

Readme for Cisco Prime Collaboration 11.0.0 Provisioning Service Pack 1

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This Readme provides information on the installation procedure and bug fixes for Cisco Prime Collaboration 11.0.0 Provisioning Service Pack 1.

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Introduction

This readme provides information about Cisco Prime Collaboration 11.0.0 Provisioning Service Pack 1

New Features in this Release

None

Enhancements or New Features included from Cisco Prime Collaboration 11.0.0 Provisioning

None

System Requirements

This patch can be installed only on **Prime Collaboration Provisioning 11.0 (Build: 11.0.0.815)**

We recommend that you take a clone of the VMware instance or database backup before you install this patch, so that you have a cloned instance or clean backup that can be used if the installation fails.

Note: Ensure to remove the cloned instance after the patch is successfully installed and the functionalities are verified.

To verify the Prime Collaboration Provisioning version, run the following commands on console (using SSH with port 22) with admin login:

```
pcpsmcserver /admin# show version
```

```
Cisco Application Deployment Engine OS Release:  
ADE-OS Build Version:  
ADE-OS System Architecture: x86_64  
Copyright (c) 2005-2010 by Cisco Systems, Inc.  
All rights reserved.  
Hostname: pcpsmcserver
```

```
Version information of installed applications  
-----
```

```
Cisco Prime Collaboration Provisioning  
-----
```

```
Version      : 11.0.0.815
```

Build Date : Sat Jul 18 19:26:31 2015
Install Date : Sat Jul 18 19:53:38 2015

The Cisco Prime Collaboration Provisioning version should be **11.0.0.815**.

Package Details

- File Name: pcp11.0.0-sp1.tar.gz

Installing Prime Collaboration 11.0.0 Provisioning Service Pack 1

To install the patch:

1. Use the vSphere client to access the Provisioning server console and log in as admin
2. Copy or download the patch to /localdisk directory of Provisioning application server.
3. Create a repository by giving the following commands:

```
pcpsmcserver/admin# configure terminal
pcpsmcserver/admin(config)# repository <repository name>
```

Example:-

```
pcpsmcserver/admin# configure terminal
pcpsmcserver/admin(config)# repository dragonspl
```

4. Enter the following commands:

```
pcpsmcserver/admin(config-Repository)# url disk:
pcpsmcserver/admin(config-Repository)# exit
pcpsmcserver/admin(config)# exit
pcpsmcserver/admin# write mem
```

5. Verify using the following command

```
pcpsmcserver/admin# show repository <repository name>
```

Example:-

```
pcpsmcserver/admin# show repository dragonspl
```

Above command output should show the patch file pcp11.0.0-sp1.tar.gz

6. Install the patch by running the following command:

```
pcpsmcserver/admin# patch install <patch name> <repository name>
```

Example:-

```
pcpsmcserver/admin# patch install pcp11.0.0-sp1.tar.gz dragonspl
```

Note: when prompted, enter yes to save the current ADE-OS running configuration.

Save the current ADE-OS running configuration? (yes/no) [yes] ? yes

7. Verify the patch installation using the following commands:

```
pcpsmcserver/admin# show version
```

```
Cisco Application Deployment Engine OS Release:
ADE-OS Build Version:
ADE-OS System Architecture: x86_64
Copyright (c) 2005-2010 by Cisco Systems, Inc.
All rights reserved.
Hostname: pcpsmcserver
```

```
Version information of installed applications
```

```
-----
Prime Collaboration Provisioning
-----
```

```
Version      : 11.0.0.815
Build Date   : Sat Jul 18 19:26:31 2015
Install Date : Sat Jul 18 19:53:38 2015
Prime Collaboration Manager Patch information
#####
Current patch version : 11.0.0.11001
Total number of patches applied so far : 1
```

The Cisco Prime Collaboration Provisioning patch version should be **11.0.0.11001**.

8. Login as root and verify whether the services are restarted properly

```
[root@pcpsmcserver ~]# /opt/cupm/bin/cpcmcontrol.sh status
```

On running the above command, list of PCP services will be displayed. Ensure there is no duplicate or stale service running. For example, in the below sample output, notice the nice.sh service is listed twice & the elapsed time of the 2nd nice.sh service doesn't match with other services.

STAT	PID	USER	COMMAND	ELAPSED
Ss	3643	root	httpd	00:03:16
S	3573	root	nice.sh	00:03:17
S	3569	root	startcupm.sh	00:03:17
S	3567	root	su	00:03:17
S	3573	root	nice.sh	00:23:17

If there is any duplicate or stale service running, stop the services:

```
[root@pcpsmcserver ~]# /opt/cupm/cupm-app-service.sh stop
```

❖ Kill the stale processes:

```
[root@pcpsmcserver ~]# ps -aef | grep startcupm (If any services runs, kill -9 <processID1> <processID2>)
```

```
[root@pcpsmcserver ~]# ps -aef | grep nice (If any services runs, kill -9 <processID1> <processID2>)
```

❖ Start the services:

```
[root@pcpsmcserver ~]# /opt/cupm/cupm-app-service.sh start
```

Uninstalling Prime Collaboration 11.0.0 Provisioning Service Pack 1

1. Use the vSphere client to access the Provisioning server console and log in as admin
2. Run the following command

```
pcpsmcserver/admin# patch remove cpcm 26
```

Note: 26 is the build number and it is mandatory to provide this build number

Post-Uninstallation Tasks

None

Resolved Problems

The following bugs are resolved in the Cisco Prime Collaboration 11.0.0 Provisioning Service Pack 1 release:

Bug ID	Summary
CSCuv69205	CTI control should be provisioned automatically, when UDP is auto-provisioned
CSCuv87166	Buttons are not fully visible when adding, editing, copying the infra elements
CSCuv83566	Infrastructure Configuration Permission profile doesn't work, since the user is mapped wrongly with a domain, which doesn't exist
CSCuv67168	Enable EM is not getting provisioned in CUCM9.X devices for Cisco 8811 endpoint
CSCuw12113	Auto Provisioning doesn't set DND and EMCC CSS in CUCM, when EM service template is used

CSCUu94103	Service area & user roles are not listed, when the domain is created with UTF 8 characters
CSCUv37271	Unable to perform UDS sync when CME is also managed by PCP
CSCUv75251	Delimiters in the table filters are not consistent & LDAP sync fails when an user having + in telephone number is filtered for auto provisioning using IN filter in Service area
CSCUv64286	'\` disappears from username in edit backup of PCP, when username is in the format domain\username
CSCUw08576	SURL is not updated, when provisioning EM Access with a service template having SURL under set-only provisioning attributes.
CSCUv96657	Role based access control is not working as expected
CSCUv84762	Replace Order Throws Java Null Pointer Exception for CISCO Telepresence MX800 Dual endpoint
CSCUu45599	Change operation substitutes only 22 chars of the keyword, when using service templates with keywords
CSCUw15210	Service Area and Service templates are not updated after submitting GSW
CSCUv95818	LDAP sync fails, when NICE goes down and requires DB flag reset to start again
CSCUw21091	Display (Internal Caller ID) missing in PCP service templates

Open Caveats

Open Caveats for Cisco Prime Collaboration 11.0.0 Provisioning Service Pack 1 describes a few of the possible unexpected behaviors still remaining in Cisco Prime Collaboration 11.0.0 Provisioning Service Pack 1. For a complete list of open caveats please access the bug toolkit located at:

https://tools.cisco.com/bugsearch?referring_site=btk

Open Caveats:

CSCUv72011	Domain sync doesn't process the phone ownership changes made directly in CUCM
CSCUw20224	Directory Uri Error when Directory URI mapping in LDAP Field Mappings is set to mail
CSCUw24755	Quick search is not updating with the changes

For information on bug description and workaround, click on the Bug ID to launch Bug Search tool

Abbreviations and Definitions

- PCP – Prime Collaboration Provisioning
- EM – Extension Mobility

Related Documentation

You can access the Prime Collaboration 11.0 Provisioning documents from Cisco.com

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