



Release Notes for Cisco Packet Telephony Center, Release 2.0

April, 2002



Please *read this entire document* prior to installing or using the Cisco PTC product.

Contents

The information in these Release Notes supersedes all information in the documentation set for the Cisco Packet Telephony Center (Cisco PTC) product.

The purpose of this document is to:

- provide a brief overview of the Cisco PTC 2.0 release
- describe the minimum requirements of the hardware and software environment
- describe the Cisco PTC 2.0 features and any known problems and limitations
- describe how to obtain access to the Cisco PTC product documentation.

The information in these Release Notes is organized into the following sections:

- [“Introduction”](#)
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Introduction

The Cisco Packet Telephony Center is a network management tool that provides a graphical user interface for the initial and ongoing support for configuration of Cisco Voice over IP (VoIP) networks that are composed of network elements such as VSC/SC2200, H.323/SIP Gateway, and Gatekeeper devices. Cisco PTC provides network management layer functionality and manages the network through Element Management Systems (EMSs), or through the network element's management interface (for example, SNMP or Command Line Interface (CLI)).

Cisco PTC maintains a repository of the data, consisting of customer and services information, for the managed network. This repository is used to configure the network, provision new services, and detect network layer configuration inconsistencies.

System Requirements

This section describes the hardware and software requirements for the Cisco PTC product.

Cisco PTC Server Requirements

Following are the *minimum* hardware requirements for the Sun workstation upon which you are installing Cisco PTC:

- Sun Workstation Model: Sun Ultra60 or better systems or the Netra NEBS certified platforms with two 440MHz CPUs
- Operating System: Solaris 2.7 or 2.8 with the patches described in the “[Operating System Requirements](#)” section in the *Cisco Packet Telephony Center Installation and Configuration Guide*
- RAM: 2GB
- Hard Disk Space: 9GB with at least 6GB available under the `/opt` directory
- Swap Space: 2GB.

**Note**

Cisco PTC operates on various hardware platforms. For current Solaris-based network-management product hardware requirements, please refer to the Sun Cisco Optimized Platform Recommendations Table for hardware and part number ordering information. The URL is:
http://www.cisco.com/warp/public/756/partnership/sun/products/sun_table_032502.pdf

Cisco PTC Client Requirements

1. The Java 1.3.1 Runtime environment/Plugin for the browsers should be installed on the Cisco PTC Client GUI machine.
2. [Table 0-1](#) describes the minimum Cisco PTC Client machine requirements.

Table 0-1 Cisco PTC Client Machine Requirements

Machine Type	Operating System	CPU Speed	RAM	Browser
PC	Windows2000 or NT	400MHz	256MB	Netscape 6.0 (or later) or Microsoft IE 5.5 (or later)
Sun Ultra60	Solaris 2.7 or 2.8	360MHz	256MB	Netscape 6.0 (or later)

Cisco PTC API Requirements

The Java SDK1.3 toolkit is required in order to develop Client programs using the Cisco PTC Northbound Application Programming Interface (NBAPI). See the *Cisco Packet Telephony Center API Reference and Programmer Guide* for detailed information about the Cisco PTC API. This document is available on the Cisco Documentation CD and on Cisco Connection Online (CCO) at: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/ptc/2_0/API/index.htm.

To obtain information on how to obtain Cisco PTC API development support, see Section “[Obtaining Cisco PTC API Development Support](#)”.

Supported Platforms and IOS Requirements

[Table 0-2](#) describes the devices that are supported by Cisco PTC, as well as their corresponding platforms and IOS releases.

Table 0-2 Cisco PTC Supported Devices

Category	Platform	IOS Release
Signaling Controller	SC2200	7.4(12)
Signal Link Terminations	2600 SLT, C2611 SLT	12.2(1c)
ThunderVoice 1.3 Gateways	AS5300, AS5350, AS5400	12.2(2)XB
ThunderVoice 1.3 Gateways	AS5800, AS5850	12.2(2)XB
ThunderVoice 1.3 Gateways	c7200	12.2(2)T2
ThunderVoice 1.3 Gateways	c3600	12.2(2)XA4
Gatekeepers	c7200, 3640	12.2(2)T, 12.2.(2)XA1

Dependencies

Table 0-3 describes the Cisco applications and devices that are supported by Cisco PTC, as well as their version numbers.

Table 0-3 Cisco PTC Associated Components

Product	Version	Comments
CMNN	2.1(1.B), build# 012402-7411	Requires the Cisco Element Management Framework (CEMF) application, Release 3.1 with patch 4.
VSPT	1.6	Voice Services Provisioning Tool.
Cisco IE2100	1.1	Requires the pluto3.tar and E2100_v111_patch.tar patches.

Supported Features

This section describes the Cisco PTC features supported in this release.

Network Discovery

This section describes the Cisco PTC Network Discovery features supported in this release:

1. Discovers configuration of Gateways, Gatekeepers, Directory Gatekeepers, and Signaling Controllers including a Q931 signaling path between a Gateway and Signaling Controller, Voice Ports, FAX, IVR, DNIS Map, HSRP, SNMP, NTP, Access List, AAA, and RADIUS Group configurations.
2. Discovers network connectivity between the network elements and Virtual Gateways and Virtual Zones.
3. Synchronizes the state of the topology data base with the network (this operation must be initiated from the Topology Manager GUI).

Configuration Management

This section describes the Cisco PTC Configuration Management features supported in this release:

1. Provisioning of Gateways, Gatekeepers, Directory Gatekeepers, and Signaling Controllers including a Q931 signaling path between a Gateway and Signaling Controller, various Voice Ports, FAX, IVR, DNIS Map, HSRP, SNMP, NTP, Access Control List, AAA, and RADIUS Group configurations.
2. Bulk provisioning of SNMP, NTP, and AAA configurations at the Virtual Zone and Region level.
3. Listing of configurations at Virtual Entity, Region, and Network level.
4. Capability to browse and modify configuration attributes.
5. Capability to remove configured attributes.
6. Capability to execute, view, update, and delete provisioning jobs.
7. Capability to save and load configuration parameter templates.

Topology Manager GUI

This section describes the Cisco PTC Topology Manager features supported in this release:

1. Login authentication of users of the Cisco PTC system.
2. Capability to launch the Topology Manager, Provisioning Manager, and Security Administration GUIs.
3. Provides a managed network view and a system management view. The network view shows the topology of the managed network. The system management view shows the management devices used by Cisco PTC to access the network elements.
4. Allows you to add and delete Network Elements, Regions, and system management entities (Cisco MGC Node Manager and Cisco IE2100).
5. Allows you to synchronize (re-discover) the Network and Regions.
6. Allows you access to the following applications:
 - a. Generic Dial Plan Manager (GDPM)
 - b. Voice Services Provisioning Tool (VSPT)
 - c. Cisco MGC Node Manager (CMNM)
 - d. CiscoView
 - e. Cisco Info Center (CIC)
 - f. Carrier Sensitive Routing (CSR)
 - g. Telnet.
7. Allows you to display the running IOS configuration of a device and the IOS configuration file that was uploaded at the time of network discovery.
8. Provides a report of the IOS commands not supported.

Security Management

This section describes the Cisco PTC Security features supported in this release:

1. User authentication.
2. User authorization.
3. User management.

Northbound API

This section describes the Cisco PTC Northbound API features supported in this release:

1. Query various virtual entities, such as, Regions, Virtual Zones, and Virtual Gateways from a Region or Network scope.
2. Query various network element features such as AAA, ACL, DNIS Map, FAX, NTP, Interface, RADIUS Group, RLM Signaling Path, and Voice Ports from a Virtual Entity or device scope.

Limitations and Known Problems

This section describes the known Cisco PTC 2.0 limitations and problems.

Cold Start

Existing debug logs are overwritten each time a Cisco PTC Cold Start is performed. (CSCdw47783)

Network Discovery

1. The HTTP server in an IOS device must be enabled before invoking the Discovery process.
2. The running configuration, version information, and Voice Port summary on the IOS devices are accessible by supplying the login password and enable password.
3. When AAA is enabled on a device, a user with a privilege level of 15 is required.
4. The Signalling Controller configuration must have been discovered by the CMNM prior to running the Cisco PTC Discovery and Add Device operations.
5. Objects added from the Provisioning Manager GUI and deleted using CLI (or vice versa) are not removed (or added) to MIT after a resynchronization operation. (CSCdw55882)
6. The Discovery process recognizes Gatekeeper Cluster IDs in alphanumeric format and not as pure integers. (CSCdw41072)
7. The `export_trunk.dat` file is not removed when no trunks exist in CMNM. (CSCdx22371)

Provisioning

1. You must invoke a Refresh or Reset operation in the Provisioning tree browser to reflect the added or removed devices from the Topology Manager GUI.
2. Rollback is not supported for delete and modify operations for commands which do not have support for an IOS syntax check.
3. Provisioning should not be executed while a delete or resynchronization operation is under way.
4. A RADIUS Group without a Server Group can not be viewed or modified.
5. You must invoke a Refresh operation after an Add Voice Port operation in order to see the new Voice Port in the GUI.
6. Objects added from the Provisioning GUI and deleted using CLI are not removed. (CSCdw35173)
7. General devices upon which provisioning jobs are pending should not be removable. (CSCdw55933)
8. In a dynamic Voice Port listing, the **sig-type** displays as unknown. (CSCdw49560)
9. An object selected for deletion might already be deleted. (CSCdw42084)

Topology GUI

1. To access the CEMF, VSPT, and CiscoView applications, the machine upon which they are installed must have a **vnm** user added to it.
2. Changes to configurations from the Topology Manager GUI by delete and resynchronization operations should not be done while provisioning operations are being performed for that network element.
3. The Search feature traverses only elements for tree nodes that have been expanded at least once.

Security Management

1. A user not belonging to any group is allowed to login. Such a user can see the topology of the network, however, they are not allowed to change the network configuration. (CSCdw53674)
2. After a user changes their password through the CNS Security Administration Services GUI, it will take a default of ten minutes for the new password to take effect on the Cisco PTC system. This limitation is due to caching of the userid. The new password is in effect after the cache is flashed. (CSCdw59076)
3. The CNS Security Administration Services GUI does not work with Netscape6.1.

Caveats

For a typical Cisco PTC installation on a Solaris machine, the Cisco PTC installation program sets the **/etc/system** file entries listed below, to the values indicated. If for some reason, any of these values are subsequently modified (for example, by another application that is installed on this machine) and you then edit the **/etc/system** file to set the values back to those needed by Cisco PTC, you must *reboot* the machine in order for the **/etc/system** file modifications to take effect.

```
set pt_cnt=512
set shmsys:shminfo_shmmax=131072000
set shmsys:shminfo_shmmin=100
set shmsys:shminfo_shmmni=4096
set shmsys:shminfo_shmseg=4096
set dosynctodr=0
set mvfs:mvfs_largeinit=4
set semsys:seminfo_semaem=16384
set semsys:seminfo_semap=64
set semsys:seminfo_semmni=4096
set semsys:seminfo_semmns=4096
set semsys:seminfo_semmnu=4096
set semsys:seminfo_semume=64
set semsys:seminfo_semmin=100
set semsys:seminfo_semmsl=250
set semsys:seminfo_semune=100
set semsys:seminfo_sevmx=32767
```

Related Documentation

This sections describes all of the manuals that comprise the Cisco PTC documentation set. The online versions of the Cisco PTC documentation can be found on the Cisco Documentation CD, as well as, at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/ptc/2_0/index.htm

Refer to and read the Cisco PTC documents in the following order:

1. *Release Notes for Cisco Packet Telephony Center, Release 2.0* (this document, Part Number: 78-14138-01). This document is also available in hard copy. This document is available on the Cisco Documentation CD and on Cisco Connection Online (CCO) at:
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/ptc/2_0/relnotes/relnote.htm
2. *Cisco Packet Telephony Center Installation and Configuration Guide* (Part Number: OL-2194-01). This document is available on the Cisco Documentation CD and on Cisco Connection Online (CCO) at:
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/ptc/2_0/install/install.htm
3. *Cisco Packet Telephony Center User Guide* (Part Number: OL-2190-01). This document is available on the Cisco Documentation CD and on Cisco Connection Online (CCO) at:
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/ptc/2_0/user/index.htm
4. *Cisco Packet Telephony Center API Reference and Programmer Guide* (Part Number: OL-2191-01). This document is available on the Cisco Documentation CD and on Cisco Connection Online (CCO) at:
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/ptc/2_0/api/index.htm.

Obtaining Cisco PTC API Development Support

Cisco has a new support program for developers who are enabling products with Cisco supported interfaces. The Developer Support Program is being developed to provide formalized support for Cisco interfaces to accelerate the delivery of compatible solutions to Cisco customers!

The Developer Support Program offer the following benefits:

- Minimal support fees
- Flexible support model—purchase support as needed or for a period of time
- Consistent level of support—defined problem priority and escalation guidelines
- Deliver products to market faster—dedicated program with interface experts to assist you.

To find out more about this program and obtain the Developer Support Agreement, visit our web site at <http://www.cisco.com/go/developersupport>. Upon receipt of your signed agreement, we will send you your contract ID number and instructions for opening support case3s with Cisco Developer Support Engineers.

We look forward to working with you! Please don't hesitate to contact us if you have further questions about this program.

Cisco Developer Support
developer-support@cisco.com
<http://www.cisco.com/go/developersupport>

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

<http://www.cisco.com>

Translated documentation is available at the following URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Feedback** at the top of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.

- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

<http://www.cisco.com/register/>

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.

This document is to be used in conjunction with the documents listed in the “[Related Documentation](#)” section.



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