Readme for Cisco Prime Collaboration Provisioning 11.0.0 Service Pack 2

Revised: 9th Jan, 2016

This Readme provides information on the installation procedure and bug fixes for Cisco Prime Collaboration Provisioning 11.0.0 Service Pack 2.

Contents

This document includes the following sections:

Introduction

This readme provides information about Cisco Prime Collaboration Provisioning 11.0.0 Service Pack 2

Note: Cisco Prime Collaboration Provisioning 11.0.0 Service Pack 2 is cumulative and includes the Cisco Prime Collaboration Provisioning 11.0.0 Service Pack 1 fixes.

Enhancements or New Features included from Cisco Prime Collaboration Provisioning 11.0.0

None

System Requirements

This patch can be installed only on **Cisco Prime Collaboration Provisioning 11.0** (Build: 11.0.0.815) or **Cisco Prime Collaboration Provisioning 11.0 Service Pack 1** (Build: 11.0.0.815, Current patch version: 11.0.0.11001).

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

```
pcpsmcsserver/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: pcpsmcsserver


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 version should be **11.0.0.815.**

Package Details

- File Name: pcp11.0.0-sp2.tar.gz

Installing Prime Collaboration Provisioning 11.0.0 Service Pack 2

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:

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

   Example:-
   ```
   pcpsmcsserver/admin# configure terminal
   pcpsmcsserver/admin(config)# repository dragonsp2
   ```

4. Enter the following commands:

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

5. Verify using the following command

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

   Example:-
   ```
   pcpsmcsserver/admin# show repository dragonsp2
   ```

   ```
   Above command output should show the patch file pcp11.0.0-sp2.tar.gz
   ```

6. Install the patch by running the following command:

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

   Example:-
   ```
   pcpsmcsserver/admin# patch install pcp11.0.0-sp2.tar.gz dragonsp2
   ```

```
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:

```
pcpsmcsserver/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: pcpsmcsserver

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 : 11.0.0.11002
Total number of patches applied so far :  1
```

The Cisco Prime Collaboration Provisioning patch version should be **11.0.0.11002.**

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

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

❖ Kill the stale processes:

```
[root@pcpsmcsserver ~]# ps -aef | grep startcupm (If any services runs,
kill -9 <processID1> <processId2>)


[root@pcpsmcsserver ~]# ps -aef | grep nice (If any services runs, kill
-9 <processID1> <processId2>)
```

❖ Start the services:
```
[root@pcpsmcsserver ~]# /opt/cupm/cupm-app-service.sh start
```

Uninstalling Prime Collaboration Provisioning 11.0.0 Service Pack 2

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

2. Run the following command

    ```
    pcpsmcsserver/admin# patch remove cpcm 64
    ```

Note: 64 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 Provisioning 11.0.0 Service Pack 2 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
CSCuv80221	GSW fails with Error for LDAP, if LDAP authentication is already configured in device
CSCuv91523	PIN Change Request does not change the associated end user pin in CUCM
CSCuw01572	Unable to search users by first and last name under User Provisioning
CSCuw20224	Auto Provisioning Stuck with Directory Uri Error, if LDAP is enabled in CUCM and PCP with Authentication and Synchronization
CSCuw24755	Quick search does not refresh the page after resubmit
CSCuw56123	NICE service crashes due to incorrect exception handling logic in purging
CSCuw59820	User Search Base is removed and updated as CUPM_SKIP or CUPM_BLANK
CSCuw59855	LDAP domain filter is updated as "Sync all Existing users", if any filter query is given
CSCuw59890	For Change EM Access, the arrows to reposition EM lines is not available unlike endpoint with lines
CSCuv72011	Domain sync doesn't process phone ownership changes made directly in CUCM
CSCuw59997	Unable to import more than 1000 users from LDAP server through LDAP Sync
CSCuw59910	Incorrect value set in Voicemail for Use Short Calendar Caching Interval
CSCuw59893	Incorrect Timezone value set when configuring Voicemail

CSCuw56727	Unable to provision user services when BLF speed dial settings drop down is selected
CSCuw59815	Reduce redundant CUALS calls from PCP to UC for Voicemail provisioning
CSCuw60071	Unable to save service template for 8811 phone model
CSCuw60078	Unable to open SIP Trunk Infra Template page when PCP has 15K CSS
CSCuw59915	Infrastructure sync fails with error, when trying to pull call handlers
CSCuw59860	UI performance enhancements for ordering Phones, EMAccess, User Services
CSCuw78910	Unable to place provision order for EM Access with SURL
CSCuv87214	88XX Endpoint provisioning fails and the order goes to HOLD state
CSCux04752	Existing service templates are not listed in change provisioning flow
CSCuv02434	Day 2 Voicemail service templates should be filtered based on UCxN
CSCux14711	Change line provisioning fails as PCP sends wrong Directory URI setting
CSCuw87068	79XX Endpoints will not register with CUCM 9.1.2
CSCux49970	Batch file does not set "Operation Completes By" value on Device in cucm

Open Caveats

Open Caveats for Cisco Prime Collaboration Provisioning 11.0.0 Service Pack 2 describes a few of the possible unexpected behaviors still remaining in Cisco Prime Collaboration Provisioning 11.0.0 Service Pack 2. For a complete list of open caveats please access the bug toolkit located at:

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

Open Caveats:

CSCuw96604	getting started wizard invalid hostname error
CSCux10996	Location Infrastructure template fails to send videoBandwidth
CSCux21561	Domain Sync Failure EntityException

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
- CUCM – Cisco Unified Communications Manager
- CSS – Calling Search Space
- MRGL – Media Resource Group List
- SURL – Service URL

Related Documentation

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