



Cisco: CUCM Cisco Unified Communications Manager PowerPack Release Notes

Version 110

Table of Contents

Overview	3
Before You Install or Upgrade	3
Installing the PowerPack	3
Upgrading the PowerPack	4
Features	5
Enhancements and Addressed Issues	5
Known Issues	6
Workarounds	6
Workaround for Initial Discovery	6
Workaround for Nightly Discovery	7

Overview

Cisco: CUCM Cisco Unified Communications Manager PowerPack version 110 includes updates to several of the PowerPack's Dynamic Applications.

- **Minimum Required Platform Version:** 8.7.0
- **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 110](#)
- [The enhancements and issues addressed in version 110](#)
- [The known issues for version 110](#)
- [Workarounds for version 110](#)

Before You Install or Upgrade

Ensure that you are running version 8.7.0 or later of the ScienceLogic platform before installing the Cisco: CUCM Cisco Unified Communications Manager PowerPack version 110.

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 8.7.0 or later release.
3. Download the Cisco: CUCM Cisco Unified Communications Manager version 110 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 110 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 110 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 8.7.0 or later release.
3. Download version 110 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 110 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 110 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 110 includes the following enhancements and addressed issues:

- The following updates were made to the "Cisco: CUCM Call Manager" Dynamic Application:
 - The existing "Call Manager Heart Beat" collection object was renamed "CallManager Heartbeat Delta."
 - A new "CallManager Heartbeat" performance collection object was added to the PowerPack.
 - The "Cisco: CUCM Heartbeat Failed" alert was updated with the following logic:
 - (Prior)"CallManager Heartbeat" is not null
 - (Prior)"CallManager Heartbeat" is not 0
 - "CallManager Heartbeat" is not null
 - "Fail Reason Code" does not equal 1068
 - "CallManager Heartbeat" < 435 or (Prior)"CallManager Heartbeat" > "CallManager Heartbeat"
 - The "Cisco: CUCM Heartbeat OK" alert/event was removed from the PowerPack. ([EM-23743](#))
- The "Cisco: CUCM Cluster Root Cache" Dynamic Application was updated to ensure that all servers in a cluster are created properly when EnterpriseWideData is not the first node returned by the API call. ([EM-24654](#))

- The "Cisco: CUCM CTI Manager Configuration" Dynamic Application was updated with new logic for the "Cisco: CUCM CTI Manager Service Stopped" alert. This alert will now trigger when it is equal to "Stopped", "Stopping", "Starting", or "Unknown". ([EM-24047](#))
- Errors were addressed in the following alerts: ([EM-24291](#)) ([EM-24292](#)) ([EM-23455](#))

Dynamic Application	Alert
Cisco: CUCM Process	Cisco CUCM: Process CPU Utilization High
Cisco: CUCM PRI Gateway Configuration	Cisco CUCM: PRI Channel OOS
Cisco: CUCM MGCP T1 CAS Performance	Cisco CUCM: T1 CAS Channel Utilization High

Known Issues

The following are known issues that affect version 110 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. ([CUCM-198](#))
- A known issue is causing the "Cisco: CUCM Media Resource Summary" Dynamic Application to erroneously display trunk entries in the Configuration Report. ([CUCM-199](#))
- 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. ([CUCM-89](#))
- 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. ([CUCM-95](#))([CUCM-89](#))

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.

© 2003 - 2018, ScienceLogic, Inc.

All rights reserved.

LIMITATION OF LIABILITY AND GENERAL DISCLAIMER

ALL INFORMATION AVAILABLE IN THIS GUIDE IS PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED. SCIENCELOGIC™ AND ITS SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT.

Although ScienceLogic™ has attempted to provide accurate information on this Site, information on this Site may contain inadvertent technical inaccuracies or typographical errors, and ScienceLogic™ assumes no responsibility for the accuracy of the information. Information may be changed or updated without notice. ScienceLogic™ may also make improvements and / or changes in the products or services described in this Site at any time without notice.

Copyrights and Trademarks

ScienceLogic, the ScienceLogic logo, and EM7 are trademarks of ScienceLogic, Inc. in the United States, other countries, or both.

Below is a list of trademarks and service marks that should be credited to ScienceLogic, Inc. The ® and ™ symbols reflect the trademark registration status in the U.S. Patent and Trademark Office and may not be appropriate for materials to be distributed outside the United States.

- ScienceLogic™
- EM7™ and em7™
- Simplify IT™
- Dynamic Application™
- Relational Infrastructure Management™

The absence of a product or service name, slogan or logo from this list does not constitute a waiver of ScienceLogic's trademark or other intellectual property rights concerning that name, slogan, or logo.

Please note that laws concerning use of trademarks or product names vary by country. Always consult a local attorney for additional guidance.

Other

If any provision of this agreement shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this agreement and shall not affect the validity and enforceability of any remaining provisions. This is the entire agreement between the parties relating to the matters contained herein.

In the U.S. and other jurisdictions, trademark owners have a duty to police the use of their marks. Therefore, if you become aware of any improper use of ScienceLogic Trademarks, including infringement or counterfeiting by third parties, report them to Science Logic's legal department immediately. Report as much detail as possible about the misuse, including the name of the party, contact information, and copies or photographs of the potential misuse to: legal@sciencelogic.com



800-SCI-LOGIC (1-800-724-5644)

International: +1-703-354-1010