

# Readme for Device Pack 4 Update 2 for Cisco Prime Infrastructure 3.3

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This Readme provides information on installing, bug fixes and additional documentation for Cisco Prime Infrastructure, Release 3.3 Device Pack 4.

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## System Requirements

Install the Device Pack update on a server running Cisco Prime Infrastructure version 3.3 Device Pack 4 or 3.3 Device Pack 4 Update 1.

Note: You cannot install this UBF on Cisco Prime Infrastructure version 3.3 Device Pack 3 or any earlier releases.

## Package Details

Files	Description
Device-Pack-4-Update-02-PI3.3-5.ubf	Updated Bundle File with Incremental Device Updates. File size: 678 KB

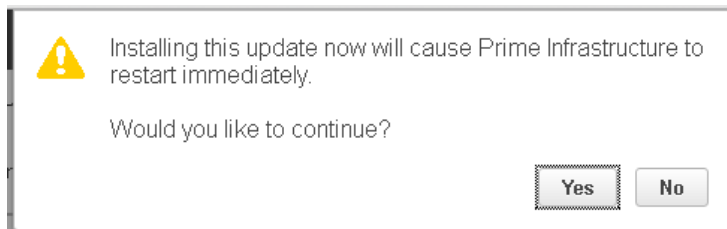
## Device Packs Installation

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 3.3 server with Device Pack 4 or Device Pack 4 Update 1.
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-4-Update-02-PI3.3-5.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 3.3 server with Device Pack 4 or Device Pack 4 Update 1.
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.

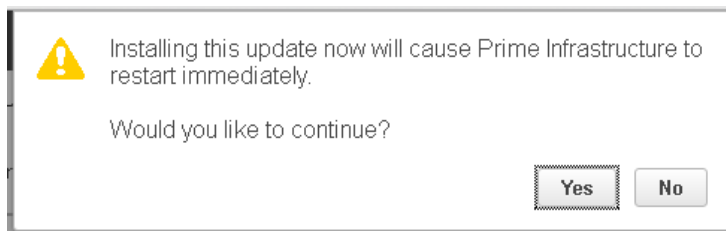
Click **Browse**, navigate to the file, and click **OK**. After the successful upload, the software will appear under the **Files** tab.

### 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.*

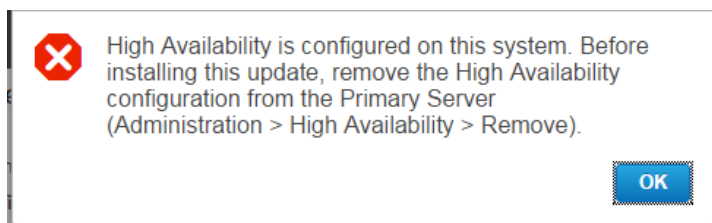
## Installing the Device Pack 4 Update 2 on High Availability Mode

Download the Prime Infrastructure 3.3 - Device Pack 4 Update 2 Device-Pack-4-Update-02-PI3.3-5.ubf and save the file in your local system.

To install the downloaded Prime Infrastructure 3.3- Device Pack 4 Update 2 Device-Pack-4-Update-02-PI3.3-5.ubf in High Availability mode follow the below steps:

*Note: Prime Infrastructure 3.3 Device Pack 4 Update 2 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 3.3 Device Pack 4 Update 2 when HA is enabled.*

If you are installing Cisco Prime Infrastructure 3.3 Device Pack 4 Update 2 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 3.3 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 3.3 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 3.3 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 3.3*.

## Resolved Problems

### Bugs Resolved in Device Pack 4 Update 2

Bug ID	Summary	Device Platform
CSCvj33485	Enable "Save Configuration to Flash after apply" option for wireless CLI template causes deployment failure	Wireless LAN Controller
CSCvk13624	Mismatch in interface name for ASA 5506 devices	ASA 5506

## 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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