CHAPTER 8

Working with the Prime Network Events Client

These topics describe the Cisco Prime Network Events (Prime Network Events) application and the options you can use to view system events and tickets that are generated within the Prime Network system:

User Roles Required to Work with Prime Network Events

This topic identifies the roles that are required to work with Prime Network Events. Prime Network determines whether you are authorized to perform a task as follows:

- For GUI-based tasks (tasks that do not affect elements), authorization is based on the default permission that is assigned to your user account.
- For element-based tasks (tasks that do affect elements), authorization is based on the default permission that is assigned to your account. That is, whether the element is in one of your assigned scopes and whether you meet the minimum security level for that scope.

For more information on user authorization, see the topic on device scopes in the *Cisco Prime Network 3.10 Administrator Guide*.

Only users with the Administrator role can log into Prime Network Events (see Table 8-1).

Table 8-1 Default Permission/Security Level Required for Prime Network Events

Task	Viewer	Operator	OperatorPlus	Configurator	Administrator
Opening Prime Network Events	—	—	—	—	X
Selecting Prime Network Events viewing options	—	—	—	—	X

Launching Prime Network Events

Prime Network Vision is password protected to ensure security. Before you start working with Prime Network Events, make sure you know your username and password. If you use the standalone application, you also need to know the Prime Network Events gateway IP address or hostname.

- Launch Prime Network Events from Prime Central—Choose **Assure > Prime Network > Events** in the menu bar. The Prime Network Events application is opened in a separate window. For information on Prime Central, see the Cisco Prime Central *User Guide*.
- Launch Prime Network Events as a Standalone Application—Choose **Start > Programs > Cisco Prime Network >** ***gateway IP address*** **>** Cisco Prime Network Events, and enter your username and password. If any client updates are available, Prime Network automatically installs them.

  If you see messages that say the server and client have different versions of the application, you need to updated your client as described in the *Cisco Prime Network 3.10 Installation Guide*.

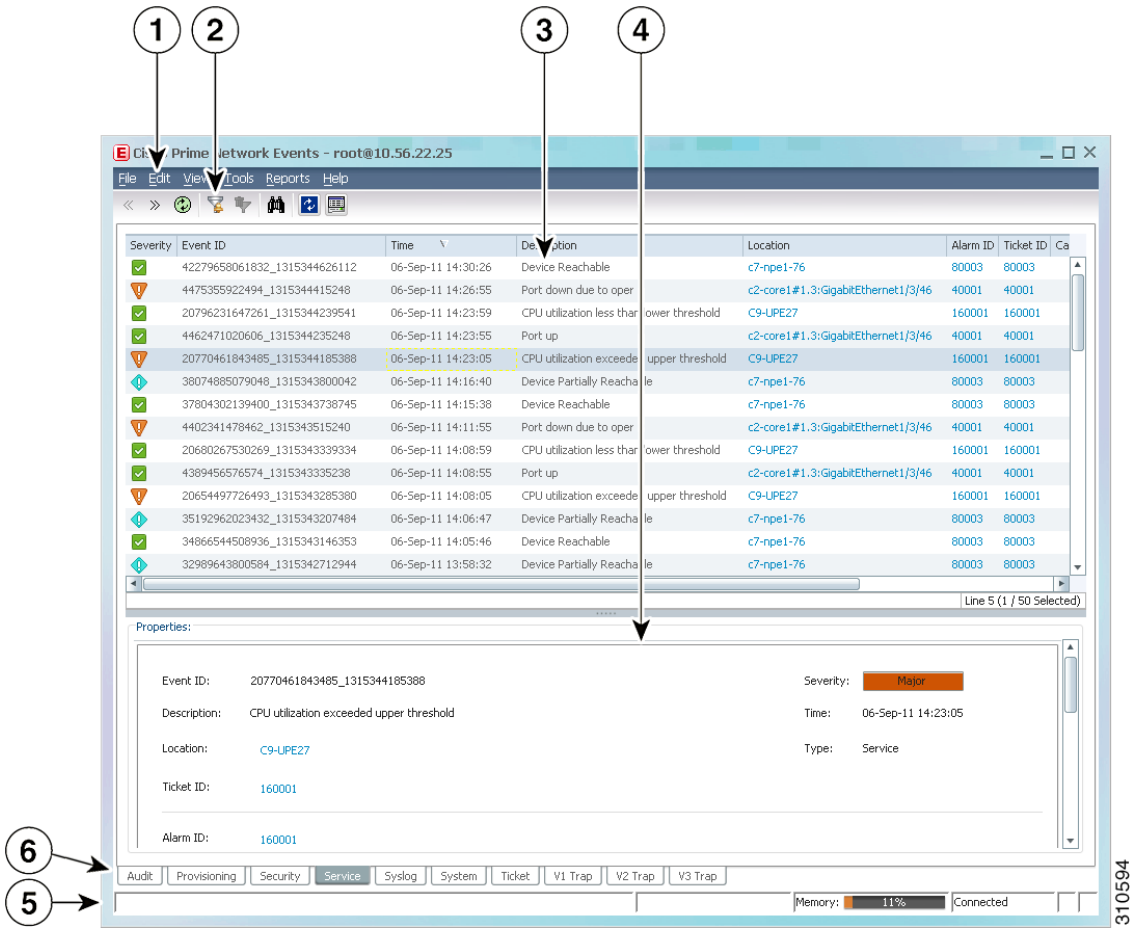
The following conditions apply when working with Prime Network Events:

- Prime Network Events shows events only from the fault database and not from the event archive. Use Report Manager to view events from the event archive. For more information, see Chapter 11, "Working with Reports."
- Only users with the Administrator role can log into Prime Network Events.

Prime Network Events Window

The Prime Network Events window displays the events generated in the system. Figure 8-1 shows an example of the Prime Network Events window.

Figure 8-1 Prime Network Events Window



1	Menu bar	**4**	Details or properties pane
2	Toolbar	**5**	Status bar
3	Table pane	**6**	Prime Network Events tabs

Prime Network Events displays events for the last two hours by default. To modify the default number of hours for which events are displayed, see Adjusting the Prime Network Events GUI Client Settings, page 8-8. Increasing the number of hours can affect how long it takes for the events to be displayed. Also, if you want to find specific events and you are not interested in browsing all the available events, you can set Prime Network Events to operate in Find mode. To enable and use Find mode, see Adjusting the Prime Network Events GUI Client Settings, page 8-8.

You can display the events table with or without the properties pane, and select the specific type of information to display, such as provisioning events or SNMPv3 traps. For details on the information that is displayed in each tab, see Viewing Events and Tickets in Cisco Prime Network Events, page 9-2.

You can also use the Prime Network Events window and menu options to:

- Filter results so that events meeting your criteria are displayed. See Filtering Events, page 9-22.
- View selected event properties in a separate window. See Viewing Event Properties, page 9-14.

Event Status Indicators

The Severity column contains color-coded icons that reflect the severity of the event. An icon appears for each ticket or event in the Prime Network Events tabs (based on its severity) as shown in Table 8-2.

Table 8-2 Severity Indicators

Icon	Color	Severity	Icon	Color	Severity
	Red	Critical		Light Blue	Warning
	Orange	Major		Medium Blue	Information
	Yellow	Minor		Dark blue	Indeterminate
	Green	Cleared, Normal, or OK			

Event Types and Categories

Every event that occurs in the Prime Network system and the Prime Network gateway is logged. This includes events that are performed as part of the normal operation of the Prime Network system, as well as events that might need further attention. Events are categorized, and any of the log entries can be viewed in the Prime Network Events tabs as described in Table 8-3.

Table 8-3 Event Categories in Prime Network Events

Tab	Description
Audit	Events related to commands running in the Prime Network gateway.
Provisioning	Events related to configuration and provisioning activities, including activations from Prime Network Activation.
Security	Events related to client login and user activity when managing the system and the environment.
Service	Events related to the alarms that are generated by the Prime Network system.
Syslog	Events related to the predefined set of syslogs received from the devices by the VNEs, which are used to generate the syslog events.
System	Events related to the everyday working of the internal system and its components. These events may be related to Prime Network and Prime Network gateway resources, representing the system log.
Ticket	Tickets that were opened in Prime Network.

Table 8-3 Event Categories in Prime Network Events (continued)

Tab	Description
V1 Trap	SNMPv1 traps that are generated by a network element and received by Prime Network; Prime Network uses these traps to generate the trap events.
V2 Trap	SNMPv2 traps that are generated by a network element and received by Prime Network; Prime Network uses these traps to generate the trap events.
V3 Trap	SNMPv3 traps that are generated by a network element and received by Prime Network; Prime Network uses these traps to generate the trap events.
All	A flat list of all events and tickets, sorted by time. Displayed when you choose **File > Open All Tab**.
3.6.x *Type*	Five tabs where *Type* represents one of the following: • Ticket • Service • Syslog • V1 Trap • V2-V3 Trap These tabs are: • Available only if Prime Network was upgraded from Cisco ANA 3.6.x to the current Prime Network version. • Displayed when you choose **File > Open 3.6.x Tabs**.

Prime Network Events Toolbar

Table 8-4 describes the tools that are displayed in the Prime Network Events toolbar.

Table 8-4 Prime Network Events Toolbar Tools

Button	Function
	Displays the previous page of events in the Prime Network Events window.
	Displays the next page of events in the Prime Network Events window.
	Refreshes the events displayed in the log by querying the database. If a filter is active, the refresh is done according to the filter. The log returns to the beginning of the list, displaying the events in ascending or descending order depending on the order of the current list. Descending order means that the last event is displayed first. For more information, see Refreshing Cisco Prime Network Events Information, page 9-21.
	Displays the Filter Events dialog box, which enables you to define a filter for the events displayed in the Prime Network Events log. For more information, see Filtering Events, page 9-22.

Table 8-4 Prime Network Events Toolbar Tools (continued)

Button	Function
	Clears the existing filter.
	Displays the Find Events dialog box so that you can view events matching specific criteria. When finished selecting your criteria, click **OK**. The Prime Network Events window updates and displays the matching events. Note the following: • You can select multiple criteria here, as needed. • The Find Events dialog box returns every matching event in the database unless you specify a specific timeframe. This differs from the Filter Events dialog box, which returns events from the past 2 days (by default). For a description of the items in the Find Events dialog box, see Table 9-23.
	Toggles automatic refresh of event data on and off. You define the refresh-time period (in seconds) in the Prime Network Events Options dialog box. The default is 60 seconds. If a filter is active, the refresh is done according to the filter. For more information, see Adjusting the Prime Network Events GUI Client Settings, page 8-8.
	Displays the properties of the selected event or ticket in the Properties pane.

Prime Network Events Menu Bar

Table 8-5 describes the options available in the Prime Network Events main menus. In addition to these options, Prime Network Events displays a Properties option when you right-click an event or ticket (see Viewing Event Properties, page 9-14).

Table 8-5 Prime Network Events Menu Options

Menu Option	Description
File Menu	
Export	Exports the log event information displayed in the Prime Network Events window according to the criteria defined in the Prime Network Events Options dialog box.
Open 3.6.x Tabs	Displays the following tabs: • 3.6.x Ticket • 3.6.x Service • 3.6.x Syslog • 3.6.x V1 Trap • 3.6.x V2-V3 Trap This option is available only if Prime Network was upgraded from Cisco ANA 3.6.x to the current version of Prime Network.
Open All Tab	Displays the All tab so you can view a flat list of all events and tickets sorted only by time.
Exit	Exits Prime Network Events.

Table 8-5 Prime Network Events Menu Options (continued)

Menu Option	Description
Edit Menu	
Filter	Defines a filter for the events displayed in the Prime Network Events window according to the tab selected. See Filtering Events, page 9-22.
Purge	This option is unavailable.
View Menu	
Refresh	Refreshes the information displayed in the Prime Network Events window.
Go To	Navigates through the pages of the Prime Network Events window.
Properties	Displays the properties of the selected event, such as the root cause and source, in a separate window. For more information, see Viewing Event Properties, page 9-14.
Details Pane	Displays or hides the Details pane. If an event is selected, the properties of the selected event are displayed in the Details pane.
Tools Menu	
Change User Password	Allows you to change the password used when logging into the Prime Network Events client application suite. The change takes effect the next time you log into the application.
Options	Defines the display options for the Prime Network Events window. For more information, see Adjusting the Prime Network Events GUI Client Settings, page 8-8
Reports Menu	
Report Manager	Opens the Reports Manager dialog box so you can create, run, and manage reports.
Run Report	Enables you to run standard event, inventory, and network service reports on demand.
Help Menu	
Cisco Prime Network Events Help	Opens the online help for Prime Network Events and Prime Network Vision.
Cisco.com	This option is unavailable.
About Cisco Prime Network Events	Displays application information, such as the version number.

Prime Network Events Right-Click Options

Prime Network Events offers the following right-click options in its tabs. Not all options are available in all tabs.

- Show Only Selected Rows—Displays only the rows that you choose.
- Show All Rows—Displays all rows that meet the current filter criteria.

- Launch external applications or tools—Enables you to launch any external application or tool for any event in Prime Network Events. For more information, see the *Cisco Prime Network 3.10 Customization Guide*.
- Properties—Displays the properties window for the selected event or ticket.

Adjusting the Prime Network Events GUI Client Settings

The Prime Network Events Options dialog box enables you to define the options for displaying events in the Prime Network Events window. To view these settings, choose **Tools > Options** from the main menu. The options are displayed in Table 8-6.

Table 8-6 Options for Changing Prime Network Events GUI Client

Option	Description
Save last filter	Saves the filter criteria defined per event type in the Filter Events dialog box. The filter criteria are available the next time you log into Prime Network Events. **Note** Events are not filtered automatically when you next log into Prime Network Events unless the *Open Events with saved filter* option is also selected.
Open Prime Network Events with saved filter	When enabled, applies the previously defined filter to the events as soon as you log into Prime Network Events. The events are continuously filtered according to the defined settings, even after you close the application.
Display *n* records per page	Specifies the number of events to be displayed per page.
Export *n* records in total	Sets the maximum number of events to be exported to a file.
Run auto refresh every *n* secs	Automatically refreshes the Prime Network Events display after the specified number of seconds. **Note** This option uses rapid refresh from the database, which can affect the performance of other vital database options.
Display data for the last *n* hours	Displays past events from the specified number of hours. Values range from 1 to 336 hours (14 days), with a default of 2 hours. If you increase the number of hours, it can take longer for the events to be displayed.
Find mode (No automatic data retrieval)	Operates the Prime Network Events window in Find mode. In this mode, no events will be retrieved from the database when you open the application or switch between tabs. You can click the Find button in the toolbar to search for the events you need. When in Find mode, the status bar in the Prime Network Events window shows "Find Mode (no automatic data retrieval)."