



Troubleshoot Crosswork Cloud

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Troubleshoot Crosswork Data Gateway Connectivity

The following steps will help you troubleshoot connectivity issues with your Crosswork Data Gateway and Crosswork Cloud.

Procedure

Step 1 In the main window, click **Data Gateways** and then click on the Crosswork Data Gateway for which you want to check connectivity.

Step 2 Ensure that the **Connectivity** field displays **Session Up**.

This indicates that the Crosswork Data Gateway is connected to the cloud.

Step 3 Ensure you have at least one device linked to the Crosswork Data Gateway.

Step 4 In the main window, click **Devices** and then click a device that is linked to the Crosswork Data Gateway.

Step 5 Click the **Status** tab.

Step 6 Ensure the Connectivity link between Crosswork Cloud and Crosswork Data Gateway is green, indicating the connection is working.

If the Connectivity link is red, which indicates there is an error, Crosswork Data Gateway is not connected to the cloud.

Step 7 Using SSH, log in to your Crosswork Data Gateway with the user name **dg-admin** and the password you specified when you installed Crosswork Data Gateway.

Step 8 Go to the Crosswork Data Gateway main menu, then select **Vitals > Controller Reachability** and verify that there is any established session. This will verify that the Crosswork Data Gateway can reach the default gateway and the DNS server.

If the Controller Reachability test failed, the failure is most likely due to one of the following issues:

- Routing is not set up correctly to be able to get from the Crosswork Data Gateway to the internet.
- A firewall between Crosswork Cloud and Crosswork Data Gateway might be preventing communication. Ensure your firewall configuration allows `cdg.crosswork.cisco.com` and `crosswork.cisco.com`.

- A web proxy might be preventing communication. If you have a web proxy, you must have configured the required information during the Crosswork Data Gateway installation. Reinstall Crosswork Data Gateway and configure the web proxy to allow communication between Crosswork Cloud and Crosswork Data Gateway.

Step 9 From the Crosswork Data Gateway main menu, select **Docker Containers** and verify that one of the following images appear:

- cti-image for Crosswork Cloud Trust Insights
- cfi-image for Crosswork Cloud Traffic Analysis

This ensures the Crosswork Data Gateway was able to download the required image from Crosswork Cloud.
