



# Release Notes for *Cisco Insight v2, Release 2.0.0*

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This document describes the operating environment and the defects and caveats that were identified as part of internal testing and during the interaction with live trials.

It assumes the reader has a good working knowledge of the Cisco Insight software.

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## Target Operating Environment

The Insight software is primarily designed to be installed as an independent component on a dedicated hardware. In some specific situations, the application can be installed in bundled mode with a MySQL database and Cisco Collection Manager software.

Distribution through Virtual OS Images will allow running Insight on MS Windows-based workstations as well.



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## Hardware Requirements

The Cisco Insight can be installed on any Linux-based workstation with at-least the following specifications:

**Table 1**      *Hardware Specifications*

Components	Specifications
CPU	Single/multi-core 2.0 GHz or greater
Architecture	Intel x86 32/64-bit or SPARC 32/64-bit
RAM	4 GB or greater
Free Disk Space	10 GB for the OS + free space for data retention. Recommended size: > 100 GB
Network interface	Single 100BASE-T Ethernet or greater
CD-ROM drive	Recommended

In case of doubt, you can contact Cisco Support to get an estimation of the required CPU power, RAM capacity and disk storage.

## Software Requirements

You can install Cisco Insight application on computer running:

**Table 2**      *Supported Operating Systems*

OS	Version
Linux	Red Hat Enterprise Linux v5 or CentOS v5 for Intel x86 32/64-bit
Solaris	Version 9 (SPARC 32/64-bit) Version 10 (SPARC 32/64 bit or Intel x86 32/64-bit)



**Note**

It is recommended to use 64-bit Operating Systems for maximum performance.

## Supported Browsers

The Cisco Insight is compliant with the following browsers:

- Firefox, v3.0 and later
- IE, v6.0 and later
- Google Chrome



**Note**

As a prerequisite, the Flash Player 10.x browser plug-in is required on all client workstations that will be used to display reports.

Support for both HTTP and HTTPS is required.



**Note**

When going full screen through the FLEX control button located on the Launcher Bar, the FLEX environment puts itself in view-only mode: the keyboard control is no more active, the operator can only use the mouse to interact with the application.



**Note**

When using the application, closing the browser tab or window, or refreshing the browser content will terminate the user session. Operators need to use the refresh and navigation buttons available in the application.

## Screen Resolution

The application GUI supports variety of screen resolution modes including 1280x1024, 1024x768, and 1680x1050 with consistent support of 4:3 and 16:9 aspect ratios (wide screen).

Screen layout gets automatically resized keeping original aspect ratio even when the screen resolution is changed.

## Supported Databases

Cisco Insight uses MySQL Embedded Advanced Server v5.1 as internal database and has been tested to retrieve traffic data from databases fed by Cisco Collection Manager(s), running MySQL 5.x, Oracle 10.x and Sybase Adaptive Server 12.x and above.

Supporting multi-vendor drivers allows connecting to the CM databases to retrieve traffic data and SCE configurations.



**Note**

Insight v2 can also be installed on a host already containing a MySQL server 5.x. In that case the installation script will not install the Embedded MySQL Server.

This scenario is used when the MySQL database is used to host the Cisco Collection Manager schema containing traffic data.

# Compatibility with Cisco Service Control Management Suite

Cisco Insight supports SCA-BB versions 3.5.5 and onward.

Insight works with the following versions of the SCA-BB components:

**Table 3** *Hardware Specifications*

<b>SCSM Collection Manager</b>	<b>3.5.0 and above</b>
SCE OS	3.5.0 and above
Supported Collection Manager DB schema and SCE RDR versions for report template	From 3.5.0 up to 3.6.5

## Differences with Cisco Insight v1

All functional features available on Insight v1 will be imported and enhanced in this new release.

The following matrix describes the main differences between the versions.

**Table 4** *Comparison with v1*

<b>Major feature</b>	<b>Insight v1</b>	<b>Insight v2</b>
Web 2.0 GUI	Not available (based on Java applets)	Available (based on Flex client)
CM database positioning (hosting traffic data)	Only 1 allowed. It needs to be installed on the same host as the Insight application.	Internal (shared) and/or external
Multi-vendor database support	No: only MySQL 5.x	MySQL 5.x (internal or external) Oracle 10, Sybase ASE 12 (external only)
Multi-SCE configurations	No: single configuration only	Yes
SCA BB schema and report template support	3.1.x to 3.5.5	3.5.0, 3.5.5, 3.6.0, 3.6.5
Deployment architecture	Single appliance only	Single appliance or distributed



**Note**

Insight v1 supports the SCA BB schema versions below 3.5.x with limitations.

# New Features and Enhancements

This release of the Cisco Insight application introduces the following major feature enhancements:

- New appealing Web2.0 user interface implemented through Adobe FLEX technology for an enhanced user experience and application usability.
- Additional Business Intelligence-related tools for report interactivity, storage and delivery.
- A new graphical wizard to address more than 250 reports, including those supporting the improvements brought by the latest Service Control Application release 3.6.5:
  - Reports for Mobile traffic
  - Reports for Zone-base traffic
  - Options for peak-hour usage
  - Reports for SPAM
- Support for external databases hosting traffic data (populated by Cisco Collection Managers):
  - Connection to several traffic databases at the same time
  - Support for MySQL 5.x, Oracle 9 or greater, Sybase 12.x or greater
- Support for different configurations of Cisco SCE devices through the concept of Networks.
- Support for custom Cisco SCE topologies for which DPI devices can be aggregated according to geographical or other logical criteria.
- Enhanced Account Management capabilities supporting custom definitions of Roles and Account Groups for sharing reports, and providing the maximum flexibility in terms of user visibility on the report template and the network topology, including: SCE devices, packages and monitored subscribers.
- Generic internal architecture able to support the evolution of the report template and future Cisco DPI devices.

**Note**

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As documented in the Installation Guide, when using external Oracle or Sybase databases, customers need to provide the database connectors and copy them on the server hosting the Cisco Insight application.

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# Caveats

Caveats describe unexpected behavior in Cisco Insight v1 and Cisco Insight v2.

## Closed Caveats

The following bugs affecting the first release have been closed in the current version:

- CSCtc31706 - All defects showing Average Bandwidth per Service are not accurate

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

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 doing an AVERAGE per hour. and divide the total bandwidth by that number.

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

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

- CSCtc31712 - Avg/Glb Subscriber Bandwidth reports shall not allow filtering by service

Average\Global Subscriber Bandwidth reports should prevent filtering by services using the service tree pan.

This affects the following 2 reports:

1. Global monitoring -> Average subscriber bandwidth
2. IPv6 -> Tunneled IPv6 Average Subscriber Bandwidth

These reports provide the option to filter using the reporter view pan on the right by service, but it doesn't make sense doing so. If we do so, the reports show the average subscriber bandwidth per service divided by the total number of subscribers, which is not meaningful.

- CSCtf84469 - Top Web Hosts report inaccurate due to rounding problem

In the SQL query of this template there is a rounding problem causing inaccuracy in the report.

This part of the query divides two integers, chopping the digits after decimal point:

```
count(ACCESS_String)*100 / (select count(*) from RPT_TR where....)
```

The necessary fix is:

```
CAST(count(ACCESS_String)*100 as DECIMAL) / (select count(*) from RPT_TR where ....)
```

## Open Caveats

- CSCtj97429 - The Firefox taskbar keeps displaying 'Transferring data' or 'Connecting'

When connecting to the Cisco Insight v2 application using the Mozilla Firefox browser, the taskbar of the browser window keeps displaying the message "Transferring data from..." or "Connecting to...", as if there is some on going activity, even if the page has finished loading.

This behavior is not dependent on the Cisco Insight application but it is due to a known Firefox bug with the Adobe Flash plug-in, as documented at the following link:  
[https://bugzilla.mozilla.org/show\\_bug.cgi?id=383811](https://bugzilla.mozilla.org/show_bug.cgi?id=383811)
- CSCtk76519 - Some reports have free-text mandatory parameters to be compiled

Some reports have associated a list of free-text mandatory parameters. These parameters are sometimes located in hidden tabs for advanced settings in the Report Wizard, thus it is possible the user does not notice them.

If this occurs, the report will fail when trying to execute it and a pop-up message will display a warning.

In this situation, be sure to provide the appropriate values for all mandatory parameters in the tabs and the advanced parameters section on each tab of the Report Wizard, before trying to generate the report.
- CSCtk76591 - Report "Global VoIP Codec Distribution" could show wrong results.

This report should not be used as it could show an empty or wrong result.
- CSCtc40236 - IPv6 VS IPv4 BW comparison report is incorrect when using aggregation

This report is the result of the union between 2 queries executed on RPT\_LUR and RPT\_GUR tables simultaneously.

Data has to be merged but only RPT\_LUR table supports the time aggregation procedure that could optionally be operated by Cisco Collection Managers. If these 2 tables have different time aggregations, the report will produce weird results (spikes and negative samples).

Details:

The IPv4, tunneled IPv6 over IPv4, and IPv6 traffic components are compared on this report (3 series).

Now, IPv4 is given by RPT\_LUR table, IPv6 by RPT\_GUR table, and the tunneled IPv6 over IPv4 is still IPv4 traffic but it is calculated through RPT\_GUR table.

When plotting the net IPv4 traffic, the query takes the gross IPv4 component given by the RPT\_LUR table and subtracts the tunneled IPv6 component given by the RPT\_GUR table.

If these 2 tables have different aggregations, the subtraction will generate some negative bandwidth samples.

If the time aggregation procedure has not been applied to RPT\_LUR table or if there is no tunneled IPv6 traffic, then the report works fine.

## Related Documentation

For additional information, please refer the following documents which are released as a part of this release.

- *Cisco Insight v2 Installation Guide*
- *Cisco Insight v2 User Guide*

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

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To be used in conjunction with the documents listed in the “Related Documentation” section.

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