

# Readme for Device Pack 1 for Cisco Prime Infrastructure 3.10

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This Readme provides information on installing and upgrading, bug fixes, and additional documentation for Cisco Prime Infrastructure, Release 3.10.

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## Viewing New Devices Supported

To view the devices that are supported in this Device Pack, please see

[https://www.cisco.com/c/dam/en/us/td/docs/net\\_mgmt/prime/infrastructure/3-10/supported/devices/PI310-Supported-Device-List.xlsx](https://www.cisco.com/c/dam/en/us/td/docs/net_mgmt/prime/infrastructure/3-10/supported/devices/PI310-Supported-Device-List.xlsx)

## NBAR2 Protocol pack Update

For more details on the NBAR2 protocol pack update in Prime Infrastructure, please refer to [Prime Infrastructure 3.10 User Guide](#).

For more details on the NBAR2 Protocol Pack, please refer to [NBAR Protocol Pack 60.0.0 update Release Notes](#)

## System Requirements

Install the Device Packs on a server running Cisco Prime Infrastructure version 3.10.

Note: You cannot install this UBF on Cisco Prime Infrastructure version 3.10 or any earlier releases.

## Package Details

Files	Description
Device-Pack-1-PI3.10-14.ubf	Updated Bundle File with Incremental Device Updates. File size: 20.7 MB

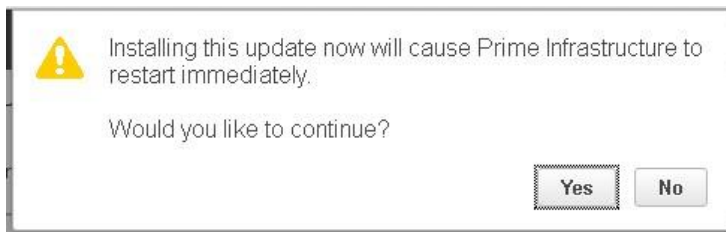
## Device Packs Installation

You can install the Device Packs in one of two ways:

- From Cisco.com. See [Installing the Device Packs from cisco.com](#).
- From a local storage. See [Installing the Device Packs from cisco.com](#)

## Installing the Device Packs from cisco.com

1. Log in to the Prime Infrastructure 3.10 server.
2. Choose **Administration > Software Update**.
3. Click **Download**.
4. Log in with your cisco.com credentials to check for updates directly from the Prime Infrastructure server.
5. Select Device-Pack-1-PI3.10-14.ubf and click **Download**.
6. Click **Install** to install the Device Pack.  
A pop-up will be thrown to restart the Cisco Prime Infrastructure server automatically.



7. If you click **Yes** in the pop-up, the installation will continue and Prime Infrastructure will restart automatically after the installation.
8. If you click **No** in the pop-up, the installation will fail. You must click **Install** to continue the Installation.

## Installing the Device Packs from Local Storage

1. Log in to Prime Infrastructure 3.10 server.
2. Choose **Administration > Software Update**.
3. Click **Upload**.

Use one of the following options to upload the UBF file.

### a) Upload from local computer

Click the **Upload from local computer** radio button in the **Upload Update** window.

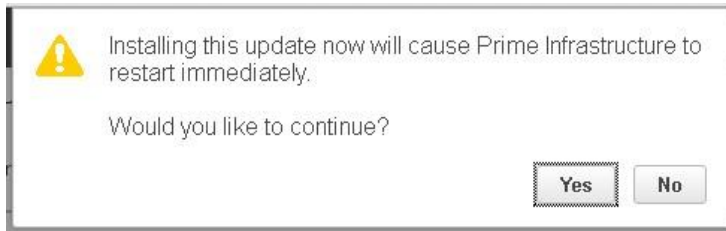
Click **Browse**, navigate to the file, and click **OK**. After the successful upload, the software will appear under the **Files** tab.

### b) Copy from server's local disk

Click the **Copy from server's local disk** radio button in the **Upload Update** window.

Click **Select** and choose the UBF file in **Select file from local disk** pop-up window and click **Select**. After the successful upload, the software will appear under the **Files** tab.

4. Click **Install** to install the Device Packs.  
A pop-up will be thrown to restart the Cisco Prime Infrastructure server automatically.



5. If you click **Yes** in the pop-up, the installation will continue and Prime Infrastructure will restart automatically after the installation.
6. If you click **No** in the pop-up, the installation will fail. You must click **Install** to continue the Installation.

*Note: If you previously added a device that is newly supported in this Device Pack, you need to delete the device from Prime Infrastructure and then add it again.*

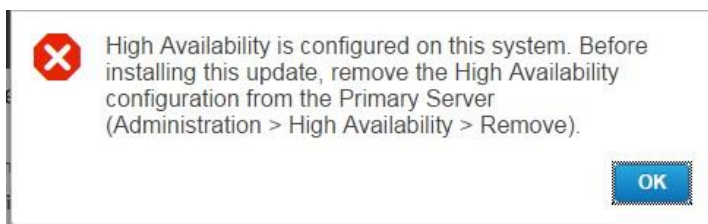
## Installing the Device Pack on High Availability Mode

Download the Prime Infrastructure 3.10 Device Pack Device-Pack-1-PI3.10-14.ubf and save the file in your local system.

To install the downloaded Prime Infrastructure 3.10- Device Pack 1 Device-Pack-1-PI3.10-14.ubf in High Availability mode follow the below steps:

*Note: Prime Infrastructure 3.10 Device Pack 1 release can be applied only in primary and secondary standalone servers. The server will restart automatically once the installation is complete. The restart typically takes 25 to 35 minutes. You cannot apply Prime Infrastructure 3.10 Device Pack 1 when HA is enabled.*

If you are installing Cisco Prime Infrastructure 3.10 Device Pack 1 on High Availability (HA) paired servers, you will get the following error message:



For more details, see [Removing HA via the GUI](#) in the Cisco Prime Infrastructure 3.10 Administrator Guide.

- Continue the patching once HA removed completely. For more details, see the [Patching New High Availability Servers](#) section in the *Cisco Prime Infrastructure 3.10 Administration Guide*.

## Troubleshooting Device Pack Release Installs in High Availability Implementations

If you are unable to apply this device pack release in a High Availability (HA) implementation, check whether your network bandwidth, throughput and latency meets the network requirements recommended in [Network Throughput Restrictions on HA](#) section in the Cisco Prime Infrastructure 3.10 Administration Guide. In a few cases, continued or intermittent throughput problems can cause a complete failure. If you believe this has occurred, contact Cisco TAC for support.

In all cases, you can use the `backup-logs` command on one or both servers to get information on the source of the failure. For more information, see the [backup-logs](#) section in the *Command Reference Guide for Cisco Prime Infrastructure 3.10*.

## Caveats

- ISSU is not supported for 9400 Series and will be supported in future DP releases
- Prime Infrastructure shows the maximum value of speed and duplex for the device interface if you configure speed and duplex as auto in the device
- Few devices does not support TFTP for copying image, if the file size exceeds 512 MB. In such cases, we recommend you to use FTP or SCP for copying image.
- SWIM operations aren't supported for Child VDCs of Nexus Device

## Known Problems

### Prime Infrastructure Device Pack Issues

Bug ID	Summary	Device Platform
CSCvi53119	Cat9k devices not shown in the device selection combo box while deploying ACL templates.	Cat 9K

## Device Platform Issues

Bug ID	Summary	Device Platform
CSCvd65726	Prime Infrastructure will not show the sensor value properly as device not returning value for the SNMP mib objectmibnsnmpsmicevSensor[142].	CDB
CSCve18887	Prime Infrastructure will not show the module status as CDB device CLI shows module status as NA.	CDB

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see What's New in Cisco Product Documentation at:

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

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