Release Notes for Cisco Prime Fulfillment 6.1.2

March 15, 2012
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Cisco Prime Fulfillment 6.1.2 is a maintenance release to be added to Cisco Prime Fulfillment 6.1, 6.1.1, and all associated point patches (excluding 6.1.1.8 and 6.1.1.12). See the beginning of "New Features and Enhancements in Cisco Prime Fulfillment 6.1.2" section on page 3 for details on supported releases.

All documentation, including this *Release Notes for Cisco Prime Fulfillment 6.1.2* document and any or all parts of the Prime Fulfillment 6.1 or 6.2 documentation sets, *might* be upgraded over time. Therefore, we recommend that you access the Prime Fulfillment 6.1 and 6.2 documentation sets at:

http://www. cisco.com/go/fulfillment.

You can also navigate to this documentation set by clicking **Help** on the Home Page of the Prime Fulfillment 6.1.2 product. The "Related Documentation" section on page 18 gives the URL for the most current version of each manual to be used with Cisco Prime Fulfillment 6.1.2.

The information in this *Release Notes for Cisco Prime Fulfillment 6.1.2* document gives you an overview of this release and helps you understand what has changed since Prime Fulfillment 6.1.1. Please read this document prior to reading any other manuals or documents for Cisco Prime Fulfillment 6.1.2.

Contents

The information in this document is organized into the following sections:

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Introduction

Cisco Prime Fulfillment is a management solution for network fulfillment and diagnostics that enables the automation and scaling of complex, policy-driven network provisioning tasks to produce consistent and reliable service deployments. Prime Fulfillment does this by planning, provisioning, and auditing services across core, aggregation, access, and consumer premises equipment devices.

Cisco Prime Fulfillment enables fast deployment and time-to-market of Multiprotocol Label Switching (MPLS) and Carrier Ethernet technologies. In addition, the Prime Fulfillment Traffic Engineering Management (TEM) module is Cisco's exclusive planning and provisioning tool for Cisco MPLS Traffic Engineering-enabled routers. For Diagnostics, use Cisco Prime Diagnostics, which is an automated, decision-tree analysis-based network management module that troubleshoots and diagnoses a wide range of problems in MPLS VPNs.

The Cisco Prime Fulfillment solution has management capabilities for MPLS VPN, L2VPN and Carrier Ethernet, MPLS Diagnostics, and MPLS Traffic Engineering. These capabilities that comprise Cisco Prime Fulfillment can be used in a stand-alone or integrated manner.

Cisco Prime Fulfillment 6.1.2 has new functionality added and changed since Prime Fulfillment 6.1.1 (see the "New Features and Enhancements in Cisco Prime Fulfillment 6.1.2" section on page 3) and fixes to problems (see the "Prime Fulfillment 6.1.2 Resolved and Open Caveats" section on page 15).

The system recommendations for Prime Fulfillment 6.1.2 (see the "System Recommendations" section on page 3) are based on those for Prime Fulfillment 6.2 (with some restrictions, as noted). The new devices and platforms supported in addition to those supported in Prime Fulfillment 6.1.1 are referenced in the "System Recommendations" section on page 3.

Steps for installing Prime Fulfillment 6.1.2 are found in the "Installation Notes" section on page 11, and other important information is found in the "Finding Known Problems in Cisco Prime Fulfillment 6.1.2" section on page 17. For problems that were found and might still exist in Prime Fulfillment 6.1.2, see the URL in the "Prime Fulfillment 6.1.2 Resolved and Open Caveats" section on page 15.

URLs for base information about Prime Fulfillment 6.1.2 and an overview and suggested reading order of these documents is given in the *Cisco Prime Fulfillment Getting Started and Documentation Guide 6.1*.

The Prime Fulfillment 6.1.2 documentation includes the Prime Fulfillment 6.1 document set and the updated information for Prime Fulfillment 6.1.2 found in this *Release Notes for Cisco Prime Fulfillment 6.1.2*. The entire documentation set is listed in the "Related Documentation" section on page 18.

Many new features appearing in Prime Fulfillment 6.1.2 are documented in the Prime Fulfillment 6.2 documentation set. Where applicable, links point to the relevant locations in the Prime Fulfillment 6.2 documentation set for information on these features (rather than duplicating the information in this release note for Prime Fulfillment 6.1.2).

New and Changed Information

The following table describes information that has been added or changed since the initial release of the Cisco Prime Fulfillment 6.1.2 Release Notes.

Date	Revision	Location
March 15, 2012	Added Cisco IP Solution Center as bug search criteria in Product.	Finding Known Problems in Cisco Prime Fulfillment 6.1.2

System Recommendations

The system recommendations and requirements are listed in the spreadsheet at the following location:

http://www.cisco.com/en/US/products/ps12199/products_device_support_tables_list.html

It includes the network devices and related software supported with Prime Fulfillment.

We recommend that you thoroughly review that list before planning your installation, to be sure you have all the hardware and software needed for a successful installation. We also recommend that you review the section Important Notes, page 13 in this release note in order to be aware of any known system, installation, or other issues in the current release.

New Features and Enhancements in Cisco Prime Fulfillment 6.1.2

Cisco Prime Fulfillment 6.1.2 is based on Prime Fulfillment 6.1 with the addition of new and changed information that was introduced in the following Prime Fulfillment releases: 6.0.1.16, 6.1.1, 6.1.1.1, 6.1.1.2, 6.1.1.4, 6.1.1.5, 6.1.1.6, 6.1.1.7, 6.1.1.9, 6.1.1.10, and 6.1.1.11. In addition, several features have been backported from the Prime Fulfillment 6.2 release.

See *Release Notes for Cisco Prime Fulfillment 6.1.1* for more information on the Prime Fulfillment 6.1.1 release.

Cisco Prime Fulfillment 6.1.2 includes problems fixed since Prime Fulfillment 6.1.1. See Prime Fulfillment 6.1.2 Resolved and Open Caveats, page 15.

Where applicable, links are provided to the relevant locations in the Prime Fulfillment 6.2 documentation set for features backported from that release.

Cisco Prime Fulfillment 6.1.2 includes the new and changed information as documented in the following sections:

Common Infrastructure New Features

This section includes new features for common components added in Prime Fulfillment 6.1.2.

Simplified GUI Device Creation/Edit Process

Following options are made available from the GUI:

- Role Assignment, page 4
- Provider/Customer, page 4
- Actions - Quick Launch for Common Tasks, page 4
- NPCs Automatically Populating From Ring, page 4
- Customer Creation from VPN Screen, page 4

These features are summarized in the following section.

For more documentation on these features, see the *Cisco Prime Fulfillment User Guide 6.2*.

Role Assignment

The device creation and edit screens have been updated to allow role assignment. In previous releases, this required the creation of the physical device, followed by the creation of a second Provider or Customer device. This can now be done in one step. When creating the physical device, the user is provided with an option to assign the device as being either a Provider or Customer device. Based on this selection, the user can also specify the role, provider, and customer assigned to this device.

Provider/Customer

You can enter the name of the provider or customer for whom the Interface Access Domain is created.

Actions - Quick Launch for Common Tasks

The deployment of common tasks has been simplified using new Actions menus. An action menu contains short-cuts for launching tasks such as Collect Configuration, Ring Discovery, MPLS-TP Discovery and MPLS Label Sync. Action menus are provided on the devices table within Inventory, the Inventory Manager and on the device creation and edit screens. Whenever an action is selected, the chosen task will be launched immediately. If a user wishes to schedule the task for a later date then they should use the Task Manager.

NPCs Automatically Populating From Ring

NPCs can be created directly from the Physical Ring page. The user can select the ring for which NPCs has to be created and then click on the NPC button. This would auto-populate the NPCs on the NPC screen.

Customer Creation from VPN Screen

Workflow for Customer Creation under Prime Fulfillment has been simplified which would allow the creation of customers even while creating Virtual Private Network (VPN) through Logical Inventory. You can perform this by accessing the Customer button in the Create New VPN window.

Replace IBM (iLOG) CPLEX Solver

In Prime Fulfillment 6.1.2, the IBM (iLOG) CPLEX Solver is replaced with the CBC Solver. This update was needed due to the licensing agreement for CPLEX expiring. This change will not significantly impact current behavior, though it may generate slightly different results.

Dual-Homed Ring with ASR9000 and 7600 N-PEs

Dual-homed circuits support both ASR9000 and 7600 N-PE devices, where the endpoints are a combination of the 7600 and ASR9000 N-PE at each end (IOS/IOS XR based devices).

Support for Ring Discovery on ASR9000 Devices

Ring discovery support relies on the use of REP segments to identify each node in the ring. The ASR9000 device does not support REP. So when a ring discovery task is triggered on a topology where there is an ASR9000 series of devices, ring discovery in Prime Fulfillment 6.1.2 has been extended to support rings that are not configured with REP

For documentation on this feature, see the *Cisco Prime Fulfillment User Guide 6.2*.

Ring Discovery to Support Access Ring Originating from Non-Adjacent PE-AGG Devices

The ring discovery task in Prime Fulfillment 6.1.2 has been enhanced to support the discovery task when it has been triggered on rings originating from non-adjacent PE-AGG devices.

For documentation on this feature, see the *Cisco Prime Fulfillment User Guide 6.2*.

Automated NPC Creation with Aggregation and Access Rings

In the Prime Fulfillment 6.1.2 release when creating NPC for a ring, the device/ring values were auto populated for an access ring. For a case where there is both aggregation and access ring, only the access ring information is auto populated. The aggregation ring has to be manually selected. This manual process was time consuming and error prone for the operator. This functionality is now automated in case of the scenario where both aggregation and access rings are present.

For documentation on this feature, see the *Cisco Prime Fulfillment User Guide 6.2*.

Device-Based Ring Discovery

A new ring discovery task is introduced to automate ring creation. This task is used to discover rings which have been configured using Resilient Ethernet Protocol (REP). Any rings which are discovered and which are not already known to Prime Fulfillment are added to inventory. Topology changes are identified and existing rings edited. Ring discovery will always create closed rings as is required by Prime Fulfillment.

Where the REP configuration does not specify a closed ring, the following actions are taken:

1. If an open REP ring is discovered which ends on two adjacent PE-AGG devices and are on the 4900 platform, the ring is closed using CDP to discover the missing link.
2. If an open REP ring is discovered which ends on two non-adjacent PE-AGG devices and are on the 4900 platform, the ring is closed using links from any existing ring that contains those PE-AGG devices.

3. If an open REP ring is discovered but the end devices are not PE-AGGs 4900s, the ring is closed using a “virtual link”. This is a link defined between the Loopback interfaces of the end devices.
4. If the ring ends on an ASR9000 then CDP will be used to discover the link between the last REP-enabled port and the directly-connected ASR9000.

Rings which are not REP enabled or which do not follow the rules above can be created or edited manually.

Customizable Ring Names

All rings can be given a user-specified name. When manually creating a ring, a text box is provided to enter the new ring name. Rings which are created via discovery are given an auto-generated name. Any existing ring can be renamed if required. Renaming a ring does not affect any services which use that ring.

For documentation on this feature, see the *Cisco Prime Fulfillment User Guide 6.2*.

Two-Node Ring Support

Prime Fulfillment has the capability to create a 2-node ring. You can create a ring with minimum of two devices. Rings with two devices have the option to add more devices to the same ring through add or edit.

For documentation on this feature, see the *Cisco Prime Fulfillment User Guide 6.2*.

Device Import from Prime Network

Prime Fulfillment now supports the import of inventory from Prime Network. The inventory that can be imported are device credentials, software version, and SNMP details. All other physical and logical inventory is retrieved from the device using collect configuration.

The two ways to import devices from Prime Network are:

- Bulk import using inventory manager
- Single device import during device creation

See the *Cisco Prime Fulfillment User Guide 6.2* for steps to be followed to import Prime Network certificate into Prime Fulfillment Trust Store and also to set the Prime Network Gateway via DCPL properties.

Adding Additional Information to Services

The additional information feature allows a set of attributes (name/value pairs) to be defined in an XML file by the user. The file is subsequently associated with a policy. The additional information attributes define values to be associated with a service request. They define labels and appearance in the GUI. In the service request workflow, these values can be entered by the user. It is also possible to access these additional attribute values either from templates or from the xDE provisioning logic, to provide data values that will be configured as part of a service. Using additional attributes in combination with templates allows template attribute values to be prompted for in the policy and service request GUI, instead of having to create data files with these values.

A new appendix in the *Cisco Prime Fulfillment User Guide 6.2* describes how to implement this feature.

ECHO Mode per Service Request (Simulated Deploy)

A new deployment option is added to simulate the deployment task without actually downloading configlets to the device and without setting the echo mode globally. This feature is supported by a new selection, Simulate Deploy, in the Deploy drop-down list of the Service Requests Manager window. To use this feature, you must first set the DCPL property Services\Common\allowSimulateDeploy to true.

Service Requests can now be saved in a draft state. The incomplete service requests can be saved to the draft state and completed at a later date.

Note This feature is only available in the Prime Fulfillment GUI. It is not supported in the NBI.

For documentation on this feature, see the *Cisco Prime Fulfillment User Guide 6.2*.

EVC/FlexUNI New Features

This section includes new features for EVC/FlexUNI added in Prime Fulfillment 6.1.2.

Resource Pool for Second N-PE in Dual-Homed Ring

EVC outer VLAN resource pools have been added to support autopicking of outer VLAN IDs in EVC services. To support this feature, support is also added to create interface-based access domains. The Interface Access Domain is a logical element that groups the physical ports of an N-PE device. Both of these logical structures are created through the Inventory > Logical Inventory tab in the Prime Fulfillment GUI. This feature is supported in EVC policy and service request workflows by the addition of the attribute AutoPick Outer VLAN, which is a check box that can be checked to have the outer VLAN ID be autopicked from a previously created pool of values.

For documentation on this feature, see the *Cisco Prime Fulfillment User Guide 6.2*.

1:1, 1:2, 2:1, and 2:2 VLAN Translation for all devices (U-PE/PE-AGG)

Support is added for provisioning of VLAN translations on U-PE and PE-AGG devices even when EVC is enabled for an attachment circuit. All types of VLAN translations that were previously supported for EVC-disabled circuits are available for EVC-enabled circuits also. New choices have been added to the VLAN Translation attribute in the EVC policy and service request workflows.

For documentation on this feature, see the *Cisco Prime Fulfillment User Guide 6.2*.

EVC Check Box Default Setting is Configurable by DCPL Property

A new DCPL property, Provisioning\ProvDrv\CheckFlexUniCheckBox, has been added to allow setting the EVC check box as checked/unchecked by default.

For documentation on this feature, see the *Cisco Prime Fulfillment User Guide 6.2*.

Auto-Select EVC Check box for a Service Instance Ring

Prime Fulfillment 6.1.1.2 defaulted the EVC check box to “unchecked” when provisioning an EVC service request. The user was then able to choose whether to switch this on via a DCPL Property:

Provisioning.ProvDrv.CheckFlexUNICheckBox=false

Prime Fulfillment now automatically recognizes if the ring was Service Instance or Switchport based, and auto-selects the EVC check box based on the ring type.

AutoPick Bridge Domain for Secondary N-PE Attribute

A new attribute, AutoPick Bridge Domain/VLAN ID Secondary N-PE, has been added in the EVC service request workflow to autopick the bridge domain VLAN ID for the secondary N-PE in a dual-homed environment during service request creation.

For documentation on this feature, see the *Cisco Prime Fulfillment User Guide 6.2*.

Locally Significant VLAN ID Pool—Service Instance Based EVC Provisioning

A Resource Pool mechanism has been added for the Outer VLAN ID in EVC services. You can manually assign the Outer VLAN IDs for every EVC service being provisioned. Mapping this to a Resource Pool will ease the operator's work on allocating and tracking different outer VLAN IDs for EVC services. The scope of this new resource pool is lifted up to the interface level. A new inventory for Interface based Access Domains has been added which is mapped with the Outer VLAN resource pool.

For documentation on this feature, see the *Cisco Prime Fulfillment User Guide 6.2*.

UNI device ID (Unique ID for EVC Link)—E-OAM

A new template variable, EVC_UNI_DEVICE_ID, has been added to support the configuration of a unique MPID value on a per-link basis. This is used for CFM, IP SAL, and Ethernet OAM support.

For documentation on this feature, see the *Cisco Prime Fulfillment User Guide 6.2*.

VFI Name

A new attribute, AutoPick VFI Name, has been added in the EVC service request workflow. This allows users to provide a VFI name for EVC VPLS services. When this option is selected, the VFI name is automatically generated in the format: *<VPN name>-<VC id>*. When this option is not selected, the user can type in a VFI name of their own. The AutoPick VFI option can be enabled or disabled at the policy level.

For documentation on this feature, see the *Cisco Prime Fulfillment User Guide 6.2*.

Create Interface Access Domain and EVC Outer VLAN Pool on Ring Save

The Prime Fulfillment 6.1.1.2 release contained the Interface access domain and EVC outer VLAN pool, which is required to be created for every new ring that is EVC/Service instance based. That process added two additional steps every time a new ring was discovered/created. Prime Fulfillment 6.1.2 now auto creates the Interface access domain and corresponding EVC outer VLAN pool while saving the ring that will be EVC/Service instance based.

Split Horizon Policy Attribute

Previous versions of Prime Fulfillment allowed the user to enable/disable split horizon at the service request level. If the value had to be changed, the service request had to be decommissioned and created again. Prime Fulfillment 6.1.2 provides the ability to set this at the policy level. The Split Horizon policy attribute is available in EVC Policy Editor under Service Options Window.

VLAN Translation in EVC Service Request Extended for UPE/PE-AGG Role with Switchport Syntax

Prime Fulfillment 6.1.1.2 was updated to support extended VLAN translation types (1:1, 1:2, 2:1, 2:2) in an EVC service request for devices in UPE/PE-AGG roles with switchport syntax. This support provides feature parity with switchport syntax on the 7600 device platform.

In Prime Fulfillment 6.1.2, support has been extended to support additional platforms, as follows:

- The 34*xx* platform supports 1:1, and1:2 VLAN translations.
- The 37*xx* platform supports 1:1, 2:1 and 2:2 VLAN translations.
- The 49*xx* platform supports 1:1, and 1:2 VLAN translations.

L2VPN New Features

This section includes new features for L2VPN added in Prime Fulfillment 6.1.2.

L2VPN Frame Relay Over MPLS Supports IOS XR Devices

L2VPN Frame Relay over MPLS (FRoMLPS) services now support IOS XR devices.

For documentation on this feature, see the *Cisco Prime Fulfillment User Guide 6.2*.

MPLS VPN New Features

This section includes new features for MPLS VPN added in Prime Fulfillment 6.1.2.

Adding PE-CE Links to Management VPN for IOS XR

The grey management VPN is a special VPN employed by the management subnet to manage the CEs in a Service Provider network. When a CE participates in a VPN, it is not accessible through conventional IP routing unless the CE is part of the management VPN. The management VPN connects to the managed CEs. From Prime Fulfillment 6.1.2 onwards, IOS XR devices are allowed to participate in a management VPN.

Prime Fulfillment 6.1.2 has been enhanced to support setting the option **Join the Management VPN** to true under the BGP Multipath Selection in the VRF and VPN Membership section of the Link Attributes workflow in Prime Fulfillment GUI and NBI.

For documentation on this feature, see the *Cisco Prime Fulfillment User Guide 6.2*.

Traffic Engineering Management New Features

This section includes new features for Traffic Engineering Management added in Prime Fulfillment 6.1.2.

TEM Support on Linux

Support for the Linux platform in TEM has been added in this release.

The whole of the TEM module including the RG component has been ported to RHEL Linux. This support is for RHEL 5.3 only.

API Enhancements

This section includes new features for API support added in Prime Fulfillment 6.1.2.

New features added in Prime Fulfillment are generally available via both the GUI and APIs. See the respective sections in this document for a description of new features under each service.

All API features are explained in detail in the *Cisco Prime Fulfillment API Programmer Guide 6.1* and the accompanying *Cisco Prime Fulfillment API Programmer Reference 6.1*. API features that were backported from Prime Fulfillment 6.2 are explained in the *Cisco Prime Fulfillment API Programmer Guide 6.2* and the accompanying *Cisco Prime Fulfillment API Programmer Reference 6.2*.

Common Infrastructure:

- Dual-homed ring with ASR9000 and 7600 N-PEs.
- Two-node ring support.
- Customizable additional information attributes.

EVC/FlexUNI:

- Resource pool for second N-PE in dual-homed ring.
- 1:1, 1:2, 2:1, and 2:2 VLAN translation for all devices (U-PE/PE-AGG).
- Auto-select EVC check box for a service instance ring.
- AutoPick Bridge Domain for Secondary N-PE attribute.
- Locally significant VLAN ID Pool—Service Instance-based EVC provisioning.
- UNI device ID (Unique ID for EVC Link) —E-OAM.
- VFI name.
- Create interface access domain and EVC Outer VLAN Pool on ring save.
- Split Horizon policy attribute.
- VLAN translation in EVC service request extended for UPE/PE-AGG role with switchport syntax.

MPLS VPN:

- Adding PE-CE links to Management VPN for IOS XR devices.

Installation Notes

This section contains the following information:

Version Supported

You can install Prime Fulfillment 6.1.2 from 6.1 / 6.1.1 and all associated point patches that have been merged to this release (excluding 6.1.1.8 and 6.1.1.12). There is a schema upgrade associated with moving from 6.1 (and 6.1.1, as it shares same schema as 6.1) / 6.1.1.2 / 6.1.1.4.

For any release prior to Prime Fulfillment 6.1, you must first upgrade to 6.1 before being able to progress with the procedure covered in the section, Prime Fulfillment 6.1.2 Patch Installation, page 11.

The procedure for upgrading from earlier releases is documented in the *Cisco Prime Fulfillment Installation Guide 6.1*.

Note If a database schema upgrade is required, the upgrade tool needs to be executed after installing the patch. For information on using this tool, see Using the Upgrade Tool for Schema Upgrade, page 12.

Prime Fulfillment 6.1.2 Patch Installation

To install the Prime Fulfillment 6.1.2 maintenance patch, follow these steps:

Note Prior to installing Prime Fulfillment 6.1.2, if you are moving a repository from one machine to another, the schema upgrade fails unless the repository has been initialized on the new machine. This requires that you successfully run **initdb.sh** on the repository to update the host entry.

Step 1 Before upgrading to this Prime Fulfillment 6.1.2 Maintenance Release, complete the discovery workflow. Otherwise, when you upgrade these previously initiated discovery workflows, the data discovered during that process might be lost.

Step 2 Before proceeding to install the Prime Fulfillment 6.1.2 Maintenance Release, be sure to back up your repository, as explained in Appendix D of the *Cisco Prime Fulfillment Installation Guide 6.1*.

Step 3 Retrieve the Prime Fulfillment 6.1.2 Maintenance Release (**prime_fulfillment_612_patch.tar.gz**) from here:

http://www.cisco.com/cisco/software/navigator.html?mdfid=283812776&flowid=29301

Note If you have difficulties accessing the software from this location, please go to Cisco.com and choose **Support > Download Software > Network Management > Routing and Switching Management > Fulfillment Products > Cisco Prime Fulfillment**.

Note You should place the retrieved tar file in a directory outside of the **$PRIMEF_HOME** directory structure.

Step 4 Prior to installing the Prime Fulfillment 6.1.2 maintenance release, verify that you have 100 MB of free space in the **$PRIMEF_HOME** directory and that you are logged in with the same user name as the owner of your supported version of Prime Fulfillment.

Step 5 Navigate to a directory other than **$PRIMEF_HOME** where the Prime Fulfillment 6.1.2 Maintenance Release is placed.

Step 6 Use the following command to untar or unzip **prime_fulfillment_612_patch.tar.gz**:

gunzip -c prime_fulfillment_612_patch.tar.gz | tar xvf -

Step 7 If Prime Fulfillment is running, use the following command to stop the database, name server, and WatchDog on the machine on which it is running:

$PRIMEF_HOME/prime.sh stopall

Note This command does not exist in the same directory as the Prime Fulfillment 6.1.2 patch.

Note To check the if Prime Fulfillment is running, use the **<PRIMEF_HOME>/prime.sh** command.

Step 8 Use the following command to run the patch installation script:

./primepatchinstall

a. When you run this script, you are asked to ensure certain patch installation prerequisites, which are equivalent to **Step 4** above.

b. To accept the default value for a prompt indicated in **[ ]**, for example, **[n]** or **[y]**, press **Enter**. To terminate the installer at any time, press **Ctrl-C**. Specifically, you are asked to enter a new path or press **Enter** for the default **[**<*PRIMEF_OWNER_HOME_DIR*>**/primef-6.1.2]**.

c. At the end of the installation, you receive a message that the patch installation is complete.

Step 9 Navigate to **$PRIMEF_HOME.**

Step 10 Enter the **$PRIMEF_HOME/prime.sh start** command to restart Prime Fulfillment.

Using the Upgrade Tool for Schema Upgrade

The following steps describe how to use the upgrade tool to update the database schema. To upgrade the schema from other versions of Prime Fulfillment to Prime Fulfillment 6.1.2, perform the following steps:

Step 1 Copy the upgrade tool from the image location to any preferred location. For example:

cp prime_fulfillment_612_upgradeTool.tar.gz /opt/

Step 2 Use the following command to untar or unzip **prime_fulfillment_612_upgradeTool.tar.gz**:

gunzip -c prime_fulfillment_612_upgradeTool.tar.gz | tar xvf –

Step 3 Unzip the file isc-upgrade.zip to extract its contents:

unzip isc-upgrade.zip

Step 4 Go to the upgradeTool folder and execute the following command to run the upgradeTool:

$PRIMEF_HOME/prime.sh upgradeISCSchema.sh $PRIMEF_HOME

Uninstall

To uninstall the Prime Fulfillment 6.1.2 maintenance release that was successfully installed, follow these steps:

Step 1 Log in with the same user name as the owner of Prime Fulfillment 6.1.2.

Step 2 Navigate to the **$PRIME_HOME** directory.

Step 3 If Prime Fulfillment 6.1.2 is running, use the following command to stop the database, name server, and WatchDog on the machine on which it is running:

$ ./prime.sh stopall

Step 4 Navigate to the directory **$PRIMEF_HOME/patch/prime6.1.2-patch-06**, where all the files replaced by the Prime Fulfillment 6.1.2 maintenance release were stored.

Step 5 Use the following command to run the patch script to uninstall:

$ **./primepatchrollback**

a. When you run this script, you are asked to ensure that you have followed the equivalent of **Step 1** and **Step 2**.

b. To accept the default value for a prompt indicated in **[ ]**, for example, **[n]** or **[y]**, press **Enter**. To terminate the installer at any time, press **Ctrl-C**.

c. You are asked if you would like to roll back the patch. Answer yes or no as prompted.

d. At the end of the uninstall, you receive a message that the patch rollback is complete.

Step 6 Navigate to **$PRIMEF_HOME.**

Step 7 Enter the **./prime.sh start** command to restart Prime Fulfillment.

Note You can only restart Prime Fulfillment if you restore a copy of the backed up repository from the version of the patch used prior to the Prime Fulfillment 6.1.2 upgrade.

Important Notes

This section lists known caveats and issues to be aware of in this release. These are listed in the following categories:

- Issue with Importing Template Data Using the importExportTemplateDB.sh Script, page 15

Installation Notes

- Prime Fulfillment patches are available at the following URL:

  http://www.cisco.com/cisco/software/navigator.html?mdfid=283812776&flowid=29301
- The supported Sybase and Oracle databases behave differently. All SQL queries are case-insensitive for Sybase and case-sensitive for Oracle.

For information about the installation process, see the *Cisco Prime Fulfillment Installation Guide 6.1*.

Web Browser Support

1. Prime Fulfillment GUI is supported by the following browsers:
   - Firefox browser version 3.6.x.
   - Internet Explorer (IE) version 8.0.
2. The recommended screen resolutions for both browser windows are:
   - 1024 x 768 pixels
   - 1280 x 1024

   To view fonts and colors correctly, the system display must be set to use a color quality of at least 32-bits.
3. The Java Runtime Environment (JRE) version 6 (update 23) or later must be configured on the system running the browser.
4. The **JAVA_HOME** environment variable must be set to the JRE directory.
5. The zoom functionality only works properly in the Prime Fulfillment GUI if the Firefox browser menu option **View > Zoom > Zoom Text Only** is unchecked.
6. You cannot have two Prime Fulfillment user sessions running on the same browser. This is caused by the session ID being used for both, which causes the screen context to be lost.
7. Adobe Flash player (version 10.3.183.7) and its plug-in have to be installed to support the web browser and allow viewing of the main bar and charts in the GUI.
8. If the Service Request Chart (pie chart) displays both very large and very small numbers, the pie section representing very small numbers is also very small and consequently difficult to access.

   Workaround: Try selecting individual subsections (broken, working, or to be deployed).
9. For some operations that last a long time, the browser may issue a message like “Warning: Unresponsive script. A script on the page may be busy....” Two examples of this are when editing a customer device with many interfaces, and when editing user details, if there are many users.

   Workaround: Increase the browser timeout value.

Issue with Importing Template Data Using the importExportTemplateDB.sh Script

Template data imported by using the **importExportTemplateDB.sh** script only shows up in the Template Manager GUI after the HTTPD or Prime Fulfillment processes are restarted.

One workaround is to manually create a template. Then all the previously imported templates and data files show up. With this workaround, there is no need to restart the HTTPD or Prime Fulfillment processes.

The steps to do this are as follows:

Step 1 Import the templates and data files.

Step 2 Check in Template Manager and verify if they show up.

Refreshing the browser and logging out/in will not help.

Step 3 Manually create a simple template in Template Manager.

As soon as you save and click on **Close**, the Template Manager window gets all the data, and all the previously imported templates, data files now appear.

Prime Fulfillment 6.1.2 Resolved and Open Caveats

Customer-found caveats that have been fixed in the Prime Fulfillment 6.1.2 release are indicated in the following table.

This includes Prime Fulfillment 6.0.1.16, 6.1.1, 6.1.1.1, 6.1.1.2, 6.1.1.4, 6.1.1.5, 6.1.1.6, 6.1.1.7, 6.1.1.9, 6.1.1.10, and 6.1.1.11.

CDETS Number	Description
GUI	
CSCtr44736	Browser closes when you open an NPC and click OK.
CSCtu35054	Prime Fulfillment 6.1 has links for downloading JRE for topology that do not work.
CSCtw29606	Modification of a service request when a port is changed throws an error.
CSCtw61353	Adding a link and deleting it for an EVC service requests generates exceptions.
CSCts44957	Home Page charts customization is required.
Infrastructure	
CSCtt15217	HTTPS port configuration error.
CSCtt40616	Template Manager page gives error after upgrading from ISC 6.0.
CSCtt70020	Validation required for management IP address during device creation/modification.
CSCtu37840	Unable to edit a CATOS device.
CSCtw63179	Duplicate Host Name for device.
Repository	
CSCtw81941	It is no longer possible to access SQL plus prompt in Prime Fulfillment.

CDETS Number	Description
Provisioning	
CSCtx05701	Service request goes to FAILED AUDIT state when a template is configured under service instance.
EVC/FlexUNI	
CSCts54146	EVC interfaces are not shown correctly for a policy with Dot1Qtunnel UNI encapsulation.
CSCts66198	Inner/Outer VLAN ranges are not enabled if Match Inner /Outer tags are enabled.
CSCts66502	Prime Fulfillment throws error message while force deleting an EVC service request.
CSCts66536	Prime Fulfillment throws error message while saving an EVC service request.
CSCtw45051	L2 services go to FAILED AUDIT state due to “no description” command.
CSCtw61167	EVC check box refresh restores old value.
CSCtw61363	Modification of physical ring throws an error if saved without any change.
CSCtw98506	Prime Fulfillment generating “vlan add” command even if VLAN is present in a device.
L2VPN	
CSCts29127	VPLS-EWS removes VLAN/interface/VFI from an N-PE when services exist on the N-PE.
CSCts93721	EWS is not supported on the ME 4900 device.
CSCtu07273	No Description CLI is generated under interface VLAN for L2VPN.
MPLS VPN	
CSCti98210	Static Advertise CE metric with value 1 moves to FAILED AUDIT state (for IOS XR device).
CSCtk06617	Service request goes to FAILED AUDIT state due to format of IPv6 interface address on IOS XR.
CSCtr03258	Prime Fulfillment is not generating the “encap” command for bundle Ethernet interfaces.
CSCtr39609	Link Attributes window does not reflect if Site of Origin is enabled.
CSCtt43023	Static Advertise CE metric with value 1 moves to FAILED AUDIT state (for IOS device).
CSCtt47364	Managed CE with shared management VPN goes to FAILED AUDIT state in MPLS.
CSCtu23196	Unable to save MPLS service request with NPC and VRF.
CSCtw48744	Service request moves to INVALID with the grey management VPN with a dummy device as a CE.
CSCtw49846	MPLS service request cannot be saved using VRF and BGP load sharing options.
CSCtw51016	Modification of MPLS service request using the ATM interface moves to FAILED AUDIT state.
CSCtw51719	MPLS service requisite is not being saved with DCPL duplicateIpAddressCheck = True.
CSCtw52348	EVC service request attaches data files to service requests on its own.
CSCtw52370	MPLS service request is going to FAILED DEPLOY state with vrfName template repository variable.

CDETS Number	Description
CSCtw59050	Negate template is generated for older templates on adding of new templates.
CSCtw66723	L3 service request is generating incorrect configlet for BGP Neighbor on service request modification.
CSCtw90295	Route Map In field is not getting disabled if SOO is enabled for IOS.
CSCtx02283	Duplicate IP Exception with DCPL duplicateIpAddressCheck = True.
TEM	
CSCtq50981	TE links tunnel audit throws Session Timeout Error.
CSCtt12983	Full TE Discovery not completing and showing multiple errors in task log.
CSCtu22095	TE Functional Audit reports LSP Audit Failure on 4.0.3 XR version.
CSCtw82748	TEM - Failure to Deploy backup tunnels.
Template	
CSCts75079	Creating many data files for a negate template takes a very long time.
CSCtt07277	Template Manager is missing features after upgrading from ISC to Prime Fulfillment.
CSCtt42315	ImportExport script is failing when trying to import templates into the database.
CSCtw78936	“Template Required” field in variable section is not working as expected.

The following open caveats apply to Prime Fulfillment 6.1.2:

CDETS Number	Description
CSCtx15101	Modifying and MPLS service request with SecondVLAN ID removes IP Address in CE.,
CSCtx34869	Admininistration: Install log loading is not working.
CSCtx34903	Ring discovery task runs indefinitely on giving wrong PE roles.
CSCtx27119	Management VPN: Service request deployment fails when the same VPN and different IP address is used.

Finding Known Problems in Cisco Prime Fulfillment 6.1.2

To find known problems in Cisco Prime Fulfillment 6.1.2, use the following URL:

http://tools.cisco.com/Support/BugToolKit

You must log into Cisco.com.

You can search for specific bugs or search for a range by product name. This tool enables you to query for keywords, severity, range, or version.

Use the following search criteria to locate bugs for Prime Fulfillment 6.1.2:

- Product category: **Network Management and Automation**
- Product: **Cisco IP Solution Center or Cisco Prime Fulfillment.**
- Software version: **6.1.2** (For a list of bugs open against all releases, choose **ANY**.)

The results display bug ID and title, found-in version, fixed-in version, and status. The bug ID is a hyperlink to detailed information for the bug ID's product, component, severity, first found-in, and release notes.

The results could be displayed in a feature matrix or spreadsheet.

Related Documentation

The entire documentation set for Cisco Prime Fulfillment, can be accessed at:

http://www.cisco.com/en/US/products/ps12199/tsd_products_support_series_home.html

or at:

http://www. cisco.com/go/fulfillment

Tip To copy and paste a two-line URL into the address field of your browser, you must copy and paste each line separately to get the entire URL without a break.

The following documents comprise the Cisco Prime Fulfillment 6.1.2 documentation set:

General Documentation (in suggested reading order)

- *Cisco Prime Fulfillment Getting Started and Documentation Guide 6.1*

  http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.1/roadmap/docguide.html
- *Release Notes for Cisco Prime Fulfillment 6.1*

  http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.1/release/notes/relnotes.html
- *Release Notes for Cisco Prime Fulfillment 6.1.1*

  http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.1.1/release/notes/relnotes.html
- *Cisco Prime Fulfillment Installation Guide 6.1*

  http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.1/installation/guide/installation.html
- *Cisco Prime Fulfillment User Guide 6.1*

  http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.1/user/guide/prime_fulfill.html
- *Cisco Prime Fulfillment User Guide 6.2*

  http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.2/user/guide/prime_fulfill.html
- *Cisco Prime Fulfillment Theory of Operations Guide 6.1*

  http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.1/theory/operations/guide/theory.html
- *Cisco Prime Fulfillment Third Party and Open Source Copyrights 6.1*

  http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.1/third_party/open_source/copyright/Prime_Fulfillment_Third_Party_and_Open_Source_Copyrights61.pdf
- *Cisco Prime Fulfillment Supported Devices 6.2*

  http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.2/supported/devices/supported_devices_table.xls

API Documentation

- *Cisco Prime Fulfillment API Programmer Guide 6.1*
  http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.1/developer/guide/apipg.html
- *Cisco Prime Fulfillment API Programmer Reference 6.1*
  http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.1/developer/reference/xmlapi.zip
- *Cisco Prime Fulfillment API Programmer Guide 6.2*
  http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.2/developer/guide/apipg.html
- *Cisco Prime Fulfillment API Programmer Reference 6.2*
  http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.2/developer/reference/xmlapi.zip

Note All documentation *might* be upgraded over time. All upgraded documentation will be available at the same URLs specified in this document.

Obtaining Documentation, Obtaining Support, and Security Guidelines

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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