



Release Notes for Cisco Insight 1.1

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CISCO Insight, Release 1.1

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This document describes the issues fixed on Cisco Insight release 1.1 (Build id: 26)



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Introduction

Cisco Systems Inc. is proud to release version 1.1 of the Cisco Insight software component.

This release includes various defects and caveats that were identified as part of Cisco's on-going internal testing and during our interaction with our live trials.

The document also contains a list of enhancements and solved caveats respect to the previous software release.

It assumes the reader has already a good working knowledge of the Cisco Insight software. For additional information, please refer to the Cisco Insight documentation.

Cisco Insight Release 1.1

Cisco Insight 1.1 supports the following versions of the Service Control Management Suite (SCSM) components:

SCSM Subscriber Manager	3.5.5
SCSM Collection Manager	3.5.5
Service Control Engine	3.5.5
SCA-BB Console	3.5.5

New features / enhancements

This new software build introduces the following features or enhancements:

Installation – Removal of the licensing mechanism

The licensing mechanism has been removed as it was not compliant with Cisco's general licensing policies.

The installation wizard was updated and it no longer requests the user to take note of the network adapter's MAC address and to contact the Cisco support to generate and retrieve license files.

Architecture – Enhancement to the JDBC layer when connecting from low-bandwidth access points

- Cisco number: N/A

The JDBC connectivity with the database layer was improved to prevent time-out events that could occur when connecting through low-bandwidth access points and running on-demand reports.

Closed Caveats

Caveats describe unexpected behavior of the application.

This new release fixes the following caveats:

Report Output – Some Static Reports Show Raw Data in their Table

- Cisco number: CSCtb00469

The static output formats HTTP, Image and PDF are usually associated to a layout template file that generates a report outline based on a chart plus a table reflecting the samples displayed in the chart.

All reports showing a time interval on the X-axis, displayed a table containing a huge quantity of samples so that data was not very useful to handle.

For these time-based reports, a new layout template has been defined and associated to the HTTP, Image and PDF output formats, in this way the report will only display a chart and it can be easily shared with other users.

If raw data is still needed to have details or for post-processing, then the CSV and XLS file formats are still supported and will provide the complete data set.

MyDashboard – Configured Reports disappear when changing their Start Date

- Cisco number: CSCtb06966

When the user tried to change the *Start Date* of a report already scheduled on MyDashboard, if the new date was located in the future, the report would have disappeared from MyDashboard. It would have appeared again when the current time would have matched the configured *Start Date*.

Moreover, if the operator tried to schedule additional reports on MyDashboard and there were “suspended” reports due to dates configured in the future, the application could erroneously schedule more than 4 charts on MyDashboard, thus exceeding the maximum number of supported plots.

Time interval parameters are erroneously displayed on the header/footer sections of reports

- Cisco number: N/A

On the report's form page, when the operator needs to use the absolute time parameters *Start Date* and *End Date* instead of the relative *Last Period Unit* and *Last Period Value* parameters, the application produces a report layout in which both couples of time parameters are displayed in the header or footer section.

The correct behavior would require only the required parameters couple to be displayed. So, by default, only Last Period Value and Last Period Unit should be reported. In case of absolute time parameters, only the Start Date and End Date should be present.

Anyway, this issue is not affecting the report's data representation: the operator can notice the time axis is correctly representing the desired time span, indeed.

Scheduled Reports – Duplicates are Created when Sorting the Report List

- Cisco number: CSCtb06161

After scheduling a new report, the list of scheduled reports is displayed. If, at this time, you try to sort the elements by clicking on one of the column names, a duplicated row will be created.

Open Caveats

Caveats describe unexpected behavior of the application.

The following list describes all open caveats for the current release:

Architecture – Reporting Limitation on multi-SCE Deployments

- Cisco number: CSCtb06960

Cisco Insight supports multi-SCE deployments only when all SCE devices share a unique service configuration. This is a limitation due to the internal representation of SCE's service configurations within the database: in today's implementation, each configuration is independent so that network services sharing the same name could be associated to different IDs or counter values for each SCE, thus producing incorrect reports for aggregated data.

Solution: make sure a unique service configuration is applied to all SCE devices after Cisco Insight's installation. If a change in the service configuration is needed, also take care to re-apply the new configuration to all SCE devices in the deployment.

Drill-Down – Error when the Source Report Displays the Hierarchical Service Tree

- Cisco number: CSCtb06972

When the user tries the drill-down feature on an interactive report displaying the hierarchy service tree, the application could generate an error if the operation was executed on a chart's series representing a service not assigned to a global counter (or subscriber counter).

Indeed, the hierarchy service tree displays all network services, including services resulting from aggregations of other services, but destination reports often support only services associated to counters (boldface elements on the tree).

Workaround:

- Option1: Do not use the hierarchical service tree modality, but set parameter *Display services by* to *Popularity* or *None* on the report's form.
The report's layout will then contain only services with associated service counters, so that the drill-down will always be successful.
- Option2: If the chart displays services sorted by hierarchy, start the drill down by selecting only services associated to a counter. These are elements shown in bold on the service tree displayed on the right frame of the window.

Report Output – Service Names not Readable in Aggregated Usage Volume Reports

- Cisco number: CSCtb00496

Global Aggregated Usage Volume per Service and Package Aggregated Usage Volume per Service reports in PDF/Image/HTML outputs show a graph where the service names are overlapping, hiding each other, so that names are not readable.

Workaround: parameter *Limit Number of Results* was added to this kind of reports, so that the operator can limit the number of services to display. The default value is set to 10 services.

Report Output – Table Data of Some Static Reports is not Sorted Conveniently

- Cisco number: CSCtb00470

Static reports (HTTP, PDF and Image layouts) usually show both a graph and a table. In some cases the table provides data not sorted properly, so the table is quite unreadable.

Report Output – All Reports that show Average Subscriber Bandwidth are not accurate

- Cisco number: CSCtc31706

There are 3 reports that show the Average Bandwidth per Subscriber:

Under Global monitoring

- 1) Global Monitoring → Average Subscriber Bandwidth
- 2) Global Monitoring → Average Subscriber Bandwidth per Service
- 3) IPv6 → Tunneled IPv6 Average Subscriber Bandwidth

These reports sum up the number of subscribers from all RDRs per hour instead of making an average per hour and then divide the total bandwidth by this number.

For example: if the RDR frequency is set to 1 minute and there are 1000 active subscribers, the report will divide the total bandwidth by 60,000 (1000 * 60 minutes).

In this way, the resulting bandwidth per subscriber is not reliable and doesn't reflect the real value.

Report Output – Average Subscriber Bandwidth Reports should not allow Filtering by Service

- Cisco number: CSCtc31712

The Average global or Subscriber Bandwidth reports should prevent the operator to apply a filter on network services on the report form or using the hide functionality of the legend.

There are 2 reports involved by this issue:

- 1) Global Monitoring → Average Subscriber Bandwidth
- 2) IPv6 → Tunnelled IPv6 Average Subscriber Bandwidth

These reports actually show the average subscriber bandwidth per service divided by the total number of subscribers, thus producing not so meaningful information.

Report Output – Report Ipv6 VS IPv4 Bandwidth Comparison not to be used when Data is Aggregated

- Cisco number: CSCtc40236

When the CM's stored procedures for aggregating data are active, the report IPv6 vs IPv4 Bandwidth Comparison, under the IPv6 report group, will show incorrect results for the time period where data aggregation occurs. This is because the report is generated by combining data taken from tables not having the same time aggregation: RPT_LUR and RPT_GUR. Actually, the CM's stored procedures are designed to aggregate data on the RPT_LUR table only.

Report Output – Dynamic axis not supported

- Cisco number: CSCtc03219

When displaying reports whose output can represent different metrics (bandwidth, sessions, hit counts, etc.) the legend displayed on the Y-axis displays a general voice ‘Metric’.

In the future, both X and Y axis will be dynamic and will be able to display the selected metric unit.

Accessibility – Grants on Network Objects cannot be Changed or Removed

- Cisco number: CSCtb06988

Visibility grants on network objects can only be added to accounts: there is no implementation for changing or removing them via the user interface.

Workaround: delete the account and create it again. Then, reassign the appropriate visibility grants to it.

Accessibility – Reports not Granted to an Account can be Accessible through Drill-down

- Cisco number: CSCtb14349

On Cisco Insight it is possible to limit the reporting capabilities of user accounts by disabling some specific report groups from the official report template.

When using the drill-down feature on interactive reports, however, all accounts are presented the same choices in terms of possible drill-down reports and can execute them even when these reports belong to report groups on which accounts should have no visibility.

The actual implementation of the drill-down feature is application-based rather than user-based.

Browser Compatibility – Vertical Scrollbar may not Appear on Firefox

- Cisco number: CSCtb00491

On Firefox, when the application’s page does not fit in the window because of its height, the vertical scroll-bar could fail to display. In this situation, all the layout under the visible area of the window will not be accessible.

This issue is only experienced with Mozilla Firefox (all versions so far) and might be due to the applied Firefox’s theme.

Workaround: the vertical scroll-bar appears when resizing and then maximizing the browser’s window.

Browser Compatibility – Google Chrome freezes when using Java Applets

- Cisco number: CSCtc43471

When generating a report in Interactive mode under Google Chrome, a new browser tag is opened. While waiting for the report to generate, it is not possible to navigate in the other tags belonging to the same browser's window.

Thus, the operator is forced to wait for the first report output before he/she can continue to use the application.