



CISCO 3.10.4 Prime Infrastructure User Guide

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CISCO 3.10.4 Prime Infrastructure User Guide



Cisco Prime Infrastructure 3.10.4 Update 03 & Prime Data Migration Tool Update 05.01 Release Notes

First Published: 2024-03-13

Introduction

This is the third update release of Cisco Prime Infrastructure 3.10.4.

You can install Cisco Prime Infrastructure 3.10.4 Update 03 & Prime Data Migration Tool Update 05.01 (PI_3_10_4_Update_03_and_Prime_Data_Migration_Tool_Update_05.01-1.0.7.ubf) on Cisco Prime Infrastructure 3.10.4 or Cisco Prime Infrastructure 3.10.4 System Patch or PI 3.10.4 Update 01 or PI 3.10.4 Update 02 & Prime Data Migration Tool Update 05.01 or PI 3.10.4 Update 02 System Patch.

You can download the Cisco Prime Infrastructure 3.10.4 Update 03 & Prime Data Migration Tool Update 05.01 from [Software Download](#) page.

PI_3_10_4_Update_03_and_Prime_Data_Migration_Tool_Update_05.01-1.0.7.ubf is approximately 1.11GB.



Note

PI_3_10_4_Update_03_and_Prime_Data_Migration_Tool_Update_05.01-1.0.7.ubf includes Prime Data Migration Tool Update 05.01

System Requirements

For more details on the server and wen client requirements, see [Understand System Requirements](#) section in the *Cisco Prime Infrastructure 3.10 Quick Start Guide*.

Installation Guidelines

The following sections explain how to install the maintenance release.

Before You Begin Installing the Maintenance Release

You can install Cisco Prime Infrastructure 3.10.4 Update 03 & Prime Data Migration Tool Update 05.01 on Cisco Prime Infrastructure 3.10.4 or Cisco Prime Infrastructure 3.10.4 System Patch or PI 3.10.4 Update 01 or PI 3.10.4 Update 02 & Prime Data Migration Tool Update 05.01 or PI 3.10.4 Update 02System Patch from [Software Download](#) page.

Since the maintenance release is not removable, it is important to have a way to revert your system to the original version in case hardware or software problems cause the maintenance release installation to fail.

To ensure you can do this, take a backup of your system before downloading and installing this UBF maintenance release.

If the backup is a Prime Infrastructure 3.10.4 backup, restore the backup on Prime Infrastructure 3.10.4 server before applying the 3.10.4 Update 03 & Prime Data Migration Tool Update 05.01 release.

Similarly, if you are running Prime Infrastructure 3.10.4 in a Virtual Machine (VM) and your organization permits taking VM snapshots, stop Prime Infrastructure and use the VMware client to take a VM snapshot before applying this maintenance release. Store the snapshot in an external storage repository, and restore from the snapshot if the maintenance release installation is unsuccessful. For more details, see [Restore an Application Backup](#) in the *Cisco Prime Infrastructure 3.10 Administrator Guide*.

To revert to Prime Infrastructure 3.10.4 Update 03 & Prime Data Migration Tool Update 05.01 installation (with PI 3.10.x, PI 3.9.x, PI 3.8.x, or PI 3.7.x backup), follow these steps:

1. Reinstall Prime Infrastructure 3.10 from an OVA or ISO distribution
2. Upgrade to Cisco Prime Infrastructure 3.10.2 using tar bundle and install PI 3.10.2 system patch once after upgrade is completed. For more information, see [Cisco Prime Infrastructure 3.10.2 Release Notes](#)
3. Install Cisco Prime Infrastructure 3.10.4 (PI_3_10_4-1.0.24.ubf)
4. Install Cisco Prime Infrastructure 3.10.4 System Patch (PI_3_10_4_SystemPatch-1.0.12.ubf)
5. Install Cisco Prime Infrastructure 3.10.4 Update 02, PI_3_10_4_Update_02_and_PDMT_5.1-1.0.11.ubf
6. Install Cisco Prime Infrastructure 3.10.4 Update 02 System Patch , PI_3_10_4_Update_02_SystemPatch-1.0.5.ubf
7. Install Cisco Prime Infrastructure 3.10.4 Update 03 & Prime Data Migration Tool Update 05.01(PI_3_10_4_Update_03_and_Prime_Data_Migration_Tool_Update_05.01-1.0.7.ubf)
8. If you have a prior PI 3.10.x, 3.9.x, PI 3.8.x, PI 3.7.x backup – Restore this backup



Note

If Cisco Prime Infrastructure 3.10.4 Update 03 is installed without installing 3.10.4 update 02 System patch, you will get a popup to install the Cisco Prime Infrastructure 3.10.4 Update 02 System Patch that can be installed on top of 3.10.4 Update 03.

If you are installing this release as part of a High Availability (HA) implementation, see [Before you Begin Setting Up High Availability](#) in the Cisco Prime Infrastructure 3.10 Administrator Guide.

Installing the Release from Local Storage



Caution

If you have a High Availability (HA) environment, remove the HA setup before proceeding to install this release. For more details, see Installing the Maintenance Release in High Availability Mode, on page 3.

Make sure that you have completed the recommended preparation steps given in Before You Begin Installing the Maintenance Release, on page 1 .

To install Cisco Prime Infrastructure 3.10.4 Update 03 & Prime Data Migration Tool Update 05.01 from the local storage, follow these steps:

Procedure

Step 1 Download the Prime Infrastructure

PI_3_10_4_Update_03_and_Prime_Data_Migration_Tool_Update_05.01-1.0.7.ubf from [Home > Products > Cloud and Systems Management > Routing and Switching Management > Network Management Solutions > Prime Infrastructure > Prime Infrastructure 3.10 > Prime Infrastructure Patches – 3.10.4](#) and save the file in your local system.

Step 2 Log in to Prime Infrastructure 3.10.4 or Prime Infrastructure 3.10.4 System Patch or Prime Infrastructure 3.10.4 Update 01 or Prime Infrastructure 3.10.4 Update 02 & Prime Data Migration Tool Update 05.01 or PI 3.10.4

Step 3 Choose **Administration > Licenses and Software Updates > Software Update** .

Step 4 Click **Upload** and browse to the location where you have saved the maintenance release file. Click **OK** to upload the file.

Step 5 In the **Status of Updates** pane, click the **Files** tab and check whether

PI_3_10_4_Update_03_and_Prime_Data_Migration_Tool_Update_05.01-1.0.7.ubf is listed under **FileName** column.

Step 6 In the **Critical Fixes** pane, click **Install**.

Note Do not manually restart the server while the installation is in progress.

Step 7 Click **Yes** in the pop-up dialogue box to install Cisco Prime Infrastructure

PI_3_10_4_Update_03_and_Prime_Data_Migration_Tool_Update_05.01-1.0.7.ubf . It may take approximately 1 hour for the installation process to complete.

Step 8 You can verify the release installation from Prime Infrastructure Login under **Critical Fixes** by clicking **View Installed Updates** and also by logging into the server and choosing **Administration > Software Update**. You should see a listing for the release in the **Updates** tab, with **Installed** in the Status column.

Installing the Maintenance Release in High Availability Mode

Download PI_3_10_4_Update_03_and_Prime_Data_Migration_Tool_Update_05.01-1.0.7.ubf from [Home > Products > Cloud and Systems Management > Routing and Switching Management > Network Management Solutions > Prime Infrastructure > Prime Infrastructure 3.10 > Prime Infrastructure Patches – 3.10.4](#) and save the file in your local system.

To install the downloaded PI_3_10_4_Update_03_and_Prime_Data_Migration_Tool_Update_05.01-1.0.7.ubf in High Availability mode follow the below prerequisites:

- Make sure that you have completed the recommended preparation steps given in Before You Begin Installing the Maintenance Release, on page 1.



Note

Prime Infrastructure **3.10.4 Update 03 & Prime Data Migration Tool Update 05.01** can be applied only in primary and secondary standalone servers. The server will restart automatically once the installation is complete. The restart typically takes more than 60 minutes. You cannot apply Prime Infrastructure 3.10.4 Update 03 & Prime Data Migration Tool Update 05.01 when HA is enabled.

- If you are installing Cisco Prime Infrastructure 3.10.4 Update 03 & Prime Data Migration Tool Update 05.01 on High Availability (HA) paired servers, you will get an error message.

For more details, see [Remove 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 [How to Patch New HA Servers](#) section in the *Cisco Prime Infrastructure 3.10 Administrator Guide*.

Troubleshooting Maintenance Release Installs in High Availability Implementations

If you are unable to apply this maintenance 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 Administrator 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.

If you are unable to verify that this maintenance release has been successfully installed on a Prime Infrastructure server, or one or both of the servers fails to restart properly after installing the maintenance release, you may need to re-image the server as explained in Before You Begin Installing the Maintenance Release, on page 1 before continuing.

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 *Cisco Prime Infrastructure 3.10 Command Reference Guide*.

Important Notes

- PI 3.10.4 Update 02 System Patch can be installed on top of Cisco Prime Infrastructure 3.10.4 Update 03 & Prime Data Migration Tool Update 05.01, if not installed already
- Prime was migrated to Smart Receiver and as per their guidelines Direct and Transport Gateway mode is not supported. You must use Proxy to enable smart license using new url <https://smartreceiver.cisco.com/licservice/license>.
- Cisco announced the [End-of-Life and End-of-Sale](#) for all versions of Prime Infrastructure. Please use the PDMT to migrate data to Cisco DNA Center or use [Cisco Networking Bot](#) for self-help migration. For more information reach out to the migration team at primetodnacmigration@external.cisco.com.
- The EOL/EOS message always appears on the Login Page of Prime Infrastructure.
- The EOL/EOS message appears in a pop-up notification window every time the user login to the Prime Infrastructure. However, after restart of the Prime Infrastructure services, the pop-up message will not be notified in the future.
- For all the versions of Prime Infrastructure, Prime XWT Widgets are not compatible with the latest versions of Chrome and Edge browsers. This impacts the prime xwt actions such as add, update, delete, duplicate, and so on.
 - **Edge:**
 - 114.0.1823.51
 - 114.0.1823.43
 - **Chrome:**
 - 114.0.5735.133
- It is recommended to use Firefox or lower versions of Chrome and Edge browsers to carry out the Prime XWT widget actions in the Prime Infrastructure.

- When you restore to Cisco Prime Infrastructure 3.10.4 from earlier versions 3.7.x, 3.8.x, 3.9.x, 3.10.x backup, you will be notified with the following warnings in the restore console window:

Warning:

<verisigntsaca> uses a 1024-bit RSA key which is considered a security risk. This key size will be disabled in a future update.

<airespace-root> uses a 1536-bit RSA key which is considered a security risk. This key size will be disabled in a future update.

<verisignclass1ca> uses a 1024-bit RSA key which is considered a security risk. This key size will be disabled in a future update.

<verisignclass1g2ca> uses a 1024-bit RSA key which is considered a security risk. This key size will be disabled in a future update.

<verisignclass2g2ca> uses a 1024-bit RSA key which is considered a security risk. This key size will be disabled in a future update.

<verisignclass3ca> uses a 1024-bit RSA key which is considered a security risk. This key size will be disabled in a future update.

<verisignclass3g2ca> uses a 1024-bit RSA key which is considered a security risk. This key size will be disabled in a future update.

<verisigntsaca> uses a 1024-bit RSA key which is considered a security risk. This key size will be disabled in a future update.

Warning:

<airespace-root> uses a 1536-bit RSA key which is considered a security risk. This key size will be disabled in a future update.

These warning messages are displayed due to the recent upgrade of JRE in Prime Infrastructure 3.10.2. For more information, see [JDK-8172404](#).

Open Caveats

The following table lists the open caveats in Prime Infrastructure Release 3.10.4 Update 03 & Prime Data Migration Tool Update 05.01.

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 1: Open Caveats

| Identifier | Description |
|----------------------------|----------------------------------------------------------------------------------------------------|
| CSCwi51801 | 500 Internal error occurs intermittently while running Client Details in REST API |
| CSCwj02418 | Unable to export Unified AP after filtering in Prime Infrastructure 3.10.4 update 02 |
| CSCwa35432 | Schedule Report send to external server SFTP failing to establish connection-Algorithm negotiation |

Resolved Caveats

The following caveats were resolved in Prime Infrastructure Release 3.10.4 Update 03 & Prime Data Migration Tool Update 05.01.

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 2: Resolved Caveats

| Identifier | Description |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------|
| CSCwf79556 | CSCvs32965 – defect not fixed in the latest version of Prime Infrastructure |
| CSCwh46251 | integrate 17.13 coral to prime 3.10.4 update 03 |
| CSCwi08182 | Unable to generate reports – Wireless utilization and AP RF Quality History – Check with Indra to validate he reports |
| CSCwi15608 | RHEL 7 : squid (RHSA-2023:6805) , RHEL 7 : xorg-x11-server (RHSA-2023:6802) |
| CSCwi20309 | RHEL 7 : python (RHSA-2023:6885) |
| CSCwi28067 | Prime Infrastructure not setting source VRF and source address in telemetry subscriptions |
| CSCwi29641 | eWLC 17122: Wireless client count not visible sometime on Prime infra client assurance dashboard |
| CSCwi54771 | Different report data from PI 3.4 than PI 3.10 same WLC 5508 |
| CSCwi58725 | RHEL 7:squid(RHSA-2023:6805),xorg-x11-server (RHSA-2023:6802),open-vm-tools (RHSA-2023:7279), and so on. |
| CSCwi62425 | Disable unsupported SSH ciphers |
| CSCwi67344 | PI 3.10 “Coverage Area” Dashlet showing radio alarms under “Clients” not under “Radio” columns |
| CSCwi83477 | RHEL 7 : kernel (RHSA-2024:0346) |
| CSCwi92449 | Device deletion fails from Prime Infrastructure 3.10 |
| CSCwi93753 | Header Space issue for reports generation- Prime Infrastructure 3.7 and above |

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

Step 1 If you have configured your mail server, go to Step 4.

Step 2 Choose **Administration > Settings > System Settings > Mail and Notification > MailServer 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

Obtaining Documentation and Submitting a Service Request

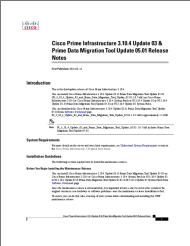
For information on obtaining documentation,submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at:

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

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Documents / Resources

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|  | <p>CISCO 3.10.4 Prime Infrastructure [pdf] User Guide 3.10.4, Update 03, Update 05.01, 3.10.4 Prime Infrastructure, 3.10.4, Prime Infrastructure, Infra structure</p> |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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