

ReadMe for Update-4 for Cisco Prime Infrastructure 1.3.0.20

Revised: September 2013

This readme explains the installation procedure and caveats of Update-4 for Cisco Prime Infrastructure 1.3.0.20.

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Introduction

The Update-4 is the second cumulative patch release for Prime Infrastructure. This release delivers a number of critical bug fixes. There are no new features added in this release. This release can be installed on top of the following installations:

- Prime Infrastructure 1.3.0.20
- Prime Infrastructure 1.3.0.20 with Update-1
- Any other point patches installed on Prime Infrastructure 1.3.0.20 with Update-1

The bugs resolved in this release provide the following key functions:

- This patch release provides fixes for maps, client troubleshooting, and client management. For more information, see the "[Resolved Caveats](#)" section.
- This patch release includes the contents of Update-1 Cisco Prime Infrastructure 1.3.0.20, therefore, you do not need to install Update-1 prior to Update-4. The Update-1 contents contain the following key fixes:
 - Enables pre-backup check.
 - Provides error-handling capabilities during the restore process.
 - As part of improvements to the backup, a signature file has been added in this patch release. The signature file is used during the restore operation for further validation prior to restore, so that failures can be avoided. Also, improvements have been made in reducing the backup size.

For more information, see the [Release Notes for Update 1 for Cisco Prime Infrastructure 1.3.0.20](#).

Installation Guidelines

Caution: You cannot uninstall or remove this patch.

Notes:

- It is important to back up your system before applying this patch. Store the backup in an external repository. This will help you to revert to the original Prime Infrastructure 1.3.0.20 state. For details, see the “Reverting to the Original Prime Infrastructure 1.3.0.20 State” section.
- Remove high availability (from both primary and secondary servers) before performing the upgrade.
- If you have installed Update-4 newly or upgraded to Update-4 from Prime Infrastructure 1.3.0.20 on your secondary server, the installation or upgrade will stop as part of the application start-up. To fix this issue, you need to open another admin console and run the Update-4 patch installation to address this issue.
- There is no need to shut down your server before installing this patch release. The patch installation will stop the application and restart it again.
- There is no need to reboot your system manually after applying this patch.
- The patch installation takes approximately 15-20 minutes.

Follow these steps to install Update 4 for Cisco Prime Infrastructure 1.3.0.20 to your existing Prime Infrastructure 1.3.0.20 system or Update 1 for Cisco Prime Infrastructure 1.3.0.20:

Step 1 Go to the following URL to download the PI_1_3_0_20-Update.4-16.tar.gz patch to your repository:
<http://software.cisco.com/download/release.html?mdfid=284652876&flowid=38562&softwareid=284272933&release=1.3.0&relind=AVAILABLE&rellifecycle=&reltype=all>

Step 2 Open a console session and log in to the existing server as admin. Enter the password when prompted.

Note: If you want to know more about creating a remote repository, see the Setting Up Remote Repositories section of the *Prime Infrastructure User Guide*: http://www.cisco.com/en/US/docs/net_mgmt/prime/infrastructure/1.2/user/guide/ManageData.html#wp105609

Step 3 Install the patch:

```
admin# patch install <patchFile> <repositoryName>
```

Where

<patchFile> is the name of the patch file you copied.

<repositoryName> is the name of the repository that you configured.

Once the patch is installed successfully, you can verify the patch version using the following command:

```
admin# show version
```

Sample Output:

```
.  
.   
.
```

```
Version : 1.3.0.20
```

```
Patch: Cisco Prime Network Control System Version:  
Update.4.16
```

This patch version number is shown only when you use the **show version** command. On the Prime Infrastructure UI, only the base version number 1.3 (1.3.0.20) appears.

For more information, see the following section of the *Cisco Prime Infrastructure 1.3 Quick Start Guide*:

http://www.cisco.com/en/US/docs/wireless/prime_infrastructure/1.3/quickstart/guide/cpi_qsg_1_3.html

Reverting to the Original Prime Infrastructure 1.3.0.20 State

To revert to original Prime Infrastructure 1.3.0.20 state, follow these steps:

- Reinstall Prime Infrastructure 1.3.0.20 from an OVA or ISO distribution.
- Restore data from the backup that you made before applying the patch.

Guidelines for Upgrading from an Earlier Version of Prime Infrastructure 1.3.0.20

If you are making a backup to upgrade from an earlier version of Prime Infrastructure, make sure that you apply the necessary patches before you perform a backup. For details, see the “[Installing the Point Patch](#)” section of the Cisco Prime Infrastructure 1.3 Quick Start Guide.

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

Note: In addition, Update-4 supports Cisco Wireless LAN Controller Release 7.4.100.0.

Resolved Caveats

The following table lists the resolved caveats of Update-4 for Cisco Prime Infrastructure 1.3.0.20.

Click the bug 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.

<i>Table 1 Resolved Caveats</i>	
Identifier	Description
CSCui62620	When you try to delete a configuration template, the operation fails and an exception occurs.

Table 1 Resolved Caveats

CSCug70014	There are some discrepancies in the throughput report and the client traffic dashlet.
CSCui13025	Prime Infrastructure throws SNMP exceptions when you try to set Access Points in Bridge Mode using the Configure > Access points page or using the Lightweight AP Template page.
CSCud83825	NCS emails are rejected by a mail server because fully-qualified name (FQDN) is not fully filled in EHLO messages from NCS.
CSCug40106	The "state" field of the Rogue AP reports is unreliable. Sometimes the report shows it as "Alert" for APs that would appear as "Removed" when you search for that specific rogue MAC address.
CSCuh14991	The details of alarms reported in Prime Infrastructure's alarm panels may not be visible. When the Number of Alarms are more than 250 in the Alarms page, then clicking on the "Alarm Summary" from the bottom toolbar will not refresh the main alarm page.
CSCuh29207	Intermittently the client count is not reported on Prime Infrastructure and the process stops working.
CSCuh35360	The Email Notifications page in Prime Infrastructure has some duplicate categories.
CSCui18743	Username and passwords are shown in logs.
CSCui40999	The Client Counts dashlets have incorrect values when filtered by SSID.
CSCui52481	The Assurance dashlets are not filled-in the NetFlow and NAM data in the Prime Infrastructure 1.3 Update-4 server. Site ID is filled-in as "NULL" in that server, So Data is not populated.
CSCui37329	When a device is configured with "mpls traffic-eng router-id Loopback0" command under the OSPFv4 process, the collection status of the device is appears as "Managed with Warning" state.
CSCuh41017	Prime Infrastructure may not accurately report information collected by a Class Based QoS monitoring template.
CSCuf55719	Prime Infrastructure sometimes displays the link down detection without Port number and device IP address.
CSCuh05066	Indexes are missing after an upgrade or ncs cleanup.
CSCug32448	Reads from the Oracle database in NCS and Prime Infrastructure takes long time, which causes latency.
CSCug72758	The configuration of mobility group member from Prime Infrastructure makes control path down.
CSCud13540	Prime Infrastructure stops working when the Java core file is decoded, and the back trace indicates that carsGetDiskUsageStats is involved.

Table 1 Resolved Caveats

CSCug95851	Switchport tracing feature does not seem to work when the reporting AP/rogue AP is across L3 boundary from the Prime Infrastructure and/or the controller.
CSCuh04019	Flash not responding when you access the RRM Dashboard (Monitor > RRM).
CSCue29604	Environment temperature dashlet not showing data after deploying device health monitoring template.
CSCuh07662	High Availability does not come up when failover is initiated from the primary server.
CSCuh38861	Some SQL queries in the built-in functions of Prime Infrastructure can cause an unusually large number of records to be returned, causing the system to appear latent.
CSCuh41100	Deleting the Custom SNMP template causes incorrect data or process crash.
CSCuh62158	Prime Infrastructure may increase the CPU utilization when the Assurance services are started.
CSCuf06505	When you switch the Prime Infrastructure view (LifeCycle/Classic) in Google Chrome, the browser stops working.
CSCuh84937	Restore fails on a freshly installed Prime Infrastructure 1.3.x system because of swap issues
CSCug67712	Control file missing in fast recovery area because of which unable to stop or start database.
CSCug20125	Basic search does not work when you have two or more MSEs in the S&P setup.
CSCug72223	Flash stops working on the main page.
CSCty21268	The Interface page does not allow you to save if LAG mode enabled.
CSCub05069	After importing WCS database to NCS 1.1.1.24, the Alarm Summary shows Critical Alarms, but checking Critical alarms results in "no data available" and page keeps loading.
CSCue17340	On a floor or outdoor area with Mesh APs, you can normally see mesh information (such as lines representing links between mesh APs) by enabling the Mesh Info layer. However, if Refresh from Network is enabled, you cannot.
CSCue47128	When AP is added to map, it automatically goes to position AP page. Before positioning page is launched, if zoom is done, you can drag the first AP only. Selecting other AP does not deselect the first AP.
CSCue55368	After installing signed certificate, users are unable to log into the web GUI using Google Chrome standalone browser.
CSCue88410	When the voice audit tool from NCS is accessed, it throws the following error: Unknown Exception Occurred. If the problem persists please send logs to Tech support.

Table 1 Resolved Caveats

CSCuf04868	Device 360 view takes a long time to display interfaces when you go to DWC, select Device 360 view for any IP address, and then select the Interfaces tab.
CSCuf68849	At times, a controller status Java thread is stuck, keeping other background tasks in NCS from completing in a timely fashion.
CSCuf86195	At times, discovery of new access points can take a long time, causing other background tasks to take a long time to complete.
CSCuh88045	Prime Infrastructure should be gracefully shutdown when shutdown from VCenter UI
CSCuh90477	Sorting non-indexed column in client list page has performance issues.
CSCug51245	Apply to AAPs throws Error page if some exception is met earlier
CSCug57534	One entry is configured for an example client under clients > track clients, with the "on every detection" option selected. When the client associates, anywhere from 6-10 emails are sent.
CSCug78400	Adding or Replacing a floor image by DWG file throws a permissions error
CSCug78551	Offset in actual map in repositioning AP. Log into Prime Infrastructure, choose sitemaps > floor maps. If there are existing APs, try to reposition them or try to add new APs to the floor map. You can see the offset in the map.
CSCuh14198	WLAN ID and SSID mismatch when you view WLAN details using the Device Group > Device Type > Wireless Controller > WLAN page and the Monitor > Controllers > System > WLANs page.
CSCuh16757	Prime Infrastructure's Classic View may not display all the interface information about a given wireless LAN controller on its Configure > Controllers > choose a controller > Interfaces page. Virtual interface information may not be shown at all.
CSCuh17946	Go to Configure > Controller Template Launch Pad > Security > Access Control > Protocol Groups. Create a group with Protocol=Any Resulting group template that is created shows Source/Dst Port=0, which is an invalid port number. Also, there is a default "any" protocol group with Protocol=Any and Src/Dst Port=Any. If you try to save this entry again, the ports will become 0 and there is no way to recover to the default state.
CSCug80248	When APs are put in maintenance mode, the Monitor > Access Points page entries (under Classic view) will be disturbed due to maintenance mode status icon. For maintenance mode AP's the alarm status will not reflect the severity of original alarm with that AP, instead it will have Grey icon. This will disturb the severity sorting order.

Table 1 Resolved Caveats

CSCug80687	<p>When running MSE backup from the background tasks page, it will fail with the message:</p> <p>"MSE Backup failed for: mse-hostname. Reason: Not enough space to create backup file."</p> <p>However, if you go to the Services > MSE > select MSE > Maintenance > Backup page and run the backup from there, the same backup is successful. The resulting backup here is much smaller than the free localdisk on the Prime Infrastructure server. Also, there is plenty of space on the MSE.</p>
CSCuh57678	Prime Infrastructure does not list AP groups in alphabetical order, which makes the selection of groups difficult.
CSCuh78839	Issues with "Sync" in DWC and background task
CSCuh79507	Access points in maintenance mode will trigger critical alarms in Prime Infrastructure, even if you set low severity for AP Disassociation events.
CSCug70014	There are some discrepancies in the traffic reporting via dashlets and reports.
CSCug35631	In the Deploy > Configuration Tasks page, when you attempt to use the "Apply to Controllers" option, it may not work as expected.
CSCuh77579	The lobby ambassador login is not working in Internet Explorer 9.0 without Chrome plugin.
CSCuh05094	Searching for Rogue AP alarms returns no results in Prime Infrastructure 1.3.0.20.
CSCuh31359	When you search for a rogue AP or a client MAC in the quick search bar, the search takes long time before it returns the results (it is anywhere from 5 to 15 seconds and sometime even more).
CSCug35639	Undeploying a template under Prime Infrastructure's Deploy > Configuration Tasks page takes much longer than expected.
CSCud92758	SNMP v3 AuthPriv Mode is Not Supported through SWIM in Prime Infrastructure 1.2
CSCug58474	PI 1.2 SWIM Recommendation and Upgrade Analysis does not work with SSH
CSCug80688	SWIM Importing from Cisco.com fails for K9 images. The error message does not really help understand what exactly is the issue at hand.
CSCuh35593	SWIM distribution on 5500 is keep running for long time when reboot option set
CSCug25140	In the Configuration Template > Deploy page, you are unable to click the History link.
CSCuh22106	When you add a Cisco 5500 WLC (7.4 version) to Prime Infrastructure 1.3.1 (with 1.2.1.1.2 data restored), the config archive is failing with 'device unreachable' or 'function run timed out' message.

Table 1 Resolved Caveats

CSCug43978	Job status is hard to find for Configuration Archives feature.
CSCug61999	The JDBC driver that provides access to the Oracle database in Prime Infrastructure may stop working.
CSCuh14892	Inventory.log is not purging until 50 inventory.log.* files are reached.
CSCug27194	After an upgrade, the grouping and permissions for NBI are not set correctly in Prime Infrastructure.
CSCue87691	When you have more than 20 switches in your system, "getDevices" API returns only a maximum of 20 devices.
CSCuc73414	Unable to apply AP Templates through WLC since the SNMP timeout is 1 second and they get SNMP Timeout Error.
CSCud80423	A vulnerability in the login page of the web interface of Cisco Prime Infrastructure may allow an authenticated, local attacker to inject scripts into the login disclaimer of the login page. The vulnerability is because of insufficient validation of the contents of the login disclaimer. An attacker could exploit this vulnerability by inserting scripts into the login disclaimer that would be executed when users visit the login page.
CSCui77571	<p>After upgrading the browser to Google Chrome version 29.0.1547.57 m, the following error occurred parsing and rendering the content in the Jobs Dashboard, the Configure > Access Points > AP page, the Clients and Users page (where the Object Selector widget or tree-like widget is used).</p> <p>Object # has no method 'getAttribute'</p> <p>The error occurred with Google Chrome version 29, but there are no errors with Mozilla Firefox. Since Internet Explorer uses the Chrome plugin, which runs JavaScript code using Chrome engine, this error occurred on Internet Explorer as well.</p>
CSCui60403	Prime Infrastructure 1.3 takes up to 2 minutes to load the Home Page.

Open Caveats

The open caveats listed in Cisco Prime Infrastructure 1.3 (apart from the resolved bugs listed in the preceding table) are applicable to Cisco Prime Infrastructure Release 1.3.2 as well. For the list of open caveats, see the following URL:

http://www.cisco.com/en/US/docs/net_mgmt/prime/infrastructure/1.3/release/notes/cpi_rn_13.html#wp53609

In addition to the caveats listed in this URL, the following caveats are open in this patch release.

Table 2 Open Caveats	
Identifier	Description
CSCua46983	The configuration/bootstrap templates for PnP profile are invisible for users in Admin, Super Users, and Config Manager user groups.
CSCua57435	When you log into non-root domain as an Admin user and trigger PnP provisioning after creating a template, the provisioning is incomplete.
CSCub98275	Current Associated Clients are not shown for Cisco 3750 Stackable Switch or wireless access points when device is added using "Discovery". But when the same device is added through the "Add Device", the Current Associated Clients appear.
CSCuc89874	Prime Infrastructure stops working when you try to import Device Work Group (DWG). This problem occurs while importing DWG file into floor map.
CSCud45623	When no value (null) for sysname from a device, the Virtual Domains (Administration > Virtual Domain) details are shown incorrectly.
CSCud99014	Devices that are added through discovery are only added into default root domain. They are not added into other virtual domains.
CSCug42271	Unable to log in as a AAA user when the backup is restored from a different server.
CSCug53957	Sometimes when you add a new device, it is stuck in the "In Progress" state forever.
CSCug55664	Unable to delete or edit IKE policy and settings from device view.
CSCug82855	Inaccurate data appears in the client reports because of wrong bytesSent and bytesReceived attributes from device.
CSCui62432	The Prime Infrastructure restore server with SSO data is redirecting the user to the backup server.
CSCui62457	The Undeploy option is enabled in the configuration tasks page, even though they have not been deployed even once. The undeploy option must be removed from UI for discovered wireless templates as this operation is not supported in Prime Infrastructure 1.3 Update-4.
CSCui69066	The discovery settings and jobs that are older than 24 hours are removed from the server as part of purging.
CSCui47162	Switch Inventory is running for more than 2 days. This issue is encountered for ASR device types with a huge number of interfaces, for example, more than 1600.
CSCuf08691	Rogue AP is not shown in maps but it is shown in the Monitor > Alarms page.

Related Documentation

You can access the additional Cisco Prime Infrastructure documentation at:

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

Obtaining Documentation and Submitting a Service Request

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

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