



Release Notes for Cisco Service Control Management Suite Collection Manager, Release 3.5.5

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Introduction

The Cisco Service Control Management Suite Collection Manager (SCMS CM) is an implementation of RDR-collection software. The software receives raw data-records (RDRs) from Cisco SCE devices, and performs pre-aggregation and persistency into a database or text-files in CSV format.

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

This document is updated for Releases 3.5.0 and 3.5.5 of the collection manager. It is to be used with SCA BB Release 3.5.5.

For a list of the caveats that apply to Cisco Service Control Management Suite Collection Manager (SCMS CM), Release 3.5.5, see the [“Open Caveats” section on page 6](#).



Note

We have streamlined and improved the user interface. To access it, follow these instructions.



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To access the online Cisco Service Control documentation site, do the following:

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

Installation Notes

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Supported Platforms

The SCMS CM installation is supported on the following platforms:

- Sun SPARC machine (64-bit) running on Solaris 9 or Solaris 10.
- Intel machine (32-bit or 64-bit) running 32-bit versions of Red Hat Enterprise Linux 4 or 64-bit versions of Red Hat Enterprise Linux 5.



Caution

The CM must run on its own machine. You cannot run it on the same machine as the subscriber manager and on other applications.



Note

If you use the bundled Sybase database, the server on which you install the CM can be assigned a maximum of 4 CPU cores.



Note

The maximum database size supported by the bundled Sybase database is 50GB. For database support larger than 50GB, use an external database.

Supported External Databases

The SCMS CM installation supports the following external databases:

- MySQL Releases 4.1, 5.0, and 5.1
- Oracle Releases 9.2, 10.2, and 11
- Sybase Releases 12.5 and 15

Upgrading the Collection Manager to Release 3.5.5



Note

You can only perform the upgrade to Release 3.5.x from Release 3.x.x.

To upgrade the CM to Version 3.5.x, perform the following general steps:

1. Stop the CM
2. Install the new CM using the **install-cm.sh** script.

When you perform the upgrade, to preserve the existing configuration, use the **-o** option.

The existing scmscm user is used.

After the upgrade, when the CM loads for the first time, the database tables that are new in Release 3.5.x are created automatically.

Service Control Management Suite CM Release 3.5.5

This section describes the new features and resolved issues for Cisco Service Control Management Suite Collection Manager, Release 3.5.5.

New Features

The following new features are included in SCMS CM Release 3.5.5. See the [Cisco Service Control Management Suite Collection Manager User Guide](#) for a complete description.

- General CM performance improvements
- TA adapter memory usage optimization
- Support for cumulative reports
- Support for IPv6 reports

Resolved Issues

This section describes the resolved issues in Release 3.5.5.

CSCsw14100

A problem with the Periodic Adapter Reset (PAR) mechanism caused the JDBC adapter to stop functioning.

This issue has been resolved.

CSCsw80830

The CM assigned an incorrect number to CSV files. For example, if the last file was numbered as 6.csv, the next file was to be numbered as 7. Instead, it numbered it as 4.csv.

This issue occurred if the generated CSV files older than 24 days were stored.

This issue has been resolved.

CSCsx55304

When the CM worked with a Sybase database and an abnormal database event occurred, the database insert rate was significantly reduced. For example, when the database was full or the Sybase restarted. This issue has been resolved.

CSCsy42449

The periodic adapter restart maintained a fixed interval between restarts. If an execution was delayed for reasons such as garbage collection or other background activity, subsequent executions were delayed. This issue has been resolved.

CSCsz02992

The monitor.sh on the CM timed-out with the following message “Status: FAIL. Message: Test reached set timeout of 60 seconds, terminating.” This issue has been resolved.

Service Control Management Suite CM Release 3.5.0

This section describes the new features and resolved issues for Release 3.5.0.

New Features

The following new features are included in SCMS CM 3.5.0. See the [Cisco Service Control Management Suite Collection Manager User Guide](#) for a complete description.

- The CM now supports MySQL Version 5.1 and Oracle 11 for use as external databases.
- The CM now supports Red Hat Linux Version 5.
- The Java version of the CM installation is updated to Version 5.
- New command displays current database version: **cm dbversion**.
- New command displays current CM version: **cm version**.
- The update_statistics.sh script is supported for the bundled Sybase database.
- New script to provide interactive database configuration capabilities: **dbconf.sh**
- New command line utility to view the statistics of the CM database: **p3stats**
- The prunetable.sh and droptable.sh scripts are now supported for external databases.
- The db_up test of the monitor.sh script now works for all supported databases.

Resolved Issues

This section describes the resolved issues in Release 3.5.0.

CSCsw36789

When you use the SCA Reporter, SCE IP addresses appear in a drop-down list. To apply an SCE policy, you choose an SCE IP address from the drop-down list. After applying the SCE policy 60 times, the VALUES_INI table no longer updated and new SCE IP addresses did not appear in the drop-down list.

This issue is fixed in CM Release 3.5.0.

CSCsm95000

When you use the **dbtables.sh -f** script to show a list of tables in the database using fast line counting, the script sometimes generated errors incorrectly.

This issue is fixed in CM Release 3.5.0.

CSCso42484

The periodic delete mechanism is configured to delete the TR table for records older than 14 days, but when the number of entries in the Sybase database reached 120 million, the periodic delete mechanism did not work.

In a site installation consisting of one SCE and a CM with the bundled Sybase database, if the TR was set to 100 RDRs, more than 120 million RDRs were generated in a 14-day period.

This issue is fixed in CM Release 3.5.0.

CSCsl79082

The support file did not include the information from the get_cm_info.sh script.

This issue is fixed in CM Release 3.5.0.

CSCsr07820, CSCsr07707, and CSCsr07799

If the previous periodic delete process did not complete before the next scheduled start of the periodic delete process, the process remained on the server indefinitely.

This issue is fixed in CM Release 3.5.0.

CSCsr23007

When you run the get_cm_info.sh script, the following error occurred:

```
Connected SE's:  
./get_cm_info.sh: line 34: /export/home/scmscm/scripts/sceconf.py: No such file or  
directory
```

This issue is fixed in CM Release 3.5.0.

CSCsu52220

The CSV adapter performance is poor.

This issue is fixed in CM Release 3.5.0.

Open Caveats

This section describes the open caveats in SCMS CM release 3.5.5.

CSCsi70523

When you execute 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.

CSCta31277

The CM hangs for more than two hours when you execute the `update_statistics.sh` script, however the maintenance tasks are completed.

Workaround: There are two workarounds for this issue:

1. Configure the crontab to execute the script daily
2. Execute the scripts in the background

For example:

To update the statistics execute the following script:

```
-bash-3.1$ ~/db_maint/update_statistics.sh
```

To verify the updated statistics execute the following scripts:

```
-bash-3.1$ . ~sybase/SYBASE.sh
```

```
-bash-3.1$ optdiag statistics apricot -Spqbsyb1 -Usa -Ppcube2001 -o apricot.opt
```

The statistics are updated on the non-empty `RPT_*` tables only.

n/a

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

Workaround: To set the locale, enter 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 support the installed locale. You can verify the Solaris support by checking if the directory `/usr/lib/locale/en_US` exists. If it does not exist, install the locale from the Solaris installation CDs.

n/a

We do not recommend that you set the OS time zone as offset from GMT in POSIX format as it may lead to issues in future releases.

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 if it is listed in the directory `/usr/share/lib/zoneinfo`.

If GMT offset must be used, use the zoneinfo format with an `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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