



Release Notes for Cisco Prime Infrastructure, Release 1.2.1.12

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Introduction

The Cisco Prime Infrastructure is a network management tool that supports lifecycle management of your entire network infrastructure from one graphical interface. Prime Infrastructure provides network administrators with a single solution for provisioning, monitoring, optimizing, and troubleshooting both wired and wireless devices. Robust graphical interfaces make device deployments and operations simple and cost-effective.

Prime Infrastructure provides two different graphical user interfaces (from which you can switch back and forth by clicking the downward arrow next to your login name):

- Lifecycle view, which is organized according to home, design, deploy, operate, report and administer menus.
- Classic view, which closely corresponds to the graphical user interface in Cisco Prime Network Control System 1.1 or Cisco Wireless Control System (WCS).

For more information on the Lifecycle view of the Cisco Prime Infrastructure features, see the following URL:

http://www.cisco.com/en/US/docs/net_mgmt/prime/infrastructure/1.2/user/guide/prime_infra_ug.html

For more information on the Classic view of the Cisco Prime Infrastructure features, see the following URL:

http://www.cisco.com/en/US/docs/wireless/prime_infrastructure/1.2/configuration/guide/pi_12_cg.html

For more information on prerequisites, system requirements, and installation, see the following URL:

http://www.cisco.com/en/US/docs/net_mgmt/prime/infrastructure/1.2/quickstart/guide/cpi_qsg.html

Virtual Appliance - Hardware Requirements

Table 1 lists the hardware requirements for the virtual appliance based on wired/wireless scale. For information about the number and type of devices supported by each virtual appliance size, see the Cisco Prime Infrastructure 1.2 data sheet at

http://www.cisco.com/en/US/products/ps12239/products_data_sheets_list.html.

Table 1 *Virtual Appliance—Hardware Requirements*

	Processor	DRAM	Hard Disk
Small Virtual Appliance	4 vCPUs	8 GB	200 GB
Medium Virtual Appliance	4 vCPUs	12 GB	300 GB
Large Virtual Appliance	16 vCPUs	16 GB	400 GB
Extra large Virtual Appliance	16 vCPUs	24 GB	1200 GB

Browser Support

Prime Infrastructure supports the following browsers:

- Google Chrome—19.0 build
- Mozilla Firefox— ESR 10.x, 13.0 and 14.0

- Microsoft Internet Explorer 8.0 or 9.0 with [Chrome plug-in](#). Native Internet Explorer is not supported.

**Note**

We recommend a minimum screen resolution of 1280 x 800 pixels.

Supported Software Versions

[Table 2](#) lists the wireless devices and their software versions that are supported by Prime Infrastructure 1.2.1.12.

Table 2 *Supported Controller Hardware Models and Software Versions*

Controller Hardware Models	Controller Software Versions
Cisco 2100 Series	7.0.x
Cisco 2500 Series	7.0 and later versions
Cisco 4400 Series	7.0.x
Cisco 5500 Series	7.0 and later versions
Cisco Flex 7500 Series	7.0 and later versions
Cisco Flex 8500 Series	7.3
Cisco Virtual Controller	7.3
Cisco WiSM	7.0.x
Cisco WiSM2	7.0 and later versions
Cisco Wireless Controller on Service Ready Engine (WLCM2 on SRE)	7.2.110.0
Cisco Catalyst 3750G Series Integrated Wireless LAN Controllers	7.0 and later versions

For detailed information on the software compatibility for the Cisco wireless devices, see the following URL:

http://www.cisco.com/en/US/docs/wireless/controller/5500/tech_notes/Wireless_Software_Compatibility_Matrix.html

For detailed information on the supported device types and software versions, see the following URL:

http://www.cisco.com/en/US/products/ps12239/products_device_support_tables_list.html

Installation Guidelines

For detailed information about the installation guidelines, see the following URL:

http://www.cisco.com/en/US/docs/net_mgmt/prime/infrastructure/1.2/quickstart/guide/cpi_qsg.html#wp56681

Upgrading Cisco Prime Infrastructure



Note

- Install a patch to the existing system before performing the upgrade.
- Ensure that you perform a backup before attempting to upgrade.
- Use a console connection when you upgrade, to avoid Telnet/SSH terminal timeouts.
- Remove high availability before performing the upgrade.

You can upgrade the following Cisco Prime Network Control System products to Cisco Prime Infrastructure 1.2:

- Cisco Prime Network Control System 1.0.0 (NCS 1.0 MR2, 1.0.2.29)
- Cisco Prime Network Control System 1.1.0 (NCS 1.1 FCS, 1.1.0.58)
- Cisco Prime Network Control System 1.1.1 (NCS 1.1 K MR1, 1.1.1.24)



Note

You cannot upgrade NCS Release 1.1.2.12 to Cisco Prime Infrastructure Release 1.2.0.103 and 1.2.1.12.

For detailed information about the upgrade methods, see the following URL:

http://www.cisco.com/en/US/docs/net_mgmt/prime/infrastructure/1.2/quickstart/guide/cpi_qsg.html#wp56675

Prime Infrastructure Feedback Tool

There is an automated feedback tool that can be configured to send periodic information to Cisco about the features that are being used on a given server. The feedback tool feature is disabled by default. You must enable this feature to identify the most frequently used features in Prime Infrastructure. You must configure the e-mail server and then enable data collection to configure the feedback tool.

To configure the feedback tool, follow these steps:

- Step 1** Choose **Administration > System Settings > Mail Server Configuration**.
- Step 2** In the Mail Server Configuration page, enter the mail server details.
- Step 3** Click **Save** to save the configuration settings.
- Step 4** Choose **Help > Help Us Improve Cisco Products**.
- Step 5** In the Help Us Improve Cisco Products page, select the **Yes, collect data periodically** option.
- Step 6** Click **OK**.

Submitting Feedback

To obtain support assistance and deliver feedback, use the following link to communicate with the Cisco support team:

<https://www.ciscofeedback.vovici.com/se.ashx?s=6A5348A76B189D9B>

Prime Infrastructure License

For detailed information on the Prime Infrastructure Licensing, see the following URL:

http://www.cisco.com/en/US/products/ps12239/products_data_sheets_list.html

Cisco Prime Infrastructure 1.2.1.12 Supported Devices

For detailed information on the supported device types, see the following URL:

http://www.cisco.com/en/US/products/ps12239/products_device_support_tables_list.html

New Features and Enhancements

There are no new features for this release.

Important Notes

- The Cisco 12.2EWA IOS Image for Catalyst 4948 does not work properly. Cisco Prime Infrastructure supports IOS Image 12.2SG for Catalyst 4948 series. This is because of different sysOID's returned by Cisco IOS Images.
- For the TACACS+/RADIUS user authentication, the custom attributes related to the new features are required to be added/appended to the existing set of attributes in AAA server to access certain pages/views. For example, Monitor Media Stream page, Virtual Domain List (to view the list of virtual domains from the Create Report page), and so on. For RADIUS authentication and authorization in Prime Infrastructure 1.2.1.12, there is an alternate method available for the AAA users. Only the user role and virtual domain attributes can be configured in AAA server (instead of copying the complete custom attribute task list from NCS to the AAA server).

Open Caveats

Table 3 lists the Open Caveats in Cisco Prime Infrastructure Release 1.2.1.12.

Click the identifier to view the impact and workaround for the caveat. This information is displayed in the [Bug Toolkit](#). You can track the status of the open caveats using the Bug Toolkit.

Table 3 **Open Caveats**

Identifier	Description
CSCuc84622	Unable to find the root_enable option after upgrade.
CSCud00537	Failback error occurs while creating instance direct: /opt/CSColumos
CSCud02933	The custom netflow reports do not show any data when some parameters are not selected.
CSCud10462	Full appliance backup does not work. When doing a backup using the command line, always shut down the system before taking the backup, and add the 'application NCS' option to the backup command. For example, "backup <bkpfile> repository <repo> application NCS'.
CSCud12229	High Availability: Primary process failed after failback.
CSCud12659	Backups can be restored only on an equivalent or larger machine configurations. For example, if a backup was taken on a machine that had 48GB of RAM installed, the backup from that machine has to be restored on a machine with a similar or a bigger RAM. This is applicable to harddisk size and CPU configurations as well.
CSCud17017	Sometimes the user interface is grayed or blanked out completely or does not respond. Such problems go away either after a full browser refresh, or clearing the browser cache/cookies or restarting the browser, and then relaunching the application.
CSCud20475	Backup or restore could fail due to lack of disk space on the system. User can try the option of running a cleanup on the command line using the 'ncs cleanup' command to free up the disk space before re-running the task.
CSCud20969	In a Prime Infrastructure 1.2.1.12 system, depending on how the product was installed or upgraded or patched, might show the product version differently. If installed or upgraded to Prime Infrastructure 1.2.1.12, the reported version would be 1.2.1.12. If a 1.2.0.103 version was updated to 1.2.1.12 using a update patch, the version is still reported as "1.2.0.103", along with a patch identifier '1.2.1.12'
CSCud22882	The restore operation may sometimes fail because of bad copies of the backup files. The backup files could be invalid because of various reasons including—file transferred in an ASCII mode between machines with different operating systems (always use Binary mode when ftp-ing the files for copy), file not fully transferred due to network or disk space issues (check the file sizes)
CSCud22919	Use 'pi_1.2.1.12_update.tar.gz' to upgrade an existing 1.2.0.103 system to 1.2.1.12, and 'PI-upgrade-bundle-1.2.1.12.tar.gz' to upgrade earlier NCS version (1.0.2.29, 1.1.0.58, 1.1.1.24) to 1.2.1.12. Do not use 'PI-upgrade-bundle-1.2.1.12.tar.gz' to upgrade an existing 1.2.0.103 system to 1.2.1.12
CSCud26020	When the system is operational, command line backup is not supported. Always take a backup of the system from the user interface. Use the CLI option only when the system is not operational (stopped by administrator or down for any reason) Before upgrading a system from earlier versions of NCS to Prime Infrastructure Release 1.2.1.12, install the corresponding upgrade patches. Upgrade could otherwise fail with errors, which may not explicitly indicate the lack of the upgrade patch.
CSCud31252	Though valid netflow is coming in, the netflow-based reports do not work.
CSCud32807	“Unable to start secondary” error appears in the user interface.
CSCud33502	“Failed to start NCS on primary NCS after attempting registration with secondary” error occurs.
CSCud34687	Unable to download the selected documents and notes in a Zip file to the client machine in an upgraded server.

Table 3 **Open Caveats (continued)**

Identifier	Description
CSCud36825	Upgrading the system from the earlier versions takes significant amount of time, sometimes even an hour per GB of backup size. This results in large downtime during upgrades. We recommend doing the upgrade on a newer system, and remove the older one after a successful upgrade operation.
CSCud37471	Sometimes the system may report a startup failure, (seen through 'ncs status' command) after a restore. If the system did not startup completely, stopping the system once and restarting may resolve the problem. Use the 'ncs stop' and 'ncs start' commands.
CSCud39395	The difference between the RMAN Archivelogs and the disk contents causes database crash.
CSCud41323	The database restore failed status is reported too late.
CSCud62314	The interface-related groups do not show up correctly because of the double quotes in device interface descriptions. A workaround is to remove the interface descriptions with special characters.
CSCud60976	The applications list is not re-initialized after a restore operation (table remains empty)
CSCuc74852	Administration > Jobs Dashboard page reports an exception.
CSCud49364	Unable to delete device.
CSCud54588	A few devices are not moved under respective device groups after restoring database.

Resolved Caveats

[Table 4](#) lists the Resolved Caveats in Cisco Prime Infrastructure Release 1.2.1.12.

Click the identifier to view the details of the caveat. This information is displayed in the [Bug Toolkit](#).
You can track the status of the resolved caveats, using the Bug Toolkit.

Table 4 **Resolved Caveats**

Identifier	Description
CSCud45623	Devices are not displayed for selection while Virtual Domain creation
CSCud46180	NAMs are not appearing in the Administrator > Data Collectors page.
CSCud47094	Undefined errors for Monitor Lite and Sys Mon users
CSCud48833	Unable to delete the added devices on a restored server.
CSCud34774	Unable to add virtual domain for user
CSCud34993	“Read Timed out” error while configuring HA in Primary Server
CSCud45662	Config Archive fails with Unknown Error
CSCud24217	Virtual Domain changes from Life cycle to Classic theme if we change to other Virtual Domain

Related Documentation

You can access the following additional Cisco Prime Infrastructure documentation on Cisco.com:

- [Cisco Prime Infrastructure 1.2 Quick Start Guide](#)

- [Cisco Prime Infrastructure 1.2 User Guide](#)
- [Cisco Prime Infrastructure 1.2 Configuration Guide](#)
- [Open Source Used In Cisco Prime Infrastructure 1.2](#)
- [Cisco Prime Infrastructure 1.2 Supported Devices](#)

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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