



APPENDIX A

Icon Reference

This appendix provides a quick reference guide to Cisco ANA NetworkVision's icons.

- [Device Icons, page A-1](#), displays the Cisco ANA NetworkVision device icons and provides a description.
- [Management State Icons, page A-3](#), displays the Cisco ANA NetworkVision management state icons and provides a description.
- [Alarm and Ticket Icons, page A-3](#), displays the Cisco ANA NetworkVision alarm icon and provides a description.

Device Icons

Table A-1 **Device Icons**

Tree Pane/ Map Pane	Description
	Unmanaged Network
	Network, sub-network or logical aggregation
	Router
	Generic SNMP
	Ethernet Switch
	DSLAM
	ATM switch
	BRAS
	Ping VNE

Table A-1 **Device Icons (continued)**

Tree Panel/ Map Pane	Description
	Viewable by a user with a higher permission level
	Ghost device

**Note**

When Cisco ANA NetworkVision detects a network device for which there is not enough information available, the device is displayed as a ghost device on the map. In this case, the user is unable to view the ghost device's properties or communicate with the device. When the ghost device's information is updated, its icon is replaced with the relevant device icon and all the related device information and communication become available.

The following icons are used in specific VPN MPLS Service View maps and are displayed in the tree and map panes:

Table A-2 **VPN MPLS Device Icons**

Tree pane	Map pane	Represents
		Root (map name) or aggregation
		VPN business element
		Virtual Router business element
		Site business element
		Site business element with an actively associated CE device and where the device is hidden
		Logical Circuit Aggregator (LCA) business element
		Logical Circuit Peer (LCP) business element
		LCP business element with an actively assigned tunnel edge for the CE device and where the device is hidden

Management State Icons

Table A-3 Management State Icons

Tree Pane/ Ticket Pane	Map Pane	Description
		Unsupported. The VNE does not support the network object hardware or software version or a device module.
		Initializing. The VNE or VNE component is in startup mode or temporarily non-operational.
		VNE Unreachable. Cisco ANA Gateway received no response from the VNE.
		Device Unreachable. Cisco ANA failed to access the device.
		Partially Supported. Partially supported device.
		Maintenance. The VNE state was manually changed to maintenance.

For more information about management states see [Management State, page 2-17](#).

Alarm and Ticket Icons

The way in which a ticket is displayed in the ticket pane depends on the status/severity of the alarm. The alarm displays the severity level of the topmost alarm.

In the tree pane and ticket pane the  icon is displayed. In the map pane the  icon is displayed. The ticket pane icons change when:

- A ticket is generated.
- A ticket is cleared.
- A ticket is acknowledged.
- An up ticket is generated.
- A ticket is cleared and removed.

For more information about severities see [Map Pane, page 2-7](#).

An example of the appearance of the ticket pane when a ticket is generated is displayed below.

Table A-4 Ticket Pane Displaying Generated Ticket

Severity	Ticket ID	Short Description	Acknowledged
 Major	27	Port down	False (Not Acknowledged)

An example of the appearance of the ticket pane when a ticket is cleared is displayed below.

Table A-5 Ticket Pane Displaying Cleared Ticket

Severity	Ticket ID	Short Description	Acknowledged
 Normal	27	Cleared due to Force Clear	True (Acknowledged)

A ticket that has been cleared can be removed from the ticket pane. For more information see [Ticket Pane, page 2-13](#).

When a ticket is cleared its definition changes to acknowledged automatically in the ticket pane, namely, its definition in the Acknowledged column is true.

An example of the appearance of the ticket pane when a ticket is acknowledged is displayed below. When a ticket is acknowledged it can then be cleared and the severity changes to OK.

Table A-6 Ticket Pane Displaying Acknowledged Ticket

Severity	Ticket ID	Short Description	Acknowledged
 Major	27	Port up	True



Note

When a ticket with an Information severity is acknowledged, the ticket is automatically removed from the Cisco ANA Gateway and from the ticket pane.

The cause of the alarm is fixed; therefore an 'Up Ticket' is automatically generated with an **OK** severity. An example of the appearance of the ticket pane when an 'Up Ticket' is generated is displayed below.

Table A-7 Ticket Pane Displaying 'Up Ticket'

Severity	Ticket ID	Short Description	Acknowledged
 Normal	27	Port up	True

The ticket can be removed from the ticket pane when it has been cleared or when an 'Up Ticket' is generated. The ticket is then removed from the ticket pane and the database.

Approves the reported faulty ticket and clears the faulty networking entity from Cisco ANA. In addition, the ticket, all its active alarms and business entities are removed from Cisco ANA Gateway and from the ticket pane.