



Release Notes for Cisco Service Control Management Suite Collection Manager (SCMS CM) 3.1.5

Covers: SCMS CM 3.1.5, SCMS CM 3.1.0

Part no.: OL-8957-08

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Introduction

The Cisco SCSM CM is an implementation of RDR-collection software. It receives data-records (RDRs) from Cisco SCE devices, performs pre-aggregation and persistency into a database and/or text-files in CSV format.

This document outlines the new features and states known caveats. For additional information, please refer to the related Cisco documentation of the Cisco Service Control Management Suite.

This document is updated for revision 3.1.5 of the Collection Manager.

It is to be used with SCA BB release 3.1.5.

For a list of the caveats that apply to Cisco Service Control Management Suite Collection Manager (SCMS CM) 3.1.5, see [Open Caveats, page 5](#).



Note

Cisco has been streamlining and improving its user interface. To access the new Cisco Service Control online documentation site, please do the following:



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1. Go to the following page on cisco.com:
<http://www.cisco.com/web/psa/products/index.html>
2. From the **Select a category** list, select 'Service Exchange'.
3. From the **Select a sub-category** list, select the desired Cisco Service Control category.
4. From the **Select a product** list, select the desired Cisco Service Control product.

Release SCMS CM 3.1.5

This section describes the installation notes and resolved issues for release 3.1.5.

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Installation Notes

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Supported Platforms

The SCMS CM installation is supported on the following platforms:

- Sun SPARC machine running Solaris 9 or Solaris 10.
- IA32 machine running Red Hat Enterprise Linux 3.0 or Red Hat Enterprise Linux 4.0.

Supported External Databases

The SCMS CM installation supports the following external databases:

- MySQL 4.1 and 5.0
- Oracle 9.2 and 10
- Sybase 12.5 and 15.0

Upgrade Procedure



Note

The upgrade procedure to 3.1.x is supported only from 3.x versions of the CM.



Note

If the server is running Solaris 8, the server OS should be upgraded to Solaris 9/10 prior to performing the CM upgrade.

**Note**

If the CM is using the bundled Sybase database, the server should be upgraded to Solaris 9, not Solaris 10, because Sybase 12.5.1 does not support Solaris 10.

**Note**

When using the bundled Sybase database, the server on which you install the CM can have a maximum of four CPU cores.

To upgrade the CM version 3.x to version 3.1.x, perform the following general steps:

1. Stop the CM.
2. Run **install-cm.sh -o**.

The option "-o" preserves the existing configuration.

The current scmscm user is used.

The database tables that are new in 3.1.x will be created automatically when the CM comes up for the first time after the upgrade.

Resolved Issues

This section describes the resolved issues in release 3.1.5.

- [The PRPC users file is not preserved during upgrade, page 3](#)
- [DB free space health monitor test on the bundled Sybase CM does not run correctly, page 3](#)
- [monitor.sh script reports incorrect number of files in the persistent buffer, page 3](#)
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The PRPC users file is not preserved during upgrade

- Cisco number: CSCsi70467
During the upgrade to 3.1.x from 3.0.5 and later, the PRPC users file is overwritten.
This issue is fixed in the CM in release 3.1.5.

DB free space health monitor test on the bundled Sybase CM does not run correctly

- Cisco number: CSCsh20557
The **03free_db.sh** script always shows that there is 99% free space in the database, but the **~scmscm/scripts/dbfree.sh** scripts shows a different result.
This issue is fixed in the CM in release 3.1.5.

monitor.sh script reports incorrect number of files in the persistent buffer

- Cisco number: CSCsg18123

When the **monitor.sh** script checks the number of files in the persistent buffer of each adapter, it also counts the files located in subdirectories. For example, if you have 0 files in the `~scmscm/cm/adapters/CSVAdapter/` directory and you have a large number of files in the `~scmscm/cm/adapters/CSVAdapter/csvfiles` subdirectory the check will fail.

This issue is fixed in the CM in release 3.1.5.

RDRs are lost due to CM and Sybase DB server reload

- Cisco number: CSCsf06496

If a server running the CM and the Sybase database is rebooted, sometimes the CM database adapters (JDBC, Topper, or RAG) drop the arriving RDRs.

This issue is fixed in the CM in release 3.1.5.

Large taadapter.sav causes Topper/Aggregator adapter failure

- Cisco number: CSCsk53717

If the `taadapter.sav` file is large, it can cause the Topper/Aggregator adapter to fail to start.

This issue is fixed in the CM in release 3.1.5.

Topper/Aggregator adapter fails to load and CM does not wait for it to start

- Cisco number: CSCsb90000

The CM waits for a certain time for the TA adapter to connect. If the TA adapter does not connect within that time, the CM assumes that it has not started and stops waiting.

This issue is fixed in the CM in release 3.1.5.

Release SCMS CM 3.1.0

This section describes the new features and for release 3.1.0.

New Features

The following new features are included in SCMS CM 3.1.0. See the *Cisco Service Control Management Suite Collection Manager User Guide* for a complete description.

- The periodic delete mechanism and **dbtables.sh** script are now supported for external Sybase, Oracle, and MySQL databases.



Note

Periodic delete for MySQL is supported for version 5 only.

- The bundled Sybase database for Solaris is upgraded to version 15.
- Support for Solaris 10 is added and support for Solaris 8 is removed.
- Support added for new external databases: Oracle 10g and MySQL 5.0.
- A new script is available to manage virtual links semantics.

- The upgrade procedure to release 3.1.0 preserves the previous version configuration.
- The regular install mode allows the user to define the database capacity.
- Expert mode has been removed.

Open Caveats

This section describes the open caveats in SCMS CM release 3.1.5.

- [Sybase installation on Solaris platforms takes a long time, page 5](#)
- [The Format of dbtables.sh Output does not fit Default Terminal Width, page 5](#)
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Sybase installation on Solaris platforms takes a long time

- Cisco number: CSCs143469

The installation of the bundled Sybase database on Solaris platforms can take longer than the installation script's suggested three hours.

The script may appear to be stuck because it is not producing any output.

Workaround:

Do not interrupt the installation script since the installation process can take up to 15 hours for large databases.

The Format of dbtables.sh Output does not fit Default Terminal Width

- Cisco number: CSCsi70523

When running the dbtables.sh script in the default terminal, the output is difficult to read due to the width of the terminal window.

Workaround:

Expand the terminal window and rerun the script.

Upgrading the CM to 3.1.0 Does Not Update queue.conf with VLUR RDR

- Cisco number: CSCsi11795

When upgrading the CM to version 3.1.0, the queue.conf file is not updated with VLUR RDR 4042321926.

Workaround:

After the upgrade, add the VLUR RDR tag manually to the queue.conf file.

Slow execution of script sceconf.py

- Cisco number: CSCsd82231

When there are numerous SCE connections to the CM, execution of the script sceconf.py can take a long time.

Warning message in the output of the ./dbperiodic.py --load

- Cisco number: n/a

When running `./dbperiodic.py --load` the following warning message can appear:

```
warning - could not read existing crontab. proceeding anyway...
```

Workaround:

None. Ignore the message.

US English locale required

- Cisco number: n/a

For correct SCMS CM and Sybase operation, English locale must be used.

Workaround:

To set the locale, place the following line in the `/etc/TIMEZONE` configuration file

```
LANG=en_US
```

The system must be rebooted after the change is made and Solaris must have support for this locale installed. You can verify the Solaris support by checking that the directory `/usr/lib/locale/en_US` exists. If it does not exist, install the locale from the Solaris installation CDs.

POSIX format for time zone not recommended

- Cisco number: n/a

Setting the OS time zone as offset from GMT in POSIX format is not recommended and may lead to problems in future versions.

Workaround:

Set the time zone in the `/etc/TIMEZONE` configuration file by (supported) country name, for example:

```
TZ=Japan
```

To verify that the country name is supported as a time zone setting, check that it is listed in the directory `/usr/share/lib/zoneinfo`.

If GMT offset must be used, use the `zoneinfo` format with the `:Etc` prefix, for example:

```
TZ=:Etc/GMT+5
```

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 and Cisco currently supports RSS version 2.0.

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