



## Cisco Prime Infrastructure 3.10 Release Notes

[Introduction](#) 2

Revised: April 11, 2024

## Introduction

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.



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**Note** Upgrade to Prime Infrastructure 3.10 from Prime Infrastructure 3.7.x, 3.8.x, or 3.9.x is not supported. You must take a backup of the Prime Infrastructure 3.7.x, 3.8.x, or 3.9.x server, deploy a fresh Prime Infrastructure 3.10 server, and restore that backup into the Prime Infrastructure 3.10 server.

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- For information on server and web client requirements, see the *Understand the System Requirements* section of the Cisco Prime Infrastructure 3.10 Quick Start Guide.
- For detailed information on licensing, see the [Cisco Prime Infrastructure 3.x Ordering and Licensing Guide](#).

## Supported Devices

To see the list of devices supported in this release of Prime Infrastructure:

### Procedure

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- Step 1** Log in to Prime Infrastructure.
- Step 2** Click the wheel icon at the top right, then click Supported Devices.
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### What to do next

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



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**Note** Prime Infrastructure does not support non-admin virtual device context (VDC) on Nexus devices.

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## Supported Wireless LAN Controller Hardware Models

[Table 1: Supported Device Matrix for Switches, Cisco WLC, MSE, ISE, and AP](#) lists the Prime Infrastructure supported devices for switches, WLCs, Access Points (APs), ISEs, and MSEs.

**Table 1: Supported Device Matrix for Switches, Cisco WLC, MSE, ISE, and AP**

Supported Switches	Supported Controllers	Supported MSE Devices	Supported ISE Devices	Supported Lightweight APs	Supported Autonomous APs
Catalyst 3560 Series Switches [Cisco IOS Release 12.2(50)SE] Catalyst 3650 Series Ethernet Stackable Switch* Catalyst 3750 Switches [Cisco IOS Release 12.2(50)SE] Catalyst 3850 Series Ethernet Stackable Switch* Catalyst 4500 Switches [Cisco IOS Release 12.2(50)SG]* Catalyst 6500 Switches [Cisco IOS Release 12.2(33)SXI] and [Cisco IOS XE 03.07.00.E] Cisco NAM 2304 Appliance Cisco NAM 2320 Appliance Cisco IE 2000 Series Switches.		Cisco CMX Cisco 3375 Appliance for CMX Cisco MSE Cisco MSE 3365 (physical) Appliance Cisco MSE Virtual Appliance MSE 8.0.150.0 CMX-10.4.x CMX-10.5.x CMX-10.6.x	Cisco ISE 2.6 Cisco ISE 2.4 Cisco ISE 2.3 Cisco ISE 2.2 Cisco ISE 2.1 Cisco ISE 2.0 Cisco ISE 1.4 with the required patch <sup>1</sup> Cisco ISE 1.3 Cisco ISE 1.2		Cisco Aironet 3700 Series APs Cisco Aironet 3600 Series APs Cisco Aironet 3500 Series APs Cisco Aironet 2700 Series AP Cisco Aironet 2600 Series APs Cisco Aironet 1700 Series APs Cisco Aironet 1600 Series APs Cisco Aironet 1550 Series APs Cisco Aironet 1530 Series APs Cisco Aironet 1570 Series APs Cisco Aironet 1260 Series APs Cisco Aironet 1140 Series APs Cisco Aironet 1040 Series APs Cisco Aironet 700W APs Cisco Aironet 702I Series APs Cisco Aironet 800 Series ISR Cisco Aironet 1310 and 1410 Bridges, Cisco IW3700 series APs.

Supported Switches	Supported Controllers	Supported MSE Devices	Supported ISE Devices	Supported Lightweight APs	Supported Autonomous APs
	Catalyst 9800-40 Wireless Controller Catalyst 9800-80 Wireless Controller Catalyst 9800-CL Wireless Controller for Cloud Catalyst 9800-L-C Wireless Controller Catalyst 9800-L-F Wireless Controller Cisco 3504 Wireless Controller Cisco 8540 Wireless Controller Cisco 8510 Wireless Controller Cisco 5520 Wireless Controller Cisco 5508 Wireless Controller Cisco 4400 Series Wireless Controllers Cisco 2504 Wireless Controller			Cisco 6300 Series Embedded Services Access Points (ESW6300) Cisco Catalyst IW6300 DCW Heavy Duty AP Cisco Catalyst IW6300 AC Heavy Duty AP Cisco Catalyst IW6300 DC Heavy Duty AP Cisco Catalyst 9130AXE AP Cisco Catalyst 9130AXI AP Cisco Catalyst 9120AXI AP Cisco Catalyst 9120AXE AP Cisco Catalyst 9120AXP AP Cisco Catalyst 9115AXE AP Cisco Catalyst 9115AXI AP Cisco Catalyst 9117AXI AP Cisco Catalyst 9105AX-W AP Cisco Catalyst 9105AX-I AP Cisco Aironet 4800 AP Cisco Aironet 3800i AP	

Supported Switches	Supported Controllers	Supported MSE Devices	Supported ISE Devices	Supported Lightweight APs	Supported Autonomous APs
	<p>Cisco Flex 7510 Wireless Controllers</p> <p>Cisco Virtual Controller</p> <p>Cisco Wireless Service Module (WiSM)</p> <p>Cisco Wireless Service Module 2 (WiSM2)</p> <p>Cisco Wireless Controller on Cisco Services-Ready Engine (WLCM2 on SRE)</p> <p>Catalyst 3750G Integrated Wireless LAN Controller</p> <p>Cisco 5760 Wireless LAN Controller</p> <p>The following Cisco Mobility Express Controllers are supported:</p>			<p>Cisco Aironet 3800e AP</p> <p>Cisco Aironet 3800p AP</p> <p>Cisco Aironet 3700i AP</p> <p>Cisco Aironet 3700e AP</p> <p>Cisco Aironet 3700p AP</p> <p>Cisco Aironet IW 3700 AP</p> <p>Cisco Aironet 3600i AP</p> <p>Cisco Aironet 3600e AP</p> <p>Cisco Aironet 3600p AP</p> <p>Cisco Aironet 3500i AP</p> <p>Cisco Aironet 3500e AP</p> <p>Cisco Aironet 3500p AP</p> <p>Cisco Aironet 2800i AP</p> <p>Cisco Aironet 2800e AP</p> <p>Cisco Aironet 2700i AP</p> <p>Cisco Aironet 2700e AP</p> <p>Cisco Aironet 2700p AP</p> <p>Cisco Aironet 2600i AP</p> <p>Cisco Aironet 2600e AP</p>	

Supported Switches	Supported Controllers	Supported MSE Devices	Supported ISE Devices	Supported Lightweight APs	Supported Autonomous APs
	<ul style="list-style-type: none"> <li>• Cisco Catalyst IW6300 Access Points</li> <li>• Cisco 6300 Embedded Services Access Points</li> <li>• Cisco Aironet 4800 AP</li> <li>• Cisco Aironet 2800 AP</li> <li>• Cisco Aironet 3800 AP</li> <li>• Cisco Aironet 1850 AP</li> <li>• Cisco Aironet 1830 AP</li> <li>• Cisco 1815 Series Controllers</li> <li>• Cisco 1540 Series Controllers</li> <li>• Cisco 1560 Series Controllers</li> </ul>			<p>Cisco Aironet 1850i AP</p> <p>Cisco Aironet 1850e AP</p> <p>Cisco Aironet 1840I AP</p> <p>Cisco Aironet 1830i AP</p> <p>Cisco Aironet 1815i AP</p> <p>Cisco Aironet 1815w AP</p> <p>Cisco Aironet 1815t AP</p> <p>Cisco Aironet 1815m AP</p> <p>Cisco Aironet 1810 OfficeExtend Series AP</p> <p>Cisco Aironet 1810w AP</p> <p>Cisco Aironet 1800i AP</p> <p>Cisco Aironet 1700i AP</p> <p>Cisco Aironet 1700E AP</p> <p>Cisco Aironet 1600i AP</p> <p>Cisco Aironet 1600e AP</p> <p>Cisco Aironet 1572IC AP</p> <p>Cisco Aironet 1572EAC AP</p> <p>Cisco Aironet 1572EC AP</p>	

Supported Switches	Supported Controllers	Supported MSE Devices	Supported ISE Devices	Supported Lightweight APs	Supported Autonomous APs
				Cisco Aironet 1562I AP Cisco Aironet 1562E AP Cisco Aironet 1562D AP Cisco Aironet 1562 PS AP Cisco Aironet 1552C AP Cisco Aironet 1552CU AP Cisco Aironet 1552E AP Cisco Aironet 1552EU AP Cisco Aironet 1552H AP Cisco Aironet 1542I AP Cisco Aironet 1542D AP Cisco Aironet 1532I AP Cisco Aironet 1200 AP Cisco Aironet 1140 AP Cisco Aironet 1130 AG AP Cisco Aironet 1040 AP Cisco Aironet 700 AP Cisco Aironet 702W AP	

Supported Switches	Supported Controllers	Supported MSE Devices	Supported ISE Devices	Supported Lightweight APs	Supported Autonomous APs
				Cisco Aironet 600 Series OfficeExtend AP	

<sup>1</sup> If you are using Cisco ISE 1.4, you must have the patch ise-patchbundle-1.4.0.253-Patch3-141133.x86\_64.tar.gz, which you can get from the following location:  
<https://software.cisco.com/download/release.html?mdfid=283801620&flowid=26081&softwareid=283802505&release=1.4&reind=AVAILABLE&relifecycle=&retype=latest>

\*Also acts as Cisco Wireless Controller.

## Cisco Prime Infrastructure with Cisco Digital Network Architecture (DNA) Center

You can now integrate Cisco Prime Infrastructure with Cisco Digital Network Architecture (DNA) Center and utilize the intent-based networking solution for managing application user experience in the enterprise.

To know more about Cisco Prime Infrastructure to DNAC Migration, visit [Cisco Prime Infrastructure to Cisco Digital Network Architecture \(DNA\) Center Co-existence Guide](#).

## New Features and Enhancements

This section provides a brief description of new features and enhancements in Cisco Prime Infrastructure 3.10.

### Wired

#### New Alarms

Multicast Storm, Broadcast Storm, and Unicast Storm syslog messages (STORM\_CONTROL-3-FILTERED and STORM\_CONTROL-5-SHUTDOWN) are automatically detected and converted as alarms. To view these alarms, choose **Monitor > Monitoring Tools > Alarms and Events > Alarms** tab.

#### Support for IdenTrust Commercial Root CA Certificate

Prime Infrastructure 3.10 supports IdenTrust Commercial Root CA certificate. To view the certificates in Cisco Prime Infrastructure, choose **Administration > Settings > Certificate > Trusted CAs and Settings > System** tab.

#### Archiving Device Configuration Using SFTP

Prime Infrastructure provides configuration archive support for devices running the Cisco WLC software. Till Prime Infrastructure 3.9, TFTP is used for configuration archive support. The configuration archive includes the running configurations or the startup configurations. In Prime Infrastructure 3.10 you can archive these configurations using SFTP. You must enable root shell access as only root users can perform this action. By default, TFTP is used for configuration archive support.

To archive the device configurations using SFTP:

1. Choose **Administration > Settings > System Settings > Inventory > Configuration Archive**.
2. Check the **Enable SFTP for WLC devices to fetch configuration archive** check box. By default, the SFTP option is disabled.



3. Enter the SFTP username and password of the Prime Infrastructure server. You must enable the root shell.
4. Click **Save**.



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**Note** Prime Infrastructure does not support SFTP to fetch configuration archive of eWLC, routers, and switches.

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## Wireless

### Cisco IOS/IOS XE Release 17.6.1

Prime Infrastructure 3.10 supports Cisco IOS/IOS XE Release 17.6.1.

### Supported Access Points

Prime Infrastructure 3.10 supports the following APs:

- Cisco Catalyst 9124AXE Series Unified Access Points

### Cisco Catalyst 9124AXE Series Unified Access Points

Prime Infrastructure 3.10 supports the tri-radio mode on Cisco Catalyst 9124AXE Series Unified Access Points. The AP can have two 5-GHz bands in slot 1 and slot 2. When you enable the dual radio mode setting, the 8x8 radio is split to two independent 5-GHz 4x4 radios.

### Enabling Dual Radio Mode Setting

To enable the dual radio mode setting on Prime Infrastructure:

1. Choose **Configuration > Network > Network Devices > Device Type > Unified AP**.
2. Select a Cisco Catalyst 9124AXE Series AP.
3. Click **Configuration > 802.11a/n/ac/ax > Dual Radio Assignment > Dual Radio Mode** and click **Enable**.

### Mesh Support for Cisco Catalyst 9124AX Series Access Points

Cisco Catalyst 9124AX Series Access Points support 802.11ax data rate.

When you configure the 802.11ax data rate of a controller, if you have a 802.11ax AP in the controller, and if operates in the mesh mode, the configurations get pushed to the APs. If the APs do not support the 802.11ax data rate, the configurations do not change.

### Configuring 802.11ax Data Rate of a Controller

To configure the 802.11ax data rate of a controller:

1. Choose **Configuration > Network Devices > Wireless Controllers > xxx\_ eWLC controller > Mesh > Mesh Profile**.
2. Select the mesh profile from the list.
3. For the 2.4 Ghz radio:
  - a. Select the dot11ax from the **Tx rate type** drop-down list.
  - b. Configure the **Tx MCS rate index** (range is from 0 to 11) and **MCS spatial stream** (range is from 1 to 4).

4. For the 5 Ghz radio:
  - a. Select the dot11ax from the **Tx rate type** drop-down list.
  - b. Configure the **Tx MCS rate index** (range is from 0 to 11) and **MCS spatial stream** (range is from 1 to 8).

### Configuring the Mesh Profile of Controllers

To configure the mesh profile and provision it on to multiple controllers using the template:

1. Choose **Configuration > Wireless technologies > Cisco Catalyst 9800 Configuration > Mesh Profile**.
2. Select **dot11ax** from the **Tx rate type** drop-down list for the 2.5GHz and 5 Ghz radios.
3. Click **Save**.

### Configuring Bridge Mode on Cisco Catalyst 9124AX Series Access Points

Cisco Catalyst 9124AX Series Access Points support the bridge mode from Cisco IOS/IOS XE Release 17.6. The bridge mode allows the APs to be in the mesh mode. You can configure a mesh network and push the 802.11ax data rates.

To configure the bridge mode on Cisco Catalyst 9124AX Series Access Points:

1. Choose **Configuration > Network > Network Devices > Device Type > Unified AP**.
2. Select a Cisco Catalyst 9124AXE Series AP.
3. Click **Configuration**.
4. Choose **Bridge** from the **AP mode** drop-down list.

### Support for C-ANT9104 Antenna

Prime Infrastructure 3.10 supports C-ANT9104 antenna, which is a SIA DART antenna connection to Cisco Catalyst 9130AXE AP. This antenna is primarily used for Large Public Venue (LPV) installations that require high user density, precise pattern control, and long-range performance in the 5-GHz band. It provides wide and narrow beamwidth states for 5 GHz on ABCD and EFGH, and a single (wide) beamwidth antenna is provided for 2.4 GHz on EFGH.

Cisco Catalyst 9130AXE AP with the C-ANT9104 antenna has precise control over the antenna pattern. You can select the beam steering for this antenna through the controller, and this configuration is applicable only for the two 5GHz bands of the AP. The beam selection configuration on the controller is available for ABCD (Left antenna) and EFGH (Right antenna) antenna combinations.

Cisco Catalyst 9130AXE AP can operate on the following beam steering modes:

- Wide beam
- Narrow beam
- Narrow beam with 10 degrees tilt
- Narrow beam with 20 degrees tilt



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- Note**
1. C-ANT9104 antenna is supported only on Cisco Catalyst 9130AXE AP.
  2. The Cisco Catalyst 9130AXE AP with the C-ANT9104 antenna must be associated with an eWLC controller with Cisco IOS/IOS XE Release 17.6.
  3. You must use the controller CLI or Web UI to configure the antenna beam selection.
  4. Ensure that the C-ANT9104 antenna in slot 1 and 2 do not have any global channel assignment and power assignment.
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To view the C-ANT9104 antenna configuration of a Cisco Catalyst 9130AXE AP using Prime Infrastructure:

1. Choose **Configuration > Network > Network Devices > Device Type > Unified AP**.
2. Select the Cisco Catalyst 9130AXE access point with the C-ANT9104 antenna.
3. Click the **Configuration** tab.
4. Select a radio interface and view the configuration details of the C-ANT9104 antenna such as antenna type, SIA Status, SIA DART, beam selection and current gain.

After you add the APs to the floor maps and if the beam selection is updated, the heat maps are recalculated. To view the heat map, choose **Maps > Wireless Maps > Site Maps (New)** and refresh the page.

### Support for Rest of the World Domain

Prime Infrastructure 3.10 supports Rest of the World (RoW) domain. The -ROW domain includes C, D, F, G, H, K, L, M, N, S, T domains (member domains) and reduces 16 domains to seven regular and one ROW domains. The table below lists the ROW countries.

Cisco Catalyst 9124AX Series Access Points support the RoW domain. You can convert any of the Cisco Catalyst 9124AX-I/D/E APs to a -ROW domain AP.

You can configure a country and push to the AP profile. Prime Infrastructure pushes this configuration to the APs that are part of the AP join profile.

- If you push a ROW country to -ROW domain AP, the radios will be operationally UP.
- If you push a non-ROW country to -ROW domain AP, the radios will be operationally DOWN.
- For non-ROW domain APs, the radio will be operationally UP or DOWN depending on the country code that you configure and the regulatory domain that the radio supports.

### Important Notes for RoW Domain

- Cisco Catalyst 9124AX-I/D/E APs are shipped as –ROW domain APs.
- You can only configure a country on an AP, if the country is part of the global list of countries configured on the controller (**Configuration > Devices > Controller > 802.11 > General 802.11**).
- As required by the EULA, you must ensure that you select the correct country code so that the network does not violate local and national regulatory restrictions. Improper country code assignment can disrupt wireless transmissions and may result in government-imposed penalties and sanctions on operators of wireless networks utilizing devices set to improper country codes.
- The Cisco Catalyst 9124AX Series AP must be associated with an eWLC controller with Cisco IOS/IOS XE Release 17.6.

**Table 2: Channel List for Rest of World**

<b>Country</b>	<b>2.4-GHz Supported Channel</b>	<b>5-GHz Supported Channel</b>
Algeria	1-2-3-4-5-6-7-8-9-10- 11-12-13	52-56-60-64-100-104- 108-112-116-132
Argentina	1-2-3-4-5-6-7-8-9-10- 11	36-40-44-48-52-56-60- 64-100-104-108-112-116-132-136-140 149-153-157-161-165
Bahamas	1-2-3-4-5-6-7-8-9-10-11	36-40-44-48-52-56-60- 64-149-153-157-161-165
Bahrain	1-2-3-4-5-6-7-8-9-10 11-12-13	149-153-157-161-165
Bangladesh	1-2-3-4-5-6-7-8-9-10- 11	149-153-157-161-165
Barbados	1-2-3-4-5-6-7-8-9-10- 11	36-40-44-48-52-56-60-64 149-153-157-161-165
Bolivia	1-2-3-4-5-6-7-8-9-10- 11	149-153-157-161-165
Brazil	1-2-3-4-5-6-7-8-9-10- 11-12-13	100- 104-112-116-120 124-128-132-136-140-149-153-157- 161-165
Cameroon	1-2-3-4-5-6-7-8-9-10 11-12-13	100-104-108-112-116-132-136-140
Chile	1-2-3-4-5-6-7-8-9-10- 11	52-56-60-64-100-104- 108-112-116-120-124-128-132-136 140-149-153-157-161-165
China	1-2-3-4-5-6-7-8-9-10 11-12-13	149-153-157-161-165
Colombia	1-2-3- 4-5-6-7-8-9-10- 11	36-40-44-48-52-56-60-64 100-108-112-116-120-124-128-132 136-140-149-153-157-161-165
Cost Rica	1-2-3-4-5-6-7-8-9-10- 11	36-40-44-48-52-56-60-64- 100-104-108-112-116-120-124-128-132-136-140-149-153-157-161-165
Dominican Republic	1-2-3-4-5-6-7-8-9-10- 11	36-40-44-48-52-58-60-64-100-104-108-112-116-120-124-128- 132-136-140-149-153-157-161-165
Ecuador	1-2-3-4-5-6-7-8-9-10-11	36-40-44-48-52-56-60-64- 100-104-108-112-116-120-124-128- 132-136-140-149-153-157-161-165
Egypt	1-2-3-4-5-6-7-8-9-10- 11-12-13	36-40-44-48-52-56-60-64
El Salvador	1-2-3-4-5-6-7-8-9-10- 11	52-56-60-64-149-153- 157-161-165
Ghana	1-2-3-4-5-6-7-8-9-10- 11-12-13	100-104-108-112-116- 132-136-140
Hong Kong	1-2-3-4-5-6-7-8-9-10- 11	100-104-108-112-116- 120-124-128-132-136-140-149-153-157-161-165

Country	2.4-GHz Supported Channel	5-GHz Supported Channel
India	1-2-3-4-5-6-8-9-10-11	36-40-44-48-52-56-60- 100-104-108-112-116-124-128-132 136-140-144-153-157-161-165-169
Israel	1-2-3-4-5-6-7-8-9-10 11-12-13	<b>Note</b> Outdoor 5-GHz WLAN is not supported in the current regulations for Israel.
Jamaica	1-2-3-4-5-6-7-8-9-10- 11	52-56-60-64-100-104-108-112-116-120-124-128-132-136-140-153-161-165
Kenya	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, and 13	100-104-108-112-116-132-136-140
Korea	1-2-3-4-5-6-7-8-9-10- 11-12-13	36-40-44-48-52-56- 60 64-100-104-108-112-116-120-124-128-132-136-140-149-153-157-161-165
Macao	1- 2-3-4-5-6-7-8-9-10 11-12-13	36-40-44-48-52-56-60-64 116-120-124-128-132-140-149-153 157-161-165
Malaysia	1-2-3-4-5-6-7-8-9-10 11-12-13	100-104-108-112-116- 120-124-128-149-153-157-161-165
Mexico	1-2-3-4-5-6-7-8-9-10 11-12-13	36-40-44-48-52-56-60- 64-149-153-157-161-165
Mongolia	1-2-3-4-5-6-7-8-9-10 11-12-13	36-40-44-48-52-56-60-64 116-120-124-128-132-140-149-153 157-161-165
Panama	1-2-3-4-5-6-7-8-9-10-11	36-40-44-48-52-56-60- 64-100-104-108-112-116-120-124-128 132-136-140-149-153-157-161-165
Paraguay	1-2-3-4-5-6-7-8-9-10- 11	36-40-44-48-52-56-60- 64-100-104-108-112-116-120-124-128- 132-136-140-149-153-157-161-165
Peru	1-2-3-4-5-6-7-8-9-10- 11	56-60-64-100-104-108 112-116-132-136-140-149-153-157 161-165
Philippines	1-2-3-4-5-6-7-8-9-10- 11	36-40-44-48-52-56-60-64 100-104-108-112-116-120-128-136 140-149-153-157-161-165
Qatar	1-2-3-4-5-6-7-8-9-10 11-12-13	100-104-108-112-116 132-136-140
Saudi Arabia	1-2-3-4-5-6-7-8-9-10 11-12-13	100-104-108-112-116 120-124-128-132-136-140
Singapore	1-2-3-4-5-6-7-8-9-10 11-12-13	36-40-44-48-52-56-60-64 116-120-124-128-132-136-140-144 149-153-157-161-165
Slovak Republic	1-2-3-4-5-6-7-8-9-10 11-12-13	100-104-108-112-116- 132-136-140

Country	2.4-GHz Supported Channel	5-GHz Supported Channel
South Africa	1-2-3-4-5-6-7-8-9-10- 11-12-13	100-104-108-112-116- 132-136-140-149-153-157-161-165
Taiwan	1-2-3-4-5-6-7-8-9-10- 11	36-40-44-48-52-56-60-64- 100-104-108-112-116-120-128-132 140-144-149-153-157-161-165
Thailand	1-2-3-4-5-6-7-8-9-10 11-12-13	36-40-44-48-52-56-60- 64-116-120-124-128-132-136-140-149- 153-157-161-165
Trinidad	1-2-3-4-5-6-7-8-9-10- 11-12-13	100-104-108-112-116 124-128-132-136-140
Tunisia	1-2-3-4-5-6-7-8-9-10- 11-12-13	100-104-108-112-116- 132-136-140
United Kingdom	1-2-3-4-5-6-7-8-9-10- 11-12-13	100-104-108-112-116- 132-136-140
Venezuela	1-2-3-4-5-6-7-8-9-10- 11	36-40-44-48-52-56-60-64-149-153-157-161-165
Vietnam	1-2-3-4-5-6-7-8-9-10- 11-12-13	52-56-60-64-100-104- 112-116-124-128-132-136-140-153- 157-161-165
Default Rest of the World	1-2-3-4-5-6-7-8-9-10 11-12-13	N.A

### Configuring Country Code for a Controller

To configure the country code in the AP Join Profile of a controller:

1. Choose **Configuration > Network Devices > Controllers > System > AP Join Profile**.
2. Select an AP Join Profile.
3. In the **General** settings area, select a country from the **Country Code** drop-down list.
4. Click **Save**.

### Configuring Country Code for Multiple Controllers

To configure the country code in the AP Join Profile and provision it on multiple controllers using the template:

1. Choose **Configuration > Wireless Technologies > Cisco Catalyst 9800 Configuration > AP Join Profile**.
2. In the **General** settings area, select a country from the **Country Code** drop-down list.
3. Click **Save**.

### Daily Unique Client Count Report

This report was added in 3.9 to display the daily unique client count. In 3.10, this report only shows the unique client data from the day Prime Infrastructure 3.10 is deployed. If you backup and restore from an earlier version of Prime Infrastructure, you can view data only from the day Prime Infrastructure 3.10 is deployed.

## Important Notes

This section contains important notes about Prime Infrastructure.

- If you need support for Catalyst 9800 16.12.x, you need to enable backward compatibility. By default, Cisco Prime Infrastructure 3.10 supports Catalyst 9800 17.6.1. For more information, see [Enable Backward Compatibility](#) in the Cisco Prime Infrastructure 3.10 Administrator Guide.
- Cisco Prime Infrastructure does not support Data Center from Release 3.7. For more information see [End-of-Sale and End-of-Life Announcement for the Cisco Prime Infrastructure Data Center](#).
- Editing the schedule of an already-scheduled job will change the status of that job to Pending for Approval since each edit requires an approval from the user who created the job.
- You must disable and enable the syslog forwarding feature and then refresh the page if Prime Infrastructure is not able to forward Syslogs to the remote server. If the issue persists, restart Prime Infrastructure.
- Cisco Prime Infrastructure does not support monitoring for Cisco Application Control Engine (ACE) module, because ACE has been moved to end-of-life and does not respond to related monitoring MIBs.
- In Prime Infrastructure after backup and restore, the huge amount of empty partitions from Alarm table fails to drop the old partitions. For more information see [Techzone](#) on how to drop partition.
- Prime Infrastructure can handle 7k interfaces per device. It takes only a few hours for the inventory sync-up to complete for the devices within this range. For devices with more than 7k interfaces, a few days will be required for the sync-up and if the interfaces range exceeds 10k, server downtime is experienced.
- When you migrate to Catalyst 9800 devices from the Prime Infrastructure-DNA Center co-existence tool, the Catalyst 9800 devices support aided for DNA Center 1.2.8 and above moves the WLC to DNA Center and the devices to the collection failure sync state on Netconf feature failure. This is because the Catalyst 9800 devices support expects you to enter a value for the “Netconf Port” field and the SSH credentials so as to be managed by DNA Center. You can also manage the Catalyst 9800 devices manually by entering a value for the Netconf Port field and the SSH credentials in DNA Center and then re-sync.
- You must perform the configuration instructions as described in the [Basic Configuration of a Catalyst 9800 Running IOS to Support NETCONF/YANG Data Modelling](#) section required for a Catalyst 9800 running IOS software to support NETCONF/YANG Data Modelling.



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**Note** Replace 3850 with 9800, wherever applicable.

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- Cisco Prime Infrastructure does not support the Datacenter feature.
- Cisco ADE (Application Deployment Engine) OS Release - 4.1 is supported till EOL of Prime Infrastructure.

## Open Caveats

The following table lists the open caveats in Prime Infrastructure Release 3.10.

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

**Table 3: Open Caveats**

Identifier	Description
<a href="#">CSCvz67456</a>	Issue in Prime Infrastructure - Cisco DNA Center coexistence tool.
<a href="#">CSCvz14104</a>	Migration must exclude the planned AP validation error and continue the import.
<a href="#">CSCvz39645</a>	If you have \ or ^ characters in the site or building name the migration activity is blocked and group is marked as invalid.
<a href="#">CSCvz85265</a>	In the Grouping page, you cannot change the group type from the default to the campus.
<a href="#">CSCvz86674</a>	AP utilization does not show the disassociated APs utilization history by selecting the specific WLC.
<a href="#">CSCvz67919</a>	Prime Infrastructure fails to collect inventory from ISR 4k with strong SSH security algorithms.
<a href="#">CSCvz71923</a>	When you generate CSR from PI UI, you cannot enter a SAN field IP address octet higher than 200.
<a href="#">CSCvz74016</a>	Prime Infrastructure reports false alarms about 5 GHz radio interference.
<a href="#">CSCvz75303</a>	In PI 3.9.1, RF Counters API does not return any values.
<a href="#">CSCvz76428</a>	Backup file transfer operation does not resume if it gets interrupted during file transfer.
<a href="#">CSCvz78375</a>	Issue in AP Summary report for Catalyst 9800 controllers in Prime Infrastructure 3.9.1.
<a href="#">CSCvz79440</a>	Intermittently AP Radio Downtime Report has inconsistent uptime and downtime.
<a href="#">CSCvz85214</a>	After upgrade, Prime Infrastructure does not generate the Rogue Auto Contained alarm.
<a href="#">CSCvy15868</a>	Non-existent links may appear in Prime Infrastructure's topology map.
<a href="#">CSCvz87552</a>	Prime Infrastructure 3.10 secondary install works with workaround in Hyper-V and DNAC appliance.

## Resolved Caveats

The following caveats were resolved in this release. You can view additional information about these caveats in the [Bug Search Tool](#).

**Table 4: Resolved Caveats**

Identifier	Description
<a href="#">CSCvy78722</a>	BGL18 Alpha: Backup and restore in PI 3.10 gets stuck when you re-enable DB settings.
<a href="#">CSCvw97473</a>	AP count mismatch occurs in PI 3.8.1 due to the missing fragment exception.
<a href="#">CSCvx00470</a>	QuoVadis root CA decommission on NCS.
<a href="#">CSCvx10199</a>	Device name includes DNS suffix and exceeds 32 characters in the device name in the LWAP template page.
<a href="#">CSCvx14999</a>	Prime Infrastructure 3.9 HA Registration with VIP causes network traffic issues to active IP and VIP.



Identifier	Description
<a href="#">CSCvx19621</a>	SIT NOC: 2M stack of C9300X-12Y and C9300X-48HX Arcade devices do not appear in the Prime summary page.
<a href="#">CSCvx23875</a>	Prime Infrastructure 3.8 and 3.9, C9800 17.3.1 FIPS mode fails to verify credentials.
<a href="#">CSCvx32249</a>	Prime Infrastructure 3.8.1: AP disassociate fake alarm appears.
<a href="#">CSCvx37622</a>	Prime Infrastructure 3.9: After changing the NTP server, the server connectivity to the NTP server is lost.
<a href="#">CSCvx62477</a>	Prime Infrastructure 3.9: Logrotate process does not rotate logs in /var/log/audit.
<a href="#">CSCvx82664</a>	Evaluation of NCS for OpenSSL March 2021 vulnerabilities.
<a href="#">CSCvx96956</a>	Prime Infrastructure 3.9.1: APs are discovered but client discovery takes time.
<a href="#">CSCvy74200</a>	Import of Nexus 3K/9K compact bin image fails in Prime Infrastructure 3.9.
<a href="#">CSCvy78112</a>	Prime Infrastructure 3.8 and 3.9 /webacs/api/v4/data/RFStats.json API returns 0 row count.
<a href="#">CSCvz53773</a>	Unable to send feedbacks from starting with Prime Infrastructure 3.9
<a href="#">CSCvz77898</a>	Copy and replace access point functionality does not work.
<a href="#">CSCvw29475</a>	Prime Infrastructure may overwrite SNMP group and SNMP trap configurations on 9800 controller to SNMPv1.
<a href="#">CSCvw33216</a>	Prime Infrastructure may not generate AP impersonation alarms.
<a href="#">CSCvw51267</a>	API request for Client Details may fail.
<a href="#">CSCvw64713</a>	Duplicate entry in the PROTOCOLENDPOINT table with the same class name IPPROTOCOLENDPOINT.
<a href="#">CSCvw72619</a>	Prime Infrastructure 3.7 and 3.8 do not show description in wIPS alarms.
<a href="#">CSCvw72864</a>	AP count mismatch between EWLC 17.3.1 ES08 and Prime Infrastructure 3.8MR1.
<a href="#">CSCvw74605</a>	Manual time adjustment resets after a reload.
<a href="#">CSCvw80212</a>	Prime Infrastructure 3.8: Cannot move devices between instances from Ops Center if device is added by DNS name.
<a href="#">CSCvw84325</a>	Prime Infrastructure may not render the background street maps in selected screens
<a href="#">CSCvw87992</a>	Japanese environment: Client Summary report fails with "Failed to create Jasper design report" error.
<a href="#">CSCvw96763</a>	Unable to edit the Server Backup job when you log in Japanese language.
<a href="#">CSCvx03105</a>	Prime Infrastructure 3.8: Trunk Allowed field is mandatory for trunk mode 802.1q in routed mode.
<a href="#">CSCvx06532</a>	Prime Infrastructure 3.9: DNS server IP address is not updated in the System Monitoring Dashboard and shows only 127.0.0.1
<a href="#">CSCvx09539</a>	System-defined compliance policies may not work as expected.

Identifier	Description
CSCvx17133	UI error message appears when you generate a client count report.
CSCvx32583	Unable to configure static IP address for APs from Prime Infrastructure UI.
CSCvx36033	Clients do not appear in Prime Infrastructure 3.9 maps.
CSCvx37386	Unable to export devices from Prime Infrastructure Operations Center.
CSCvx43000	Interface Utilization Trend report changes the original query after the report is saved.
CSCvx44111	ApBleBeacon exception appears when you try to set or unset static IP for APs in an AireOS controller.
CSCvx50660	Unable to delete wireless LAN controllers from Prime Infrastructure.
CSCvx50785	Devices fail inventory collection when NTP index is set on an AP group.
CSCvx52959	PI 3.9 NCSdiag page is inaccessible after restoring a backup from an earlier release.
CSCvx58650	PI 3.x: Notification destination SNMPv3 configuration item HMAC-SHA disappears.
CSCvx58963	Unnecessary events generation on the Events tab for EoGRE events
CSCvx74782	TACACS servers are unreachable from Prime Infrastructure, after that the root & TACACS user login failed
CSCvx96569	Prime Infrastructure disk usage /opt/oracle directory size increases as Event table is not pruned.
CSCvy03805	Unable to generate port reclaim report after you change the report criteria to report by port groups.
CSCvy04316	The On, Off switch labels in the Site Map (New) is incomplete when you log in Japanese.
CSCvy05409	Prime Infrastructure 3.8.1 WLC 5508 AireOS 8.5.161.0: Rogue AP rules may be pushed to the WLC with the pipe symbol.
CSCvy06210	Completion of Inventory job gets slower over time.
CSCvy07001	Device counts on wireless maps may fluctuate.
CSCvy17199	Clients association time and latest clients are not updated and exception occurs in ncs logs.
CSCvy17561	Pruning may not work properly in Prime Infrastructure 3.8.x and 3.9.x.
CSCvy22815	Prime Infrastructure 3.7: IPv6 default gateway does not survive a reboot.
CSCvy23895	When you select multiple WLCs and click Edit, Update and Sync do not appear in Japanese.
CSCvy28111	Prime Infrastructure 3.9: Scheduled report displays <b>Failed to run: String index out of range: -2</b> error.
CSCvy29058	Inspect Voice Readiness does not work for 3800 series APs.
CSCvy30875	Pruning does not work in Prime Infrastructure 3.7.1 Update 05.
CSCvy32284	Prime Infrastructure maps show all rogue APs as type adhoc.
CSCvy33099	Alarm notification emails may be sent with the wrong severity.

Identifier	Description
<a href="#">CSCvy33305</a>	Prime Infrastructure performance may be impacted if NETWORKMACTYPEMAP has more than 400K records.
<a href="#">CSCvy37914</a>	PoE appears as disabled even when it is enabled.
<a href="#">CSCvy45790</a>	Lightweight AP radio role changes are not pushed to the device.
<a href="#">CSCvy55255</a>	Failed to register Smart License through transport gateway mode.
<a href="#">CSCvy64659</a>	Prime Infrastructure 3.9: After you add obstacles in new maps, the loss defaults to 13 dB.
<a href="#">CSCvy64689</a>	Prime Infrastructure 3.9: Wireless client count does not appear as expected on site maps.
<a href="#">CSCvy67099</a>	Rolling AP Upgrade job failure to join N+1 WLC with error appears in Prime Infrastructure 3.8.
<a href="#">CSCvy69294</a>	When you click Top N Client dashlet in the Interface dashboard, you are not redirected to the end user experience.
<a href="#">CSCvy79742</a>	Unable to create guest users accounts in Prime Infrastructure 3.9 with 16.12 9800 controller.
<a href="#">CSCvy80720</a>	Prime Infrastructure 3.9: Report Launch Pad appears in English in the Japanese GUI.
<a href="#">CSCvy82604</a>	Unable to deploy lightweight AP templates as controller names do not populate.
<a href="#">CSCvy84718</a>	Wrong interface names appear in the Current Associated Clients page.
<a href="#">CSCvy85894</a>	Medium Apache 2.4.x < 2.4.48 vulnerability.
<a href="#">CSCvy88864</a>	Unable to update the civic location, latitude, or longitude in the grouping page.
<a href="#">CSCvy92712</a>	Utilization exceeds 100% for the Busiest Clients and AP Radio Downtime reports.
<a href="#">CSCvy96639</a>	Prime Infrastructure 3.9 may not report wireless clients accurately.
<a href="#">CSCvy99113</a>	VLAN ID and VLAN name are missing from the Physical Ports under Device Details tab in Inventory.
<a href="#">CSCvz07279</a>	Rogue AP cross-site scripting vulnerability.
<a href="#">CSCvz07282</a>	Prime Infrastructure stored cross-site scripting vulnerability.
<a href="#">CSCvz07286</a>	Favorite History stored self cross-site scripting.
<a href="#">CSCvz10799</a>	CVE-2021-33909 vulnerability fix.
<a href="#">CSCvz20376</a>	Prime Infrastructure 3.5 and later does not update new MAC address for eth0 in the linux network file.
<a href="#">CSCvz33514</a>	Prime Infrastructure 3.9.1: Unable to log into the ncsDiag page.
<a href="#">CSCvz71044</a>	Pruning issues in the CLIENTSESSIONIPADDRESS table.
<a href="#">CSCvx06698</a>	Syslog email is not sent to the configured email ID for a particular device type.
<a href="#">CSCvx09074</a>	Prime Infrastructure 3.8: SNMP northbound trap receiver fails to validate password with \$ character.

Identifier	Description
<a href="#">CSCvx57707</a>	Prime Infrastructure 3.9: "Please enter value between 5 to NaN" message appears when you setup a Compliance Audit job.
<a href="#">CSCvx63915</a>	Unable to export Unified APs without credentials from Prime Infrastructure 3.8.1 inventory when filtering the map location.
<a href="#">CSCvz38661</a>	Disable the option to schedule the Server Backup job every minute and hour in the GUI.
<a href="#">CSCvy25642</a>	Prime Infrastructure 3.9 alarms and events is not translated into Japanese and Korean.
<a href="#">CSCvy65778</a>	Average client count translated incorrectly into Japanese.
<a href="#">CSCui48806</a>	Add group information to NBI resources.
<a href="#">CSCvs49986</a>	Prime Infrastructure sends a second reboot command after <b>install add file &lt;binfile.bin&gt; activate</b> commit.
<a href="#">CSCvs97761</a>	AP utilization does not show the utilization history of disassociated or historical APs.
<a href="#">CSCvw25771</a>	Operations Center: exporting devices feature does not work.
<a href="#">CSCvw91630</a>	Add support in Prime Infrastructure for taking configuration archives over SFTP.
<a href="#">CSCvx25134</a>	While altering antenna orientation in the Planning Mode UI, flash based tool fails to launch.
<a href="#">CSCvx27149</a>	C9800 anchor warmStart and coldStart traps are not mapped in Prime Infrastructure 3.8.1.
<a href="#">CSCvx30111</a>	SNR values appear as N/A in the Clients and Users page for 9800 WLC.
<a href="#">CSCvx45823</a>	Client count mismatch for 9800 Controllers in Prime Infrastructure 3.9.
<a href="#">CSCvx76636</a>	Client Metrics dashlet does not show all the clients discovered in the network.
<a href="#">CSCvy25600</a>	nms_sys_error.log file may not rotate to the next log rotation file.
<a href="#">CSCvz30924</a>	SNMP is unreachable daily after upgrading from Prime Infrastructure 3.7 to 3.9.
<a href="#">CSCvz49414</a>	Unrestricted File Type Upload vulnerability.
<a href="#">CSCvz49430</a>	You can bypass the Disabled setting for Enable Run Script policy action.
<a href="#">CSCvz83342</a>	Prime Infrastructure 3.8 is affected by CVE-2021-36160, CVE-2021-33193, CVE-2021-40438 vulnerabilities.
<a href="#">CSCvy97085</a>	Prime compatibility matrix need to updated for IOS-XE 17.3.4, DNAC and IOS APs supported platform.
<a href="#">CSCvz50293</a>	Daily unique client count report is not showing data correctly.
<a href="#">CSCvx77935</a>	Clarify the ports used by Prime Infrastructure and Assurance in the Quick Start Guide.
<a href="#">CSCvy75095</a>	Maps sync fails during DNAC migration because of the tar bundle size.
<a href="#">CSCwa47327</a>	Evaluation of ncs for Log4j RCE (Log4Shell) Vulnerabilities - CVE-2021-44228, CVE-2021-45046, CVE-2021-45046, CVE-2021-45105, CVE-2021-44832, CVE-2021-4104.

## Submitting Feedback

Your feedback will help us improve the quality of our product. You must configure the email server and then enable data collection to configure the feedback tool. To send your feedback, follow these steps:

### Procedure

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- Step 1** If you have configured your mail server, go to Step 4.
  - Step 2** Choose **Administration > Settings > System Settings > Mail and Notification > Mail Server Configuration**.
  - Step 3** In the Mail Server Configuration page, enter the mail server details, then click **Save** to save the configuration settings.
  - Step 4** Choose **Administration > Settings > System Settings > General > Help Us Improve**.
  - Step 5** In the Help Us Improve Cisco Products page, select **Yes, collect data periodically**, then click **Save**.
  - Step 6** Click the Settings icon, then select **Feedback > I wish this page would**.
  - Step 7** Enter your feedback, then click **OK**.
- 

## Related Documentation

You can access additional Cisco Prime Infrastructure documentation at:

[http://www.cisco.com/en/US/products/ps12239/tsd\\_products\\_support\\_series\\_home.html](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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