



# CHAPTER 3

## Synchronizing Mobility Services Engines

This chapter describes how to synchronize Cisco wireless LAN controllers and the Cisco Prime Infrastructure with mobility services engines.



### Note

The Mobility Services Engines, Synchronize Services, Synchronization History, High Availability, Context Aware Notifications, and MSAP pages on the Services tab are available in Release 7.3.

This chapter contains the following sections:

- [Information About Synchronizing the Prime Infrastructure and Mobility Services Engines, page 3-1](#)
- [Synchronizing Controllers with a Mobility Services Engine, page 3-3](#)
- [Configuring Automatic Database Synchronization and Out-of-Sync Alerts, page 3-5](#)
- [Viewing Mobility Services Engine Synchronization Status, page 3-7](#)

## Information About Synchronizing the Prime Infrastructure and Mobility Services Engines

This section describes how to synchronize the Prime Infrastructure and mobility services engines manually and automatically.



### Note

The **Services > Synchronize Services** page is available only in the virtual domain in Release 7.3.

After adding a mobility services engine to the Prime Infrastructure, you can synchronize network designs (campus, building, floor, and outdoor maps), controllers (name and IP address), specific Catalyst 3000 series and 4000 series switches, and event groups with the mobility services engine.

- **Network Design**—A logical mapping of the physical placement of access points throughout facilities. A hierarchy of a single campus, the buildings that comprise that campus, and the floors of each building constitute a single network design.
- **Controller**—A selected controller that is associated and regularly exchanges location information with a mobility services engine. Regular synchronization ensures location accuracy.
- **Wired Switches**—Wired Catalyst switches that provide an interface to wired clients on the network. Regular synchronization ensures that location tracking of wired clients in the network is accurate.

- The mobility services engine can be synchronized with Catalyst stackable switches (3750, 3750-E, 3560, 2960, IE-3000 switches), switch blades (3110, 3120, 3130, 3040, 3030, 3020), and switch ports.
- The mobility services engine can also be synchronized with the following Catalyst 4000 series switches: WS-C4948, WS-C4948-10GE, ME-4924-10GE, WS-4928-10GE, WS-C4900M, WS-X4515, WS-X4516, WS-X4013+, WS-X4013+TS, WS-X4516-10GE, WS-X4013+10GE, WS-X45-SUP6-E, and WS-X45-SUP6-LE.
- Event Groups—A group of predefined events that define triggers that generate an event. Regular synchronization ensures that the latest defined events are tracked. Event groups can also be created by third-party applications. For more information on third-party application created event groups, see the “[Configuring Automatic Database Synchronization and Out-of-Sync Alerts](#)” section on page 3-5.
- Third Party Elements—When you synchronize elements with MSE, there might be event groups on the MSE that have been created by third-party applications. You can either delete the unused elements or mark them as third-party elements.
- Service Advertisements—MSAP provides service advertisements on mobile devices. This shows the service advertisement that is synchronized with the MSE.

## Prerequisites for Synchronizing the Mobility Services Engine

- Be sure to verify software compatibility between the controller, Prime Infrastructure, and the mobility services engine before synchronizing. See the latest mobility services engine release notes at the following URL:  
[http://www.cisco.com/en/US/products/ps9742/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps9742/tsd_products_support_series_home.html)
- Communication between the mobility services engine, Prime Infrastructure, and the controller is in Coordinated Universal Time (UTC). Configuring NTP on each system provides devices with UTC time. The mobility services engine and its associated controllers must be mapped to the same NTP server and the same Prime Infrastructure server. An NTP server is required to automatically synchronize time between the controller, Prime Infrastructure, and the mobility services engine. However, the timezone for MSE should still be set to UTC. This is because wIPS alarms require that the MSE time be set to UTC.

## Working with Third-Party Elements

When you synchronize elements with MSE, there might be event groups on the MSE that have been created by third-party applications. You can either delete the unused elements or mark them as third-party elements.

## Deleting Elements or Marking Them as Third-Party Elements

To delete elements or mark them as third-party elements, follow these steps:

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- Step 1** Choose **Services > Synchronize Services**.  
The Network Designs page appears.
- Step 2** In the Network Designs page, choose **Third Party Elements** from the left sidebar menu.

The Third Party Elements page appears.

**Step 3** Select one or more elements.

**Step 4** Click one of the following buttons:

- **Delete Event Groups**—Deletes the selected event groups.
- **Mark as 3rd Party Event Group(s)**—Marks the selected event groups as third-party event groups.

## Synchronizing Controllers with a Mobility Services Engine

This section describes how to synchronize a controller, assign an MSE to any wireless controller and also to unassign a network design, controller, wired switch, or event group from a mobility services engine.

### Synchronizing a Controller, Catalyst Switch, or Event Group

To synchronize network designs, a controller, a Catalyst switch, or event group with the mobility services engine, follow these steps:

**Step 1** Choose **Services > Synchronize Services**.

The left sidebar menu contains the following options: **Network Designs**, **Controllers**, **Event Groups**, **Wired Switches**, **Third Party Elements**, and **Service Advertisements**.

**Step 2** From the left sidebar menu, choose the appropriate menu options.

**Step 3** To assign a network design to a mobility services engine, in the Synchronize Services page, choose **Network Designs** from the left sidebar menu.

The Network Designs page appears.

**Step 4** Select all the maps to be synchronized with the mobility services engine by selecting the corresponding **Name** check box.



**Note** Through Release 6.0, you can assign only up to a campus level to a mobility services engine. Starting with Release 7.0 this option is granular to a floor level. For example, you can choose to assign floor1 to MSE 1, floor2 to MSE 2, and floor3 to MSE 3.

**Step 5** Click **Change MSE Assignment**.

**Step 6** Select the mobility services engine to which the maps are to be synchronized.

**Step 7** Click either of the following in the MSE Assignment dialog box:

- **Save**—Saves the mobility services engine assignment. The following message appears in the Messages column of the Network Designs page with a yellow arrow icon:  
“To be assigned - Please synchronize.”
- **Cancel**—Discards the changes to the mobility services engine assignment and returns to the Network Designs page.

You can also click **Reset** to undo the mobility services engine assignments.

**Note**

A network design may include a floor in a campus or a large campus with several buildings, each monitored by a different mobility services engine. Because of this, you may need to assign a single network design to multiple mobility services engines.

**Note**

Network design assignments also automatically picks up the corresponding controller for synchronization.

**Step 8** Click **Synchronize** to update the mobility services engine(s) database(s).

When items are synchronized, a green two-arrow icon appears in the Sync. Status column for each synchronized entry.

You can use the same procedure to assign wired switches or event groups to a mobility services engine. To assign a controller to a mobility services engine, see [“Synchronizing Controllers with a Mobility Services Engine” section on page 3-3](#) for more information.

## Assigning an MSE to the Controller

To assign a mobility services engine with any wireless controller on a per-service basis (CAS or WIPS), follow these steps:

**Step 1** Choose **Services > Synchronize Services**.

**Step 2** In the Network Designs page, choose **Controller** from the left sidebar menu.

**Step 3** Select the controllers to be assigned to the mobility services engine by selecting the corresponding **Name** check box.

**Step 4** Click **Change MSE Assignment**.

**Step 5** Choose the mobility services engine to which the controllers must be synchronized.

**Step 6** Click either of the following in the Choose MSEs dialog box:

- **Save**—Saves the mobility services engine assignment. The following message appears in the Messages column of the Controllers page with a yellow arrow icon:  
“To be assigned - Please synchronize.”
- **Cancel**—Discards the changes to mobility services engine assignment and returns to the Controllers page.

You can also click **Reset** to undo the mobility services engine assignments.

**Step 7** Click **Synchronize** to complete the synchronization process.

**Step 8** Verify that the mobility services engine is communicating with each of the controllers for only the chosen service. This can be done by clicking the NMSP status link in the status page.

**Note**

After Synchronizing a controller, verify that the timezone is set on the associated controller.

**Note**

Controller names must be unique for synchronizing with a mobility services engine. If you have two controllers with the same name, only one is synchronized.

You can use the same procedure to assign Catalyst switches or event groups to a mobility services engine.

**Note**

A switch can only be synchronized with one mobility services engine. However, a mobility services engine can have many switches attached to it.

## Unassigning a Network Design, Controller, Wired Switch, or Event Group from the MSE

To unassign a network design, controller, wired switch, or event group from a mobility services engine, follow these steps:

- Step 1** Choose **Services > Synchronize Services**.
- Step 2** From the left sidebar menu, choose the appropriate menu options.
- Step 3** Select one or more elements by selecting the **Name** check box, and click **Change MSE Assignment**. The Choose MSEs dialog box appears.
- Step 4** Unselect the mobility services engine if you do not want the elements to be associated with that mobility services engine by selecting either the **CAS** or **wIPS** check box.
- Step 5** Click **Save** to save the assignment changes.
- Step 6** Click **Synchronize**.  
The Sync Status column appears blank.

## Configuring Automatic Database Synchronization and Out-of-Sync Alerts

Manual synchronization of the Prime Infrastructure and mobility services engine databases is immediate. However, future deployment changes (such as changes to maps and access point positions) can yield incorrect location calculations and asset tracking until resynchronization.

To prevent out-of-sync conditions, use the Prime Infrastructure to carry out synchronization. This policy ensures that synchronization between the Prime Infrastructure and mobility services engine databases is triggered periodically and any related alarms are cleared.

Any change to one or more of any synchronized component is automatically synchronized with the mobility services engine. For example, if a floor with access points is synchronized with a particular mobility services engine and then one access point is moved to a new location on the same floor or another floor that is also synchronized with the mobility services engine, then the changed location of the access point is automatically communicated.

To further ensure that the Prime Infrastructure and MSE are in sync, smart synchronization happens in the background.

This section contains the following topics:

- [Configuring Automatic Database Synchronization, page 3-6](#)
- [Smart Controller Assignment and Selection Scenarios, page 3-7](#)
- [Out-of-Sync Alarms, page 3-7](#)

## Configuring Automatic Database Synchronization

To configure smart synchronization, follow these steps:

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- Step 1** Choose **Administration > Background Tasks**.
- Step 2** Select the **Mobility Service Synchronization** check box.  
The Mobility Services Synchronization page appears.
- Step 3** To set the mobility services engine to send out-of-sync alerts, select the Out of Sync Alerts **Enabled** check box.
- Step 4** To enable smart synchronization, select the Smart Synchronization **Enabled** check box.




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**Note** Smart synchronization does not apply to elements (network designs, controllers, or event groups) that have not yet been assigned to a mobility services engine. However, out-of-sync alarms are still generated for these unassigned elements. For smart synchronization to apply to these elements, you must manually assign them to a mobility services engine.

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**Note** When a mobility services engine is added to an Prime Infrastructure, the data in the Prime Infrastructure is always treated as the primary copy that is synchronized with the mobility services engine. All synchronized network designs, controllers, event groups and wired switches that are present in the mobility services engine and not in the Prime Infrastructure are removed automatically from mobility services engine.

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- Step 5** Enter the time interval, in minutes, that the smart synchronization is to be performed.  
By default, the smart-sync is enabled.
- Step 6** Click **Submit**.
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For Smart controller assignment and selection scenarios, see the [“Smart Controller Assignment and Selection Scenarios”](#) section on page 3-7.

## Smart Controller Assignment and Selection Scenarios

### Scenario 1

If a floor having at least one access point from a controller is chosen to be synchronized with the mobility services engine in the Network Designs menu of the Synchronize Services page, then the controller to which that access point is connected is automatically selected to be assigned to the mobility services engine for CAS service.

### Scenario 2

When at least one access point from a controller is placed on a floor that is synchronized with the mobility services engine, the controller to which the access point is connected is automatically assigned to the same mobility services engine for the CAS service.

### Scenario 3

An access point is added to a floor and assigned to a mobility services engine. If that access point is moved from controller A to controller B, then controller B is automatically synchronized to the mobility services engine.

### Scenario 4

If all access points placed on a floor that is synchronized to the MSE are deleted, then that controller is automatically removed from the mobility services engine assignment or unsynchronized.

## Out-of-Sync Alarms

Out-of-sync alarms are of the minor severity (yellow), and are raised in response to the following conditions:

- Elements are modified in the Prime Infrastructure (the auto-sync policy pushes these elements)
- Elements other than controllers exist in the mobility services engine database but not in the Prime Infrastructure
- Elements are not assigned to any mobility services engine (the auto-sync policy does not apply)

Out-of-sync alarms are cleared when the following occurs:

- The mobility services engine is deleted



**Note** When you delete a mobility services engine, the out-of-sync alarms for that system are also deleted. In addition, if you delete the last available mobility services engine, the alarm for the following event: “elements not assigned to any server” is deleted.

- Elements are synchronized manually or automatically
- User manually clears the alarms (although the alarms may reappear in the future when the scheduled task is next executed)

## Viewing Mobility Services Engine Synchronization Status

You can use the Synchronize Services feature in the Prime Infrastructure to view the status of network design, controller, switch, and event group synchronization with a mobility services engine.

This section contains the following topics:

- [Viewing Mobility Services Engine Synchronization Status, page 3-8](#)
- [Viewing Synchronization History, page 3-8](#)

## Viewing Mobility Services Engine Synchronization Status

To view the synchronization status, follow these steps:

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- Step 1** Choose **Services > Synchronize Services**.
- Step 2** From the left sidebar menu, choose **Network Designs, Controllers, Event Groups, Wired Switches, Third Party Elements, or Service Advertisements**.

For each of the elements, the Sync. Status column shows the synchronization status. A green two-arrow icon indicates that its corresponding element is synchronized with the specified server such as a mobility services engine. A gray two-arrow icon with a red circle indicates that its corresponding item is not synchronized with a provided server.

The Message column shows the reason for failure if the elements are out of sync.

You can also view the synchronization status at **Monitor > Site Maps > System Campus > Building > Floor**.

where *Building* is the building within the campus and *Floor* is a specific floor in that campus building.

The MSE Assignment option on the left sidebar menu shows which mobility services engine the floor is currently assigned to. You can also change the mobility services engine assignment in this page.

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## Viewing Synchronization History

You can view the synchronization history for the last 30 days for a mobility services engine. This is especially useful when automatic synchronization is enabled as alarms are automatically cleared. Synchronization history provides a summary of those cleared alarms.

To view synchronization history choose **Services > Synchronization History**. The Synchronization History page appears.

[Table 3-1](#) describes the table column headings that appear in the Synchronization History page.

**Table 3-1 Synchronization History Page**

Text Boxes	Description
Timestamp	The date and time at which the synchronization has happened.
Server	The mobility services engine server.
Element Name	The name of element that was synchronized.
Type	The type of the element that was synchronized.
Sync Operation	The sync operation that was performed. It can be an Update, Add, or Delete.
Generated By	The method of synchronization. It can be Manual or Automatic.

**Table 3-1 Synchronization History Page**

<b>Text Boxes</b>	<b>Description</b>
Status	The status of the synchronization. It can be either Success or Failed.
Message	Any additional message about the synchronization.

Click the column headings to sort the entries.

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