Icon and State Reference

This section contains the following topics:

Device Reachability and Admin States

Device Reachability State—Indicates whether can communicate with the device using all configured protocols.

Table 1: Device Reachability State

Icon	Device Reachability State	Description	Troubleshooting
✅	Reachable	can reach the device using SNMP, or the NCS 2K device using ICMP.	—
⚠️	Ping reachable	can reach the device using Ping, but not via SNMP.	Although ICMP ping is successful, check for all possible reasons why SNMP communication is failing. Check that device SNMP credentials are the same in both the device and in , whether SNMP is enabled on the device, or whether the transport network is dropping SNMP packets due to reasons such as mis-configuration, etc. .
❌	Unreachable	cannot reach the device using Ping.	Verify that the physical device is operational and connected to the network.
❓	Unknown	cannot connect to the device.	Check the device.

Device Admin State—Indicates the configured state of the device (for example, if an administrator has manually shut down a device, as opposed to a device being down because it is not reachable by Ping).

Table 2: Device Admin State

Device Admin State	Description	Troubleshooting
Managed	is actively monitoring the device.	Not Applicable.
Maintenance	is checking the device for reachability but is not processing traps, syslogs, or TL1 messages.	To move a device back to Managed state, see Move a Device To and From Maintenance State.
Unmanaged	is not monitoring the device.	In the Network Devices table, locate the device and click the "i" icon next to the data in the Last Inventory Collection Status column. The popup window will provide details and troubleshooting tips. Typical reasons for collection problems are: • Device SNMP credentials are incorrect. • The deployment has exceeded the number of devices allowed by its license. • A device is enabled for switch path tracing only. If a device type is not supported, its Device Type will be Unknown. You can check if support for that device type is available from Cisco.com by choosing Administration > Licenses and Software Updates > Software Update and then clicking Check for Updates.
Unknown	cannot connect to the device.	Check the device.

Port or Interface States

Port or Interface Primary States—Conveys the most important state information for a port or interface by combining the admin and operational states. The Multilayer Trace displays either a port's primary state or alarm status. For the Chassis View, if an element does not support the changing of color to indicate a state change, you can still get the state change information from the alarm that is generated.

Note If there is an alarm associated with a port/interface, alarm icon will show up, port icon will not show. The alarm is shown only in case the port is not in test or admin down state.

Port or Interface Primary State	Icon	Admin Status	Operational State

Unknown	❓	Unknown	Unknown
Down	⬇	Up	Down
Test	📋	Test	—
Admin Down	✖	Admin Down	—
Up	⬆	Up	Up
Auto Up	⬆	Up	Auto Up

Port or Interface Admin Status—Represents the configured state of the port or interface (for example, if an administrator has manually shut down a port).

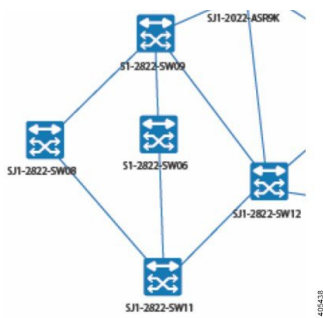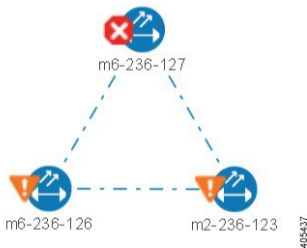| Port or Interface Admin Status	Icon	Description
Unknown	❓	Port or interface admin status is unknown. There is no response (or insufficient response) from the device.
Admin Down	✖	Port or interface was manually shut down by the administrator.
Up	⬆	Port or interface is enabled by the administrator.
Test	📋	Port or interface is being tested by the administrator.

Port or Interface Operational State—Conveys the port or interface's running state and whether it is working properly.

| Port or Interface Operational State	Icon	Description
Unknown	❓	Port or interface operational state is unknown. There is no response (or insufficient response) from the device.
Down	⬇	Port or interface is not working properly.
Up	⬆	Port or interface is receiving and transmitting data.
Auto Up	⬆	Port or interface is receiving and transmitting data (only certain devices support this state; other devices use "Up").

Link Serviceability States

Link Characteristics

The following table describes the different types of links used to represent the connection between devices in the Topology Map view of .

Link Type	Description
	Solid Line-—Indicates a physical, topological, or service link, such as a link between two devices.
	Dashed Line—Indicates an association or business link between elements such as EVCs, VPLS service instances, or VPN components.

Equipment Operational States (Chassis View)

The equipment operational states represent the running state of the network element.

Equipment Operational State	Icon	Description
In Service	(none)	Equipment is operating properly.
Pre-provisioned		(Cisco NCS 2000 and Cisco ONS devices only) Equipment has been configured but is not physical present in the chassis.
Failed/Disabled/Down/Out of Service/Out of Service Maintenance		Equipment is not operating properly.
Unknown		Equipment operational state is unknown. No response (or insufficient response) from the device.

Alarm Severity Icons

The table below lists the alarm colors and their respective severity levels for the icons displayed in various parts of the web GUI.

Severity Icon	Description	Color
✖	Critical alarm	Red
⚠	Major alarm	Orange
⚠	Minor alarm	Yellow
❗	Warning alarm	Light Blue
✔	Alarm cleared; normal, OK	Green
ⓘ	Informational alarm	Medium Blue
❓	Indeterminate alarm	Dark Blue

Device Type Icons

Table below defines the icons used to represent different device types in the Topology and the Multi-layer Trace views in .

Icon	Definition
	Switch
	Router
	Router Aggregated

Icon	Definition
mySDR	Cisco NCS 6000 device on which a Secure Domain Router (SDR) resides. The SDR's name is listed directly above the device's icon. **Note** There may be cases where the SDR label for a device that belongs to a cluster or user-defined group is not displayed (since auto-clustering is applied to devices based on their proximity).
	Router configured with an L3VPN service.
	Switch Aggregated
	Access Point
	Service Module
	UCS C-Series
	NAM Blade
	Group
	Generic Device

Icon	Definition
	Virtual Server
	Wireless LAN Controller
	Unknown
	DWDM ROADM Regeneration/NCS 2000