



## Poll Devices

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This section explains the method to poll devices.

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## Overview

Polling devices at regular intervals help you detect devices and check their health. Managed network devices are polled periodically to synchronize the device data with the Cisco Prime Collaboration database.

Cisco Prime Collaboration polls devices to:

- Check whether the devices are reachable
- Check whether the devices are up and running
- Display up-to-date device data

You can define polling values for groups. Devices can belong to system-defined or user-defined groups. Devices can belong to multiple groups, and can have specific polling settings.



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**Note**

You cannot create a group in the Polling Parameters page. Groups are synchronized from default Device Groups. See [Device Group Selector](#) for more information.

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Cisco Prime Collaboration is configured with default settings for polling parameters. You can use the defaults, edit them, or restore them at any time. Depending on how important a device group is, you can increase or decrease the polling interval to do either of the following:

- Minimize the impact on the polled devices
- Enhance the resolution of the collected data

When Cisco Prime Collaboration polls devices, it receives data on the following parameters:

### Environment Settings

Enables you to poll data for device power supply, fan, voltage, and temperature sensor.

### Interface Settings

Enables you to poll data for device interfaces and ports; for example, device communication over HTTP.

Data polling from interfaces and ports are controlled at the device level; that is switches have a specific polling setting, and this setting determines when the switch ports are polled.

### System Settings

Enables you to poll data for device availability, processor, CPU, and memory utilization.

### Utilization

Enables you collect performance and capacity planning data that is used to view Performance Graphs.

You can access the performance graphs through the Topology view, Alarms & Events page, IP SLA Voice Test page, Device 360 degree view, and Diagnostics Summary pages.

### Application Settings

Enables you to poll data for device connectivity, system status, and call quality.

### Service Settings

Service settings provide data for service issues, such as cluster connectivity and telephony configurations.

The polling parameters vary based on the device type that you select.

If you do not want to poll any specific data, you can disable the polling settings using the Disable option.

### Recommendations:

- **For Cisco Prime Collaboration Release 11.1 and earlier**

You can customize the polling interval for the parameters based on your business needs. However we recommend that you select the **Use Best Practice** labeled polling interval. For each of the polling setting, you can also view the associated events when there is a threshold violation (**Assurance Administration > Event Customization > System**). For description and device type, see the [Supported Alarms and Events for Prime Collaboration Assurance](#) page.

- **For Cisco Prime Collaboration Release 11.5 and later**

You can customize the polling interval for the parameters based on your business needs. However we recommend that you select the **Use Best Practice** labeled polling interval. For each of the polling setting, you can also view the associated events when there is a threshold violation (**Alarm & Report Administration > Event Customization > System**). For event description and device type, see the [Supported Alarms and Events for Prime Collaboration Assurance](#) page.

- The default polling interval is set to 4 minutes, however you can set it to 1 minute also. We recommend that you set the polling interval to 1 minute for a few critical devices only. Setting the polling interval to 1 minute for all devices has an impact on the performance adversely.
- If you do not want to poll any specific data, you can disable the polling settings using the Disable option.

## Polling Parameters— Settings

When you change the polling parameter settings, the changes are applied for the entire group and not just the device. Polling Parameters are displayed in page, when you select a Device Group.

From the Polling Parameters page, you can perform any of the following tasks:

- [View Polling Parameters](#)
- [Edit Polling Parameters](#)

## View Polling Parameters

When you view polling settings for a device group, you can see the devices that are members of the device group, and you can see the default and current values for the polling parameters.

To view polling parameters:

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- Step 1** Choose **Assurance Administration > Polling Settings**.  
**For Cisco Prime Collaboration Release 11.5 and later**  
Choose **Alarm & Report Administration > Polling Settings**
- Step 2** Select a Device Group for which you can set polling parameters. (Generally, this is a device group that does not contain subgroups.)
- Step 3** When you are done viewing the polling parameters, close the window.
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## Edit Polling Parameters

When you edit Cisco Prime Collaboration polling parameters, you edit settings that are associated with device groups, not with individual devices. When you have finished all changes to polling parameters (and thresholds and priorities), apply all changes.

To edit polling parameters:

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- Step 1** Choose **Assurance Administration > Polling Settings**.  
**For Cisco Prime Collaboration Release 11.5 and later**  
Choose **Alarm & Report Administration > Polling Settings**.

- Step 2** Select a device group for which you can set polling parameters. (Generally, this is a device group that does not contain subgroups.)
- Step 3** Select the polling parameter that you want to edit, choose the appropriate value from the Polling Interval drop-down, and click **Enable**.
- Step 4** Repeat the following for each parameter that you want to edit:
- Select a parameter type.
  - Change the parameters appropriately for each setting.
- Step 5** Click Save. Your changes will not go into effect until you apply them.
- Step 6** When a confirmation dialog box appears, click **OK**.
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