

# NetBrain Integration Deployment Guide

Single Pane of Glass – Technical Assistance Center (TAC)

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## Use Case

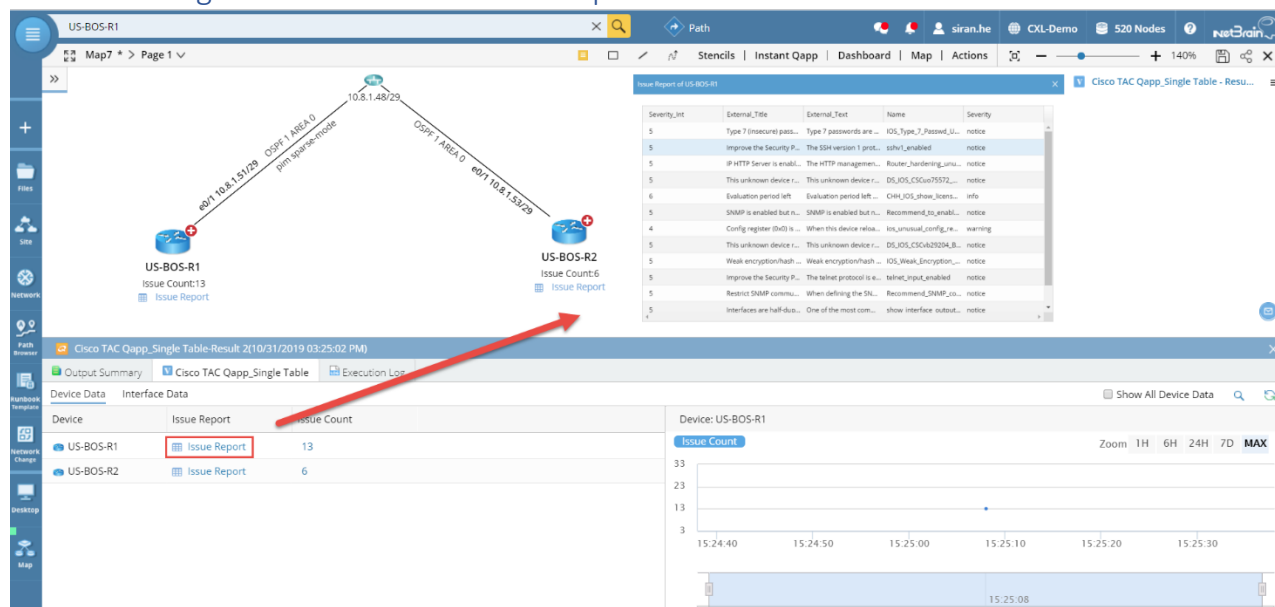
### Description

NetBrain will retrieve Cisco device issue data from Cisco Connected TAC bridge server and display it on NetBrain map as DataView. Network engineers can use those data to further troubleshoot device issues.

The Data View includes:

- Issue Count
- Severity
- Severity\_Int
- Name
- External\_Title
- External\_Text

### NetBrain Single Pane of Glass Result Sample



## Pre-requisites

### Application Version

Application	Version
NetBrain	IEv8.0 and above

### Network Connectivity

Source	Destination	Protocol
NetBrain Front Server	Cisco TAC bridge server	HTTP/HTTPS

### User Account and Privileges

Application	User Account	Role
NetBrain	Required	System Admin
Cisco TAC	Required	Any role that can use API and query device issues

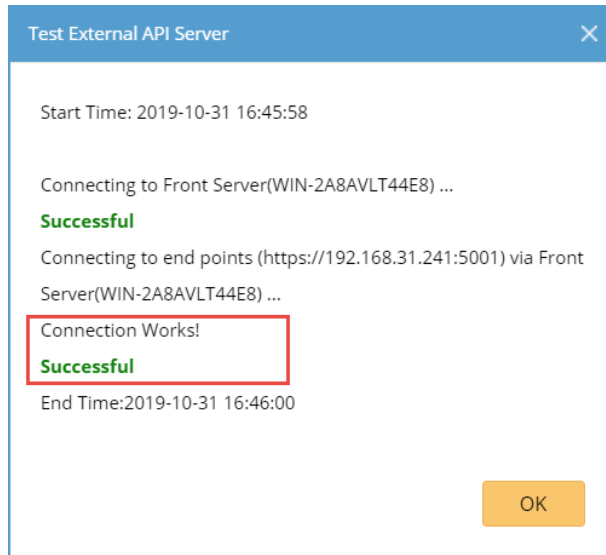
## Deployment Instruction

### Create API Adaptor

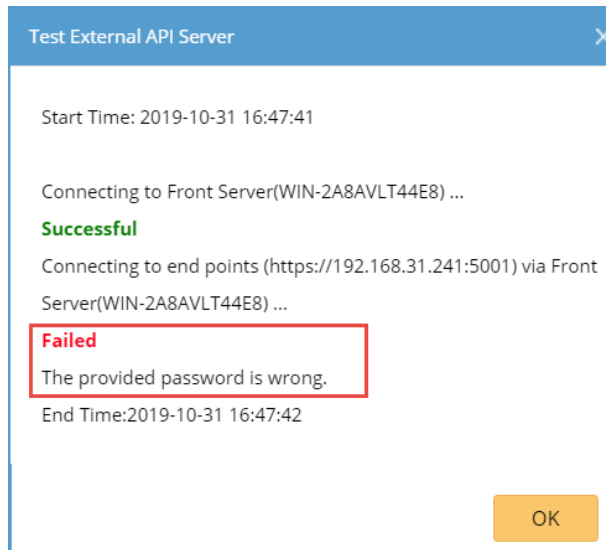
1. Download **Cisco TAC API Adaptor.py** file.
2. Login NetBrain System Management page.
3. Navigate to **Operations → API Adaptors**.
4. Click **Add** button.
5. Fill out the form with following information:
  - Adapter Name: **Cisco TAC API Adapter**.
  - Description: **Cisco TAC API Adapter**.
  - Script: Click **Import** button to import the downloaded **Cisco TAC API Adaptor.py** file.
6. Click **Save** button.

### Create External API Server

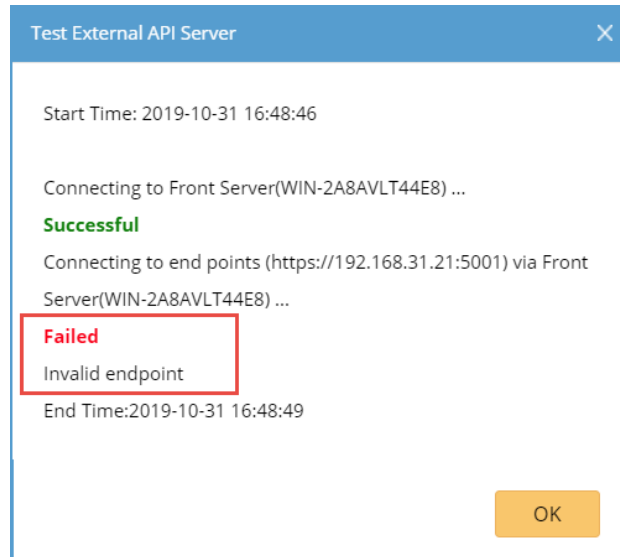
1. Login NetBrain Desktop.
2. Open the Domain Management page and navigate to **Operations → API Server Manager**.
3. Click **Add** button.
4. Fill out the form with following information:
  - Server Name: Cisco TAC
  - Description: Cisco TAC
  - API Source Type: Select "**Cisco TAC API Adapter**" API Adapter created in last section.
  - Endpoints: Cisco Bridge Server and port number, i.e. "https://192.168.31.68:5001".
  - Username: Cisco TAC login username.
  - Password: Cisco TAC login password.
  - Front Server/Front Server Group: Select a proper FS/FSG.
5. Click Test button to test the connectivity.
  - Successful



- Invalid credentials



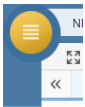
- Invalid endpoint



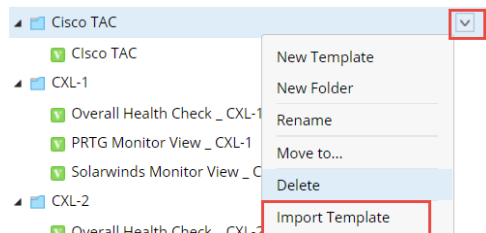
6. With a successful test, click **OK** button to save.

### Import Data View Template

1. Download **Cisco TAC.xdvt** file.
2. Login NetBrain Desktop.
3. Navigate to Main Menu → **Data View Template Manager**.



4. Select **Import Template** in target directory.



5. Click **Add Data View Template ...** button.
6. Select the downloaded file from Step 1.
7. Click **Import** button to complete.
8. Navigate to **Parser Library** from Main Menu.
9. Search for **Cisco TAC Parser** and open it.
10. In Parser Type dropdown lists, select API + **Cisco TAC API Adapter**.

### Update Device Shared Device Settings

1. Login NetBrain Desktop.
2. Create **Device Group** based on managed FS/FSG.
3. Map one device to a map.
4. Right click the device and select **"Shared Device Settings"**.
5. Click on **API** tab.
6. From API Plugin section, find API Source Type **"Cisco TAC API Adapter"**.
7. Select **"Cisco TAC"** as the **External API Servers**.
8. Check **"Apply above Settings to device group"**.
9. Check **Cisco TAC API Adapter** row in API Plugin section of API tab.
10. Select the Device Group created in Step 2.

11. Click **Submit** button to save.

## How to run this Data View Template

### On demand

1. Map devices onto a map.
2. Search for **Cisco TAC** in Data View area.
3. Click it.
4. Click **Apply** button.
5. Make sure it runs live, not cache.
6. Review the Data View result from map.

### Scheduled

1. Schedule the DVT from Domain Management → **Schedule Task**.
2. After it first time execution, check DVT result from map.

## Support & Services

If there are any problems during deployment, contact NetBrain Support at [support@netbraintech.com](mailto:support@netbraintech.com).