



## CHAPTER **3**

# Monitoring Prime Central and the Domain Manager Applications

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This chapter describes how to monitor the health status of Prime Central and the individual domain managers.

This chapter contains the following sections:

- [Monitoring the Health of Prime Central and the Domain Managers, page 3-2](#)
- [Monitoring Prime Fulfillment Service Requests, page 3-4](#)
- [Removing a Domain Manager from the Suite Monitoring Portlet, page 3-6](#)

# Monitoring the Health of Prime Central and the Domain Managers

Figure 3-1 shows the Suite Monitoring portlet, where you monitor Prime Central and the domain manager applications.

Figure 3-1 Suite Monitoring Portlet

Component	Version	Hostname/IP	Resource Usage				Status		Time Last Checked
			Host Mem (%)	Host CPU (%)	App Mem (%)	Disk (%)	Up Time (dd:hh:mm)	State	
Integration Layer	1.0	prime-dev	54.49	29.91	52.76	69.33	00:20:45	Up	2011-11-29 21:23:5
Platform	1.0	prime-dev	54.48	27.28	25.94	69.33	00:00:26	Up	2011-11-29 21:23:5

1	Prime Central tab	4	(When the portlet is maximized) Return to Home icon
2	Applications tab	5	Quick view icon
3	Refresh icon, with last updated time stamp		

**Step 1** From the Prime Central menu, choose **Administration > System > Suite Monitoring**.

**Step 2** In the Suite Monitoring portlet, click the **Prime Central** tab. You can monitor the following information for each Prime Central component.

Field	Description
Component	Name of the Prime Central component.
Version	Prime Central version that is running.
Hostname/IP	Hostname or IP address of the Prime Central server.
Resource Usage	Percentage of memory, CPU, and disk space that the application process has used, in terms of preconfigured thresholds. Stable memory consumption reflects a healthy network. <ul style="list-style-type: none"> <li>If the integration layer does not return values, the Resource Usage fields show Not Available.</li> <li>If the integration layer returns invalid values, the Resource Usage fields show Unknown.</li> </ul>
Status	Number of days, hours, and minutes (in <i>dd:hh:mm</i> format) that the Prime Central component has been running, plus the current state (Up or Down). The integration layer shows Up when a ping to it succeeds.
Time Last Checked	Time stamp when the Prime Central server was most recently monitored.

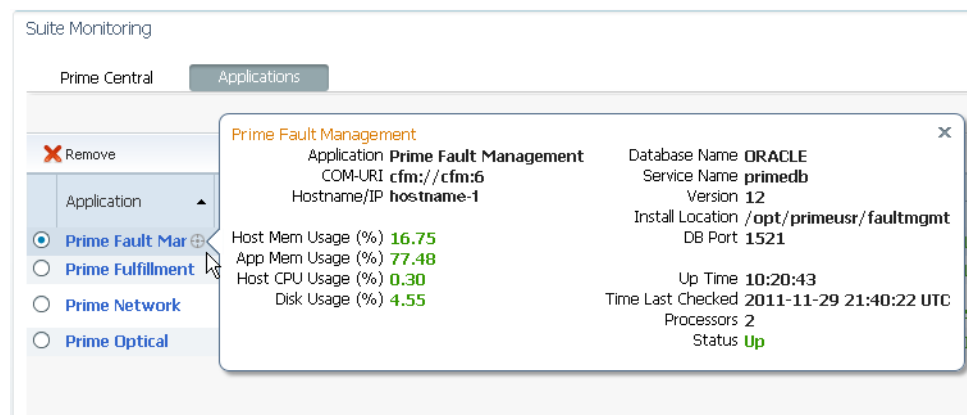
**Step 3** Click the **Applications** tab. You can monitor the following information for each domain manager application.

Field	Description
Application	Name of the installed domain manager application.
Version	Version number of the application.
Hostname/IP	Hostname or IP address of the domain manager application.
Resource Usage	Percentage of host memory, host CPU, application memory, and disk space that the domain manager application process has used, in terms of preconfigured thresholds. <ul style="list-style-type: none"> <li>If the application does not return values, the Resource Usage fields show Not Available.</li> <li>If the application returns invalid values, the Resource Usage fields show Unknown.</li> </ul>
Status	Length of time that the domain manager application has been running, plus the current state (Up or Down). If the application does not respond to a ping, the State field shows Down.
Time Last Checked	Time stamp when the domain manager application was most recently monitored.

## Using the Quick View

In the Suite Monitoring portlet, hover your mouse over the icon shown in [Figure 3-2](#) to access detailed component or application information in a *quick view*.

**Figure 3-2** Quick View



# Monitoring Prime Fulfillment Service Requests

Users with the appropriate role can add the following portlets to monitor Prime Fulfillment service requests (SRs):

- Device SR Count portlet (Figure 3-3 and Figure 3-4)
- SR Summary portlet (Figure 3-5)

To add the Prime Fulfillment portlets:

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- Step 1** On the Prime Central home page, click the **Add Applications** icon.
- Step 2** In the Add Application dialog box, click **Cisco Prime**.
- Step 3** Select the following portlets and click **Add**:
- **Device SR Count**
  - **SR Summary**
- Step 4** Click the Close (X) icon to close the Add Application dialog box.
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## Understanding the Device SR Count Portlet

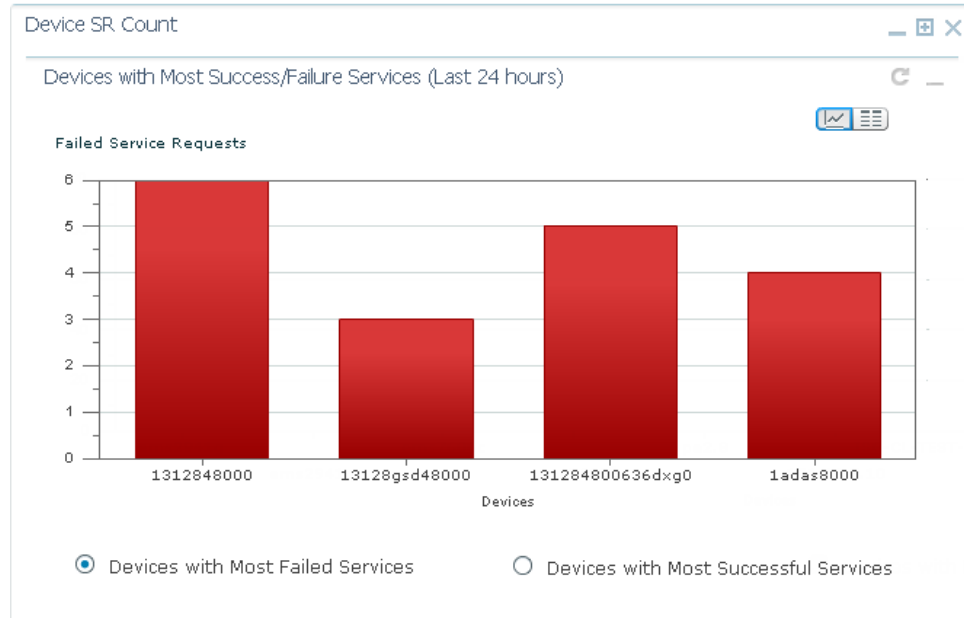
The Device SR Count portlet displays in bar chart format the top 10 devices with the most successful or failed SRs for the last 24 hours. Devices with failed SRs are shown in red (Figure 3-3); devices with successful SRs are shown in blue (Figure 3-4).

- The vertical axis (y-axis) shows the SR count.
- The horizontal axis (x-axis) shows the device name.

You can toggle the display between successful and failed SRs by clicking the radio buttons **Devices with Most Successful Services** and **Devices with Most Failed Services**.

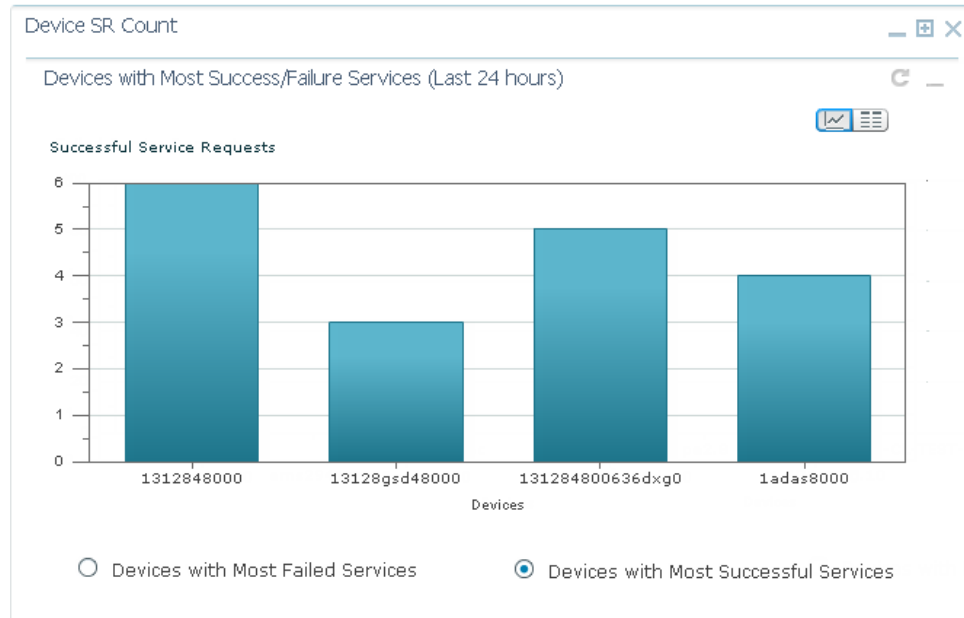
You can view the data in table format by clicking **View as Grid**.

**Figure 3-3** Device SR Count Portlet—Most Failed Services



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**Figure 3-4** Device SR Count Portlet—Most Successful Services



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## Understanding the SR Summary Portlet

The SR Summary portlet (Figure 3-5) provides a count of Prime Fulfillment SRs in different states and lists the SRs deployed for the last seven days. The portlet contains the following charts:

- Service Request State pie chart—Displays the number of SRs in different states. SRs are grouped into three main categories:

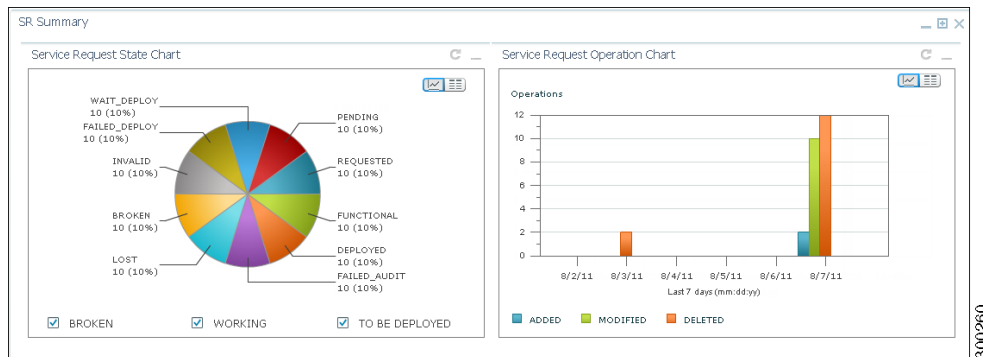
- Broken (includes SRs in FAILED\_DEPLOY, INVALID, BROKEN, LOST, and FAILED\_AUDIT states)
- Working (includes SRs in DEPLOYED and FUNCTIONAL states)
- To be deployed (includes SRs in WAIT\_DEPLOY, REQUESTED and PENDING states)

You can view SRs in different states by checking the BROKEN, WORKING, and TO BE DEPLOYED check boxes.

- Service Request Operation bar chart—Displays the number of SRs that were added, modified, or deleted in the last seven days. The date is displayed in *mm/dd/yy* format.

You can view either chart in table format by clicking **View as Grid**.

**Figure 3-5 SR Summary Portlet**



## Removing a Domain Manager from the Suite Monitoring Portlet

The following steps remove domain manager information from the Prime Central database.

To completely unregister a domain manager from Prime Central, see “Unregistering a Domain Manager from Prime Central” in the [Cisco Prime Central 1.0 Quick Start Guide](#).

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- Step 1** From the Prime Central menu, choose **Administration > System > Suite Monitoring**.
- Step 2** In the Suite Monitoring portlet, click the **Applications** tab.
- Step 3** Click the radio button for the domain manager that you want to remove:
- Prime Fault Management
  - Prime Fulfillment
  - Prime Network
  - Prime Optical
- Step 4** Click **Remove**.
- Step 5** At the confirmation prompt, click **OK**.
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