



Cisco: CUCM Cisco Unified Communications Manager PowerPack Release Notes

Version 106

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Overview

Cisco: CUCM Cisco Unified Communications Manager PowerPack version 106 is an upgrade to the previous PowerPack. The upgrade includes several new or updated Dynamic Applications, updates the pycurl query timeout settings for caching Dynamic Applications, and addresses several additional issues.

- **Minimum Required Platform Version:** 7.8.0
- **Support Status:** GA

This document describes:

- [Pre-install or pre-upgrade information](#)
- The [new installation process](#)
- The [upgrade process](#)
- The [features](#) in version 106
- The [issues addressed](#) in version 106
- The [known issues](#) for version 106
- [Workarounds](#) for version 106

Before You Install or Upgrade

Ensure that you are running version 7.8.0 or later of the ScienceLogic platform before installing the Cisco: CUCM Cisco Unified Communications Manager PowerPack version 106.

NOTE: For details on upgrading the ScienceLogic platform, see the appropriate ScienceLogic Release Notes.

Installing the PowerPack

If you are installing the Cisco: CUCM Cisco Unified Communications Manager PowerPack **for the first time** (that is, if you have never installed a Cisco: CUCM Cisco Unified Communications Manager PowerPack before), perform the following steps to install the PowerPack:

1. See the [Before You Upgrade](#) section.
2. Familiarize yourself with the [Known Issues](#) for this release. If you have not done so already, upgrade your system to the 7.8.0 or later release.
3. Download the Cisco: CUCM Cisco Unified Communications Manager version 106 PowerPack to a local computer.

4. Go to the **PowerPack Manager** page (System > Manage > PowerPacks). Click the Actions menu and choose *Import PowerPack*. Import the *Cisco: CUCM Cisco Unified Communications Manager* version 106 PowerPack. For details on importing PowerPacks, see the chapter on *Installing a PowerPack* in the **PowerPacks** manual.
5. Click the Install button. For details on installing PowerPacks, see the chapter on *Installing a PowerPack* in the **PowerPacks** manual.
6. See the manual **Monitoring Cisco Unified Communications** for instructions on using the new PowerPack.

Upgrading the PowerPack

NOTE: Versions 105 and later of the *Cisco: CUCM Cisco Unified Communications Manager* PowerPack no longer discover or monitor Cisco IM and Presence (IM&P) nodes and component devices. If you are upgrading to version 106 from version 104 or earlier and you previously used the PowerPack to monitor IM&P, the ScienceLogic system will display exceptions in the log files and then remove the IM&P components from the system.

TIP: By default, installing a new version of a PowerPack will overwrite all content in that PowerPack that has already been installed on the target system. You can use the **Enable Selective PowerPack Field Protection** setting in the **Behavior Settings** page (System > Settings > Behavior) to prevent the new version of the PowerPack from overwriting local changes for some commonly customized fields.

NOTE: If you are currently using the Dynamic Applications in the *Cisco: CUCM Cisco Unified Communications Manager* PowerPack to monitor devices, collection errors might occur for one or two polling cycles during the installation of a new version. To prevent collection errors during an upgrade, you can optionally disable collection for monitored devices before performing the following steps and re-enable collection after the upgrade.

To upgrade from a previous version of the *Cisco: CUCM Cisco Unified Communications Manager* PowerPack, perform the following steps:

1. Familiarize yourself with the [Known Issues](#) for this release.
2. See the [Before You Upgrade](#) section. If you have not done so already, upgrade your system to the 7.8.0 or later release.
3. Download version 106 of the *Cisco: CUCM Cisco Unified Communications Manager* PowerPack from the Customer Portal to a local computer.
4. Go to the **PowerPack Manager** page (System > Manage > PowerPacks). Click the Actions menu and choose *Import PowerPack*. Import the *Cisco: CUCM Cisco Unified Communications Manager* version 106 PowerPack. For details on importing PowerPacks, see the chapter on *Installing a PowerPack* in the **PowerPacks** manual.
5. Click the Install button. For details on installing PowerPacks, see the chapter on *Installing a PowerPack* in the

PowerPacks manual.

6. See the manual *Monitoring Cisco Unified Communications* for instructions on using the new PowerPack.

Features

Cisco: CUCM Cisco Unified Communications Manager PowerPack version 106 includes the following features:

- Dynamic Applications (117) that discover and collect data from all CUCM devices and their children
- Events (140) that address all actions and statuses on CUCM devices
- Device Classes (52) for all types of CUCM devices
- Device Dashboards (23) for all types of CUCM devices
- Sample Basic/Snippet credential for discovering CUCM devices

Issues and Enhancements

Cisco: CUCM Cisco Unified Communications Manager PowerPack version 106 includes the following enhancements and fixes:

- The following Dynamic Applications were added to the PowerPack to monitor Cisco Prime License Manager (PLM) license information and generate events when licenses are out of compliance:
 - Cisco: PLM Co-Res License Configuration
 - Cisco: PLM Co-Res License Stats

NOTE: These Dynamic Applications must be manually aligned to any Call Manager component devices that are running PLM and have licenses installed. If you manually align the Dynamic Applications to a component that is running PLM but does not have a license, a minor severity alert appears.

NOTE: If you do not have access to DNS for the CUCM system you want to monitor, you must manually create host file entries in the ScienceLogic platform for each node in the CUCM cluster for these Dynamic Applications to work properly. Each host file entry must contain the IP address and hostname of a node in the CUCM cluster. For more information, see the *Monitoring Cisco Unified Communications* manual.

- The pycurl query timeout settings for caching Dynamic Applications were updated to use the timeout setting established in the CUCM credential.
- The "Cisco: CUCM Processor Performance" Dynamic Application was updated to ensure that cached sessions can be recreated when they expire, to ensure that it only queries the server to which it is aligned, and to prevent the generation of NoneType and instancesStruct snippet exceptions.

- The alert/event policy names in the "Cisco: CUCM Gateway Summary" Dynamic Application were updated to conform with other alert/event policy names included in the PowerPack.
- An issue was addressed that was causing the "Cisco: CUCM Gateway Summary" Dynamic Application to generate events with the gateway name blank and mistakenly classified as not registered.

Known Issues

The following are known issues that affect version 106 of the *Cisco: CUCM Cisco Unified Communications Manager PowerPack* that will be addressed in a future release:

- An issue with the CUCM API occasionally causes the Dynamic Application "Cisco: CUCM Process" to display values for CPU usage greater than 100% in its correlated reports.
- An issue in the CUCM versions 8.x and 9.x affects the TLS handshake with EM7 8.x. This issue can cause some CUCM devices to exhibit CPU usage of 100% during initial discovery and nightly auto-discovery.

Workarounds

An issue related to how CUCM 8.x and 9.x and the TLS Handshake with EM7 8.x can trigger 100% CPU usage during initial discovery or nightly auto-discovery. This is not an issue when using EM7 7.x.

Workaround for Initial Discovery


To work around this issue for initial discovery:

1. Discover the CUCM Publisher as a Pingable device. To do this, run a standard discovery session but do not select an SNMP credential and select the checkbox **Discover Non-SNMP**. For details on discovery, see the manual *Discovery and Credentials*.
2. When the CUCM Publisher has been discovered, edit the device class, device sub-class and device category classification for the device. For details on editing a device's device class and device category, see the manual *Device Management*.
 - **Device Category.** *Cluster*
 - **Device Class.** *Cisco Systems*
 - **Device Sub-Class/Description.** *CUCM Cluster*
3. Align the following Dynamic Applications with the CUCM Publisher. When doing so, specify the credential that you created for CUCM. For details on the CUCM credential and manually aligning Dynamic Applications, see the manual *Monitoring Cisco Unified Communications*.
 - Cisco: CUCM Cluster Information
 - Cisco: CUCM Cluster Root Cache
 - Cisco: CUCM CTI Device Cache
 - Cisco: CUCM Gatekeeper Cache

- Cisco: CUCM H323 Trunk Cache
 - Cisco: CUCM Media Resource Big Cache
 - Cisco: CUCM MGCP Gateway Cache
 - Cisco: CUCM Misc Perf Counters Fast Cache
 - Cisco: CUCM Misc Perf Counters Slow Cache
 - Cisco: CUCM Partition Cache
 - Cisco: CUCM Process Cache
 - Cisco: CUCM Service Performance Cache
 - Cisco: CUCM Service States Cache
 - Cisco: CUCM SIP Trunk Cache
4. After you align the Dynamic Applications with the CUCM Publisher, EM7 will start building the component tree that includes all the nodes in the CUCM cluster.
 5. After the component tree is built, go to the **Device Components** page (Registry > Devices > Device Components) and expand the CUCM cluster. For each component in the level immediately below the cluster, align the CUCM credential with the Dynamic Application "Cisco: CUCM Processor Performance". For details on how to do this, see the manual *Monitoring Cisco Unified Communications* section on *Manually Aligning Dynamic Applications*.

Workaround for Nightly Discovery

To work around this issue for nightly discovery:

1. Go to the **Device Components** page (Registry > Devices > Device Components).
2. Find the CUCM Cluster (top-level device) and select its wrench icon ()
3. In the **Device Properties** page, unselect the **Dynamic Discovery** checkbox.

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