



Cisco Prime Collaboration Assurance and Analytics Readme, 12.1 Service Pack4

First Published: 2020-12-08

Introduction

This Readme provides information on the installation procedure for Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 4 (SP4).

Upgrade from Service Pack 3: Cisco Prime Collaboration Assurance 12.1 Service Pack 4 must be installed on Cisco Prime Collaboration Assurance 12.1 Service Pack 3.

Path: Downloads Home / Cloud and Systems Management / Collaboration and Unified Communications Management / Prime Collaboration / Prime Collaboration Assurance 12.1 / Prime Collaboration Patches- 12.1 Service Pack4

The following are the **Upgrade Paths:**

Path	Notes
12.1 FCS to 12.1 SP4	Apply 12.1 SP1 → Apply 12.1 SP2 → Apply 12.1 SP3 → Apply 12.1 SP4
12.1 SP1 to 12.1 SP4	Apply 12.1 SP2 → Apply 12.1 SP3 → Apply 12.1 SP4
12.1 SP2 to 12.1 SP4	Apply 12.1 SP3 → Apply 12.1 SP4
12.1 SP3 to 12.1 SP4	Apply 12.1 SP4

Path	Notes
Migration Path	Migration from Cisco Prime Collaboration Assurance 11.x to Cisco Prime Collaboration Assurance 12.1 SP4 is NOT supported. For more information on migration from Cisco Prime Collaboration Assurance 11.6 to Cisco Prime Collaboration Assurance 12.1, refer to “Readme for Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 1” document.

System Requirements

This Service Pack must be installed on Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 3(with or without engineering special). Verify the Cisco Prime Collaboration Assurance version from User

Interface: **About Screen > System Information**. This page must show the build information for Service Pack 3, Build12.1.82052.

We strongly recommend you to take a snapshot of Cisco Prime Collaboration Assurance VM and Cisco Prime Collaboration Analytics Database VM (applicable only for very large 2 VM deployment). Ensure to remove the snapshot, after the Service Pack is successfully installed and the functionalities are verified to avoid any performance overhead on ESXi server.

Purpose of the VM snapshot: You can revert to the previously installed build using VM snapshot when needed.



Note Additional disk space is required for taking a VM snapshot. For more information, see VMware document(s).

Package Details

Name:

Following are the tar files:

1. **pca-infra tar:** CSCOpca-infra-12.1.90073.x86_64.tar.gz
2. **pca-centos tar:** CSCOpca-centos-12.1.90073.x86_64.tar.gz
3. **cpcm-assurance tar:** PCAcpcm-assurance_12.1.90073.x86_64.tar.gz
4. **pcn-db tar:** PCApcn-db_12.1.90073.x86_64.tar.gz

Upgrade Sequence

Installation sequence for Single OVA Deployment.

Steps	Sequence	Small/Medium/Large VM
1	Install Infra tar Bundle . For steps, see the section on Install Infra tar Bundle.	Yes
2	Install CentOS tar Bundle For steps, see the section on Install CentOS tar Bundle.	Yes
3	Install Application tar Bundle For steps, see the section on Install Application tar Bundle.	Yes

Installation sequence for Very Large 2VM Deployment.

Steps	Sequence
Analytics DB VM	
1	Install Infra tar Bundle. For steps, see the section on Install Infra tar Bundle.
2	Install CentOS tar Bundle For steps, see the section on Install CentOS tar Bundle.
3	Install Analytics DB tar Bundle For steps, see the section on Install Analytics DB tar Bundle.
Main VM	
4	Install Infra tar Bundle. For steps, see the section on Install Infra tar Bundle.
5	Install CentOS tar Bundle For steps, see the section on Install CentOS tar Bundle.
6	Install Application tar Bundle For steps, see the section on Install Application tar Bundle.

Upgrade to Cisco Prime Collaboration Assurance 12.1 Service Pack 4

Before you begin:

- Ensure that Cisco Prime Collaboration Assurance 12.1 Service Pack 3 is available before starting the upgrade for Cisco Prime Collaboration Assurance Service Pack 4.
- Enable root through Cisco Prime Collaboration Assurance Serviceability User Interface before proceeding with the bundle installation(s). For information, see the chapter on [Root Access](#) in [Cisco Prime Collaboration Assurance Serviceability User Guide](#) for Release 12.1.
- Take a Snapshot of the Virtual Machine before performing any software installations. For more information, see [Take a Snapshot of a Virtual Machine](#).

Install Infra tar Bundle



Note Install the Infra tar bundle on both Analytics Database VM and Assurance Main VM.

Before you begin

We recommend you to enable root through Cisco Prime Collaboration Assurance Serviceability User Interface before proceeding with the Infra tar bundle installation.

Procedure

- Step 1** Ensure that all the processes are up and running via Cisco Prime Collaboration Assurance Serviceability Dashboard.
- Step 2** Download the Infra bundle (CSCOpca-infra-12.1.90073.x86_64.tar.gz) from the CCO site at [Software Downloads](#).
- Path:** Downloads Home / Cloud and Systems Management / Collaboration and Unified Communications Management / Prime Collaboration / Prime Collaboration Assurance 12.1 / Prime Collaboration Patches- 12.1 Service Pack4.
- Step 3** Go to **Cisco Prime Collaboration Assurance Serviceability User Interface > Maintenance > Software Update**.
- Note** For more information, see the chapter on [Maintenance](#), section [Software Update](#) in [Cisco Prime Collaboration Assurance Serviceability User Guide](#) for Release 12.1.
- Step 4** Upload the Infra bundle (CSCOpca-infra-12.1.90073.x86_64.tar.gz).
- Step 5** Once the Infra bundle is successfully uploaded, select the uploaded infra bundle and click **Start Update**.
- A message appears indicating that the **Software update requires reboot of the server. Please click OK to proceed for reboot**.
- Step 6** Click **OK**.
- Step 7** After reboot, log in to Cisco Prime Collaboration Serviceability User Interface page and monitor the Dashboard for the process status.
- Note**
- All the processes should be up and running. It will take a few minutes for all processes to come up after patch installation. To view the information on the installed patch, check the Dashboard on “System Update History” in Cisco Prime Collaboration Assurance Serviceability.
 - If the Cisco Prime Collaboration Assurance and Analytics server does not come up after upgrading the infra tar bundle from 12.1 service pack 3 to 12.1 service pack 4, we recommend that you perform a manual reboot of the VM.
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Install CentOs tar Bundle



Note Install the CentOS tar bundle on both Analytics Database VM and Assurance Main VM.

Before you begin

- We recommend you to enable root through Cisco Prime Collaboration Assurance Serviceability User Interface before proceeding with the CentOS tar bundle installation.
- Ensure that you install [Install Infra tar Bundle](#).

- Ensure that all the processes are up and running via Cisco Prime Collaboration Assurance Serviceability Dashboard.

Procedure

- Step 1** Download the CentOS bundle (CSCOpca-centos-12.1.90073.x86_64.tar.gz) from the CCO site at [Software Downloads](#).
- Path:** Downloads Home / Cloud and Systems Management / Collaboration and Unified Communications Management / Prime Collaboration / Prime Collaboration Assurance 12.1 / Prime Collaboration Patches- 12.1 Service Pack4
- Step 2** Go to **Cisco Prime Collaboration Analytics DB VM User Interface > Maintenance > Software Update**.
- Note** For more information, see the chapter on [Maintenance](#), section [Software Update](#) in [Cisco Prime Collaboration Assurance Serviceability User Guide](#) for Release 12.1.
- Step 3** Upload the CentOS bundle (CSCOpca-centos-12.1.90073.x86_64.tar.gz).
- Step 4** Once the CentOS bundle is successfully uploaded, select the uploaded CentOS bundle and click **Start Update**.
A message appears indicating that the **Software update requires reboot of the server. Please click OK to proceed for reboot.**
- Step 5** Click **OK**.
- Step 6** After reboot, log in to Cisco Prime Collaboration Serviceability User Interface page and monitor the Dashboard for the process status.
- Note** All the processes should be up and running. It will take a few minutes for all processes to come up after patch installation.
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Install Analytics DB tar Bundle

Before you begin

- We recommend that you enable root through Cisco Prime Collaboration Assurance Serviceability User Interface before proceeding with the CentOS tar bundle installation.
- Ensure that you Infra tar Bundle and then Install CentOS tar Bundle.

Procedure

- Step 1** Download the Cisco Prime Collaboration Assurance 12.1 SP4 bundle from the CCO site at [Software Downloads](#).
- Path:** Downloads Home / Cloud and Systems Management / Collaboration and Unified Communications Management / Prime Collaboration / Prime Collaboration Assurance 12.1 / Prime Collaboration Patches- 12.1 Service Pack4
- PCApncn-db_12.1.90073.x86_64.tar.gz

- Step 2** Go to **Cisco Prime Collaboration Assurance Serviceability User Interface > Maintenance > Software Update**.
- Note** For more information, see the chapter on [Maintenance](#), section [Software Update](#) in Cisco Prime Collaboration Assurance Serviceability User Guide for Release 12.1 on [Cisco.com](#).
- Step 3** Upload **PCApn-db_12.1.90073.x86_64.tar.gz** on Analytics Database VM.
- Note** Files uploaded in Cisco Prime Collaboration Assurance Serviceability User Interface will be populated in the User Interface only after it is extracted. Time taken will be dependent on the server's performance. Example, A 2 GB file can take up to a minute to appear in an optimally performing server.
- Step 4** Once the 12.1 SP4 bundle is successfully uploaded, select the uploaded bundle and click **Start Update**.
- Note** The system reboots after 30 seconds of successful software update for the changes to take effect.
- Step 5** After reboot, login to Cisco Prime Collaboration Serviceability User Interface page and monitor the Dashboard for the process status.
- Note** After upgrade, the root will be disabled.
- Step 6** Verify the Cisco Collaboration Assurance Version from the User Interface: **About Screen > System Information**. This page must show the build information for Service Pack 4, Build12.1.90073.
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Install Application tar Bundle

Before you begin

- We recommend you to enable root through Cisco Prime Collaboration Assurance Serviceability User Interface before proceeding with the CentOS tar bundle installation.
- Ensure that you Infra tar Bundle and then Install CentOS tar Bundle.

Procedure

- Step 1** Download the Cisco Prime Collaboration Assurance 12.1 SP4 bundle from the CCO site at [Software Downloads](#).
- Path:** Downloads Home / Cloud and Systems Management / Collaboration and Unified Communications Management / Prime Collaboration / Prime Collaboration Assurance 12.1 / Prime Collaboration Patches- 12.1 Service Pack4
- PCAcpcm-assurance_12.1.90073.x86_64.tar.gz
- Step 2** Go to **Cisco Prime Collaboration Assurance Serviceability User Interface > Maintenance > Software Update**.
- Note** For more information, see the chapter on [Maintenance](#), section [Software Update](#) in Cisco Prime Collaboration Assurance Serviceability User Guide for Release 12.1 on [Cisco.com](#).
- Step 3** Upload **PCAcpcm-assurance_12.1.90073.x86_64.tar.gz** on Assurance VM.

Note Files uploaded in Cisco Prime Collaboration Assurance Serviceability User Interface will be populated in the User Interface only after it's extracted. Time taken depends on the server's performance. Example, A 2 GB file can take up to a minute to appear in an optimally performing server.

Step 4 Once the 12.1 SP4 bundle for Assurance and Analytics VM is successfully uploaded, select the uploaded bundle and click **Start Update**.

Note The system reboots after 30 seconds of successful software update for the changes to take effect.

Step 5 After reboot, log in to Cisco Prime Collaboration Serviceability User Interface page and monitor the Dashboard for the process status.

Note After upgrade, the root is disabled.

Step 6 Verify the Cisco Collaboration Assurance Version from the User Interface: **About Screen > System Information**. This page must show the build information for Service Pack 4, Build12.1.90073.

Resolved Defects

The following defects are resolved in the Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 4:

Defect ID	Summary
CSCvn47632	Endpoint Audit/Endpoint Move - Need ability to email generated reports
CSCvp99868	Prime Collaboration Assurance 12.1- Endpoint Inventory Report not consistent for 69xx series phones
CSCvq06235	PCA 12.1 SP3-CentOS upgrade patch details are not showing under System Update History in SUI
CSCvq87845	Script to check hardware resources should be modified
CSCvr66965	PCA 12.1 cannot show serial number of IPPHONE
CSCvt34225	Custom Report cannot be removed
CSCvu51731	Cannot update multiple Max Concurrent Call settings for trunks
CSCvw33844	alert_normal coming unknown icon
CSCvw35453	On click of data no info is shown for Call Traffic Analysis dashlet
CSCvw38725	Navigation from inventory via 360 view for IPSLA voice test throws error
CSCvw44896	Export link in top 10 TP EPs needs change
CSCvo77791	PCA 12.1- Analytics backup is falling in VL setup due to low value of "wal_keep_segments"
CSCvp64789	8841 phone model should be updated in the supported devices list for 12.1 sp3

Defect ID	Summary
CSCvq16468	VL: Reports export failure : Top N callers
CSCvq61688	Online help launched from home page results in HTTP Status 404
CSCvs66018	PCA reports SNMP failures for Webex Room Kit Plus during credential verification
CSCvs58158	SIPTrunkOOS correlation alarm fails to clear when SIP Trunk outage is less than 2 minutes
CSCvt11355	Multiple Vulnerabilities in PCA 12.1SP3
CSCvt27787	Evaluation of primecollab for Apache Tomcat Ghostcat vulnerability
CSCvu98499	*.gc.log files grow without upper bound and deplete all disk space in /opt
CSCvw19025	PLM License Usage dashboard is not populated
CSCvp70465	DMA option should be removed in Serviceability
CSCvp88798	PCA 12.1SP3 : Subscriber node not getting deleted
CSCvq13873	RPM installation issue with SP3ES1 patch
CSCvr09233	Unable to reset globaladmin password of DB VM
CSCvr74091	PCA 12.1 SP3-ES2 : Conference call stats is not displayed in conference diagnostics dashboard
CSCvs25309	12.1: SP3 ES3: Patch Creation tool issue
CSCvv31643	UC Device Search working only for IPv4 Address/Subnet for Phones.
CSCvv71352	Prime Collaboration Assurance SNMP community string special characters limitations
CSCvr43463	GNU 2.17 C Library getaddrinfo Function Security Bypass Vuln
CSCvs83526	GSU polling failures for all CUCM 11.x and 12.x clusters with PCA 12.1 SP3 ES3
CSCvs87187	Multiple Vulnerabilities in PCA 12.1SP3
CSCvt14385	Multiple Vulnerabilities in PCA 12.1SP3
CSCvt15767	Supported TMS version to be updated in supported devices list of SP3
CSCvv79558	CIAM: python 2.7.5 CVE-2019-9636 and others
CSCvw11433	404 error is thrown on clicking on the hyperlink for troubleshoot
CSCvw36567	Performance Dashboard chart label issue
CSCvp42967	PCA 12.1 + SP2 - UCCE's performance dashboard is showing as empty.

Defect ID	Summary
CSCvq17120	snmpv3trap processing causing objects to accumulate in the heap memory and leading to fault crash
CSCvq71278	Copyright changes(2018 to 2019)
CSCvq98886	Minimum passphrase validation enforced for Certificate Password
CSCvr25521	UC Operation Dashboard error
CSCvr44425	No Alarm generated for Siptrunkbusyout in 12.1
CSCvr57508	PCA 12.1 SP3-ES2 : Mismatch of hard phones registration status between PCA and CUCM
CSCvr96621	Unable to find phones by searching subnets in the UC device search tab
CSCvr43453	Multiple Vulnerabilities in bind 9.9.4
CSCvs88263	Multiple Vulnerabilities in PCA 12.1SP3
CSCvu07239	Dynamic User Defined Groups information is not showing .
CSCvu15794	Upgrade Fix for Defects
CSCvu20722	GSU data polling is not occurring for CUCM subscriber nodes
CSCvw33839	label highlighting in Topology
CSCvw33907	Batch Import Throwing Error.
CSCvw42796	Utilization Monitor-> Telepresence Endpoint IE Label and alignment issues
CSCvw66527	Utilization Monitor GSU graphs not launching in IE.
CSCvp91659	User with Report Viewer role not able to export generated reports, Export button is grayed out
CSCvq12037	Reports: Removed endpoint is not updating in the database
CSCvq19600	Evaluation of primecollab for TCP_SACK
CSCvq52589	Software Upgrade status is not aligned with correct upgrade file name
CSCvr43444	Multiple Vulnerabilities in zsh-5.0.2-25.el7_3.1.x86_64
CSCvr49288	PCA 12.1 SP3 : PCA services are getting restarted for every 30 minutes due to cpc_gpf service crash
CSCvs56697	Unable to discover Cisco Webex RoomKit Plus in PCA 12.1
CSCvs61404	PCA to support ELM REST APIs to support Term info
CSCvp96381	During SP3 to Sp4 upgrate of PCA infra system is not rebooting

Defect ID	Summary
CSCvu53330	PCA 12.1SP3/ES4 SSL Server Allows Anonymous Authentication Vulnerability port 8886/tcp over SSL
CSCvu82722	PCA 12.1 SP3-ES3 : License Management page shows license usage higher than reflected in CUCM
CSCvu83591	PCA 12.1 MSP CUCM's are "Partially Managed.Syslog Configuration"
CSCvv85233	Alarms table does not load for Expressway and VCS
CSCvv85254	Issues on Serviceability UI
CSCvw55139	Conference Troubleshooting Path View and Path Statistics Issue
CSCvp32075	Upgrade button on Software Update page in SUI doesn't work in SP3 fresh install
CSCvq17129	Unable to save threshold values for EndpointUnregThresholdExceeded alarm
CSCvq61700	GSU data polling is not occurring for CUCM subscriber nodes
CSCvs25296	PCA 12.1 SP4: Mismatch of hard phones registration status between PCA and CUCM
CSCvs38831	IX5000 endpoints show System name and Endpoint Name fields in format SEPXXXXXXXXXXXXX.
CSCvv04051	PCA 12.1 API error "NB API service not available" when permanent BASE and CC license installed
CSCvw20820	show system information page displaying data in json format.
CSCvt53610	Getting Undefined message in the Utilization Monitor -->License Usage page in 12.1 SP3-ES4
CSCvp49217	Unity connection not discovered via SIP discovery - MSP
CSCvq03708	Vulnerable version of angularjs (1.5.8) used
CSCvq03710	User account enumeration
CSCvr14604	IPv6 setting does not persist in serviceability
CSCvt81948	Multiple Vulnerabilities in PCA 12.1SP3
CSCvv31970	Vulnerability : Severity 3 - SSL/TLS Server supports TLSv1.0 port 8886/tcp over SSL
CSCvv92407	Destination Endpoint data not shown properly in Topology and Conference View for CE9.x Images
CSCvo78847	8865NR and 8851NR Endpoints are not supported in Prime Collaboration Assurance
CSCvq45761	SSL Server Allows Anonymous Authentication

Defect ID	Summary
CSCvs75554	Authentication issues for UCCE devices , Audit Errors on server.
CSCvs29777	Cisco Prime Collaboration Assurance Information Disclosure Vulnerability
CSCvu48851	Fix for vulnerabilities related to multiple packages
CSCvv20174	PCA should not be using the PerfmonOpenQuery api for polling CVP
CSCvv96069	Ipsla UDP Jitter for VOIP synthetic tests fail
CSCvw33829	Edge icon position,edge length and crop length not rendering properly in Topology
CSCvw36664	Topology view is not loading in conference diagnostics page
CSCvo09135	Multiple Vulnerabilities in systemd 219
CSCvp26911	HVA Very Large & Large ova installation not working as expected
CSCvp60984	CUCM cluster Subscriber details (clustername and role) is not getting stored properly
CSCvp73711	PCA 12.1 SP3 -'Create new backup' not showing Path or Backup History dropdown boxes
CSCvr09760	Cisco Prime Collaboration Assurance multiple vulnerabilities for jackson-bind
CSCvr50353	PCA 12.1 SP3-ES1/ES2 : Alarms dashboard is going blank
CSCvr94639	HelpDesk User in PCA is able delete devices in Inventory.
CSCvu16222	PCA 12.1 SP3 ES3 fails to set billing server in CUCM cluster
CSCvu11917	In Zsh before 5.8, attackers able to execute commands can regain pri
CSCvu91531	Cross launch to Alarms page shows "No Data available"
CSCvw36430	Cross Launch from Telepresence Endpoint Dashlets to Conference Reports shows inconsistent data.
CSCvw54948	Conference Troubleshooting is not loading in Internet Explorer 11
CSCvq89186	Prime Collaboration Assurance :: ATA Reports
CSCvv29699	Device 360 View is not working
CSCvv31682	Topology Panel Shows error popup in Chrome Browser
CSCvs91092	Multiple Vulnerabilities in PCA 12.1SP3
CSCvw25202	Top 5 Poor Voice Call quality Location and Top 5 Call Failure Location graph is not loading in IE 11
CSCvw33524	Unable to add a domain on Domain Setup page

Defect ID	Summary
CSCvw59607	Device 360 - Cross launch options not working as expected.

Open Defects

The following table lists the open defects in the Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 4:

Defect ID	Summary
CSCvm06622	PCA 12.1 SPI shows devices as managed even though HCMF pushes device with wrong credential
CSCvp11458	Conference Diagnostics - In Multisite call unknown device added to the Conference
CSCvp23010	Add NAM fails if PKCS12 certificate is imported
CSCvq81514	UC Application Synthetic Test - MWI Test Failure
CSCvs66029	Synthetic Test - End To End Call Test Fails with SCCP and SIP phone using SIP URI Extension
CSCvs66040	UC Application Synthetic Test does not work correctly with \"Call Failure\" is set as Success Criteria
CSCvt30338	Audio Phone Feature Synthetic Tests does not work with 12.5 CUCM
CSCvv33895	Video Test Call not getting added as per scheduled
CSCvw30615	Meet-me conferences are not getting generated in MSP SetUp
CSCvw49764	ATA devices report is not listing on MSP mode
CSCvw49853	IPSLA voice test status show error for all the test types
CSCvw50226	Performance 150K Setup: old log file purging is not happening for pgbouncer
CSCvw54770	Dashboard dropdown does not load for Performance Menu
CSCvo87736	Set call category page doesn't load, if navigation happens with any JSP Page.
CSCvq77262	CME-Synthetic SIP Phone registration test fails
CSCvw30289	Cloud icons are not getting displayed in conference topology between MX series and Cisco Jabber
CSCvw61796	RBAC helpdesk and operator users related issues

Abbreviations and Definitions

Abbreviation	Definition
CPCA	Cisco Prime Collaboration Assurance
SP	Service Pack
DMA	Data Migration Assistant
ES	Engineering Special

Related Documentation

You can access the Cisco Prime Collaboration Assurance and Analytics Release 12.1 and 12.1 Service Pack 4 User Guides from [Cisco.com](https://www.cisco.com).

