



Cisco: UC VOS Applications PowerPack Release Notes

Version 113

Overview

Version 113 of the "Cisco: UC VOS Applications" PowerPack addresses several issues from previous releases, including one that prevented the "Cisco: VOS Service Status Configuration" Dynamic Application from returning data for devices running Cisco Unified Communications Manager version 14 and above.

- **Minimum Required Skylar One (SL1) Version:** 12.3.1

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Before You Install or Upgrade

IMPORTANT: If you are on "Cisco: UC VOS Applications" PowerPack versions 110 through 112, upgrading to version 14.0 of the Cisco: Unified Communications Manager application might break the integration with the PowerPack and require a snippet change for Dynamic Applications to function. For more information, see <https://support.sciencelogic.com/s/article/14487>.

Ensure that you are running version 12.3.1 or later of Skylar One before installing the "Cisco: UC VOS Applications" PowerPack.

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

Installation or Upgrade Process

To install version 113 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 version 12.3.1 or later.
3. Download the "Cisco: UC VOS Applications" PowerPack version 113 from the Support Center 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 113.
5. Click the **[Install]** button. For details on installing PowerPacks, see the chapter on *Installing a PowerPack* in the **PowerPacks** manual.

For more information about using the PowerPack, see the [Monitoring Cisco Voice Operating System \(VOS\) Applications](#) manual.

Features

This release includes the following features:

- Dynamic Applications and run book action policies 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 this release:

- Resolved an issue that caused the "Cisco: VOS Service Status Configuration" Dynamic Application to not return data for devices running Cisco Unified Communications Manager version 14 and above. (Case: 00337477)
- Addressed an issue that prevented the discovery of child devices in High Availability cluster environments. (Case: 00648496)
- Resolved an issue that caused the "Cisco: VOS Cluster Collector Alignment" run book action to inadvertently move all virtual devices to a single collector, resulting in unhandled exceptions. (Cases: 00351509, 00440625)

Known Issues and Workarounds

The following known issues affect version 113 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, 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>)
```

NOTE: This known issue and its current workaround apply only if you are upgrading from an older release.

- 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 Skylar One 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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