



Cisco Prime Collaboration 9.0 Release Notes

Revised: June 11, 2013

These release notes provide an overview of the release and describe how to access bugs for Cisco Prime Collaboration 9.0.



Note

You can access the most current Prime Collaboration 9.0 documentation, including these release notes, online at: http://www.cisco.com/en/US/products/ps12363/tsd_products_support_series_home.html

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New and Changed Information

[Table 1](#) describes information that has been added or changed since the initial release of this document.

Table 1 *New and Changed Information*

Date	Revision	Location
June 11, 2013	Added upgrade procedure for Prime Collaboration Assurance (from 9.0.0-21354 to 9.0.0-24376).	Upgrade Prime Collaboration Assurance to 9.0.0-24376, page 3
May 14, 2013	Added details on the Prime Collaboration Assurance images.	Important Notes, page 2
February 04, 2013	Added details on the Cisco Unified Communications Manager 9.1(1a) image and how it has to be added in the Cisco Prime Collaboration Provisioning.	Important Notes, page 2
December 03, 2012	Added bug CSCud12856.	Open Bugs, page 4
November 9, 2012	Initial version.	—

Introduction

Cisco Prime Collaboration is an integrated solution for end-to-end collaboration management. It provides:

Provisioning for Cisco Unified Communications initial deployments and implementations. It remains deployed to provide ongoing operational provisioning and activation services for individual subscriber changes.

Service assurance management for Cisco voice and video collaboration systems through a single, consolidated view. This includes continuous, real-time monitoring and advanced troubleshooting tools for Cisco Unified Communications and Cisco TelePresence systems, including the underlying transport infrastructures.

For detailed information about Prime Collaboration features, see [Cisco Prime Collaboration 9.0 Data Sheet](#).

Important Notes

- If you are using Cisco Unified Communications Manager 9.1(1), you must upgrade to the latest Cisco Unified Communications Manager 9.1(1a) version available at Cisco Unified Communications Manager Version 9.1 [download software](#) site.



Note

When you add the Cisco Unified Communications Manager 9.1(1) device to Prime Collaboration Provisioning, you must specify the Cisco Unified Communications Manager version as 9.0.

- In February 2013, the Cisco Prime Collaboration 9.0 Assurance software image was replaced on the software download page. This release of Prime Collaboration Assurance provides:
 - Support for Cisco Prime Collaboration 9.0 assurance OVA for very large deployment (if you have up to 150,000 endpoints, which include less than 10000 TelePresence systems).
 - Support for Cisco Unified Communication Manager 9.1 (1)
 - Performance improvement

To verify the Prime Collaboration Assurance version, run the command `show version` on console (using SSH) with `admin` as the user.

If you have installed Prime Collaboration Assurance prior to February 2013, we recommend that you install the latest version of the Cisco Prime Collaboration Assurance 9.0 image from the [download software](#) site to benefit from the features listed above and future enhancements on the Prime Collaboration Assurance 9.0 release.

Upgrade Prime Collaboration Assurance to 9.0.0-24376

To upgrade Prime Collaboration Assurance from 9.0.0-21354 to 9.0.0-24376:

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- Step 1** Backup the Prime Collaboration Assurance 9.0.0.21354 database. See [Cisco Prime Collaboration Administration Guide, 9.0](#) for the backup procedure.
 - Step 2** Install Prime Collaboration Assurance 9.0.0.24376. See [Cisco Prime Collaboration Quick Start Guide, 9.0](#) for details on the software download location and installation procedure.
 - Step 3** Restore the Prime Collaboration Assurance 9.0.0.21354 database on the Prime Collaboration Assurance 9.0.0.24376 server. See [Cisco Prime Collaboration Administration Guide, 9.0](#) for the restore procedure.
 - Step 4** Log in as root user through SSH (port 26).
 - Step 5** Stop the Prime Collaboration Assurance services using the following commands:

```
#goemsam
#bin/cpcmcontrol.sh stop
```

It takes 10 minutes to shut down the Prime Collaboration Assurance services.

- Step 6** Run the following commands after the Prime Collaboration Assurance Services are stopped:

```
#cp /opt/CSCOpX/MDC/Apache/conf/ssl/cmcert.crt cmcert.crt_backup
#cd /opt/emms/java/jre/lib/security/
#/opt/emms/java/bin/keytool -export -keystore cacerts -alias CPCM -storepass changeit
-file cmcert.crt
#cp cmcert.crt /opt/CSCOpX/MDC/Apache/conf/ssl/
```

Step 7 Start the Prime Collaboration Assurance services using the following commands:

```
#goemsam
#bin/cpcmcontrol.sh start
```

It takes 10-15 minutes to start the Prime Collaboration Assurance services.



Note

The Prime Collaboration Assurance software version is displayed as 9.0.0.21354 in the About page after upgrading to the latest version. To know the correct version of the Prime Collaboration Assurance, run the command **show version** on the console (using SSH) with *admin* as the user.

Open Bugs

[Table 2](#) lists open bugs in Prime Collaboration 9.0. Click on the identifier to view more details and possible workaround information for a particular bug. You can track the status of the open bugs using the [Bug Toolkit](#).

Table 2 *Open Bugs in Prime Collaboration 9.0*

Identifier	Description
CSCtz72220	Sometimes the call failure count does not match in the Call Status History and Call Distribution by Release Code panes on the Call Failure Troubleshooting page (End-Users Impact (Home) > Top 5 Call Failure Locations).
CSCua67462	On the Device Work Center page, the IPSLA role is displayed as Unknown for the IP SLA devices.
CSCub06933	The registered endpoint (phone) count does not match on the Endpoints Health Summary dashlet and Endpoint Diagnostics page. This occurs when the Prime Unified Operations Manager (Prime UOM) data is migrated to Prime Collaboration and you have purchased only the Mass endpoint license.
CSCuc16852	The user-defined groups are not restored from Prime UOM to Prime Collaboration. However, these groups are displayed on some of the pages in Prime Collaboration.
CSCuc17456	The sensor down event is not raised whenever the Cisco 1040 sensor or Cisco Network Analysis Module (NAM) is down.
CSCuc34097	You cannot perform customization (event and notification) at the Unified CM cluster level in the Device Work Center page.
CSCuc90932	The log files are not updated when the backup operation fails.
CSCud05818	You cannot edit the user details in the User Management page if you have not entered the First Name. This issue occurs only when you have integrated Prime Collaboration Provisioning with Prime Collaboration Assurance.

Table 2 **Open Bugs in Prime Collaboration 9.0 (continued)**

Identifier	Description
CSCud11504	You cannot add a user if the Employee subscriber role does not exist in the provisioning domain. This issue occurs only when you have integrated Prime Collaboration Provisioning with Prime Collaboration Assurance.
CSCud12856	Sometimes the debug process utilizes high CPU on the Prime Collaboration Provisioning server.

Related Documentation

See [Cisco Prime Collaboration 9.0 Documentation Overview](#) for a list of Prime Collaboration guides.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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