<CHAPTER> **1**

Prime Fulfillment GUI Overview

This chapter provides information about how to get started to use Cisco Prime Fulfillment and gives a structural overview of this guide. It contains the following sections:

System Recommendations

The system recommendations and requirements are listed in Chapter 1, "System Recommendations" of the *Cisco Prime Fulfillment Installation Guide 6.2* and the *Release Notes for Cisco Prime Fulfillment 6.2.* The recommendation is to thoroughly review this list before even planning your installation, to be sure that you have all the hardware and software you must successfully install.

Introduction

Cisco Prime Fulfillment 6.2 is an evolution of Cisco IP Solution Center (ISC) that includes the powerful capabilities of that offering combined with significant enhancements to the user interface, to adding and updating devices and technologies, and to extending the powerful diagnostic workflows. The changes in Prime Fulfillment are listed in the *Release Notes for Cisco Prime Fulfillment 6.2.*

This guide lists many features that are common among multiple applications, which are sold and licensed separately. The applications and their respective *User Guides* reference this document for setup steps necessary before creating a policy and then a service request specific to the application and for other common features.

Before explaining the tabs in the Graphical User Interface (GUI), see the "Structural Overview" section on page 1-2. It explains elements common to many windows in Prime Fulfillment.

The GUI is separated into the following large sections (tabs):

- "Operate" section on page 1-8
- "Inventory" section on page 1-9
- "Service Design" section on page 1-10
- "Traffic Engineering" section on page 1-10
- "Diagnostics" section on page 1-11
- "Administration" section on page 1-11

The remaining sections in this chapter explain the sections and subsections of this guide that explain the functionality available from these tabs.

Note The terminology used in this guide and this product can be used interchangeably or preferably with other terms.

Structural Overview

After you log into Cisco Prime Fulfillment, the first window to appear is the Home window, as shown in Figure 1-1, "Home Window."

Figure 1-1   Home Window

Note The tabs and the choices navigating within the tabs that appear depend on the user permission, explained in Chapter 14, "Manage Security"(**Administration > Security > User Roles**). The choices shown in this guide are for all permissions (**admin**).

There are two new charts available in the home screen, which provides a count of SR's in different states and list the SR's deployed for the past seven days:

- **Pie chart**—The pie chart provides an overall view of Service Requests in Prime Fulfillment with various states. If you click on any state in the pie chart it would redirect to the service manager screen with a list of all Service Requests on the selected state.
- **Bar chart**—The bar chart displays the last seven days Service requests added, modified, or deleted in Prime Fulfillment. If you click of the Bar, it would redirect to the service manager screen with a list of all Service Requests on the selected day.

This overview includes the following sections:

Links

In the upper right-hand corner of the Home window (Figure 1-1), additional links appear that function as follows:

User

The **User** in the Home page is **User:** followed by **admin** (default) or a username. When you click User: admin the following window appears:

Figure 1-2   User: admin window

You can change your password without the SysAdmin or UserAdmin privileges when you click the Edit button. This allows you to edit the user profile, including changing the password.

Customer

The **Customer** in the Home page is **Customer:** followed by **None** (default) or a customer name. This is referred to as Customer Context. The advantage of Customer Context is to focus only on information for a specified customer. To set the Customer Context, follow these steps:

Step 1   Click on the name after **Customer: None** and the following window appears.

Figure 1-3   ***Customer Context***

Step 2   Click the **Select** button and you receive a list of all the currently created customers.

Step 3   Click the radio button for the customer for which you want information and click **Select**.

Figure 1-3, reappears with the name of the selected customer. Click **Save** or highlight the customer name and click **Clear** to reset the customer for which you want information.

The customer you chose now appears after **Customer:** on the Home window and it is the only customer for which information appears.

Step 4   You can reset the Customer Context by clearing and reselecting.

TE Provider

The **TE Provider** in the Home page is **TE Provider:** followed by **None** (default) or a TE provider name. This is referred to as TE Provider Context. The advantage of TE Provider Context is to focus only on information for a specified provider. To set the Provider Context, follow these steps:

Step 1   Click on the name after **TE Provider: None** and the following window appears.

Figure 1-4   ***TE Provider Context***

Step 2   Click the **Select** button and you receive a list of all the currently created provider.

Step 3   Click the radio button for the customer for which you want information and click **Select**.

Figure 1-4, reappears with the name of the selected TE provider. Click **Save** or highlight the TE provider name and click **Clear** to reset the TE provider for which you want information.

The TE provider you chose now appears after **TE Provider:** on the Home window and it is the only TE Provider for which information appears.

Step 4   You can reset the TE Provider Context by clearing and reselecting.

Logout

When you click **Logout**, you log out of the product.

Feedback

When you click **Feedback**, you receive the feedback window to provide you feedback on this product.

About

When you click **About**, you receive the product name and version.

Help

When you click **Help**, you receive a pointer to the Prime Fulfillment documentation:

http://www.cisco.com/en/US/products/ps12199/tsd_products_support_series_home.html

From that location, you can choose the type of Prime Fulfillment document you want to see.

Common GUI Components

GUI components that are common on many windows are as follows:

- Filters, page 1-5
- Header Row Check Box, page 1-6
- Rows per Page, page 1-6
- Go To Page, page 1-6
- Auto Refresh, page 1-6
- Color Coding, page 1-6
- Icons, page 1-8

Filters

At the top of many windows you can filter information that appears in the window. As shown in Figure 1-5, you can click the drop-down list for categories, then in the **matching** field enter the search criteria, using * if you want to indicate anything is a match (you can enter only * or you can place * before other characters, in the middle of other characters, at the end of other characters, or in multiple locations), and click **Find**. In some cases you might also have a field after the **matching** field from which you can select or enter more specifics for your **Find**.

Header Row Check Box

Many windows have a check box in the header row, where the column names exist, as shown in Figure 1-5. If you check this check box, then all check boxes in the window are chosen.

Rows per Page

In the bottom left corner of many windows, as shown in Figure 1-5, you can change the number of rows shown on this window in **Rows per page**. Click the drop-down list and you can select **5**, **10**, **20**, **30**, **40**, **50**, **100**, **500**, **1000**, or **2500**.

Go To Page

Near the bottom in the right corner of many windows, as shown in Figure 1-5, there is **Go to page** *field of y*. In the *field*, you can enter the page you want to choose and then click the **Go** button to get there. The *y* indicates the last page for this topic. Another way to choose a specific page is to use the arrows. You can click the **>** arrow to choose the next page or the furthest arrow to the right **>|** to choose the last page. You can click the **<** arrow to choose the previous page or the furthest arrow to the left **|<** to choose the first page.

Figure 1-5   Example of Filtering, Header Row Check Box, Rows per Page, and Changing Pages

Auto Refresh

At the bottom left corner of several windows, there is a check box used to enable or disable the **Auto Refresh** feature, as shown in Figure 1-6. Checking this check box causes the window and its data to refresh every **n** milliseconds. The amount of time between refresh cycles can be set in the DCPL property: GUI.srRefreshRate. By default, the **Auto Refresh** feature is enabled to 30000 milliseconds.

Color Coding

In the Service Request table, the Task table, and the Device table, the colors you see indicate the state of the items, as shown in Figure 1-6.

In the **Service Request** table, the states have the following colors:

- BROKEN is bright yellow
- CLOSED is no color
- DEPLOYED is bright green
- FAILED AUDIT is bright yellow
- FAILED DEPLOY is bright red
- FUNCTIONAL is bright green
- INVALID is bright red
- LOST is bright yellow
- PENDING is bright green
- IN-PROGRESS is bright yellow
- REQUESTED is cream
- WAIT DEPLOYED is cream

In the **Task** table, the states have the following colors:

- ABORTED is orange
- RUNNING is bright green
- WAITING_TO_RUN is cream
- errors is bright red
- successfully is bright green
- warnings is cyan

In the **devices** table, the states have the following colors:

- device returns anything other than **success** or **no result**, then the color is bright red
- device returns **success**, then the color is bright green
- **no result** from device, then the color is dark blue

Figure 1-6   Colors as Identifiers

■ **Operate**

Icons

In some windows with tables of information, icons appear to show the type of device, as shown in Figure 1-7.

Note A list of possible icons can be found in Table 12-1 in the Launching Topology Tool, page 12-2 section of Chapter 12, "Using the Topology Tool."

Figure 1-7   Devices—Icons

Operate

Operate contains tools to create and manage Service Requests and the various tasks of Prime Fulfillment.

From the Home window you receive upon logging in, click the **Operate** tab and you receive a window as shown in Figure 1-8.

*Figure 1-8   Operate Selections*

The selections are as follows:

- **Service Requests**—Create, deploy, and manage service requests (SRs). This is explained in detail in Chapter 8, "Managing Service Requests".

- **Tasks**—Create and manage the tasks associated with Prime Fulfillment. This is explained in detail in Task Manager, page 10-23 section of Chapter 10, "Monitoring".

Inventory

Inventory contains tools to manage physical and logical inventory elements, resources, device tools, and reports.

From the Home window you receive upon logging in, click the **Inventory** tab and you receive a window as shown in Figure 1-9.

Figure 1-9   Inventory Selections
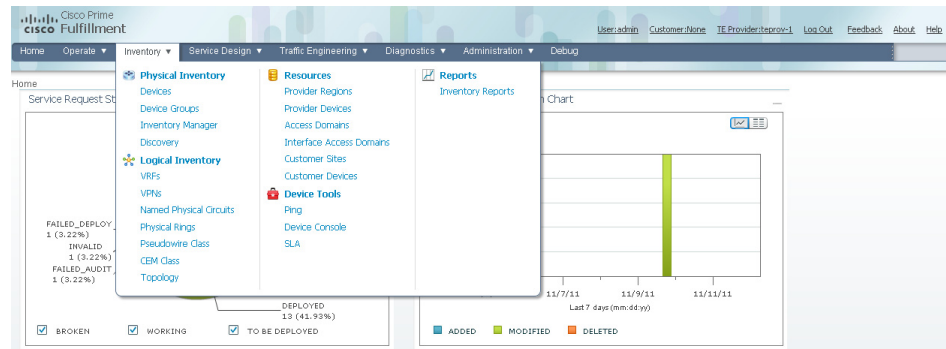
The selections are as follows:

- **Physical Inventory**—Create and manage Devices, Device Groups, Inventory Manager, and Discovery.

    - **Devices**—Create and manage devices (explained in detail in Devices, page 2-1 section of Chapter 2, "Before Setting Up Prime Fulfillment").

    - **Device Groups**—Create and manage device groups (explained in detail in Device Groups, page 2-28 section of Chapter 2, "Before Setting Up Prime Fulfillment").

    - **Inventory Manager**—Bulk-manage inventory elements (explained in detail in Chapter 13, "Using Inventory Manager").

    - **Discovery**—Discover devices, connections, and services (explained in detail in Appendix G, "Inventory - Discovery").

- **Logical Inventory**—Create and manage VRFs, VPNs, Named Physical Circuits, Physical Rings, and Pseudowire Class. This is explained in detail in Setting Up Logical Inventory, page 2-53 section of Chapter 2, "Before Setting Up Prime Fulfillment".

- **Resources**—Create and manage Customer Sites and Devices, Provider Regions and Devices, and Access Domains. This is explained in detail in Setting Up Resources, page 2-40 section of Chapter 2, "Before Setting Up Prime Fulfillment":

- **Device Tools**—Contains the following choices:

    - **Ping**—Perform Ping connectivity tests (explained in detail in Ping, page 10-1 section of Chapter 10, "Monitoring").

    - **SLA**—Manage Service Level Agreement (SLA) probes (explained in detail in SLA, page 10-3 section of Chapter 10, "Monitoring").

    - **Device Console**—Download commands and configlets to devices and view device configuration (explained in detail in Inventory - Device Console, page 13-1 section of Chapter 13, "Using Inventory Manager").

- **Reports**—Create and manage various reports of Prime Fulfillment. This is explained in Reports, page 10-27 section of Chapter 10, "Monitoring".

Service Design

Service Design contains management tools for creating and managing resources, policies, and templates.

From the Home window you receive upon logging in, click the **Service Design** tab and you receive a window as shown in Figure 1-10.

*Figure 1-10   Service Design Selections*

The selections are as follows:

- **Resources**—Create and manage Customers, Providers, Resource Pools, and Route Targets. The following choices are explained in detail in Setting Up Resources, page 2-40 section of Chapter 2, "Before Setting Up Prime Fulfillment":
    - **Customers**—Create and manage customers.
    - **Providers**—Create and manage Providers.
    - **Resource Pools**—Create and manage pools for IP address, multicast address, route distinguisher, route target, site of origin, VC ID, and VLAN.
    - **CE Routing Communities**—Create and manage CE Routing Communities.
- **Policies**—Create and manage policies for licensed services.
- **Templates**—Create and manage templates and associated data (explained in detail in Chapter 9, "Managing Templates and Data Files").

Traffic Engineering

Traffic Engineering contains tools to create, deploy, and manage elements of Traffic Engineering Management. This is explained in detail in Chapter 7, "Managing MPLS Traffic Engineering Services."

From the Home window you receive upon logging in, click the **Traffic Engineering** tab and you receive a window as shown in Figure 1-11.

Figure 1-11   Traffic Engineering Selections
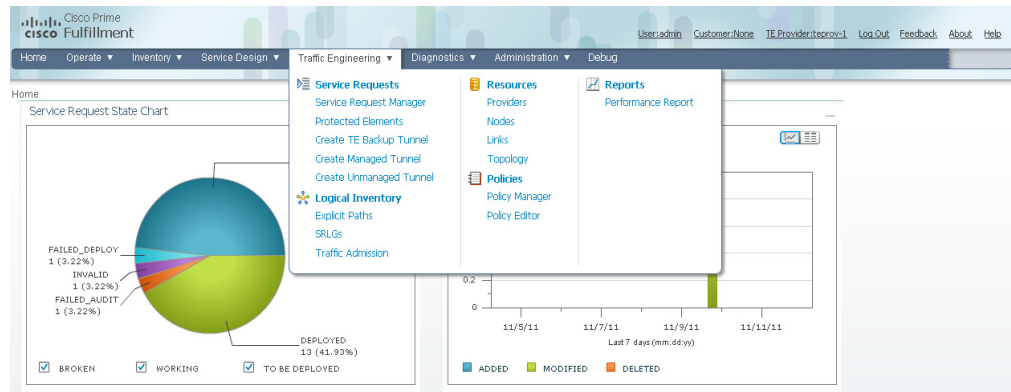
Diagnostics

Diagnostics contains automated troubleshooting and diagnostics for MPLS VPNs. This is explained in detail in *Part 6, Managing MPLS VPN Services*, from Chapter 11, "Performing Diagnostics".

From the Home window you receive upon logging in, click the **Diagnostic** tab and you receive a window as shown in Figure 1-12.

Figure 1-12   Diagnostic Selections
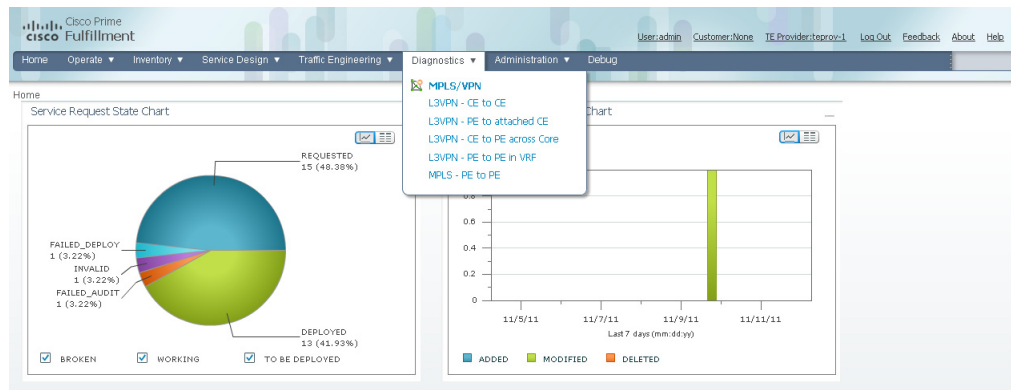
Administration

Administration contains tools to manage users, Prime Fulfillment configuration, servers, and licensing, to view users and the user access log, and to specify attributes for some messages.

From the Home window you receive upon logging in, click the **Administration** tab and you receive a window as shown in Figure 1-13.

Figure 1-13   Administration Selections
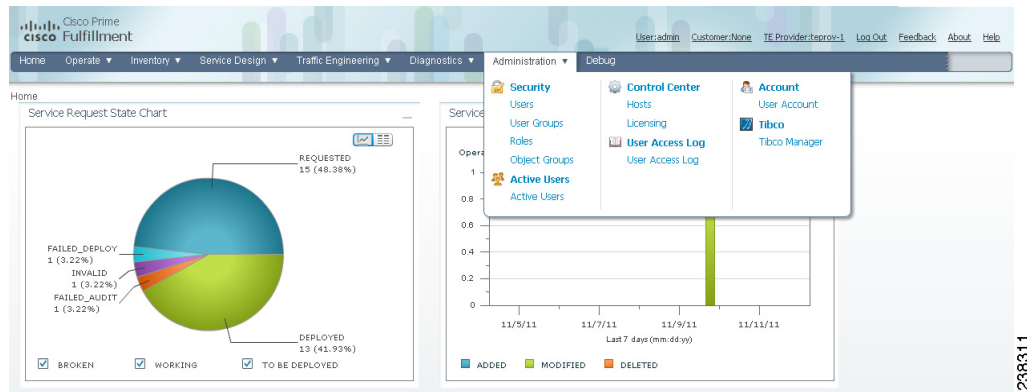
The selections are as follows:

- **Security**—Create and manage Users, User Groups, User Roles, and Object Groups. The following choices are explained in detail in Manage Security, page 14-9 section of Chapter 14, "Administration Tasks":

  – **Users**—Create and manage Users to also access Inventory Manager, Topology, and Northbound API.

  – **User Groups**—Create and manage User Groups. A Group is used to combine the privileges of all the roles contained within it.

  – **User Roles**—Create and manage User Roles, which define a set of permissions.

  – **Object Groups**—Create and manage a group of objects, such as devices, interfaces, and named physical circuits.

- **Control Center**—Manage Prime Fulfillment configuration, servers, and licensing. The following choices are explained in detail in Manage Control Center, page 14-2 section of Chapter 14, "Administration Tasks":

  – **Hosts**

> **Note**   If you want to do a **custom** install, this is only available through the Installation procedure explained in the *Cisco Prime Fulfillment Installation Guide 6.2*.

  – **Collection Zones**

  – **Licensing**

- **Active Users**—View users currently connected to Prime Fulfillment. Disconnect users (explained in detail in Manage Active Users and User Account, page 14-1 section of Chapter 14, "Administration Tasks").

- **User Access Log**—View the user access log (explained in detail in User Access Log, page 14-26 section of Chapter 14, "Administration Tasks").

- **Manage TIBCO Rendezvous**—Specify attributes for proper messaging among all Java™ Web Start distributed applications. This is explained in detail in Manage TIBCO Rendezvous, page 14-7 section of Chapter 14, "Administration Tasks".