



Release Notes for Cisco Unified Service Monitor 8.6

Cisco Unified Service Monitor is a product from the Cisco Unified Communications Management Suite. These release notes contain the following sections:

- [New Features, page 1](#)
- [Product Documentation, page 2](#)
- [Related Documentation, page 2](#)
- [Compatible Phones, Gateways, and Software Versions, page 3](#)
- [Known Problems, page 3](#)
- [Resolved Problems, page 4](#)
- [Obtaining Documentation and Submitting a Service Request, page 4](#)
- [SUPPLEMENTAL LICENSE AGREEMENT, page 5](#)

New Features

Service Monitor 8.6 adds the following:

- Support for multiple-customer views—Service Monitor collects and reports data from multiple customers, when installed in the Managed Service Provider (MSP) Network Deployment mode.



Note The MSP Network Deployment mode is not supported in standalone installations of Service Monitor.

- Support for Role-Based Access Control (RBAC)—The RBAC feature enables you to achieve user role-based authentication and authorization to access groups of devices.
- Network Address Translation (NAT) support —Ability to receive and process CDRs sent by Unified Communications Manager application sitting behind the NAT wall.

See [User Guide for Service Monitor 8.6](#) for details about these features.



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Product Documentation


Note

We sometimes update the documentation after original publication. Therefore, you should review the documentation on Cisco.com for any updates.

Table 1 describes the product documentation that is available.

Table 1 **Product Documentation**

| Document Title | Location |
|---|---|
| <i>Release Notes for Cisco Unified Service Monitor 8.6</i> | On Cisco.com at http://www.cisco.com/en/US/products/ps6536/prod_release_notes_list.html |
| <i>Cisco Unified Service Monitor 8.6 Compatibility Matrix</i> | On Cisco.com at http://www.cisco.com/en/US/products/ps6536/products_device_support_tables_list.html |
| <i>Installation Guide for Cisco Unified Service Monitor 8.6</i> | On Cisco.com at http://www.cisco.com/en/US/products/ps6536/prod_installation_guides_list.html |
| <i>User Guide for Cisco Unified Service Monitor 8.6</i> | On Cisco.com at http://www.cisco.com/en/US/products/ps6536/products_user_guide_list.html |
| Context-sensitive online help | Click the Help link in the upper-right hand corner of the window or the Help button in any dialog box. |

Related Documentation


Note

We sometimes update the documentation after original publication. Therefore, you should review the documentation on Cisco.com for any updates.

Table 2 describes the additional documentation that is available.

Table 2 **Related Documentation**

| Document Title | Available on Cisco.com at These URLs |
|---|---|
| <i>Quick Start Guide for Cisco 1040 Sensor</i> | http://www.cisco.com/en/US/docs/net_mgmt/cisco_unified_service_monitor/2.1/quick/guide/1040qs21.html |
| <i>Release Notes for Cisco Unified Operations Manager 8.6</i> | http://www.cisco.com/en/US/products/ps6535/prod_release_notes_list.html |
| <i>Installation Guide for Cisco Unified Operations Manager (Includes Service Monitor) 8.6</i> | http://www.cisco.com/en/US/products/ps6535/prod_installation_guides_list.html |
| <i>User Guide for Cisco Unified Operations Manager 8.6</i> | http://www.cisco.com/en/US/products/ps6535/products_user_guide_list.html |

Compatible Phones, Gateways, and Software Versions

For supported phones, software versions, and, where applicable, configuration notes and hardware models, see *Cisco Unified Service Monitor 8.6 Compatibility Matrix*. It includes information for the following:

- Cisco Unified Communications Management Suite products
- Cisco Unified Communications Manager
- Cisco 1040 Sensor binary image
- Cisco Unified IP Phones
- Voice gateways
- Cisco Network Analysis Module software (and hardware)

Known Problems



Note

To obtain more information about known problems, access the Cisco Software Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. (You will be prompted to log into Cisco.com.)

Table 3 **Known Problems in Service Monitor**

| Bug ID | Summary | Explanation |
|------------|---|---|
| CSCtr61284 | For NAM-based and Sensor-based Service Quality (SQ) Events, SQ Diagnostics report displays all records. | When you launch the SQ Diagnostics report for SQ events generated from NAM data, it shows all the records present in Service Monitor. Workaround: None. |
| CSCtr53451 | Unable to change the password for the SFTP user, <code>smuser</code> . | Even if you change the password from the Administration > Other Settings page, the password change does not get updated in the database. Workaround: None. |
| CSCtr30068 | The Device Type, Device Name, and Directory Number columns are empty for initial sensor report stream. | When Cisco Unified Communications Manager and Cisco 1040 Sensor are monitoring the same call, the initial sensor report streams do not contain the device name, device type, or directory number. These are available only after the Call Detail Record (CDR) and Call Management Record (CMR) from the Cisco Unified Communications Manager arrive at the end of the call and the device table is updated with this information. The sensor report correlates the data available in the device table to get the device name, device type, and directory number. Workaround: None. |

Resolved Problems

Table 4 describes problems that were fixed in this release.


Note

To obtain more information about resolved problems, access the Cisco Software Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. (You will be prompted to log into Cisco.com).

Table 4 **Problems Resolved in Service Monitor**

| Bug ID | Summary | Explanation |
|------------|---|---|
| CSCtI93955 | Clusters in Operations Manager did not initially appear in Service Monitor. | When Operations Manager and Service Monitor were set up in a master-slave configuration where Operations Manager was the master and Service Monitor was the slave, the clusters in Operations Manager did not show up in Service Monitor, initially. This problem has been resolved. |
| CSCtr11122 | Unity Voicemail was missing from Call Category drop-down menu. | When you added the dial plan configuration, the categories that were listed did not include the Unity Voicemail category. Because of this you were not able to configure a pattern to get it classified under this category. This problem has been resolved. |
| CSCto93277 | Out of Memory error occurred when the QOVR process tried to process any device named NoDevice in CDR entries. | Out of Memory error for the QOVR process occurred if NoDevice entries occurred too frequently in a CDR file. Cisco Unified Communications Manager created CDRs with NoDevice as the device name due to incorrect configuration of end points, switches, or voice gateways in a cluster. This problem has been resolved. |
| CSCto58634 | In ACS Mode, Service Monitor does not display most of the menu items. | In both coresidence and coexistence modes, Service Monitor menu items were not displayed in ACS mode. This problem has been resolved. |
| CSCtn76586 | Most-Impacted Endpoints report for CVTQ reported very low Average MOS scores. | The Average MOS calculation included short duration calls for which there were no MOS scores. This problem has been resolved. |

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.

SUPPLEMENTAL LICENSE AGREEMENT

SUPPLEMENTAL LICENSE AGREEMENT FOR CISCO SYSTEMS NETWORK MANAGEMENT SOFTWARE: CISCO UNIFIED SERVICE MONITOR.

IMPORTANT-READ CAREFULLY: This Supplemental License Agreement (“SLA”) contains additional limitations on the license to the Software provided to Customer under the End User License Agreement between Customer and Cisco. Capitalized terms used in this SLA and not otherwise defined herein shall have the meanings assigned to them in the End User License Agreement. To the extent that there is a conflict among any of these terms and conditions applicable to the Software, the terms and conditions in this SLA shall take precedence.

By installing, downloading, accessing or otherwise using the Software, Customer agrees to be bound by the terms of this SLA. If Customer does not agree to the terms of this SLA, Customer may not install, download or otherwise use the Software. When used below, the term “server” refers to central processor unit.

1. ADDITIONAL LICENSE RESTRICTIONS.

- **Installation and Use.** The Software components are provided to Customer solely to install, update, supplement, or replace existing functionality of the applicable Network Management Software product. Customer may install and use the following Software components:
 - CiscoWorks Common Services: Contains shared resources used by other components in this bundle. In many cases, all components in this bundle can be installed on a single server.
 - Cisco Unified Service Monitor: May be installed on one (1) server in Customer's network management environment.
- **Number of IP Phones.** For each Software license granted, Customer may install and run the Software on a single server to manage the number of IP phones specified in the license file provided with the Software, or as specified in the Software License Claim Certificate. Customers whose requirements exceed the IP phone limit must purchase upgrade licenses or additional copies of the Software. The IP phone limit is enforced by license registration.
- **Reproduction and Distribution.** Customer may not reproduce nor distribute the Software.

2. DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS.

Please refer to the Cisco Systems, Inc. End User License Agreement.

This document is to be used in conjunction with the documents listed in the “Related Documentation” section.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

© 2011 Cisco Systems, Inc. All rights reserved.

