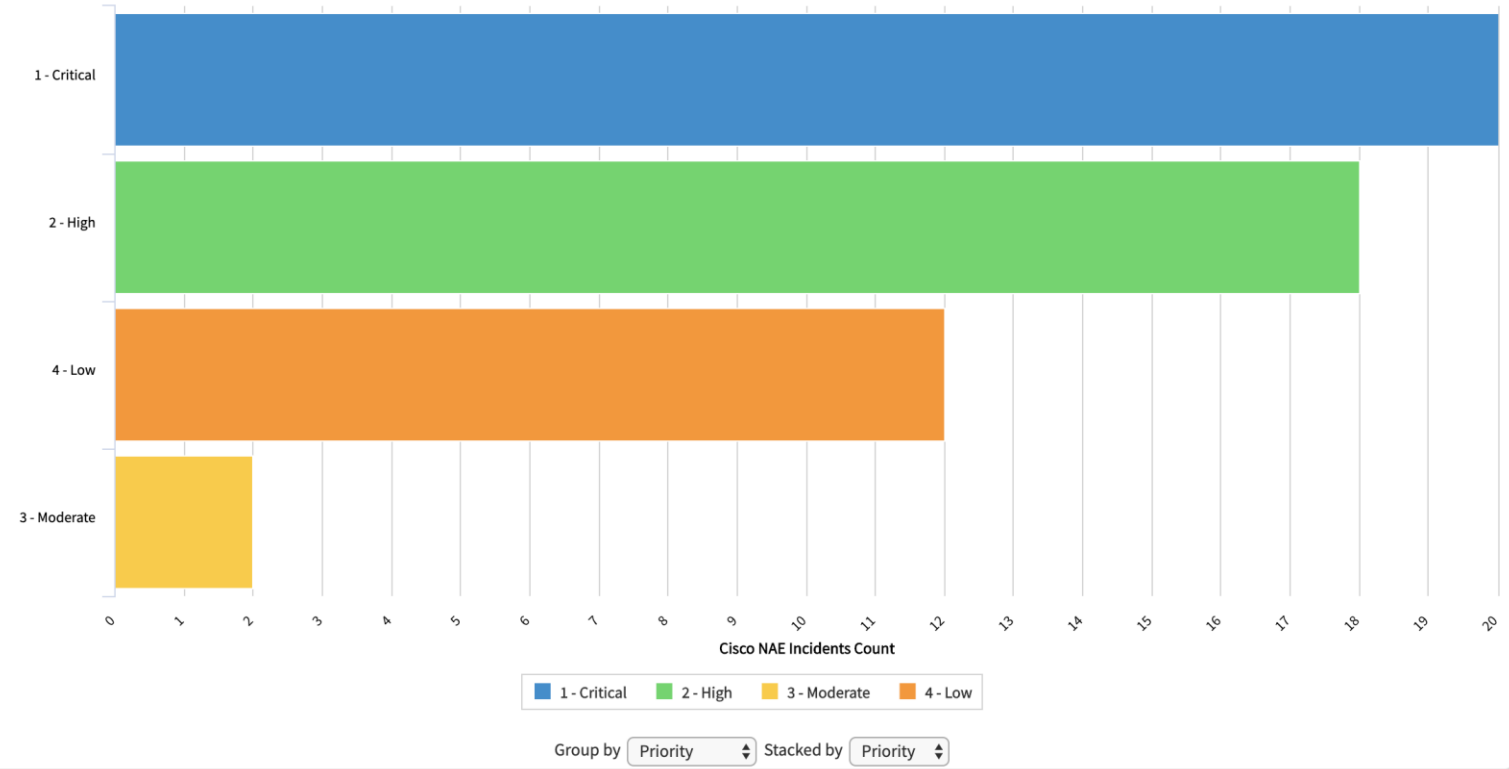
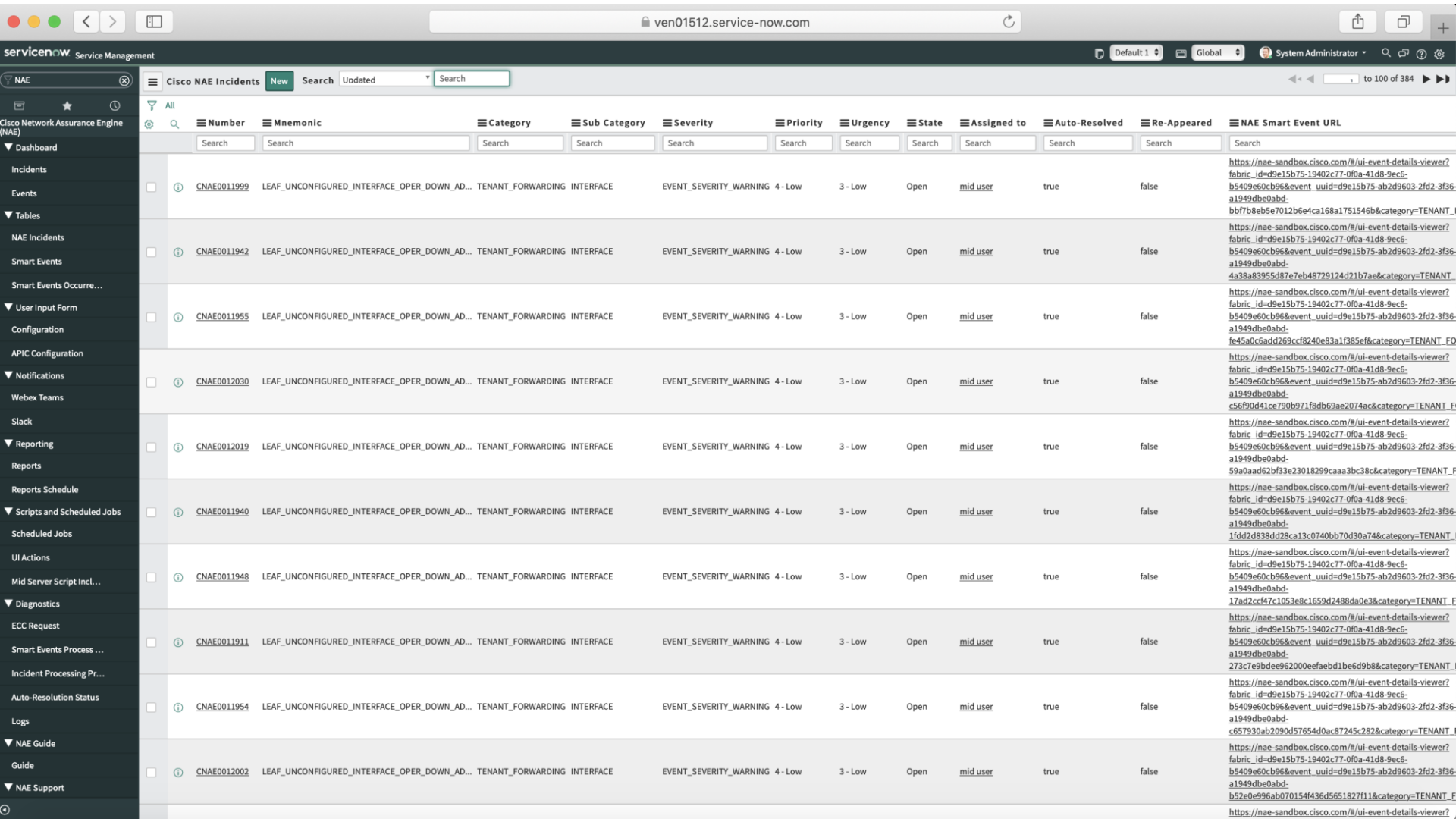
Incidents



Group by Priority Stacked by Priority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Reports Schedule
Scripts and Scheduled Jobs
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UI Actions
Mid Server Script Incl...
Diagnostics
ECC Request
Smart Events Process ...
Incident Processing Pr...
Auto-Resolution Status
Logs
NAE Guide
Guide
NAE Support
Number
Mnemonic
Category
Sub Category
Severity
Priority
Urgency
State
Assigned to
Auto-Resolved
Re-Appeared
NAE Smart Event URL
CNAE0011999 LEAF_UNCONFIGURED_INTERFACE_OPER_DOWN_AD... TENANT_FORWARDING INTERFACE EVENT_SEVERITY_WARNING 4 - Low 3 - Low Open mid user true false https://nae-sandbox.cisco.com/#/ui-event-details-viewer?fabric_id=d9e15b75-19402c77-0f0a-41d8-9ec6-b5409e60cb96&event_uuid=d9e15b75-ab2d9603-2fd2-3f36-a1949dbe0abd-bbf7b8eb5e7012b6e4ca168a1751546b&category=TENANT_
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CNAE0012030 LEAF_UNCONFIGURED_INTERFACE_OPER_DOWN_AD... TENANT_FORWARDING INTERFACE EVENT_SEVERITY_WARNING 4 - Low 3 - Low Open mid user true false https://nae-sandbox.cisco.com/#/ui-event-details-viewer?fabric_id=d9e15b75-19402c77-0f0a-41d8-9ec6-b5409e60cb96&event_uuid=d9e15b75-ab2d9603-2fd2-3f36-a1949dbe0abd-c56f90d41ce790b971f8db69ae2074ac&category=TENANT_F
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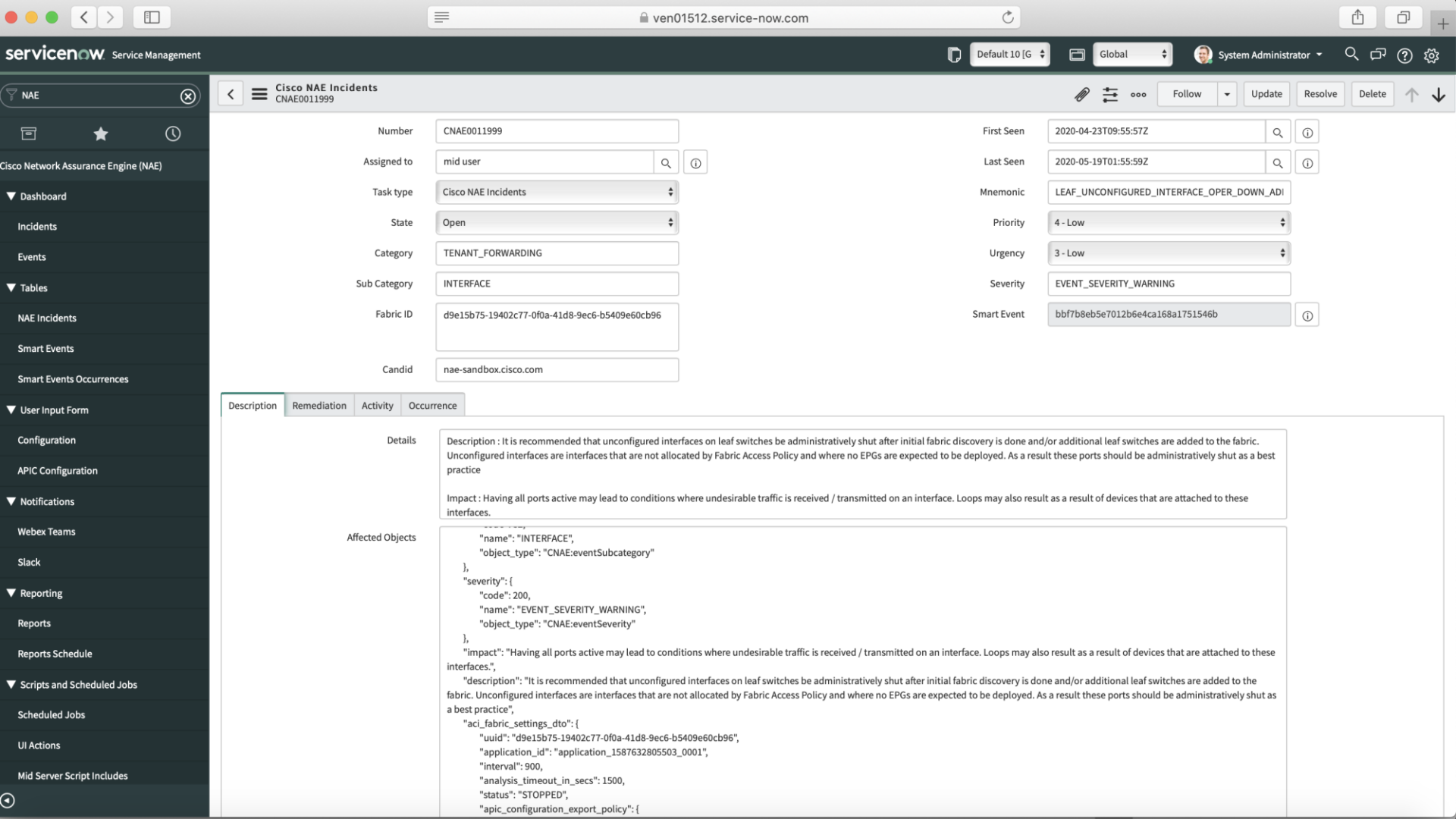
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Scheduled Jobs
UI Actions
Mid Server Script Includes
Cisco NAE Incidents
CNAE0011999
Follow
Update
Resolve
Delete
Number
CNAE0011999
Assigned to
mid user
Task type
Cisco NAE Incidents
State
Open
Category
TENANT_FORWARDING
Sub Category
INTERFACE
Fabric ID
d9e15b75-19402c77-0f0a-41d8-9ec6-b5409e60cb96
Candid
nae-sandbox.cisco.com
First Seen
2020-04-23T09:55:57Z
Last Seen
2020-05-19T01:55:59Z
Mnemonic
LEAF_UNCONFIGURED_INTERFACE_OPER_DOWN_ADI
Priority
4 - Low
Urgency
3 - Low
Severity
EVENT_SEVERITY_WARNING
Smart Event
bbf7b8eb5e7012b6e4ca168a1751546b
Description
Remediation
Activity
Occurrence
Details
Description : It is recommended that unconfigured interfaces on leaf switches be administratively shut after initial fabric discovery is done and/or additional leaf switches are added to the fabric. Unconfigured interfaces are interfaces that are not allocated by Fabric Access Policy and where no EPGs are expected to be deployed. As a result these ports should be administratively shut as a best practice
Impact : Having all ports active may lead to conditions where undesirable traffic is received / transmitted on an interface. Loops may also result as a result of devices that are attached to these interfaces.
Affected Objects
"name": "INTERFACE",
"object_type": "CNAE:eventSubcategory"
},
"severity": {
"code": 200,
"name": "EVENT_SEVERITY_WARNING",
"object_type": "CNAE:eventSeverity"
},
"impact": "Having all ports active may lead to conditions where undesirable traffic is received / transmitted on an interface. Loops may also result as a result of devices that are attached to these interfaces.",
"description": "It is recommended that unconfigured interfaces on leaf switches be administratively shut after initial fabric discovery is done and/or additional leaf switches are added to the fabric. Unconfigured interfaces are interfaces that are not allocated by Fabric Access Policy and where no EPGs are expected to be deployed. As a result these ports should be administratively shut as a best practice",
"aci_fabric_settings_dto": {
"uuid": "d9e15b75-19402c77-0f0a-41d8-9ec6-b5409e60cb96",
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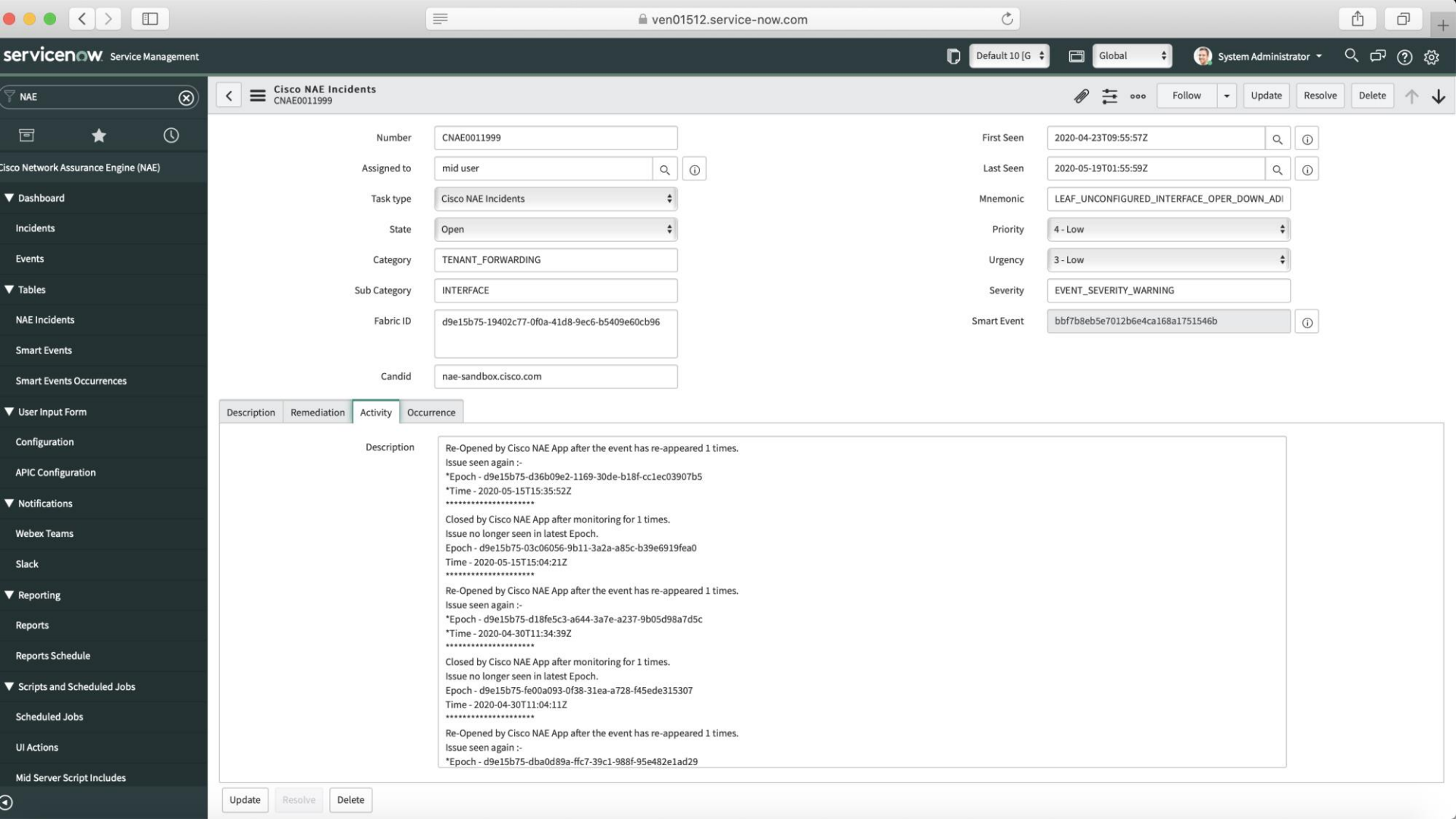
ven01512.service-now.com
servicenow Service Management
Default 10 [G
Global
System Administrator
NAE
Cisco Network Assurance Engine (NAE)
Dashboard
Incidents
Events
Tables
NAE Incidents
Smart Events
Smart Events Occurrences
User Input Form
Configuration
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Reports
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Scheduled Jobs
UI Actions
Mid Server Script Includes
Cisco NAE Incidents
CNAE0011999
Follow
Update
Resolve
Delete
Number
CNAE0011999
Assigned to
mid user
Task type
Cisco NAE Incidents
State
Open
Category
TENANT_FORWARDING
Sub Category
INTERFACE
Fabric ID
d9e15b75-19402c77-0f0a-41d8-9ec6-b5409e60cb96
Candid
nae-sandbox.cisco.com
First Seen
2020-04-23T09:55:57Z
Last Seen
2020-05-19T01:55:59Z
Mnemonic
LEAF_UNCONFIGURED_INTERFACE_OPER_DOWN_ADI
Priority
4 - Low
Urgency
3 - Low
Severity
EVENT_SEVERITY_WARNING
Smart Event
bbf7b8eb5e7012b6e4ca168a1751546b
Description
Remediation
Activity
Occurrence
Description
Re-Opened by Cisco NAE App after the event has re-appeared 1 times.
Issue seen again :-
*Epoch - d9e15b75-d36b09e2-1169-30de-b18f-cc1ec03907b5
*Time - 2020-05-15T15:35:52Z
****
Closed by Cisco NAE App after monitoring for 1 times.
Issue no longer seen in latest Epoch.
Epoch - d9e15b75-03c06056-9b11-3a2a-a85c-b39e6919fea0
Time - 2020-05-15T15:04:21Z
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Re-Opened by Cisco NAE App after the event has re-appeared 1 times.
Issue seen again :-
*Epoch - d9e15b75-d18fe5c3-a644-3a7e-a237-9b05d98a7d5c
*Time - 2020-04-30T11:34:39Z
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Closed by Cisco NAE App after monitoring for 1 times.
Issue no longer seen in latest Epoch.
Epoch - d9e15b75-fe00a093-0f38-31ea-a728-f45ede315307
Time - 2020-04-30T11:04:11Z
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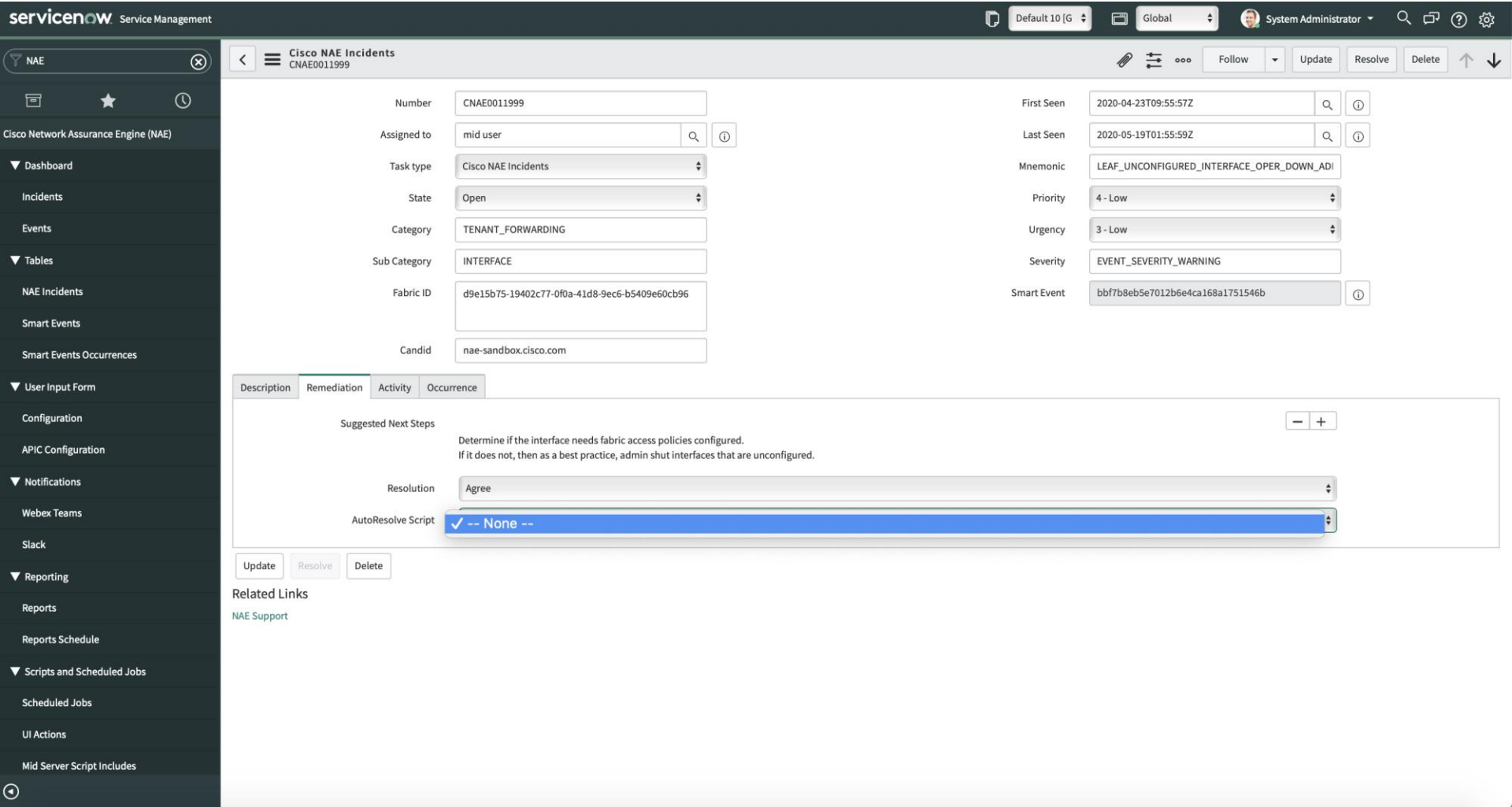
Re-Opened by Cisco NAE App after the event has re-appeared 1 times.
Issue seen again :-
*Epoch - d9e15b75-dba0d89a-ffc7-39c1-988f-95e482e1ad29
Update
Resolve
Delete


servicenow Service Management
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3 - Low
Severity
EVENT_SEVERITY_WARNING
Smart Event
bbf7b8eb5e7012b6e4ca168a1751546b
Description
Remediation
Activity
Occurrence
Suggested Next Steps
Determine if the interface needs fabric access policies configured.
If it does not, then as a best practice, admin shut interfaces that are unconfigured.
Resolution
Agree
AutoResolve Script
-- None --
Update
Resolve
Delete
Related Links
NAE Support

Resources & Next Steps

Learn More	• Cisco Network Assurance Engine • NAE ServiceNow Solution Overview • NAE Service-Now Demo
Build your own Self-Driving Data Center	• Try NAE on DevNet Sandbox • Download NAE Plugin on ServiceNow Store • Review NAE REST API Guide • Request NAE Trial License

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