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# Cisco: CUCM Cisco Unified Communications Manager PowerPack Release Notes

Version 111

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## Overview

Cisco: CUCM Cisco Unified Communications Manager PowerPack version 111 includes new Dynamic Applications, Run Book Actions and Automation Policies, and a new Credential Test, as well as updates to many 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 111](#)
- [The enhancements and issues addressed in version 111](#)
- [The known issues for version 111](#)
- [Workarounds for version 111](#)

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## 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 111.

**NOTE:** For details on upgrading the ScienceLogic platform, see the appropriate ScienceLogic [Release Notes](#).

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## 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 111 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 111 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.

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## 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 111 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 111 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 111 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.

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## Features

*Cisco: CUCM Cisco Unified Communications Manager* PowerPack version 1.1.1 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

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## Enhancements and Addressed Issues

*Cisco: CUCM Cisco Unified Communications Manager* PowerPack version 1.1.1 includes the following enhancements and addressed issues:

- A new "Cisco: CUCM Subscriber Merge" Dynamic Application was added to the PowerPack, along with Run Book Actions and Automation Policies of the same name. The Dynamic Application auto-aligns to the CUCM subscriber physical device. If the physical device is not already merged with the subscriber component device, the Run Book Action will merge the subscriber physical and component devices and, if necessary, move the physical device to the same Data Collector as the component device.
- New "Cisco: CUCM Registration Event" Run Book Actions and Automation Policies were added to the PowerPack. When a healthy registration event occurs for a device, the Run Book Action clears any un-registration events for that same device on other nodes in the cluster. It is triggered by the following healthy registration Events:
  - Cisco: CUCM CTI Port Registered
  - Cisco: CUCM CTI Route Point Registered
  - Cisco: CUCM FXO Gateway Registered
  - Cisco: CUCM FXS Gateway Registered
  - Cisco: CUCM Gateway Registered
  - Cisco: CUCM Media Resource Registered
  - Cisco: CUCM MGCP Gateway Registered
  - Cisco: CUCM MGCP T1CAS Gateway Registered
  - Cisco: CUCM PRI Gateway Registered

- The "Cisco: CUCM Root Device Update" Run Book Action was updated to ensure that the EM7 DB credential is used whenever the Run Book Action is triggered.
- The silo\_cisco\_cucm ScienceLogic Library was updated to store the cluster node information for all of the caching Dynamic Applications in the PowerPack. With this change, after the information has been cached, the information can be reused by the following Dynamic Applications:
  - 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 Counts 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
- Standard deviation alert formulas were updated in the following Dynamic Applications:
  - Cisco: CUCM Cisco Call Manager
  - Cisco: CUCM Hunt Lists Performance
  - Cisco: CUCM H323 Trunk Performance
  - Cisco: CUCM MGCP T1 CAS Performance
  - Cisco: CUCM PRI Performance
  - Cisco: CUCM SIP Trunk Performance
  - Cisco: CUCM System
- The "Cisco: CUCM Cisco Call Manager" Dynamic Application was updated with new logic for the "Cisco: CUCM Heartbeat Failed" alert to address an issue that was causing the alert to trigger erroneously.
- The "Cisco: CUCM Cluster Information" Dynamic Application was updated to ensure that the "Cisco: CUCM Root Device Found" event is triggered properly and to improve error messaging in the system log.
- The "Cisco: CUCM Locations LBM Performance" Dynamic Application was updated to collect and display Locations LBM data from the Publisher if available, or to just collect (but not display) location data from any node that has the LBM service available if it is not available on the Publisher.

- The "Cisco: CUCM Media Resource Summary" Dynamic Application was updated to ensure that Resource type and Resource Total data are collected correctly.
- The "Cisco: CUCM Misc Perf Counters Fast Cache" was updated to collect Locations LBM data only once, as the information is repeated in all nodes.
- The "Cisco: CUCM Misc Perf Counts Slow Cache" Dynamic Application was updated to enumerate the servers and determine the publisher only once.
- The following updates were made to the "Cisco: CUCM Service States Cache" Dynamic Application to reduce redundancy:
  - The `GetServiceStatus` query was updated to run a single time on each CUCM node.
  - The Dynamic Application was updated to enumerate the servers detected and to prevent unnecessary requests to obtain the publisher address.
  - An issue was addressed that was causing multiple service states exceptions to appear in the system log.
- The "Cisco CUCM Example" Credential was updated with a new **Timeout** value of 30 seconds.
- A new "CUCM Credential Test" was added to the PowerPack. This Credential Test enables you to validate that your CUCM credential works as expected.

**NOTE:** The Credential being tested cannot include more than 32 characters in the **Hostname/IP** field.

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

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## Known Issues

The following are known issues that affect version 111 of the *Cisco: CUCM Cisco Unified Communications Manager PowerPack*:

- 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.

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## 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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