Enable your
Cisco Nexus Insights Cloud Connector
for TAC Assist

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CX Cisco Customer Experience

The **NI Cloud Connector** application (also known as "Network Insights Base") runs on the Cisco APIC and reduces time-to-remediation with "TAC assist" functionality. Traditionally, customers would need to manually initiate tech-support collection, download the resulting logs, and upload them to Cisco Technical Assistance Center (TAC).

With the NI Cloud Connector, customers can automatically collect technical support logs and securely upload them to the Cisco Intersight Cloud for access by TAC teams when assisting with problem resolution. It is recommended to upgrade to at least ACI release 4.2(7r) or 5.2(3g) to use fully up to date version of the application.

How Enhanced TAC Assist works

Cisco TAC

APIC
LOG ✓

It allows you to easily choose specific devices and generate support logs. You no longer need to configure multi-step policy. Now you can generate logs for the entire ACI fabric in just a few clicks.

Once generated, the logs can be added to a Service Request (SR) to assist Cisco TAC, accelerating the process of finding the issue and providing resolution.

It also enables TAC to send a request to collect and automatically upload logs for an open SR on Cisco APIC.

How to enable NI Cloud Connector

APIC

1. Enable your APIC's Device Connector

2. Access your Intersight Account
If you do not have an account, watch this video to learn how to quickly create one.

3. Claim ACI fabric using the Device Connector
Remember to collect the Device ID and Claim Code from the APIC's Device Connector and provide that information on intersight.com portal.

Data Protection
All you need to know

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- By enabling the connector, you give Cisco access to product usage telemetry from your network. Review the data points collected here.

- Any collected data is treated as Cisco Confidential, transmitted through an encrypted channel, only accessible to authorized Cisco personnel, and stored in Cisco INFOSEC approved data centers. Learn how Cisco protects your data and privacy every day.