



FAQs: Operations Center and Prime Infrastructure

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Alarms and Events

- Q.** Why doesn't the aggregated Alarm Summary count shown in Operations Center match the same count shown in the managed instances of Cisco Prime Infrastructure?
- A.** Users must make sure that Operations Center and all the Cisco Prime Infrastructure instances it is managing are using the same alarm categories.

To ensure that Operations Center and all the instances are using the same categories:

1. Log on to Operations Center using an ID with administrator privileges, then select **Administration > User Preferences**.
2. Under **Alarms**, click **Edit Alarm Categories**.
3. Take note of the alarm categories currently selected for Operations Center. Under normal circumstances, the following categories will be selected:
 - Alarm Summary
 - AP
 - Controller
 - Coverage Holes
 - Mesh Links
 - Mobility Service
 - Performance

- Rogue AP
 - Security
 - Routers
 - Application Performance
 - Switches and Hubs
 - System
4. If you need to change any of the selections, click the check box next to the alarm category you want to select or deselect, then click **Done**.
 5. Repeat the preceding steps on each of the managed instances of Cisco Prime Infrastructure, ensuring that the same selections are made on each instance.
- Q.** Why doesn't the total alarm count shown in Operations Center match the same count shown in the managed instances?
- A.** By default, Operations Center counts all alarms when calculating the total alarm count, but the managed instances of Cisco Prime Infrastructure hide Acknowledged and Cleared alarms. If you want the total alarm count on all the managed instances to match the alarm count in Operations Center, you must set all the managed instances to show Acknowledged and Cleared alarms:
1. Log in to the first managed instance of Cisco Prime Infrastructure.
 2. Select **Administration System Settings Alarms and Events**.
 3. Under **Alarm Display Options**, make sure that the check boxes next to "Hide acknowledged alarms" and "Hide cleared alarms" are both **unchecked**.
 4. Click **Save** to save your changes.
 5. Repeat these steps on all the other managed instances.
- Q.** Why doesn't the aggregated Events and Syslogs count shown in Operations Center match the same count shown in the managed instances?
- A.** Events and syslogs, by their nature, are constantly changing on managed instances. You can see this for yourself by clicking on the refresh button every five seconds. There is always a slight lag from the time the Event and Syslog count changes to when that count is updated in the corresponding NBI call. Since this is constantly changing, the aggregated count displayed in Operations Center should not be compared to the individual managed instances.
- Q.** Why does scrolling the Alarms and Events page sometimes result in an empty table?
- A.** This is a known defect in the user interface component of Cisco Prime Infrastructure; it results in an empty table when scrolling in a large dataset.

Cross Launching

- Q.** Why doesn't cross-launching to the Events page work as expected?
- A.** At the moment, Operations Center does not support opening the **Events** tab when cross launching into Cisco Prime Infrastructure. Instead, the cross-launch opens the **Alarms** tab and displays nothing. To see

the correct events data, you must switch to the Events tab manually and click the **Refresh** button. This is a known issue in Cisco Prime Infrastructure version 2.2 and is documented in the Release Notes.

- Q.** Why does cross-launching from the Device Work Center in a managed instance of Cisco Prime Infrastructure display multiple devices instead of filtering on the selected device?
- A.** This is most likely due to the similarity among device names on your managed instance. We are treating this as a limitation in Operations Center, but correcting this in version 2.2 requires Cisco Prime Infrastructure code changes whose risks outweighed benefits to the user. We may address this in a later release.
- Q.** Why are there discrepancies when cross-launching from the Network Device Summary (NDS) dashlet to the Devices page for Wireless Controllers (WLCs)?
- A.** This is an issue with differences in the way Cisco Prime Infrastructure fetches data for dashlets and individual wireless devices. To get the Network Device Summary count, the dashlet queries a data structure that has an entry when the device is reachable, but does not check the inventory collection status. When you cross-launch the Devices page for the open WLC, the count comes from a table that has an entry only when the inventory collection status is successful (at least once) for the device. Please note that this is an issue in Cisco Prime Infrastructure, not Operations Center.
- Q.** Are there known Issues with cross launching from a specific device group on the Network Devices page?
- A.** There is a known issue with cross-launching from a specific device group under the Network Devices page in Operations Center to the same device group in a managed instance. The user is redirected to the

Network Devices page in the managed instance, but all the device groups are displayed instead of the device group selected in Operations Center.

- Q.** Why does cross-launching from the Alarm Summary dashlet in a managed instance to the Alarms & Events page in Operations Center yield unexpected results?
- A.** This is a known issue with 2.1 managed instances only. It is not seen with 2.2 managed instances. The Alarm Summary dashlet uses different SQL queries between v2.1 and v2.2, which results in this issue.
- Q.** Why isn't cross-launching working properly for third-party APs on the Network Device Summary dashlet?
- A.** There is a known issue in cross-launching from the Network Device Summary dashlet for third-party APs in Operations Center. When you cross-launch from Operations Center, none of the third-party APs are displayed on the Network Devices page.
- Q.** Cross-launching for syslogs does not work as expected.
- A.** Currently, Cisco Prime Infrastructure does not support filtering by Instance ID for syslogs. As a result, Operations Center cannot support filtering on syslogs when cross-launching to a managed instance of Cisco Prime Infrastructure.

Devices

- Q.** Why is an incorrect aggregated Unified APs count shown on the Device Work Center page?
- A.** This is caused by an issue in the Cisco Prime Infrastructure Northbound Interface (NBI).
- Q.** Does Operations Center support third-party devices?
- A.** No. Since Cisco Prime Infrastructure queries third-party devices directly, there is no corresponding Northbound Interface API to retrieve their data, so they are not displayed in Operations Center.
- Q.** Why does Quickview under Network Devices display an incorrect count?
- A.** This issue is seen only when Operations Center is managing instances of Cisco Prime Infrastructure version 2.1. This issue was resolved in Cisco Prime Infrastructure version 2.2.
- Q.** Why is there a discrepancy between version 2.1 and 2.2 in the Total AP Count on the Network Device Summary dashlet?
- A.** The definitions of Reachable and Unreachable APs changed in Cisco Prime Infrastructure. Here are the 2.2 definitions:
- Reachable: The AP's Operational Status is "registered" and its Admin Status is "enabled".
 - Unreachable: The AP's Operational Status is "unregistered" and its Admin Status is "enabled".
 - The dashlet title "Total AP Count" has been changed to "Operational AP".

In the 2.1 definitions, APs were classified as Unreachable if their Admin Status was "disabled" (irrespective of their Operational Status).

- Q.** Why can't you view inventory details of Wireless Controllers (WLCs) from version 2.1 managed instances?
- A.** This is primarily due to a model change between 2.1 and 2.2. The "Reachable" data for WLCs was stored as a boolean in version 2.1, but this was changed to an integer in 2.2. As a result, Operations Center

cannot un-marshall the result for 2.1 instances. This causes the message "Unable to load data" to be displayed when WLCs are selected from 2.1 instances.

- Q.** Why are there differences between the VLAN ID and Association ID on the Clients and Users page in Operations Center and the same page given in the Cisco Prime Infrastructure managed instances?
- A.** This happens due to quick updating of these values. If you update these values in Operations Center, the same data on a Cisco Prime Infrastructure managed instance may have already changed.
- Q.** Why does the Performance dashboard show only one Device tab after I remove the Operations Center license?
- A.** This is a known issue with a fix to be included in a later release. At the moment, you can resolve the issue manually by simply refreshing the Performance dashboard in the user interface.
- Q.** Why is there a discrepancy between what Operations Center and the managed instances show in the "CPU Utilization" and "Memory Utilization" fields for Autonomous APs on the Device Details page?
- A.** One reason for the discrepancy is that these values change very quickly. When you update these values in Operations Center, the same data on one or more of the Cisco Prime Infrastructure managed instances may have already changed.

Reporting

- Q.** Why do Operations Center and Cisco Prime Infrastructure have minor discrepancies in the report values they generate?
- A.** This is expected behavior. Cisco Prime Infrastructure generates its report values using fractional values at its disposal, but Operations Center aggregates these values using a set of rounded numbers. This results in the discrepancies.
- Q.** Why is report data not being polled from 2.1 Cisco Prime Infrastructure instances?
- A.** If you try to generate a report in Operations Center with the same name as an existing report on a 2.1 Cisco Prime Infrastructure instance, the data for that instance will be ignored in Operations Center. To work around this issue, specify a report name that is unique across both Operations Center and all your managed Cisco Prime Infrastructure instances.
- Q.** Why is there a performance discrepancy when generating reports between 2.1 and 2.2 managed instances?
- A.** GZip compression for reports is only available on Cisco Prime Infrastructure instances of version 2.2 or later. This was not available for older versions, so exporting and emailing reports may be slow when

managing instances of version 2.1 or earlier. To enable GZip compression in Operations Center, choose **Administration > System Settings > Report**, select " Enable Compression", then click **Save**.

Miscellaneous

- Q.** Why isn't site information retrieved from 2.1 managed instances?
- A.** When choosing **Performance > Device > Select a Device > Site**, the site information for 2.1 instances is not retrieved. This is due to an internal (IFM) API that changed between Cisco Prime Infrastructure version 2.1 and 2.2.

- Q.** Why do Cisco Prime Infrastructure Virtual Domains fail to work properly with FireFox ESR 17.0.6?
- A.** Virtual Domains work correctly when the browser character encoding is set to "Western(ISO-8859-1)". To fix this in FireFox, change the settings for the browser's encoding scheme and refresh the browser.

- Q.** Why do Operations Center and Cisco Prime Infrastructure have different columns for the Current Associated Wired Clients table?
- A.** The Current Associated Wired Clients table in Operations Center has fixed columns. The same table in managed instances of Cisco Prime Infrastructure has customizable columns. Later versions of Operations Center may change this.