



Monitoring Multiple Prime Infrastructure Instances

There are three situations that justify the use of multiple Cisco Prime Infrastructure instances to manage your network:

- You want to categorize the devices in your network into logical groups, with a different Prime Infrastructure instance managing each of those groups. For example, you could have one instance managing all of your network's wired devices and another managing all of its wireless devices.
- The one Prime Infrastructure instance you have running is sufficient to manage your network, but the addition of one or more instances would greatly improve Prime Infrastructure's overall performance by spreading the CPU and memory load among multiple instances.
- Your network has sites located throughout the world, and you want a different Prime Infrastructure instance to manage each of those sites in order to keep their data separate.

If multiple Prime Infrastructure instances are running in your network, you can monitor those instances from the Operations Center. In this chapter, we will cover a typical workflow you might employ when using the Operations Center. This workflow consists of the following tasks:

- Viewing the Operations Center dashboards
- Monitoring your network
- Running reports

See [Setting Up the Operations Center](#) in the *Cisco Prime Infrastructure 2.2 Administrator Guide*, for a description of the tasks you must complete before using the Operations Center for the first time.

Viewing the Operations Center Dashboards

The Operations Center provides additional, Operations Center-specific dashboards that you can use to quickly determine the status of your network and identify any issues that require further attention. The Operations Center dashlets display aggregated data. Three types of dashboards are available:

- Overview dashboards, which summarize the current status of key areas in your network.
- Wireless dashboards, which provide performance and security metrics for the wireless portion of your network.
- The Performance dashboard, which provides performance information for your network's devices.

To access a particular dashboard, as well as the dashlets that comprise that dashboard, either click the appropriate tabs on the main Operations Center page or select the dashboard from the Dashboard menu.

For more information about dashboards and dashlets, see [Appendix A, “Prime Infrastructure User Interface Reference.”](#)

Monitoring Your Network Using Operations Center

After viewing the various dashboards available in the Operations Center, you can then take a closer look at what is going on in your network. Specifically, you can monitor:

- The devices that belong to your network.
- The Prime Infrastructure servers that manage those devices.
- The alarms and events that have taken place in your network.
- The clients and users configured to use your network.

The following topics will cover these items in more detail.

Monitoring Devices Using Operations Center

Select **Monitor > Network Devices** to open the Network Devices page. From here, you can view information for every device that belongs to your network, such as its hostname/IP address, its current reachability status, and the last time inventory data was successfully collected from that device. When you first open the Network Devices page, every network device is displayed.

If you delete a device from the Operations Center Network Devices page, the device is also deleted from the managed Prime Infrastructure instances.

To refine the devices displayed, do one of the following:

- From the Device Group pane, select the desired device type, location, or user-defined group.
- Apply a custom filter or select one of the predefined filters from the Show drop-down list. See [Performing a Quick Filter](#) for more information. Operations Center provides a custom filter that allows you to view duplicate devices across your managed instances.
- Search for a particular device. See [Search Methods](#) for more information.

Using Virtual Domains to Control User Access

You can use virtual domains to limit user access to certain portions of your network from the Operations Center. Virtual domains allow you to configure the information users have access to and ensure that they can access only the devices they are responsible for.

From the Operations Center, you can view all the virtual domains available in all managed Prime Infrastructure instances. You cannot create or edit virtual domains from the Operations Center. If the same virtual domain is created in multiple different Prime Infrastructure instances, Operations Center displays the virtual domain once with the aggregated data from all virtual domains of the same name.

For more information on creating virtual domains and assigning users to those domains, see [Controlling User Access](#) in the *Cisco Prime Infrastructure 2.2 Administrator Guide*.

Managing and Monitoring Prime Infrastructure Servers Using Operations Center

Select **Monitor > Manage and Monitor Servers** to open the Manage and Monitor Servers page. From here, you can:

- Add new Prime Infrastructure servers (up to the license limit).
- Edit, delete, activate, and deactivate current Prime Infrastructure servers.
- View the servers' network latency, CPU utilization, memory utilization, license count, and alarms generated for the Prime Infrastructure instances.
- Determine whether any servers are down.
- View support cases created.
- See if any backup servers are running. You can configure a backup Prime Infrastructure server to automatically come online and take over operations for the associated primary server when it goes down. For more information on the high availability framework provided by Prime Infrastructure, see [Configuring High Availability](#) in the *Cisco Prime Infrastructure 2.2 Administrator Guide*.



Note

You must follow these guidelines if using High Availability:

- Install backup servers (primary as well as secondary) with fully resolved host names.
- Install Operations Center-enabled patches on both primary and secondary servers that are running older Prime Infrastructure versions.

Aside from a server's reachability status, there are three metrics you should focus on: a server's network latency, its CPU utilization, and its memory utilization. If a server has a network latency figure that exceeds one second, or it has a CPU or memory utilization percentage greater than 80%, the chances are good that an issue exists with that server.

Viewing the Server Status Summary in Operations Center

If you are somewhere other than the Manage and Monitor Servers page and want to view the current status of your Prime Infrastructure servers without leaving the dashboard or page you have open, view the Server Status summary. To open it, place your cursor over any portion of the Server Status area at

the bottom of the Operations Center's main page. From here, you can quickly determine if any of your servers are currently down. You can also launch a separate Prime Infrastructure instance for the selected server.

Viewing Alarms and Events Using Operations Center

Select **Monitor > Alarms and Events** to open the Alarms and Events page. From here, you can view a comprehensive listing of your network's alarms, events, and syslog messages. With one or multiple alarms selected, you can also indicate whether those alarms have been acknowledged, add a note that describes them in more detail, or delete them from this page.

The Alarm Summary displays an aggregated count of critical, major, and minor alarms from the managed Prime Infrastructure instances.

To refine the alarms, events, and syslog messages displayed here, do one of the following:

- From the Device Group pane, select the desired device type, location, or user-defined group.
- Apply a custom filter or select one of the predefined filters from the Show drop-down list. See [Performing a Quick Filter](#) for more information.
- Search for a particular alarm or event. See [Search Methods](#) for more information.
- Hover your cursor on the Alarm Browser screen to display the aggregated count of alarms for the managed Prime Infrastructure instances. You can also acknowledge, annotate, and delete alarms, and the same action is duplicated on the respective Prime Infrastructure instance.

Viewing Clients and Users Using Operations Center

Select **Monitor > Clients and Users** to open the Clients and Users page, which contains the aggregated clients of all managed Prime Infrastructure instances. From here, you can view information for the clients configured on your network, such as a client's MAC address, the user associated with the client, and the name of the device that hosts the client. By clicking a client's corresponding radio button, you can access even more detailed information for that client at the bottom of the Clients and Users page. To refine the list of clients displayed here, do one of the following:

- Apply a custom filter or select one of the predefined filters from the Show drop-down list. See [Performing a Quick Filter](#) for more information.
- Search for a particular client. See [Search Methods](#) for more information.

Cross-Launching Prime Infrastructure Using Operations Center

A common element in the Operations Center's four Monitor pages is the Prime Server column, which indicates the Prime Infrastructure server associated with any given device, alarm, event, client, or user. By clicking the corresponding link in any of the Monitor pages or the Server Status summary, you can launch a separate Prime Infrastructure instance to perform the necessary management tasks without closing the Operations Center.

Running Reports With Operations Center

In addition to the various dashboards and monitor pages, the Operations Center also provides additional reports that you can generate to take an even closer look at your network in order to monitor its health and troubleshoot any issues you may encounter. The Operations Center reports contain aggregated data from the managed Prime Infrastructure instances. For more information about Prime Infrastructure reports and how to generate them, see [Managing Reports](#).

