



Cisco: UC VOS Applications PowerPack Release Notes

Version 110

Overview

Version 110 of the *Cisco: UC VOS Applications* PowerPack adds support for MySQL 5.7 and new alerts and event policies.

- **Minimum Required SL1 Version:** 11.1.0

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Before You Install or Upgrade

IMPORTANT: Upgrading to version 14.0 of the UC VOS Cisco: Unified Communications Manager application may break the integration with the Cisco: UC VOS Applications PowerPack and require a snippet change for Dynamic Applications to function. In order to add support for this version, see Knowledge Base article: <https://support.sciencelogic.com/s/article/14487>

Ensure that you are running version 11.1.0 or later of SL1 before installing "Cisco: UC VOS Applications" PowerPack version 110.

NOTE: For details on upgrading SL1, see the relevant [SL1 Platform Release Notes](#).

Installation or Upgrade Process

To install version 110 of the *Cisco: UC VOS Applications* PowerPack, perform the following steps:

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.

To install this 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 11.1.0 or later release.
3. Download the "Cisco: UC VOS Applications" version 110 PowerPack from the Support Site 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 "Cisco: UC VOS Applications" version 110.
5. Click the **[Install]** button. For details on installing PowerPacks, see the chapter on *Installing a PowerPack* in the **PowerPacks** manual.

See the manual **Monitoring Cisco Voice Operating System (VOS) Applications** for instructions on using the new PowerPack.

Features

This release 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 this release of the "Cisco: UC VOS Applications":

- The PowerPack has been updated to support MySQL 5.7 on SL1 version 11.2.0 AWS RDS deployments.
- The "Cisco: IM&P Cluster Status not returned" alert and event policy was added to the "Cisco: IM&P Cluster Status" Dynamic Application. (Support Case: 00164828, JIRA ID: SOL-13748)

NOTE: Users may experience collection issues with the "Cisco: IM&P Cluster Status" Dynamic Application when it is executed against the most recent versions of IM&P, triggering the new alert. This is due to changes in the IM&P login API and will be addressed in a future version of the PowerPack.

- The "Cisco: CUC Cluster Status not returned" alert and event policy was added to the "Cisco: CUC Cluster Status Dynamic Application. (Support Case: 00164828, JIRA ID: SOL-17293)

Known Issues and Workarounds

The following known issues affect version 110 of the *Cisco: UC VOS Applications* PowerPack:

- If you have a NAT environment, collection by the "Cisco: VOS Processor Performance" Dynamic Application can take up to 24 hours after upgrading the PowerPack. To start collection for this Dynamic Application right away after upgrading the PowerPack, you will need to refresh the session key by running the following query on the Data Collector:

```
DELETE FROM cache.dynamic_app WHERE 'key' in (app_<VOS Processor  
Performance ID>_did_<device ID>)
```

- 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 SL1 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.

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