Cisco: UC VOS Applications PowerPack Release Notes

Version 106

Table of Contents

Overview

Version 106 of the *Cisco: UC VOS Applications* PowerPack adds the ability to monitor VOS devices using Network Address Translation (NAT) and includes updates to several of the PowerPack's Dynamic Applications and Device Classes.

- **Minimum Required Platform Version**: 8.7.0
- **Support Status**: GA

This document describes:

- *Pre-installation or pre-upgrade information*
- *The installation and upgrade process for the PowerPack*
- *The features included in version 106*
- *The enhancements and issues addressed in version 106*
- *The known issues that affect version 106*
- *Workarounds for version 106*

Before You Install or Upgrade

Ensure that you are running version 8.7.0 or later of the ScienceLogic platform before installing the *Cisco: UC VOS Applications* PowerPack version 106.

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

Installing or Upgrading to Cisco: UC VOS Applications PowerPack version 106

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: 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.

To install the *Cisco: UC VOS Applications* PowerPack for the first time or to upgrade from a previous version, perform the following steps:

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 8.7.0 or later release.
3. Download version 106 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 106 of the 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 Voice Operating System (VOS) Applications*** for instructions on using the new PowerPack.

Features

Cisco: UC VOS Applications version 106 includes the following features:

- Dynamic Applications and Run Book Actions that discover, model, and collect data from all VOS applications and their component devices
- Event Policies and corresponding alerts that are triggered when VOS applications and devices meet certain status criteria
- Device Classes for each of the VOS applications and devices monitored
- Sample credentials for discovering VOS applications and devices

Enhancements and Issues Addressed

The following enhancements and addressed issues are included in version 106 of the *Cisco: UC VOS Applications* PowerPack:

- The "Cisco: VOS Node Classification and Cluster Creation" Dynamic Application was updated with a new ***Use Server Hostname for NAT*** threshold, which determines if Network Address Translation (NAT) capabilities are enabled ("1") or disabled ("0"). This threshold is set on a per-device basis, and will affect all VOS performance Dynamic Applications aligned to a given device.

NOTE: To enable NAT support, the hostname in the ***Embed Value [%2]*** field of the non-PAWS API SOAP/XML credential you use to monitor Cisco UC VOS devices. (Otherwise, you can still enter IP addresses in this field.)

NOTE: If you enable NAT support, the performance Dynamic Applications in the *Cisco: UC VOS Applications* PowerPack will use the component names from the ScienceLogic Device Registry, which might not match the hostname specified in the credential. This is because the credential entry specifies which devices the ScienceLogic platform should match on during discovery, while the component names in the Device Registry come from standard ScienceLogic device discovery.

NOTE: For more information about enabling NAT support, see the ***Monitoring Cisco UC Voice Operating System (VOS) Applications*** manual.

- The "Cisco: VOS Service Status Configuration" Dynamic Application was updated to address an issue that was erroneously triggering false events when Unity Connection Server devices switched roles from primary to secondary or vice-versa.
- The Device Class license tiers were updated as follows:

Device Class	Description	Category	Device Class Tier
Cisco Systems	IM and Presence	UC.CallControl	1
Cisco Systems	Unity Connection	UC.CallControl	1
Cisco Systems	Contact Center Express	UC.CallControl	1
Cisco Systems	Prime License Manager	UC.CallControl	1
Cisco Systems	HCM-F	UC.CallControl	1
Cisco Systems	HCS Intelligent Loader	UC.CallControl	1
Cisco Systems	Prime Collaboration Deployment	UC.CallControl	1

Device Class	Description	Category	Device Class Tier
Cisco Systems	Unity Connection Cluster	UC.Cluster	5
Cisco Systems	IM and Presence Cluster	UC.Cluster	5
Cisco Systems	Contact Center Express Cluster	UC.Cluster	5
Cisco Systems	Prime License Manager Cluster	UC.Cluster	1
Cisco Systems	HCM-F Cluster	UC.Cluster	1
Cisco Systems	HCS Intelligent Loader Cluster	UC.Cluster	1
Cisco Systems	Emergency Responder	UC.Device	5
Cisco Systems	Unity Connection Server	UC.Device	5
Cisco Systems	IM and Presence Server	UC.Device	5
Cisco Systems	Contact Center Express Server	UC.Device	5
Cisco Systems	Prime License Manager Server	UC.Device	5
Cisco Systems	HCS Intelligent Loader Server	UC.Device	5
Cisco Systems	HCM-F Server	UC.Device	5
Cisco Systems	UC Virtual Machine	UC.Device	5
Cisco Systems	Prime Collaboration Deployment Cluster	UC.Cluster	1
Cisco Systems	Prime Collaboration Deployment Server	UC.Device	5
Cisco Systems	SocialMiner Cluster	UC.Cluster	1
Cisco Systems	SocialMiner	UC.CallControl	1
Cisco Systems	SocialMiner Server	UC.Device	5

Known Issues

The following are known issues that affect version 106 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 version 8.x of the ScienceLogic platform. This issue might 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.
- Cisco Unified Communications products under high CPU load may return HTTP 401 Unauthorized to API requests. This will display in the ScienceLogic platform as "Failed to query VOS object - authentication issue.

Response code:401." This message typically indicates an issue with the credential's username and password or the permissions of the associated account. It can also indicate the Cisco Unified Communications product is too busy to process and respond to the API request.

Workarounds

An issue related to how versions 8.x and 9.x of the Cisco Unified Communications products handle the TLS handshake from version 8.x of the platform can trigger 100% CPU usage during initial discovery or nightly auto-discovery. This is not an issue when using version 7.x of the platform.

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 credentials 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 Voice Operating System (VOS) Applications***.
3. After you align the Dynamic Application with the Cisco UC device, the platform 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 (such as "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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