Identify Network Field Notices

Field Notices Identifier Tool Overview

Field Notices are notifications that are published for significant issues, other than security vulnerability-related issues, that directly involve Cisco products and typically require an upgrade, workaround, or other customer action.

The Field Notices tool uses these notifications, scans the inventory within Catalyst Center, and finds the devices with these known issues.

View Field Notices

Field Notices are notifications for significant issues, other than security vulnerability-related issues, that directly involve Cisco products and typically require an upgrade, workaround, or other customer action.

Step 1 From the top-left corner, click the menu icon and choose **Tools** > **Field Notices**.

Step 2 If you are launching the **Field Notices** window for the first time, click **Scan Network**.

The **Scan Network** window appears.

Step 3 In **Scan Network** window, do the following:

a) If required, edit the default Task Name.

b) Select the **Now** radio button to scan network immediately or select **Later** radio button to scan the network for later time.

Note Click the **here** link in the banner that appears at the top, to create new trial that provides access to customized field notices based on device configuration.

Step 4 On completion of the scan, the **FIELD NOTICES** area displays the field notices for hardware and software issues. To view the list of devices and the issues identified for the devices, click the **Devices** tab and do the following:

a) In the **SUMMARY** area, expand **Devices Family** and filter the device family that is, **Routers**, **Switches and Hubs**, **Unified AP**, or **Wireless Controller**.

    b)   Expand **Scan Status** and filter the devices based on **Success**, **Failed**, or **Not Scanned** status.

The **Devices** table displays the list of devices based on **Device Name**, **IP Address**, **Device Family**, **Site**, **Field Notices**, **Potential Field Notices**, **Scan Status**, **Last Scanned**, **Site**, and **Reachability**.

The **Field Notices** and **Potential Field Notices** columns display the number of field notices and potential field notices for the device.

    c)   Click a number from the respective column to open a slide-in pane with additional details.

    d)   In the slide-in pane, click the **Field Notices** or **Potential Field Notices** tab to view a table with additional information.

        Note   The **Reason** column is shown only for potential field notices.

    e)   (Optional) Click the **Details** tab to view hardware, software details, and operational summary.

Step 5   Click the **Field Notices** tab and do the following:

    a)   In the **SUMMARY** area, expand **Field Notice Type**.

    b)   Choose the type **Hardware** or **Software**.

The **Field Notices** table is displayed with additional information.

    c)   The **Affected Devices** column displays the number of affected devices. Click a number to open a slide-in pane with additional details.

The **Affected Device** table is displayed, which lists the devices based on **Device Name**, **IP Address**, **Reason**, and **Image Version**.

    d)   The **Potentially Affected Devices** column displays the number of potentially affected devices. Click a number to open a slide-in pane with additional details.

The **Potentially Affected Devices** table is displayed, which lists the devices based on **Device Name**, **IP Address**, **Reason**, and **Image Version**.

Step 6   (Optional) Click **Re-scan Network** to run the network scan again.

    a)   In the **Scan Network** slide-in pane, choose whether you want to scan your system for field notices **Now** or **Later**, and click **Submit**.

    b)   To view the progress, click the menu icon and choose **Activities** > **Tasks** and confirm the schedule and recurrence of the scan.