



# **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, page 7-1
- Launching Prime Network Events, page 7-2
- Prime Network Events Window, page 7-4
- Prime Network Events Right-Click Options, page 7-9
- Selecting Prime Network Events Viewing Options, page 7-10

## **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* 3.8 Administrator Guide.

Only users with the Administrator role can log into Prime Network Events (see Table 7-1).

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

Table 7-1 Default Permission/Security Level Required for Prime Network Events

#### **Related Topics**

- Launching Prime Network Events, page 7-2
- Selecting Prime Network Events Viewing Options, page 7-10

## Launching Prime Network Events

Prime Network provides two methods for launching Prime Network Events:

- From the Cisco Prime Central portal
- As a standalone application

Prime Network Events 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.



If you do not log into Prime Network Administration, Prime Network Vision, or Prime Network Events during a specified period of time (the default is one month) from the standalone application, your account is automatically locked. The default period can be changed per user in Prime Network Administration. The period of time is measured from the time you last logged out of any of the Prime Network client applications. For more information about changing the default period and unlocking an account, see the *Cisco Prime Network 3.8 Administrator 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 10, "Working with Reports."
- Only users with the Administrator role can log into Prime Network Events.

The following topics describe how to launch Prime Network Events:

- Launching Prime Network Events from Prime Central, page 7-3
- Launching Prime Network Events as a Standalone Application, page 7-3

### Launching Prime Network Events from Prime Central

If Prime Central is available in your environment, you can launch Prime Network applications from the main Prime Central page.

To 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 more information about using Prime Network Events with the Prime Central suite of products, see:

- Cisco Prime Central 1.0 User Guide
- Prime Network Events Right-Click Options, page 7-9

#### **Related Topics**

- User Roles Required to Work with Prime Network Events, page 7-1
- Launching Prime Network Events, page 7-2
- Prime Network Events Window, page 7-4

### Launching Prime Network Events as a Standalone Application

To launch Prime Network Events as a standalone application:

Step 1 Choose Start > Programs > Cisco Prime Network > gateway hostname/IP address > Cisco Prime Network Events.



**Note** The hostname/IP address corresponds to the gateway on which Prime Network was configured.

The Cisco Prime Network Events login dialog box is displayed.

**Step 2** Enter your username and password.

The Server field should already be populated with the hostname/IP address of the Prime Network gateway.

Step 3 Click OK.

When you launch Prime Network Events, messages are displayed if the server and client have different versions of the application that launches the client. For more information about these messages, see the *Cisco Prime Network 3.8 Installation Guide*.

The first time you log in, the Ticket tab is displayed in the Cisco Prime Network Events window.

When you log in again, the tab and filter that were visible when you last logged out of the application are displayed.

#### **Related Topics**

- Prime Network Events Window, page 7-4
- Selecting Prime Network Events Viewing Options, page 7-10

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## **Prime Network Events Window**

The Prime Network Events window displays the events generated in the system. Figure 7-1 shows an example of the Prime Network Events window.

Figure 7-1 Prime Network Events Window

Eck	Prime letwork Events - root@	10.56.22.25			
<u>File</u>	iit VievVIools Reports Help				
Sever	ity Event ID	Time V	De. ption	Location	Alarm ID Ticket ID
	42279658061832_1315344626112	06-Sep-11 14:30:26	Device Reachable	c7-npe1-76	80003 80003
V	4475355922494_1315344415248	06-Sep-11 14:26:55	Port down due to oper	c2-core1#1.3:GigabitEthernet1/3/46	40001 40001
	20796231647261_1315344239541	06-Sep-11 14:23:59	CPU utilization less than ower threshold	C9-UPE27	160001 160001
	4462471020606_1315344235248	06-Sep-11 14:23:55	Port up	c2-core1#1.3:GigabitEthernet1/3/46	40001 40001
V	20770461843485_1315344185388	06-Sep-11 14:23:05	CPU utilization exceede upper threshold	C9-UPE27	160001 160001
	38074885079048_1315343800042	06-Sep-11 14:16:40	Device Partially Reacha le	c7-npe1-76	80003 80003
	37804302139400_1315343738745	06-Sep-11 14:15:38	Device Reachable	c7-npe1-76	80003 80003
	4402341478462_1315343515240	06-Sep-11 14:11:55	Port down due to oper	c2-core1#1.3:GigabitEthernet1/3/46	40001 40001
	20680267530269_1315343339334	06-Sep-11 14:08:59	CPU utilization less than ower threshold	C9-UPE27	160001 160001
	4389456576574_1315343335238	06-Sep-11 14:08:55	Port up	c2-core1#1.3:GigabitEthernet1/3/46	40001 40001
	20654497726493_1315343285380	06-Sep-11 14:08:05	CPU utilization exceede upper threshold	C9-UPE27	160001 160001
	35192962023432_1315343207484	06-Sep-11 14:06:47	Device Partially Reacha le	c7-npe1-76	80003 80003
	34866544508936_1315343146353	06-Sep-11 14:05:46	Device Reachable	c7-npe1-76	80003 80003
	32989643800584_1315342712944	06-Sep-11 13:58:32	Device Partially Reacha le	c7-npe1-76	80003 80003
4					Line 5 (1 / 50 Se
Prop	erties:		۷		
	Event ID: 20770461843485_1315:	344185388		Severity: Major	
	Description: CPU utilization exceeded upper threshold			Time: 06-Sep-11 14:2	23:05
	Location: C9-UPE27			Type: Service	
	Ticket ID: 160001				

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 days by default. To modify the default number of days for which events are displayed, see Selecting Prime Network Events Viewing Options, page 7-10. Increasing the number of days can affect how long it takes for the events to be displayed.

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 8-2.

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 8-24.
- View selected event properties in a separate window. See Viewing Event Properties, page 8-16.

#### **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 7-2.

lcon	Color	Severity
	Red	Critical
V	Orange	Major
Δ	Yellow	Minor
•	Light Blue	Warning
~	Green	Cleared, Normal, or OK
0	Medium Blue	Information
?	Dark blue	Indeterminate

#### Table 7-2Severity Indicators

#### **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 7-3.

#### Table 7-3 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.

Tab	Description			
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.			
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 <i>Type</i>	<ul> <li>Five tabs where <i>Type</i> represents one of the following:</li> <li>Ticket</li> <li>Service</li> <li>Syslog</li> <li>V1 Trap</li> <li>V2-V3 Trap</li> <li>These tabs are:</li> <li>Available only if Prime Network was upgraded from Cisco ANA 3.6.x to the current Prime Network version.</li> </ul>			
	<ul> <li>V2-V3 Trap These tabs are:</li> <li>Available only if Prime Network was upgraded from Cisco ANA 3.6.x to the current Prime Network version.</li> <li>Displayed when you choose File &gt; Open 3.6.x Tabs.</li> </ul>			

Table 7-3 Event Categories in Prime Network Events (continued)

- Prime Network Events Toolbar, page 7-7
- Selecting Prime Network Events Viewing Options, page 7-10
- Chapter 8, "Tracking Faults Using Prime Network Events"

### **Prime Network Events Toolbar**

Table 7-4 describes the tools that are displayed in the Prime Network Events toolbar.

Table 7-4 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.
٢	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 8-23.
¥	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 8-24.
₹7	Clears the existing filter.
酋	Displays the Find Events dialog box so that you can view events matching specific criteria. When finished selecting your criteria, click <b>OK</b> . 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 8-23 on page 8-26.
4	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 Selecting Prime Network Events Viewing Options, page 7-10.
	Displays the properties of the selected event or ticket in the Properties pane.

- Prime Network Events Window, page 7-4
- Prime Network Events Menu Bar, page 7-8
- Chapter 8, "Tracking Faults Using Prime Network Events"

### **Prime Network Events Menu Bar**

Table 7-5 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 8-16).

Table 7-5	Prime Network Events Menu Options
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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.	
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 8-24.	
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 8-16.	
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 Selecting Prime Network Events Viewing Options, page 7-10	

Menu Option	Description		
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.		

#### Table 7-5 Prime Network Events Menu Options (continued)

#### **Related Topics**

- Prime Network Events Window, page 7-4
- Prime Network Events Right-Click Options, page 7-9
- Chapter 8, "Tracking Faults Using Prime Network Events"

## **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 3.8 Customization User Guide*.
- Properties—Displays the properties window for the selected event or ticket.

- Selecting Prime Network Events Viewing Options, page 7-10
- Prime Network Events Toolbar, page 7-7
- Chapter 8, "Tracking Faults Using Prime Network Events"

## **Selecting Prime Network Events Viewing Options**

The Prime Network Events Options dialog box enables you to define the options for displaying events in the Prime Network Events window.

To define Prime Network Events options:

**Step 1** From the main menu, choose **Tools > Options**.

The Prime Network Events Options dialog box is displayed, as shown in Figure 7-2.

Figure 7-2 Prime Network Events Options Dialog Box

🗕 Save last filter		
Open Event Vision with	n saved filte	er
ōhow	50	events per page
Export	1000	events in total
Run auto refresh every	60	secs
)isplay events for the last	2	days [1-14]

**Step 2** Set the options, using the information in Table 7-6.

 Table 7-6
 Prime Network Events Options Dialog Box

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.		
	<b>Note</b> Events are not filtered automatically when you next log into Prime Network Events unless the <i>Open Events with saved filter</i> option is also selected.		
Open 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.		
Show <i>n</i> events per page	Specifies the number of events to be displayed per page.		
Export <i>n</i> events in total	Sets the maximum number of events to be exported to a file.		

Option	Description
Run auto refresh every <i>n</i> secs	Automatically refreshes the Prime Network Events display after the specified number of seconds.
	<b>Note</b> This option uses rapid refresh from the database, which can affect the performance of other vital database options.
Display events for the last <i>n</i> days	Displays past events from the specified number of days. Values range from 1 to 14 days, with a default of 2 days.
	If you increase the number of days, it can take longer for the events to be displayed.

#### Table 7-6 Prime Network Events Options Dialog Box (continued)

Step 3 Click OK.

- Prime Network Events Toolbar, page 7-7
- Prime Network Events Menu Bar, page 7-8
- Chapter 8, "Tracking Faults Using Prime Network Events"