Cisco: CUCM Cisco Unified Communications Manager PowerPack Release Notes

Version 108

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Overview

Cisco: CUCM Cisco Unified Communications Manager PowerPack version 108 is an upgrade from the previous version, and includes updates to several of the PowerPack's Dynamic Applications.

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

This document describes:

- *Pre-install or pre-upgrade information*
- *The new installation process for the PowerPack*
- *The upgrade process for the PowerPack*
- *The features in version 108*
- *The enhancements and issues addressed in version 108*
- *The known issues for version 108*
- *Workarounds for version 108*

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 108.

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 108 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 108 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 Manager*** 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 108 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 108 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 108 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 Manager*** for instructions on using the new PowerPack.

Features

Cisco: CUCM Cisco Unified Communications Manager PowerPack version 108 includes the following features:

- Dynamic Applications that discover and collect data from all CUCM devices and their children
- Events that address all actions and statuses on CUCM devices
- Device Classes for all types of CUCM devices
- Device Dashboards for all types of CUCM devices
- A sample Basic/Snippet credential for discovering CUCM devices

Enhancements and Addressed Issues

Cisco: CUCM Cisco Unified Communications Manager PowerPack version 108 includes the following enhancements and fixes:

- The following Dynamic Applications were updated to support Network Address Translation (NAT) between the ScienceLogic platform and CUCM systems, and to utilize the port specified in the associated credential as part of the requests to the CUCM system:
    - 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 Phone Inventory
    - Cisco: CUCM Process Cache
    - Cisco: CUCM Processor Performance
    - Cisco: CUCM Service Performance Cache
    - Cisco: CUCM Service States Cache

- Cisco: CUCM SIP Trunk Cache
- Cisco: PLM Co-Res License Configuration
- Cisco: PLM Co-Res License Stats

NOTE: With this change, the "Cisco CUCM Example" credential that is included with the PowerPack was also updated to change the default port from 80 to 8443. If you are already using a CUCM credential that specifies port 80, the ScienceLogic platform will automatically override that value and use port 8443 instead. If your CUCM credential specifies any port other than 80, the ScienceLogic platform will use that specified port.

NOTE: To monitor CUCM servers that are registered by name within their clusters, you might need to go to the **Host File Entry Manager** page (System > Customize > Host Files) and create entries that map the server names to their IP addresses. For more information, see the ***Monitoring Cisco Unified Communications Manager*** manual section on "Manually Creating Host File Entries for CUCM Nodes".

- The following Dynamic Applications were updated to prevent the creation of sub-components for services that are not activated:
  - Cisco: CUCM CTI Manager - Discovery
  - Cisco: CUCM Extension Mobility - Discovery
  - Cisco: CUCM TFTP - Discovery
  - Cisco: CUCM Tomcat - Discovery
  - Cisco: CUCM Web Dialer Discovery
- The "Cisco: CUCM Cisco Call Manager" Dynamic Application was updated to prevent the "Cisco CUCM: Heartbeat Failed" alert from appearing if the Call Manager service is not activated.
- The "Cisco: CUCM CTI Manager Configuration" Dynamic Application was updated to parse the component name correctly when the CUCM server is registered by name rather than by IP address.
- The "Cisco: CUCM Cisco Services Configuration" and "Cisco: CUCM Cisco TFTP Configuration" Dynamic Applications were updated to fix a syntax error in the data collection snippet that handles dictionary values of "None".
- The "Cisco: CUCM Cisco Services Configuration" Dynamic Application was updated to ensure that the name variable in the "Cisco CUCM: Get Cisco Web Dialler Config" snippet can be set correctly. Additionally, the "Cisco CUCM: Get Cisco Web Dialler Conf from Perf Cache" snippet was updated to ignore services that are not cached.

- Availability checks were removed from the following Dynamic Applications and Collection Objects:

Dynamic Application	Collection Object
Cisco: CUCM ANN Discovery	Component Name
Cisco: CUCM BRI Gateway-Discovery	Component Name
Cisco: CUCM Cluster Information	Role
Cisco: CUCM CTI Manager - Discovery	Service Status
Cisco: CUCM Extension Mobility - Discovery	Service Status
Cisco: CUCM FXO Gateway Instance Creation	Component Name
Cisco: CUCM FXS Gateway Discovery	Component Name
Cisco: CUCM Gatekeeper Instances Discovery	Gatekeeper Name
Cisco: CUCM H323 Trunk-Discovery	H323 Trunk Name
Cisco: CUCM HW Conf Instance Creation	Component Name
Cisco: CUCM MGCP T1CAS Instances Discovery	Component Name
Cisco: CUCM MOH Instance Creation	Component Name
Cisco: CUCM MTP Discovery	Component Name
Cisco: CUCM PRI Gateway-Discovery	Component Name
Cisco: CUCM SIP Trunk Information	Trunk Name
Cisco: CUCM SW Conf Bridge Discovery	Component Name
Cisco: CUCM TFTP - Discovery	Service Status
Cisco: CUCM Tomcat - Discovery	Service Status
Cisco: CUCM Video Conference Bridge Instances Discovery	Component Name
Cisco: CUCM Web Dialer Discovery	Service Status
Cisco: CUCM XCODE Instance Creation	Component Name

Known Issues

The following are known issues that affect version 108 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 CUCM versions 8.x and 9.x affects the TLS handshake with version 8.x of the ScienceLogic platform. This issue can cause some CUCM devices to exhibit CPU usage of 100% during initial discovery and nightly auto-discovery. For information about working around this issue, see the *Workarounds* section.

Workarounds

An issue related to how CUCM 8.x and 9.x and the TLS handshake with version 8.x of the ScienceLogic 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 ScienceLogic platform.

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 then 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 Manager***.

    - 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, the ScienceLogic platform 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 Manager*** 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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