Configure the ACI Device Connector for Intersight Connectivity

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Introduction

This document describes the steps required to enable a Device Connector for Intersight connectivity of an ACI Fabric.

Background Information

Intersight connectivity is established with a Device Connector. An ACI Fabric has 2 Device Connector options for Intersight connectivity:

Device Connector Location	How is it installed?	Notes
APIC	As of 6.1(2)+, the Device Connector is embedded within APIC software	Before ACI 6.1(2), this required the Nexus Insights Cloud Connector (NICC) App
Nexus Dashboard	Nexus Dashboard Insights (NDI)	Previously named **Nexus Insights**

Connectivity Benefits

Intersight connectivity provides these features and benefits:

- Automated TechSupport Collection on SR open via Rapid Problem Resolution (RPR)
- Pre-upload Techsupports to Intersight via TAC Assist
- Proactive ACI SR Creation based on Fault Telelemetry via Proactive ACI Engagements

Quick Start Videos

APIC via Nexus Insights Cloud Connector

ND via Nexus Dashboard Insights

Prerequisites

APIC

Minimum recommended APIC version: 4.2(3j).

1. The APIC Device connector must be able to properly resolve svc.intersight.com.
    - Validate via APIC cli: **nslookup svc.intersight.com**
2. The APIC Device connector must be allowed outbound communication on HTTPs port 443.
    - Validate via APIC CLI: curl https://svc.intersight.com
3. If a proxy is required, then it must be configured within the APIC System Settings.
    - Navigate to **System > System Settings > Proxy Policy** and validate it.

Note: ACI release 6.0(2)+ adds a new Cisco Intersight proxy service directly onto Switch nodes. This new proxy service requires a completed DNS Service Policy configuration in the management VRF to

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program DNS onto all switch nodes and enable the proxy to resolve Cisco Intersight and share Asset Device Registration (Connected Device Sub Target) telemetry.

Nexus Dashboard

Minimum recommended ND version: 2.1.2.

1. The Device connector must be able to properly resolve svc.intersight.com.
    - Validate via ND CLI as rescue-user: nslookup svc.intersight.com
2. The Device connector must be allowed outbound communication on HTTPS port 443.
    - Validate via ND CLI as rescue-user: curl https://svc.intersight.com
3. If a proxy is required, then it must be configured within the Cluster Proxy Configuration.
    - Validate at: **Nexus Dashboard > Admin Console > Infrastructure > Cluster Configuration** and edit **Proxy Configuration**.
4. ND must have an ACI Site added.
    - Navigate to **Nexus Dashboard > Admin Console > Sites** and validate it.

Intersight

1. An Intersight.com account is required to claim the device.

Note: The Cisco Intersight APIC Device Claim functionality is also available for the EMEA region. These steps apply to both Regions.

Setup Device Connector

APIC - built-in on 6.1(2)+

1. Validate the Device connector Settings.
    - Navigate to **System > System Settings > Intersight Connectivity**.
    - Click the Settings gear to ensure the Device Connector is enabled.
    - Access Mode and auto-update can be modified, though it is generally not recommended.
    - Close **Settings** to get back to Device Connector Page.
    - Take note of the **Device ID** and **Claim Code**.
2. Claim the device within Intersight.com
    - Intersight requires the **Device ID** and **Claim Code** noted in Step 4.

APIC - via the NICC App for pre-6.1(2)

1. Download the latest version[1] of the Nexus Insights Cloud Connector app from the Cisco DC App Center.

2. Upgrade the Nexus Insights Cloud Connector app.
    - Navigate to **Apps > Installed Apps**
    - Click the **Upgrade** button within the NICC App panel.
    - Upload the latest version.
3. Validate NICC Data Collection Setup.
    - Open the NICC app.
    - Click the **Gear Icon** to re-run the app setup.
    - Edit configuration of Data Collection Setup.
    - Check off all Pods to be collected, then submit.
4. Validate the Device connector Settings.
    - Navigate to **System > System Settings > Intersight**.
    - Click the Settings gear to ensure the Device Connector is enabled.
    - Access Mode and auto-update can be modified, though it is generally not recommended.
    - Close **Settings** to get back to Device Connector Page.
    - Take note of the **Device ID** and **Claim Code**.
5. Claim the device within Intersight.com
    - Intersight requires the **Device ID** and **Claim Code** noted in Step 4.

[1]NICC version 2.2.8.6 and up includes the log4j fix.

Nexus Dashboard - via Nexus Dashboard Insights (NDI)

1. Enable/Install the latest version[2] of Nexus Dashboard Insights from the Cisco DC App Center
2. Validate if all fabric nodes are visible/discovered correctly in Nexus Dashboards Insights.
    - Navigate to **Nexus Dashboard > Admin Console > Services**. Open **Nexus Dashboard Insights** and navigate to **Nodes**.
    - Scroll through the right pane to verify all expected nodes are discovered.
    - Nodes not shown in this view are not accessible for intersight-related activities and features.
3. Validate Device Connector Settings.
    - Navigate to **Nexus Dashboard > Admin Console > Infrastructure > Intersight**
    - Click the Settings gear to ensure the Device Connector is enabled.
    - Access Mode and Auto Update can be modified, though it is generally not recommended.
    - Take a note of the **Device ID** and **Claim Code.**
4. Claim the device within intersight.com
    - Intersight requires the **Device ID** and **Claim Code** noted in Step 3.

[2]NDI version 6.0.2 and up includes the log4j fix.

Claim the device within intersight.com

To claim a new target, do the following:

1. **Log into Intersight** with the Account Administrator, Device Administrator, or Device Technician privileges.

2. From the **Service Selector** drop-down list, **select System**.

3. Navigate to **ADMIN > Targets > Claim a New Target**.
4. Choose Available for Claiming and **select the target type** you want to claim. Click Start.
5. Enter the required details and **click Claim** to complete the claiming process.

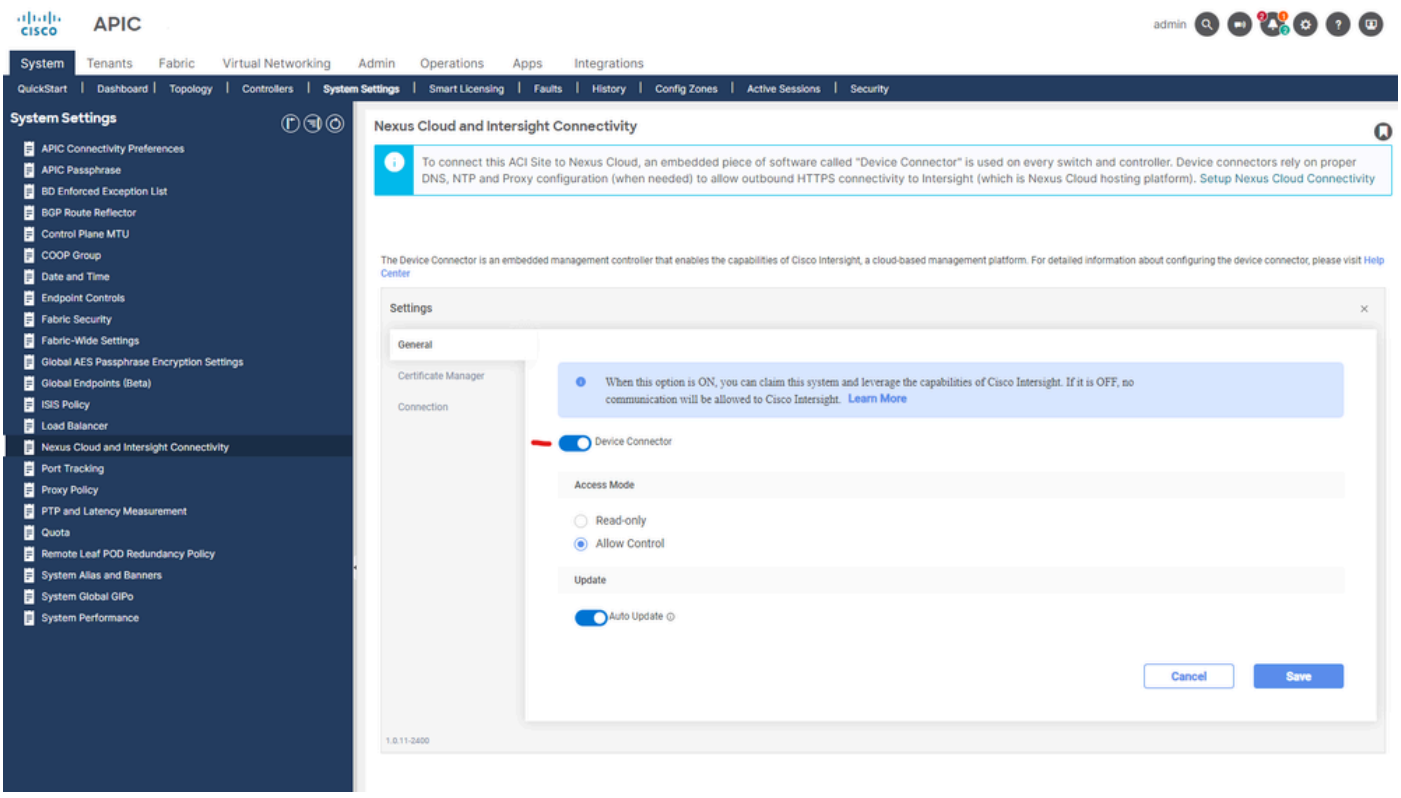
Disable Device Connector

APIC - via the UI

To disable the Device Connector, the "Device Connector" knob can be switched to the OFF position.

Navigate to **System Settings > Nexus Cloud and Intersight Connectivity > Settings** to find the 'Device Connector' knob which can be switched to the OFF Position.

Note: Depending on your APIC version, the Intersight Connectivity tab has been named **Intersight, Intersight Connectivity, Nexus Cloud** or **Nexus Cloud and Intersight Connectivity**. Regardless, the settings gear at this tab is where the "Device Connector" knob can be found.

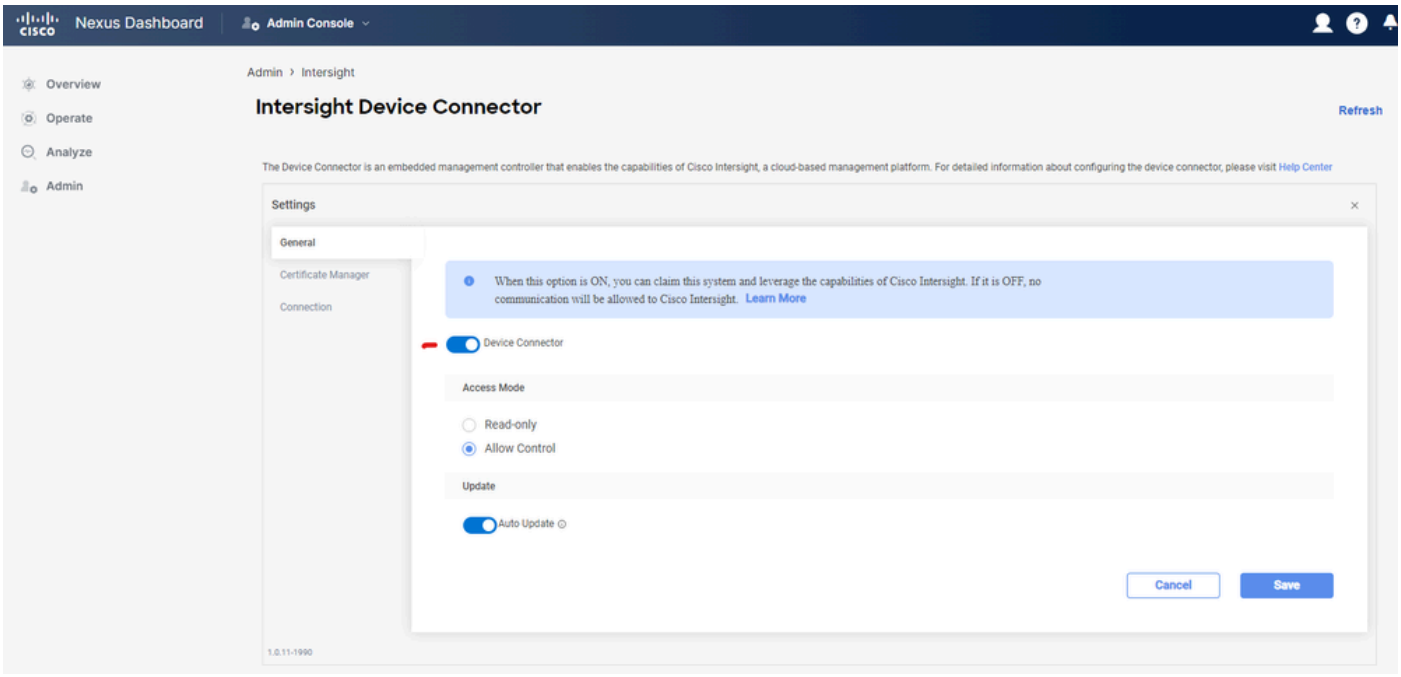


Intersight Connection Settings

Nexus Dashboard - via the UI

To disable the Device Connector, the "Device Connector" knob can be switched to the OFF position.

Navigate to **Admin Console > Admin > INtersight** to find the 'Device Connector' knob which can be switched to the OFF Position.



ND Intersight Settings

Additional Information

Cisco Intersight

Cisco Intersight is a management platform delivered as a service with embedded analytics for your Cisco and 3rd party IT infrastructure. This platform offers an intelligent level of management that enables IT organizations to analyze, simplify, and automate their environments in more advanced ways than the prior generations of tools. For more information and FAQs, please visit https://intersight.com/help/home.

Device Connector

The Device Connector embedded on the APIC is used to connect an ACI Fabric to Intersight. The Device Connector provides a secure way for the connected devices to send information and receive control instructions from the Cisco Intersight portal. On APIC reboot, the Device Connector starts by default and attempts to connect to Intersight.

Nexus Insights Cloud Connector App

On a Cisco APIC, the NICC App is used to provide the TAC Assist functionality. TAC Assist provides a

method for users to generate tech support across multiple devices, then upload them into the Intersight Cloud. A TAC engineer can then pull those Tech Supports for analysis via a Service Request. Additionally, it enables a TAC Engineer to trigger on-demand tech support against ACI Nodes. Read on at the Cisco Nexus Insights Cloud Connector User Guide.

Connected TAC

Connecting and claiming an APIC to Intersight (Direct or via Nexus Dashboard) enables Connected TAC functionality. This includes, but is not limited to, the ability for TAC to pull Techsupports directly into an open Service Request as well as Proactive ACI Engagements based on ACI Fault Telemetry.