# Cisco: CUCM Cisco Unified Communications Manager PowerPack Release Notes

Version 112

# Overview

Version 112 of the *Cisco: CUCM Cisco Unified Communications Manager* PowerPack includes added support for CUCM version 14.0, support for the CUCM 12.0 AXL schema, and updates to Dynamic Applications.

- **Minimum Required Platform Version**: 10.1.0

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# Before You Install or Upgrade

Ensure that you are running version 10.1.0 or later of SL1 before installing *Cisco: CUCM Cisco Unified Communications Manager* version 112.

**NOTE:** For details on upgrading SL1, see the appropriate Release Notes.

# Installing the PowerPack

To install version 112 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 10.1.0 or later release.
3. Search for and download the *Cisco: CUCM Cisco Unified Communications Manager* PowerPack from the **PowerPacks** page on the ScienceLogic Support Site.
4. In SL1, go to the **PowerPack Manager** page (System > Manage > PowerPacks).
5. Click the **[Actions]** button and choose *Import PowerPack*. The **Import PowerPack** modal appears.
6. Click **[Browse]** and navigate to the PowerPack file from step 3.
7. Select the PowerPack file and click **[Import]**. The **PowerPack Installer** modal page displays a list of the

PowerPack contents.

8. Click **[Install]**. After the installation is complete, the PowerPack appears on the **PowerPack Manager** page.

For more information about using the PowerPack, see the ***Monitoring Cisco: CUCM Cisco Unified Communications Manager*** manual.

# Upgrading the PowerPack

**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 this 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 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 10.1.0 or later release.
3. Search for and download the *Cisco: CUCM Cisco Unified Communications Manager* PowerPack from the **PowerPacks** page on the ScienceLogic Support Site.
4. In SL1, go to the **PowerPack Manager** page (System > Manage > PowerPacks).
5. Click the **[Actions]** button and choose *Import PowerPack*. The **Import PowerPack** modal appears.
6. Click **[Browse]** and navigate to the PowerPack file from step 3.
7. Select the PowerPack file and click **[Import]**. The **PowerPack Installer** modal page displays a list of the PowerPack contents.
8. Click **[Install]**. After the installation is complete, the PowerPack appears on the **PowerPack Manager** page.

For more information about using the PowerPack, see the ***Monitoring Cisco: CUCM Cisco Unified Communications Manager*** manual.

# Features

Version 112 of the *Cisco: CUCM Cisco Unified Communications Manager* PowerPack 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

The following enhancements and addressed issues are included in version 112 of the *Cisco: CUCM Cisco Unified Communications Manager* PowerPack:

- Support was added for CUCM version 14.0.
- The "Cisco: CUCM Cluster Root Cache" Dynamic Application was updated to support the CUCM 12.0 AXL schema.
- The CUCM content library was updated to handle changes in RisPort XML results and performance query XML results on CUCM 14.x.
- The following cache-producing Dynamic Applications and their cache-consuming Dynamic Applications are now disabled by default:
    - Cisco: CUCM Gatekeeper Cache:
        - Cisco: CUCM Gatekeeper Configuration
        - Cisco: CUCM Gatekeeper Container Discovery
        - Cisco: CUCM Gatekeeper Instances Discovery
        - Cisco: CUCM Gatekeeper Performance
    - Cisco: CUCM Media Resource Big Cache:
        - Cisco: CUCM ANN
        - Cisco: CUCM ANN Discovery
        - Cisco: CUCM ANN Performance
        - Cisco: CUCM Discovery - Media Resources
        - Cisco: CUCM HW Conference
        - Cisco: CUCM HW Conf Instance Creation
        - Cisco: CUCM HW Conf Performance
        - Cisco: CUCM Media Resource Configuration
        - Cisco: CUCM Media Resource Summary
        - Cisco: CUCM MOH
        - Cisco: CUCM MOH Instance Creation
        - Cisco: CUCM MOH Performance
        - Cisco: CUCM MTP
        - Cisco: CUCM MTP Discovery

        - Cisco: CUCM MTP Performance
        - Cisco: CUCM SW Conf Bridge
        - Cisco: CUCM SW Conf Bridge Discovery
        - Cisco: CUCM SW Conf Bridge Performance
        - Cisco: CUCM Telepresence MCU Conf Bridge Container Discovery
        - Cisco: CUCM Telepresence MCU Conf Bridge Instances Discovery
        - Cisco: CUCM Telepresence MCU Conf Bridge Performance
        - Cisco: CUCM Video Conference Bridge Container Discovery
        - Cisco: CUCM Video Conference Bridge Instances Discovery
        - Cisco: CUCM Video Conference Bridge Performance
        - Cisco: CUCM XCODE
        - Cisco: CUCM XCODE Instance Creation
        - Cisco: CUCM XCODE Performance
    - Cisco: CUCM MGCP Gateway Cache:
        - Cisco: CUCM BRI Gateway Cont. Discovery
        - Cisco: CUCM BRI Gateway-Discovery
        - Cisco: CUCM BRI Gateway Configuration
        - Cisco: CUCM BRI Performance
        - Cisco: CUCM FXO Gateway Cont.-Discovery
        - Cisco: CUCM FXO Gateway Instance Creation
        - Cisco: CUCM FXO Gateway Configuration
        - Cisco: CUCM FXO Gateway Performance
        - Cisco: CUCM FXS Gateway Cont.-Discovery
        - Cisco: CUCM FXS Gateway Discovery
        - Cisco: CUCM FXS Gateway Performance
        - Cisco: CUCM FXS Gateway Configuration
        - Cisco: CUCM Gateway Summary
        - Cisco: CUCM MGCP Gateway
        - Cisco: CUCM MGCP T1CAS Container Discovery
        - Cisco: CUCM MGCP T1CAS Instances Discovery
        - Cisco: CUCM MGCP T1CAS Configuration
        - Cisco: CUCM MGCP T1CAS Performance
        - Cisco: CUCM PRI Gateway Cont.-Discovery
        - Cisco: CUCM PRI Gateway-Discovery
        - Cisco: CUCM PRI Performance
        - Cisco: CUCM PRI Gateway Configuration

    - Cisco: CUCM Phone Inventory
- The "Cisco: CUCM Processor Performance" Dynamic Application was updated to remove an unused logging statement.
- The "Cisco CUCM: % Web Dialler App Calls Succesful is Low" and "Cisco CUCM: % Web Dialler Servlet Calls Succesful is Low" events were updated to trigger when successful calls are less than the threshold. (Case: 00013096)
- An issue was addressed in the "Cisco: CUCM Subscriber Merge" Run Book Action in which Unsuccessful messages were displayed in the Event Actions log.

# Known Issues

The following known issues affect version 112 of the *Cisco: CUCM Cisco Unified Communications Manager* PowerPack:

- Changes in the CUCM platform combined with a high volume of monitoring requests may result in issues with the CUCM Tomcat service. Refer to Cisco bugs "CSCvz16646" and "CSCvz68936" for more information.

  Workarounds include restarting the Tomcat service on the CUCM Publisher, and disabling unneeded CUCM dynamic applications to reduce the number of incoming requests.

**NOTE:** Changes to the *Cisco: CUCM Cisco Unified Communications Manager*PowerPack will be made to circumvent these issues and futher throttling of requests by CUCM in the future.

- If you attempt to discover a CUCM cluster whose servers have been cloned from a separate CUCM cluster that has also been discovered within the same SL1 stack, the "Cisco: CUCM Subscriber Merge" Dynamic Application may incorrectly attempt to merge subscriber devices with components in another DCM tree. To avoid this, you must manually merge the subscriber server devices with their associated component devices in the correct cluster.

**NOTE:** The physical device of the CUCM Publisher should ***not*** be merged with its associated component device.

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