Icon and State Reference

This section contains the following topics:

Device Reachability and Admin States

Device Reachability State—Indicates whether Prime Infrastructure can communicate with the device using all configured protocols.

Table 1: Device Reachability State

Icon	Device Reachability State	Description	Troubleshooting
	Reachable	Prime Infrastructure can reach the device using SNMP, or the NCS 2K device using ICMP.	—
	Ping reachable	Prime Infrastructure can reach the device using Ping, but not via SNMP.	Although ICMP ping is successful, check for all possible reasons why SNMP communication is failing. Check that device SNMP credentials are the same in both the device and in Prime Infrastructure, whether SNMP is enabled on the device, or whether the transport network is dropping SNMP packets due to reasons such as mis-configuration, etc. .
	Unreachable	Prime Infrastructure cannot reach the device using Ping.	Verify that the physical device is operational and connected to the network.

	Unknown	Prime Infrastructure cannot connect to the device.	Check the device.

Device Admin State—Indicates the configured state of the device (for example, if an administrator has manually shut down a device, as opposed to a device being down because it is not reachable by Ping).

Table 2: Device Admin State

Icon	Device Admin State	Description	Troubleshooting
	Managed	Prime Infrastructure is actively monitoring the device.	Not Applicable.
	Maintenance	Prime Infrastructure is checking the device for reachability but is not processing traps, syslogs, or TL1 messages.	To move a device back to Managed state, see Move a Device To and From Maintenance State.
	Unmanaged	Prime Infrastructure is not monitoring the device.	In the Network Devices table, locate the device and click the "i" icon next to the data in the **Last Inventory Collection Status** column. The popup window will provide details and troubleshooting tips. Typical reasons for collection problems are: • Device SNMP credentials are incorrect. • The Prime Infrastructure deployment has exceeded the number of devices allowed by its license. • A device is enabled for switch path tracing only. If a device type is not supported, its Device Type will be **Unknown**. You can check if support for that device type is available from Cisco.com by choosing **Administration** > **Licenses and Software Updates** > **Software Update** and then clicking **Check for Updates**.
	Unknown	Prime Infrastructure cannot connect to the device.	Check the device.

Port or Interface States

Port or Interface Primary States—Conveys the most important state information for a port or interface by combining the admin and operational states. The Multilayer Trace displays either a port's primary state or

alarm status. For the Chassis View, if an element does not support the changing of color to indicate a state change, you can still get the state change information from the alarm that is generated.

Note If there is an alarm associated with a port/interface, alarm icon will show up, port icon will not show. The alarm is shown only in case the port is not in test or admin down state.

Port or Interface Primary State	Icon	Admin Status	Operational State
Unknown		Unknown	Unknown
Down		Up	Down
Test		Test	—
Admin Down		Admin Down	—
Up		Up	Up
Auto Up		Up	Auto Up

Port or Interface Admin Status—Represents the configured state of the port or interface (for example, if an administrator has manually shut down a port).

Port or Interface Admin Status	Icon	Description
Unknown		Port or interface admin status is unknown. There is no response (or insufficient response) from the device.
Admin Down		Port or interface was manually shut down by the administrator.
Up		Port or interface is enabled by the administrator.
Test		Port or interface is being tested by the administrator.

Port or Interface Operational State—Conveys the port or interface's running state and whether it is working properly.

Port or Interface Operational State	Icon	Description
Unknown		Port or interface operational state is unknown. There is no response (or insufficient response) from the device.
Down		Port or interface is not working properly.
Up		Port or interface is receiving and transmitting data.

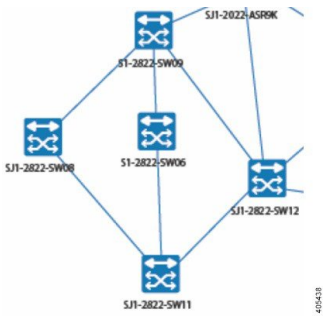
Auto Up		Port or interface is receiving and transmitting data (only certain devices support this state; other devices use "Up").

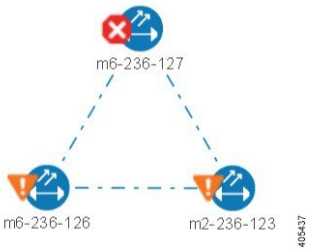
Link Serviceability States

Serviceability State	Icon	
Admin Down		Link was purposefully shut down by the administrator.
Down		Link is down (but it should not be). **Description**
Up		Link is up and traffic is passing through the link.
Unavailable		Link is not discovered by yet or the status is unavailable.
Partial		Link has a mismatch between requests, resources, or resource states. Examples: • Link is processing a request to activate some service resources and deactivate others. • Link has some active and some deactivated resources. • Some link resources that are up and others that are down. • The state for one of the link's resources is not known.

Link Characteristics

The following table describes the different types of links used to represent the connection between devices in the Topology Map view of Prime Infrastructure.

Link Type	Description
	Solid Line—Indicates a physical, topological, or service link, such as a link between two devices.

	Dashed Line—Indicates an association or business link between elements such as EVCs, VPLS service instances, or VPN components.

Equipment Operational States (Chassis View)

The equipment operational states represent the running state of the network element.

Equipment Operational State	Icon	Description
In Service	(none)	Equipment is operating properly.
Pre-provisioned		(Cisco NCS 2000 and Cisco ONS devices only) Equipment has been configured but is not physical present in the chassis.
Failed/Disabled/Down/Out of Service/Out of Service Maintenance		Equipment is not operating properly.
Unknown		Equipment operational state is unknown. No response (or insufficient response) from the device.

Alarm Severity Icons

The table below lists the alarm colors and their respective severity levels for the icons displayed in various parts of the web GUI.

Severity Icon	Description	Color
	Critical alarm	Red
	Major alarm	Orange
	Minor alarm	Yellow
	Warning alarm	Light Blue
	Alarm cleared; normal, OK	Green

Severity Icon	Description	Color
	Informational alarm	Medium Blue
	Indeterminate alarm	Dark Blue

Device Type Icons

Table below defines the icons used to represent different device types in the Topology and the Multi-layer Trace views in Prime Infrastructure.

Icon	Definition
	Switch
	Router
	Router Aggregated
	Cisco NCS 6000 device on which a Secure Domain Router (SDR) resides. The SDR's name is listed directly above the device's icon. **Note** There may be cases where the SDR label for a device that belongs to a cluster or user-defined group is not displayed (since auto-clustering is applied to devices based on their proximity).
	Router configured with an L3VPN service.
	Switch Aggregated

Icon	Definition
	Access Point
	Service Module
	UCS C-Series
	NAM Blade
	Group
	Generic Device
	Virtual Server
	Wireless LAN Controller
	Unknown
	DWDM ROADM Regeneration/NCS 2000

Icon and State Reference