ScienceLogic

Cisco: CUCM Cisco Unified Communications Manager PowerPack Release Notes

Version 109

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Overview

Cisco: CUCM Cisco Unified Communications Manager PowerPack version 109 adds the ability to monitor devices that are running CUCM version 12.x. Version 109 also includes numerous updates to the PowerPack's Dynamic Applications and Device Classes, and adds a new Run Book Action that ensures that the cluster root device is assigned to the correct Device Class during discovery.

- **Minimum Required Platform Version**: 8.4.2
- **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 109*
- *The enhancements and issues addressed in version 109*
- *The known issues for version 109*
- *Workarounds for version 109*

Before You Install or Upgrade

Ensure that you are running version 8.4.2 or later of the ScienceLogic platform before installing the *Cisco: CUCM Cisco Unified Communications Manager* PowerPack version 109.

> **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 Install or Upgrade* section.

2. Familiarize yourself with the *Known Issues* for this release. If you have not done so already, upgrade your system to the 8.4.2 or later release.

3. Download the *Cisco: CUCM Cisco Unified Communications Manager* version 109 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 109 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 109 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 Install or Upgrade* section. If you have not done so already, upgrade your system to the 8.4.2 or later release.

3. Download version 109 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 109 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 109 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

- A Run Book Action that assigns the CUCM Cluster root device to the "UC.Cluster" Device Class

Enhancements and Addressed Issues

Cisco: CUCM Cisco Unified Communications Manager PowerPack version 109 includes the following enhancements and fixes:

- The PowerPack's Dynamic Applications were updated to monitor devices that are running CUCM version 12.x.

- The "Cisco: CUCM Cisco Call Manager" Dynamic Application was updated with new Event Policies that alert users when FXO and FXS port utilization is high. The default alert setting for these Event Policies is 90 percent.

- The "Cisco: CUCM Gatekeeper Instance Creation" Dynamic Application was updated so that it aligns to the "Cisco: CUCM Gatekeeper Performance" and "Cisco: CUCM Gatekeeper Configuration" Dynamic Applications.

- The "Cisco: CUCM Phone Inventory" Dynamic Application was updated to ensure that it displays the correct "Last Registered" value. In addition, the Dynamic Application is now disabled by default and must be enabled by the user.

- The following Dynamic Applications were updated to resolve exceptions raised by the logAndPrint function:

  - Cisco: CUCM Cisco SIP Station

  - Cisco: CUCM Memory

  - Cisco: CUCM Signaling Performance

  - Cisco: CUCM System Performance

  - Cisco: CUCM TCP

- The "Cisco: CUCM FXO Gateway Cont.-Discovery" Dynamic Application was updated to discover all FXO gateways.
- The "Cisco: CUCM FXO Gateway Configuration" Dynamic Application was updated to address an issue in the "Cisco CUCM: FXO Gateway Not Registered" Alert formula.
- The "Cisco: CUCM Cisco TFTP Configuration" Dynamic Application was updated so that alerts will not occur for missed collection polls.
- The "Cisco: CUCM MGCP FXS Gateway Performance" Dynamic Application was updated to disable the "Port Name" presentation object.
- The BRI Gateway Container Device Class was updated to map to the "Cisco: CUCM BRI Gateway Cont.-Discovery" Dynamic Application instead of incorrectly mapping to the "Cisco: CUCM PRI Gateway Cont.-Discovery" Dynamic Application.
- The "Cisco: CUCM Cluster Information" Dynamic Application was updated to relabel the "IP Address" collection object to "Host", to reflect that servers can be defined by both the IP Address and Host Name.
- The "Cisco: CUCM Cluster Information" Dynamic Application was updated with a new "Server Type" collection object to ensure that CUCM and IM&P devices are filtered out individually and not merged.
- A threshold was added to the "Cisco: CUCM Cluster Information" Dynamic Application to enable and disable NAT environment support.
- The previous "CUCM Cluster" Device Classes were changed to "CUCM Server" Device Classes with a Device Category of "UC.Device", and a new "CUCM Cluster" Device Class with a Device Category of "UC.Cluster" was added to the PowerPack.
- A Run Book Action was added to determine during discovery if the CUCM Cluster root device is assigned to the appropriate "UC.Cluster" Device Class and update it if needed.

NOTE: The Run Book Action disables the CUCM Cluster root device's *Auto-Update* option.

- The Device Class license tiers were updated as follows:

Device Class	Description	Category	Device Class Tier
Cisco Systems	BRI Gateway Container	UC.Device.Gateway	1
Cisco Systems	PRI Gateway	UC.Device.Gateway	1
Cisco Systems	FXS Gateway Container	UC.Device.Gateway	1
Cisco Systems	FXS Gateway	UC.Device.Gateway	1
Cisco Systems	SW Conf Container	UC.MediaResource	1
Cisco Systems	SW Conf Bridge	UC.MediaResource	1
Cisco Systems	HW Conf Container	UC.MediaResource	1
Cisco Systems	HW Conf Bridge	UC.MediaResource	1

Device Class	Description	Category	Device Class Tier
Cisco Systems	TFTP Service	UC.Service	1
Cisco Systems	Call Manager	UC.CallControl	5
Cisco Systems	Media Resource Container	UC.MediaResource	1
Cisco Systems	MOH Container	UC.MediaResource	1
Cisco Systems	MOH	UC.MediaResource	1
Cisco Systems	Transcoder Container	UC.MediaResource	1
Cisco Systems	XCODE	UC.MediaResource	1
Cisco Systems	ANN Container	UC.MediaResource	1
Cisco Systems	ANN	UC.MediaResource	1
Cisco Systems	MTP Container	UC.MediaResource	1
Cisco Systems	MTP	UC.MediaResource	1
Cisco Systems	Video Conf Bridge Container	UC.MediaResource	1
Cisco Systems	Video Conf Bridge	UC.MediaResource	1
Cisco Systems	Telepresence Conf Bridge Container	UC.MediaResource	1
Cisco Systems	Telepresence Conf Bridge	UC.MediaResource	1
Cisco Systems	Services Container	UC.Service	1
Cisco Systems	CTI Manager Service	UC.Service	1
Cisco Systems	Cisco WebDialer Service	UC.Service	1
Cisco Systems	Tomcat	UC.Service	1
Cisco Systems	Extension Mobility Service	UC.Service	1
Cisco Systems	Device Container	UC.Device	1
Cisco Systems	MGCP Gateway Container	UC.Device.Gateway	1
Cisco Systems	T1CAS Gateway Container	UC.Device.Gateway	1
Cisco Systems	T1CAS Gateway	UC.Device.Gateway	1
Cisco Systems	FXO Gateway Container	UC.Device.Gateway	1
Cisco Systems	FXO Gateway	UC.Device.Gateway	1
Cisco Systems	BRI Gateway	UC.Device.Gateway	1
Cisco Systems	SIP Trunk Container	UC.Device.Trunk	1
Cisco Systems	SIP Trunk	UC.Device.Trunk	1

Device Class	Description	Category	Device Class Tier
Cisco Systems	H323 Trunk Container	UC.Device.Trunk	1
Cisco Systems	H323 Trunk	UC.Device.Trunk	1
Cisco Systems	Gatekeeper Container	UC.Device.Gatekeeper	1
Cisco Systems	Gatekeeper	UC.Device.Gatekeeper	1
Cisco Systems	PRI Gateway Container	UC.Device.Gateway	1
Cisco Systems	CUCM Server (multiple discovery identifiers)	UC.Device	5
Cisco Systems	CUCM Publisher	UC.CallControl	5
Cisco Systems	CUCM Cluster	UC.Cluster	6

Known Issues

The following are known issues that affect version 109 of the *Cisco: CUCM Cisco Unified Communications Manager* PowerPack:

- A known issue is causing the "Cisco: CUCM FXO Gateway Performance" Dynamic Application to not collect data about the number of outbound busy attempts for FXO instances.
- A known issue is causing the "Cisco: CUCM Media Resource Summary" Dynamic Application to erroneously display trunk entries in the Configuration Report.
- 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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