

Cisco Prime Collaboration Assurance and Analytics 12.1 Release Notes

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About Cisco Prime Collaboration Assurance and Analytics



Note

This is the [CCO posting strategy](#). The FCS planned for December 19, 2017 will have fresh Cisco Prime Collaboration Assurance install only. Customers willing to install afresh, can pick up this build. Please take note that this build will have DMA disabled. Cisco Prime Collaboration Assurance testing for DMA upgrade will continue beyond the December 19, 2017 FCS.

The mid-January 2018 patch will have the DMA upgrade capability. A patch that will turn on DMA in the existing OVA will become available in CCO site.

Cisco Prime Collaboration Assurance provides management for Cisco voice and video collaboration systems through a single, consolidated view. This includes continuous, real-time monitoring and advanced troubleshooting tools for Cisco Collaboration applications and endpoints, such as Cisco Unified CM, Cisco VCS, Cisco Contact Center, Cisco TelePresence and so on.

As an add-on to the Assurance module, Cisco Prime Collaboration Contact Center Assurance offers monitoring and diagnostics for the Cisco Unified Contact Center Enterprise deployment.

The Analytics provides historical reporting of Key Performance Indicators (KPIs) and helps to analyze trends for capacity planning, resource optimization, and quality of service. It also helps to track collaboration technology adoption rates in the network and provides metrics to help analyze how users are actually using the collaboration endpoints daily.



Note

To launch Cisco Prime Collaboration Assurance, the default password is *Cisco123!*. You have to change the default password during the first login after a fresh installation. For detailed steps, see **Cisco Prime Collaboration Assurance Serviceability User Guide**.

See [Cisco Prime Collaboration Data Sheet](#) and [Cisco Prime Collaboration Ordering Guide](#) for further details.

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Refer Cisco.com for the latest updates.

New Features and Enhancements

Cisco Prime Collaboration Assurance - Advanced and Analytics 12.1 supports the following new features:
[Cisco Prime Collaboration Assurance - Advanced and Analytics](#)

Cisco Prime Collaboration Assurance - Advanced and Analytics

Cisco Prime Collaboration Assurance - Advanced and Analytics provides the following:

Table 1: Cisco Prime Collaboration Assurance - Advanced and Analytics 12.1 Features

Feature Name	Feature Description
Inventory - Device Status Summary	Fixing Unmanaged count: The unmanaged count in header must match the count in the Device Status Summary page. Count for both categories must meet this criteria.
Inventory - TMS Cluster	TMS discovery discovers all TMS provisioned devices (CUCM/VCS/endpoint/MCU/TPS/TP_Conductor) even though Cisco Prime Collaboration Assurance does not manage the CUCM/VCS devices. However, TMS discovery does not logically discover CUCM/VCS/endpoints.
Reports	<p>Following reports are merged into a single report:</p> <ol style="list-style-type: none"> 1 The Endpoint Audit Report is a single report that merges Audio Phone and Video Phone Audit Reports. Navigation - Reports -> Miscellaneous Reports -> Endpoint Audit Report 2 The Endpoint Move Report is a single report that merges Audio Phone and Video Phone Move Reports. Navigation - Reports -> Miscellaneous Reports -> Endpoint Move Report 3 The Endpoint Remove Report is a single report that merges Removed IP Phone and Removed Video Phone Reports. Navigation - Reports -> Miscellaneous Reports -> Endpoint Remove Report 4 The Endpoint Extension Report is a single report that merges Audio Extension and Video Extension Reports. Navigation - Reports > Miscellaneous Reports > Endpoint Extension Report

Feature Name	Feature Description
User Interface Changes	<p>Following are the changes with respect to user interface:</p> <ol style="list-style-type: none"> 1 Handling dependencies for removal of device - Devices like CUCM that includes Publisher and Subscriber, VCS, TMS, ESX, VCENTER, TPS, UNITY CONNECTION, MULTIPOINT Controller, IM&P and other infrastructure devices and their associated endpoints are removed from the database when the State is Deleted. 2 CUBE SIP Trunk - changes for session server group configuration A Collaboration Network Administrator access the Utilization Monitor -> CUBE SIP Trunk tab to view the CUBE SIP Trunk with "session server group configuration". In case of server group, this screen provides information about its limitation in supporting many-to-one configuration of Dialpeer to SIP Trunk. There is also an option to raise/suppress events for the server group configuration.
	<p>Removal of devices from Cisco Prime Collaboration Assurance on deletion</p> <p>The update explains that the Administrator must add a device first before rediscovering it. Remove the devices from Cisco Prime Collaboration Assurance when you delete them.</p>
	<p>Remove IP Phone Inventory Schedule and IP Phone XML Inventory Schedule from Inventory Schedule Page</p> <p>PIFServer removal from the Cisco Prime Collaboration Assurance Enterprise/MSP mode also removes the IP Phone Inventory Collection and IP Phone XML Collection discoveries. This change addresses the following aspects:</p> <ol style="list-style-type: none"> 1 Removed Inventory Schedule -> IP Phone Inventory Schedule and Inventory Schedule -> IP Phone XML Discovery pages. 2 Renamed Inventory Schedule to Cluster Data Discovery Schedule under Inventory tab.
CME Syslog	<p>The steps explain configuration of the syslogs in CME. This syslogs help monitor IP Phones using Cisco Unified CME Syslog messages.</p>

Feature Name	Feature Description
Licensing of Registered Endpoints in Inventory	First, purge the latest registered endpoints within a particular cluster. Sort the registered endpoints by clustername, identify their clusters and purge them to meet licensing requirements. Port the phone licenses to the inventory module while removing the PIFServer from Cisco Prime Collaboration Assurance.
Fixing Settings button issue on Job Management page	Use the Schedule and Settings tab under the Job Details pane to schedule a job and set options.
30 day purge for audit reports	Call quality event history and endpoint related (audio/video phone is now replaced with endpoint related) audit report data older than 30 days are purged.
Cisco Prime Collaboration Assurance Licensing User Interface should restrict the maximum licenses one can import based on each profile like Small, Large, and BE6k	<p>Cisco Prime Collaboration Assurance licensing allows uploading of a license file with a count more than it supports. For instance, Small - 3K endpoints. An error message must notify the user when a Cisco Prime Collaboration Assurance accepts a license file with an endpoint count lesser than the maximum count supported per profile.</p> <p>This is applicable for Assurance Mass, Contact Center Assurance and Analytics Licensing and supports all the profiles such as Small/Medium/Large/Very Large/BE6k/BE7K.</p>
Handling Schema changes through DMA	<p>There will be schema changes around Inventory while upgrading from 11.x (11.0, 11.1, 11.5 and 11.6) to 12.1. During the upgrade, a few Database related table columns available in 11.x will be removed. There will be no impact on the overall Cisco Prime Collaboration Assurance functionality.</p> <p>The Deleted state devices/endpoints will be purged and after the upgrade these (the devices/endpoints) will not be available.</p>
FIPS User Interface has to be hidden	As part of Cisco Prime Collaboration Assurance 12.1 Enterprise mode, FIPS compliance is not certified. Hence, in the System Administration page, the FIPS enable/disable setup menu is hidden.

Feature Name	Feature Description
sFTP Credentials User Interface Implementation	<p>Additional buttons like CUCM/sFTP Credentials and Save are introduced in the User Interface. A check box to change the smuser password and options to confirm password options are available.</p> <p>Change in Navigation from Alarm & Report Administration -> CDR Source Settings -> CUCM SFTP Credentials to Inventory -> Inventory Management -> CUCM/sFTP Credentials</p>
Implementation of RTMT Polling Inconsistency - Notes for Alarms and Events	In a multi-node call manager cluster, if the same alert exists on more than one node at the same time, Cisco Prime Collaboration Assurance displays one latest alert.
Phone to Endpoint unregistered threshold	"Phone unregistered" is changed to "Endpoint unregistered".
Process Description Column - Serviceability	The process description column is added that describes each process to know the status of the processes in the output.
Prime License Manager does not show License Usage in Prime Collaboration Assurance	Provide both CLI and HTTP credentials in Monitor -> Utilization Monitor -> License Usage while managing co-resident PLM. Administrators can use CLI credentials to access the license information and HTTP credentials to manage Prime License Manager in Cisco Prime Collaboration Assurance.
Inaccessible status reason is shown as SNMP timeout	A note is added indicating that only HTTP credentials are required when a VMware VCenter Server or UCS Manager is added through Inventory -> Inventory Management -> Manage Credentials tab. The Inaccessible State column shows "SNMP timeout" where SNMP is not required for these devices.
Standalone PLM gets discovered as non-Cisco in PCA 11.6	<p>A troubleshooting section is added to address this defect.</p> <p>This is likely to happen when PLM has a SNMP community string configured. If you want to discover PLM correctly, do not configure the community string. If configured t a community string, delete it and proceed to discover PLM in Cisco Prime Collaboration Assurance. Cisco Prime Collaboration Assurance does not support SNMP community string configuration for PLM discovery.</p>
PCA BACKUP job status shows failure even after generating reports in SFTP	<p>A troubleshooting section is added to address this defect.</p> <p>The troubleshooting section explains the method to generate the GPG key in the user folder.</p>

Feature Name	Feature Description
The OpsView Dashlet page do not load due to corrupted globaladmin user	<p>The troubleshooting section explains the Recommended Action and Path</p> <p>A new script (opsview_globaladmin.sh) and the recommended path (/opt/emms/emsam/bin) addresses this defect.</p>
Ampersand is not allowed in LDAP parameter value	<p>A Note is added to address this defect.</p> <p>A new LDAP parameter value (?CN=hq-prime,OU=Service Access Groups,DC=Megafon,DC=ru?) is defined to connect to LDAP.</p>
CME Discovery & Phone XML Discovery job need to be restricted to be scheduled	<p>A Note is added to address this defect.</p> <p>CMEPhoneDiscovery and PhoneXML Discovery Job is scheduled to execute at every regular four-hour intervals. These jobs can be modified to run once without re-occurrence. After the discovery, you cannot change it back to schedule.</p>
Full Octets is not showing properly	<p>During the deployment of Cisco Prime Collaboration Assurance 12.1 OVA, only three octets appear to IP address, IP Default Gateway, IP Default Netmask, and Backup Server IP. The fourth octet is invisible. Press the Tab button to display all octets.</p>
Remove auto refresh of Device Status Summary from documentation	<p>There is a change in the behavior of the Device Status Summary page. The page does not refresh automatically in every 30 seconds.</p>
Execute this script on the server to generate and export CDR_CMN reports	<p>Only an administrator can export CDR/CMR reports. Create a script to automate the task of exporting on the server.</p>
NBI API Documentation	<p>Reviewed and corrected Sample Input codes.</p>
Performance data for Device 360	<p>The performance data can no longer be viewed in Device 360 view. Instead, click the link 'Click here for performance data' to view the same data.</p>
Performance data for Ops View Cluster Summary	<p>A column is added to Call Health Summary tab.</p>

Feature Name	Feature Description
Features or Devices Not Supported From This Release	<ol style="list-style-type: none"> 1 Cisco TelePresence-Manager (CTS-Manager/CTS-MAN) device is not supported. Hence, removed all occurrences of the device from the document. 2 FIPS Compliance is not supported. Hence, removed all occurrences from the document. 3 Content specific to CTX is removed from the document. 4 Enable Logical Discovery button - Content specific to enabling logical discovery button is removed from the document. 5 CLI is not supported. Hence, removed content specific to CLI from the document.
General	Renamed "Cisco Prime Collaboration" to "Cisco Prime Collaboration Assurance".
Support UCM in Mixed Mode	<p>Cisco Prime Collaboration Assurance supports Cisco Unified CM cluster in Mixed mode.</p> <p>However, the following features on PCA will only support non-secure way of communication to CUCM:</p> <ul style="list-style-type: none"> • Session Monitoring will continue to use non-secure JTAPI communication to monitor sessions. • Synthetic Test: Does not support secure signaling (TLS) and secure media (SRTP) connections to CUCM and endpoints registered to CUCM in secure mode.

Cisco Prime Collaboration Assurance and Analytics Bugs

For more information on a specific bug or to search all bugs in a specific Cisco Prime Collaboration Assurance and Analytics release, see [Using the Bug Search Tool](#).

The following table lists the open bug(s) in the Cisco Prime Collaboration Assurance 12.1.

Table 2: Open Bug(s) in Cisco Prime Collaboration Assurance 12.1

Defect ID	Description
CSCvf95683	Nessus Scan: List of High Severity Vulnerabilities related Cent OS packages.

Defect ID	Description
CSCvg26754	TelePresence Endpoints with Alarms fails when endpoints description contains single quote.
CSCvh01274	Autodiscovery fails when multiple profiles with similar IP patterns have different SNMP string.
CSCvh07263	MSP DMA server - Video endpoints are in unreachable state.
CSCvh07342	Cisco Prime Collaboration Assurance Serviceability User Interface password should also be reset as part of resetGlobalAdminPassword.sh script.
CSCvh17732	Deletion of device details from Cisco Prime Collaboration Assurance inventory does not delete custom rule created on that device.
CSCvh19787	Memory utilization not getting displayed for ISR4451 under the 360 degree view.

The following table lists the closed bug(s) in Unified Communications Operations Dashboard (UCOD) in the Cisco Prime Collaboration Assurance 12.1.

Table 3: Closed Bugs

Defect ID	Description	Work Around
CSCvd81322	In UCOD when master restarts, job cycle change does not reflect properly in responders.	<ol style="list-style-type: none"> 1 Go to Master Landing page → System settings page from Settings tab. 2 In System Settings page, remove all the responders and add them again.
CSCvd81263	In UCOD Master- System Settings page , Add Responder dialog does not appear properly in IE11 browser.	Add Responder Dialog User Interface shows an unwanted arrow in IE11 and not extensible as seen in Chrome or Firefox. This is an expected behavior in IE11 browser.

Using the Bug Search Tool

Use the Bug Search tool to search for a specific bug or to search for all bugs in a release.

Step 1 Go to <https://tools.cisco.com/bugsearch> .

Step 2 At the Log In screen, enter your registered Cisco.com username and password; then, click **Log In** . The Bug Search page opens.

If you do not have a Cisco.com username and password, you can register for them at <https://tools.cisco.com/RPF/register/register.do> .

Step 3 To search for a specific bug, enter the bug ID in the Search For field and press **Return** .

Step 4 To search for bugs in the current release:

- a) In the Search For field, enter **Prime Collaboration 11.6** and press **Return** . (Leave the other fields empty.)
 - b) When the search results are displayed, use the filter tools to find the types of bugs you are looking for. You can search for bugs by modified date, status, severity, and so forth.
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Accessibility Features in Cisco Prime Collaboration Assurance

All product documents are accessible except for images, graphics, and some charts. If you would like to receive the product documentation in audio format, braille, or large print, contact accessibility@cisco.com.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at <https://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>

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