Cisco: UC VOS Applications PowerPack Release Notes

Version 103

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Overview

Version 103 of the Cisco: UC VOS Applications PowerPack adds support for Cisco Prime Collaboration Deployment devices, adds or updates several Dynamic Applications, revises the process that aligns a Cisco Unified Communications cluster during discovery, and revises the general handling of timeouts and other exceptions in remote queries.

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

This document describes:

- *Pre-Install or Pre-upgrade information*
- *The new installation process for the PowerPack*
- *The upgrade process for the PowerPack*
- *The features included in version 103*
- *The known issues that affect version 103*
- *Workarounds for Cisco: UC VOS Applications version 103*

Before You Install or Upgrade

Ensure that you are running EM7 version 7.8.0 or later before installing the Cisco: UC VOS Applications PowerPack version 103.

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

Installation Process

If you are installing the Cisco: UC VOS Applications PowerPack ***for the first time,*** that is, if you have never installed a Cisco: UC VOS Applications Pack PowerPack before, perform the following steps to install the PowerPack:

1. Familiarize yourself with the *Known Issues* for this release.
2. See the *Before You Install or Upgrade* section. If you have not done so already, upgrade your system to the 7.8.0 or later release.
3. Download version 103 of the Cisco: UC VOS Applications 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*. When prompted, import version 103 of the Cisco: UC VOS Applications PowerPack.
5. After importing the PowerPack, you will be prompted to install the PowerPack. Click the Install button to install the PowerPack.
6. See the manual ***Monitoring Cisco Unified Communications*** for instructions on using the new PowerPack.

Upgrading the PowerPack

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 PowerPack from overwriting local changes for some commonly customized fields.

NOTE: If you are currently using the Dynamic Applications in the Cisco: UC VOS Applications 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.

1. Familiarize yourself with the *Known Issues* for this release.
2. See the *Before You Install or Upgrade* section. If you have not done so already, upgrade your system to the 7.8.0 or later release.
3. Download version 103 of the Cisco: UC VOS Applications 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 version 103 of the Cisco: UC VOS Applications 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.

Enhancements and Issues Addressed

The following enhancements and addressed issues are included in version 103 of the Cisco: UC VOS Applications PowerPack:

- New Dynamic Applications and Device Classes have been added to discover and monitor Cisco Prime Collaboration Deployment devices. Additionally, the Run Book Actions included in the PowerPack have been updated to support those Dynamic Applications and devices.

- The "Cisco: PAWS Services Configuration" Dynamic Application was updated to auto-align with Cisco Prime Collaboration Deployment devices and to record timeout exceptions in the device log. Additionally, the collection frequency for the Dynamic Application was changed from 15 minutes to daily.

> **NOTE:** Because of this change in collection frequency, data will not display for the Cisco: PAWS Services Configuration Dynamic Application until 1 day after device discovery.

- A new "Cisco: PLM License Configuration" Dynamic Application has been added.
- A new "Cisco: VOS Service Status CLI" Dynamic Application has been added.
- The "Cisco: VOS Process Performance" Dynamic Application has been updated to use pycurl to query the remote device.
- All performance Dynamic Applications in the PowerPack have been updated to record timeout exceptions as internal messages in the device log.
- The "Cisco: CUC Cluster Status Alignment" Dynamic Application has been updated to prevent it from aligning with incorrect Device Classes.
- The "Cisco: PLM License Stats" Dynamic Application was updated to handle passwords with special characters.
- An issue has been addressed that was causing error messages to display in the device log for Cisco Unity Connection devices that collect PAWS Services Configuration data.

Known Issues

The following are known issues that affect version 103 of the Cisco: UC VOS Applications PowerPack. These issues will be addressed in a future release:

- An issue in versions 8.x and 9.x of the Cisco Unified Communications products affects the TLS handshake with EM7 8.x. This issue can cause some Unified Communications devices to exhibit CPU usage of 100% during initial discovery and nightly auto-discovery.
- The "Cisco: PAWS Services Configuration" Dynamic Application might display some blank fields for older Cisco Unified Communications products because the PAWS API does not provide the applicable data. This issue does not affect newer Cisco Unified Communications products.

Workarounds

An issue related to how versions 8.x and 9.x of the Cisco Unified Communications products 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.

To work around this issue:

Workaround for Initial Discovery

1. Discover the Cisco UC device as a Pingable device. To do this, run a standard discovery session using an SNMP credential. For details on discovery, see the manual ***Discovery and Credentials***.
2. Align the "Cisco: VOS Node Classification and Cluster Creation" Dynamic Application with the Cisco UC device. When doing so, specify the credential(s) that you created for Cisco UC VOS applications. For details on the Cisco UC VOS credentials and manually aligning Dynamic Applications, see the manual ***Monitoring Cisco Unified Communications***.
3. After you align the Dynamic Application with the Cisco UC device, EM7 will start building the component tree that includes all the nodes in the Cisco UC device cluster.
4. After the component tree is built, if the cluster is of type Unity Connection (CUC) or IM and Presence, manually align the corresponding "Cluster Status" Dynamic Application (i.e., "Cisco: CUC Cluster Status", "Cisco: Unity Cluster Status SNMP", or "Cisco: IM&P Cluster Status") to the top-level cluster node.

NOTE: The credential for the "Cluster Status" Dynamic Application might be different from the credential used to align the "Cisco: VOS Node Classification and Cluster Creation" Dynamic Application in step 2.

Workaround for Nightly Discovery

1. Go to the **Device Components** page (Registry > Devices > Device Components).
2. Find the UC VOS cluster device (top-level device) and click its wrench icon ().
3. In the **Device Properties** page, unselect the checkbox ***Dynamic Discovery***.
4. Repeat steps 2 and 3 for the cluster's child devices.

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