



Release Notes for Cisco Extensible Provisioning and Operations Manager (EPOM), Version 4.2(0)1

August 24, 2004

Preface

Please read this entire document prior to using the Cisco Extensible Provisioning and Operations Manager (EPOM) as it contains pertinent information about the History of Software Releases, using the software, troubleshooting, and relevant bug fixes. This document is intended to provide up-to-date or late-breaking information about the current release of the Cisco Extensible Provisioning and Operations Manager, Version 4.2(0)1 from Cisco Systems, Inc.

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Introduction

Cisco Extensible Provisioning and Operations Manager (Cisco EPOM) is a web-based application for real-time provisioning of the Cisco BTS 10200 Softswitch that allows authorized users to show, add, modify, delete and check the status of Cisco BTS 10200 components.

Provisioning tasks in Cisco EPOM generally match tasks done by using the Cisco BTS 10200 Softswitch CLI or MAC interface, but the tasks are done through a web-browser interface. Common multistep procedures are simplified by being grouped into tasks that are done by task wizards.

Authorized Cisco EPOM administrators set up and manage the Cisco EPOM server software and perform Cisco EPOM user administration and network setup tasks.

History of Software Releases

This section describes changes to the current and previous versions of Cisco EPOM.

Cisco EPOM 4.2(0)1

Cisco EPOM, Version 4.2(0)1 includes:

- Updates to support BTS 4.2.0
- Fixes for the following bugs and issues:
 - CSCef36632—Audit button not included.
 - CSCef36634—Sync button not included.

- CSCef39417—Tech_prefix, cannot be added from h323_gw_provisioning Provisioning Flow.

Table 1 lists new commands and tokens included in Cisco EPOM 4.2(0)1.

Table 1 *New Commands and Tokens in Cisco EPOM 4.2(0)1*

Command and Token	Table
ani_screening	Tandem
ani_screening_profile	Tandem
ca_config_base	OfficeTables
ca_config_base_pos_val	OfficeTables
dn2gn	Subscriber
ems	
h323_term	H323
h323_term_profile	H323
lnp_profile	
macro	

Cisco EPOM 1.5(4)

Cisco EPOM, Version 1.5(4) includes fixes for the following bugs and issues:

- CSCed42461—Fixed EPOM/OpenOrb Memory Leak.
- CSCee94342—Upgraded Tomcat to version 4.1.29, fixed HTTPS CLOSE_WAIT bug.
- CSCee94411—Fixed EPOM start/stop scripts to forcefully stop tomcat/mysql, if they are not stopped properly.
- CSCee94351—Fixed BTS commands' Navigation Tree issue, where Navigation Tree does not contain any BTS commands.
- CSCee94417—Fixed EPOM/BTS corba communication break.
- CSCee94424—Fixed Navigation Tree issue, where JavaScript is rendered in page.
- CSCee94540—Fixed Sun JVM Garbage Collection parameters.

Cisco EPOM 1.5(3)

Cisco EPOM, Version 1.5(3) Patch Level 01 includes fixes for the following bugs and issues:

- Updates to support BTS 4.2.0
- CSCec77691—Newly created Groups can be seen in Domain Details, Edit GUI directly after adding them.
- Groups with Permission None can also be seen in Domain Details, Edit GUI.
- Groups with Permission None, will not be displayed as Read/Only when Group Permission Edit is invoked from the Domain Edit GUI.
- CSCec77377—Each snmptrapdest row entry can be deleted from the associated delete url towards its extreme right.
- CSCec77714—While assigning navigational trees to Groups, proceed according to the procedure in the following example:
 1. Assume that a group is being assigned a navigational tree named newtree.

2. After creating the newtree.xml, change the tag <tree name="default"> to <tree name="newtree.xml"> just like the file name.
 3. The location of this file on the EPOM server is:


```
/opt/CSCOepom/tomcat/webapps/ROOT/xml/bts/navigation/
```
- CSCec42188—Details, Delete etc of Services from Feature/Services will show the correct entry and not the first one. Perform the following tasks on BTS 10200 server:
 1. Log into BTS server as oracle
 2. Invoke sqlplus with oamp userid and oamp password (or other id/passwd if you have changed this).
 3. Issue the sql statement: “update command parameter set required='add,change,delete', pos_vals='[0_16]', input_label='Id', parser='TextParser' where noun='service' and var_name='id'”;
 4. Commit
 5. Exit the sqlplus.
 6. pkill cis3
 7. epom stop/start

Cisco EPOM 1.5(2)

Cisco EPOM, Version 1.5(2) Patch Level 00 includes the fixes for the following bugs and issues:

- CSCdz07844—Some EPOM BTS disaster recovery commands out of order
 - Updated the export.xml file that identifies the BTS items to be exported in the correct order.
 - Fixed placement of intl_dial_plan_profile
 - Added carrier and feature tables to the change list
- CSCec00474—MySQL server fails to start during install

Cisco EPOM 1.5(1)

Cisco EPOM, Version 1.5(1) Patch Level 00 is an FCS release.

Cisco EPOM 1.5(1.B)

Cisco EPOM, Version 1.5(1.B) fixed the `bts_export` exception.

Cisco EPOM 1.5(1.A)

Cisco EPOM, Version 1.5(1.A) included:

- Updates to replace Borland Visibroker ORB with OpenOrb Corba interface.
- Updates to support BTS 3.5.

Cisco EPOM 1.3(1)

Cisco EPOM, Version 1.3(1) included updates to support BTS 3.3.

Cisco EPOM 1.1(1)

Cisco EPOM, Version 1.1(1) is the initial EPOM version to support BTS 3.2.

Installation Requirements

This section presents several requirements that must be met to support installation of Cisco EPOM 4.2(0)1.

Cisco EPOM Server Requirements

Platform requirements for Cisco EPOM 4.2(0)1 are:

Cisco EPOM Server supporting 5 simultaneous clients and 5 BTS servers

- Sun workstation (440 MHz or more)
- 1 GB MB RAM
- 2 GB disk space
- Sun Solaris 8 operating system

Cisco EPOM Server supporting 20 simultaneous clients and 10 BTS servers

- Sun Ultra-60 workstation (440 MHz or faster, dual processor)
- 2 GB RAM
- 4 GB disk space
- Sun Solaris 8 operating system

Cisco EPOM Default Port Assignments

The Cisco EPOM default port assignments are:

- MySQL port is 3310
- Tomcat non-secure port is 8080
- Tomcat secure port is 443
- Tomcat shutdown port is 8041

Cisco EPOM Client Requirements

The cisco EPOM client requirements are:

- Microsoft Internet Explorer for Windows, Version 5.5 or later
- Netscape 6.2 or later

Known Problems

The following anomalies have been identified in the operation of Cisco EPOM 4.2(0)1:

- There is a time delay in accessing JSP pages for the first time as the Tomcat webserver is compiling the pages.
- There is a time delay in the first access of a BTS-10200 EMS server as the command table of the EMS server is queried to determine the supported command set.

EPOM 4.2(0)1 does not support Session Initialization Protocol (SIP) subscribers properly due to BTS Server 4.2 bugs

- CSCef 77192: Unable to provision SIP sub via epom, aor2sub not valid
- CSCef 77202: Unable to control a sip sub INS or OOS
- CSCeg15126: EPOM, ring_type_dn2 and 3 always present subscriber feature data.



Note

SIP subscriber status can be achieved using both status **aor2sub** and status **sip_reg_contact**.

Troubleshooting EPOM

This section provides recommendations for managing some complex aspects of the operation of Cisco EPOM 4.2(0)1.

Problem 1

To recreate the Cisco EPOM database, if needed (for example, if you forget the admin password and cannot access the database):

Solution:

Reinitialize the Cisco EPOM databases:

```
/opt/CSCOepom/mysql/install/bin/install/MySQLDB -ifs
```

```
/opt/CSCOepom/mysql/install/bin/install/EPOMDB -ifs
```

Problem 2

Cisco EPOM difficulty in communicating with the Cisco BTS 10200 EMS server, such as the one reflected in the following message:

“Could not retrieve object attributes for object name. The most possible reason is failure to log into the Cisco BTS 10200 EMS server or CORBA agent on Cisco EMS server is not working. Please make sure hostname/login/password/siteid is correct.

Also check log file.”

Solutions:

- View log files: Log files are stored in /var/opt/CSCOepom/logs
- Use log files for debugging Cisco EPOM problems or for supplying information to Cisco TAC.
- Check the information in the Cisco BTS 10200 EMS server definition to make sure that it is correct.
- Check connectivity between Cisco EPOM and the Cisco BTS 10200 EMS (if they are not co-resident). Log in to the Cisco EPOM server and ping the Cisco BTS 10200 EMS server. Verify that the correct CORBA adapter has been installed on the Cisco BTS 10200 EMS server.
- Check the log files.

Getting Help

Relevant documents on EPOM are available at the following urls.

- Overview of EPOM—
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/epom/eopm4_2/getstart/overview.htm
- Installation documentation—
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/epom/eopm4_2/getstart/install.htm
- Setting up EPOM—
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/epom/eopm4_2/getstart/setup.htm

- Configuring Cisco BTS 10200 Components—
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/epom/eopm4_2/getstart/config.htm
- Cisco EPOM Flow Provisioning—
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/epom/eopm4_2/getstart/provis.html
- Managing EPOM—
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/epom/eopm4_2/getstart/security.htm
- Viewing and Exporting Reports with Cisco EPOM—
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/epom/eopm4_2/getstart/reports.htm
- Advanced EPOM Usage—
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/epom/eopm4_2/getstart/adusage.htm
- Trouble Shooting EPOM—
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/epom/eopm4_2/getstart/trouble.htm

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

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

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this 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 may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order monthly or quarterly subscriptions through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

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

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

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

We appreciate your comments.

Obtaining Technical Assistance

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

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- 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

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://tools.cisco.com/RPF/register/register.do>

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: the Cisco TAC website and the Cisco TAC Escalation Center. The type of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration. There is little or no impact to your business operations.
- Priority level 3 (P3)—Operational performance of the network is impaired, but most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- Priority level 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.
- Priority level 1 (P1)—An existing network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Cisco TAC Website

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. To access the Cisco TAC website, go to this URL:

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

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require 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 this URL to register:

<http://tools.cisco.com/RPF/register/register.do>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

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

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. 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 automatically opens a case.

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

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

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

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

http://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access *Packet* magazine at this URL:

<http://www.cisco.com/go/packet>

- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html

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