Release Notes for Cisco Unified Service Statistics Manager 1.3

Revised: January 11, 2011

Cisco Unified Service Statistics Manager is a product from the Cisco Unified Communications Management Suite. These release notes provide:

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New Features

The following changes and enhancements are included in Service Statistics Manager 1.3:

- Service Statistics Manager supports SSL.
- Updated reports:
  - Reports that are based on the Call Volume Monitor now include:

    Short duration calls; that is, calls that are too short for MOS to be determined.

    An updated set of call categories.

    Calls that can belong to more than one call category are reported in multiple categories.
  - Call Quality Summary—Includes drill down to underlying call data.

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

- Updated and new report types—The Call Failure Analysis report type has been renamed to Cause Code Analysis. The Call Failure Summary report type is introduced. See Table 1.

Table 1 Report Type Changes Between 1.2 and 1.3

Service Statistics Manager Release Version	Report Type	Default Report for the Report Type	Report Contents
1.2	Call Failure Analysis.	Call Failure Summary-Daily.	Calls aggregated by user-selected cause codes.
1.3	Cause Code Analysis. **Note** Renamed from Call Failure Analysis.	—	
	Call Failure Summary. **Note** New report type.	Call Failure Summary-Daily. **Note** Any Call Failure Summary-Daily report created before upgrade is deleted during upgrade.	Calls aggregated by system-selected cause codes that denote failure. For more information, see the product online help.

- Call classification configuration is removed from Service Statistics Manager 1.3 and added to Service Monitor 2.3.
- You no longer need to run ConfigureSSMToSSLOM.bat file after installation and before you run discovery.
- The ports that Service Statistics Manager uses have changed as shown in Table 2.

Table 2 Changes in Ports Used

Service Name	New Port Number	Old Port Number
Remote Method Invocation	48099	11099
JBOSS	48100	11100
HTTP—Web server	48101	11101
Database	48102	11102

- Monitors have been updated as shown in Table 3. Reports generated prior to upgrade remain available for viewing and include the Service Statistics Manager 1.2 attributes. Reports generated after upgrade include only the most up-to-date set of attributes.

Table 3 Changes to Monitors Since Service Statistics Manager 1.2

Monitor	Attributes Added	Attributes Removed	Attributes Updated
Call Quality	—	• Availability • Average Jitter • Average Latency • Average Packet Loss • Maximum Jitter • Maximum Latency • Maximum Packet Loss • Minimum Jitter • Minimum Latency • Minimum Packet Loss	—
Call Quality by NAM	—	• Availability • Average Jitter • Average Packet Loss • Maximum Jitter • MaximumPacket Loss • Minimum Jitter • Minimum Packet Loss	—
Call Quality by Sensor	—	• Availability • Average Jitter • Average Packet Loss • Maximum Jitter • Maximum Packet Loss • Minimum Jitter • Minimum Packet Loss	—
Call Volume Monitor	—	• SIP Gateway—Inbound Calls • SIP Gateway—Outbound Calls • SIP Gateway—Tandem Calls The following are removed from all call categories: • Erlang • Abandoned	The set of call categories has changed. For the latest call categories, see the user guide.

Table 3 Changes to Monitors Since Service Statistics Manager 1.2 (continued)

Monitor	Attributes Added	Attributes Removed	Attributes Updated
Unified CM Performance Monitor	• MOH Unicast Resources Active(%) • MOH Multicast Resources Active (%)	• Attempted Calls/Sec • Failed Calls/sec	The unit of measure has changed from # to % for following attributes: • Hardware Conference Resources • MTP Resources Available • Software Conference Resources • Transcoder Resources Available
Unity Connection Performance Monitor	**Note** These monitors are not available in Service Statistics Manager 1.3. For more information, see Upgrade Notes, page 4.		
Unity Performance Monitor			

Installation Notes

To ensure that you can log in to Service Statistics Manager 1.3, you must install a patch on Operations Manager 2.3. For more information, see CSCtf42151, page 8.

For Service Statistics Manager 1.3 to interoperate with Operations Manager 8.0, you must install a patch on Service Statistics Manager. The patch is located at http://www.cisco.com/cisco/software/release.html?mdfid=282989534&flowid=5093&softwareid=282509423&release=1.3&rellifecycle=&relind=AVAILABLE&reltype=all.

Note Service Statistics Manager 1.3 supports integration with Operations Manager 8.0 and Service Monitor 8.0 when they are installed on a Windows 2003 server only.

Service Statistics Manager 1.3 cannot be integrated with Operations Manager 8.0 or Service Monitor 8.0 if they are installed on a Windows 2008 server. This requirements applies to both coresident (all applications installed on the same server) or coexistence (not installed on the same server, but integrated together) environments.

Upgrade Notes

Caution Dial plan and call classification data is lost when you upgrade to Service Statistics Manager 1.3. There is no automatic data migration to Service Monitor . To prepare to configure data in Service Monitor, take screenshots or otherwise make a manual record of data in Service Statistics Manager 1.2, including gateway codes, dial plan entries, service numbers, and toll-free numbers. For more information, see *Quick Start Guide for Cisco Unified Service Statistics Manager 1.3.*

Service Statistics Manager 1.3 interoperates with Service Monitor 2.3 and 8.0, and Operations Manager 2.3 and 8.0.

To check the version of Service Monitor that is installed with Operations Manager 2.3:

1. Select the **CiscoWorks** link from the Operations Manager window. The CiscoWorks home page opens.
2. Select **Software Center > Software Update** from the Common Services area. A Software Updates window opens.
3. View the version with patch level in the Products Installed table.

To check the version of Service Monitor that is installed when Service Monitor is installed on a system alone, click the CiscoWorks link on the Service Monitor window and perform steps 2 and 3 above.

- The previously generated Call Failure Summary report is deleted.
- Previously generated reports based on the Unity Performance and Unity Connection Performance monitor are deleted, including the following:
  - Voicemail Port Utilization—Daily
  - Voicemail Port Utilization—Monthly
  - Voicemail Port Utilization—Weekly
  - Voicemail Port Utilization Over Time—Daily
  - Voicemail Port Utilization Over Time—Monthly
  - Voicemail Port Utilization Over Time—Weekly

  Voicemail port utilization and active call subreports are removed from the Detailed Performance—Daily report. Data is no longer collected by the Unity Performance and Unity Connection Performance monitors; (see Table 3).
- The Call Volume monitor in Service Statistics Manager 1.3 collects data for several new call categories in addition to these call categories that were also present in Service Statistics Manager 1.2:
  - Conference
  - Emergency
  - Internal
  - International
  - Local
  - Long Distance
  - Service
  - Toll Free

  Data for completely new call categories starts to accumulate within a day of upgrading to Service Statistics Manager 1.3. Previously accumulated data for the pre-existing call categories remains in the database and continues to accumulate after the upgrade. Until the data that was collected during Service Statistics Manager 1.2 is purged from the database, newly created reports and custom graphs can include data that was collected prior to and since the upgrade in pre-existing categories.

Note To ensure that you can log in to Service Statistics Manager 1.3, you must install a patch on Operations Manager 2.3. For more information, see CSCtf42151, page 8.

For Service Statistics Manager 1.3 to interoperate with Operations Manager 8.0, you must install a patch on Service Statistics Manager. The patch is located at http://www.cisco.com/cisco/software/release.html?mdfid=282989534&flowid=5093&softwareid=282509423&release=1.3&rellifecycle=&relind=AVAILABLE&reltype=all.

Product Documentation

Note The originally published printed and electronic documentation is included with your product. Any changes after original publication are reflected on Cisco.com, where you will find the most up-to-date documentation.

Table 4 describes the product documentation that is available.

Table 4 Product Documentation

Document Title	Available
Release Notes for Cisco Unified Service Statistics Manager 1.3	• PDF on the product CD. • On Cisco.com at http://cisco.com/en/US/docs/net_mgmt/cisco_unified_service_statistics_manager/1.3/release/notes/ReleaseNotesforCiscoUnifiedServiceStatisticsManager1_3.html
Quick Start Guide for Cisco Unified Service Statistics Manager 1.3	• PDF on the product CD. • On Cisco.com at http://cisco.com/en/US/docs/net_mgmt/cisco_unified_service_statistics_manager/1.3/quick/guide/QuickStartGuideCiscoUnifiedServiceStatisticsManager1_3.html
User Guide for Cisco Unified Service Statistics Manager	• PDF on the product CD. • On Cisco.com at http://cisco.com/en/US/docs/net_mgmt/cisco_unified_service_statistics_manager/1.3/user/guide/UserGuideforCiscoUnifiedServiceStatisticsManager.html
Context-sensitive online help	Click the Help link in the upper-right corner of the window or the help button in any dialog box.

Related Documentation

Note The originally published printed and electronic documentation was included with your product. Any changes after original publication are reflected on Cisco.com, where you will find the most up-to-date documentation.

Table 5 describes the additional documentation that is available.

Table 5 Related Documentation

Document Title	Cisco.com URL Where Document Is Available
Release Notes for Cisco Unified Service Monitor	http://www.cisco.com/en/US/products/ps6536/prod_release_notes_list.html
Cisco Unified Service Monitor Compatibility Matrix	http://www.cisco.com/en/US/products/ps6536/products_device_support_tables_list.html
Installation Guide for Cisco Unified Service Monitor	http://www.cisco.com/en/US/products/ps6536/prod_installation_guides_list.html
User Guide for Cisco Unified Service Monitor	http://www.cisco.com/en/US/products/ps6536/products_user_guide_list.html
Release Notes for Cisco Unified Operations Manager	http://www.cisco.com/en/US/products/ps6535/prod_release_notes_list.html
Installation Guide for Cisco Unified Operations Manager (Includes Service Monitor)	http://www.cisco.com/en/US/products/ps6535/prod_installation_guides_list.html
User Guide for Cisco Unified Operations Manager	http://www.cisco.com/en/US/products/ps6535/products_user_guide_list.html

Known and Resolved Problems

Table 6 lists problems known to exist in Service Statistics Manager. 1.3. Some known problems occur due to changes made in Operations Manager and Service Monitor systems after integration with Service Statistics Manager; these are summarized in Useful Information About Integration with Operations Manager and Service Monitor, page 17. Table 7 lists problems that have been resolved in Service Statistics Manager 1.3.

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 6 Known Problems in Service Statistics Manager 1.3

Bug ID	Summary	Explanation
CSCth07589	Upgrading from Service Statistics Manager 1.2 requires you to have an upgrade license.	When upgrading to Service Statistics Manager 1.3, you are required to apply an upgrade license. This is not correct. You should not have to apply an upgrade license. Workaround: Apply the SSM1.3CSCth07589-1.0 patch. The patch is located at http://www.cisco.com/cisco/software/release.html?mdfid=282989534&flowid=5093&softwareid=282509423&release=1.3&rellifecycle=&relind=AVAILABLE&reltype=latest. **Note** This patch also fixes an issue with adding phone counts between multiple license files. The phone count issue also occurs on a new installation of Service Statistics Manager 1.3.

Table 6 Known Problems in Service Statistics Manager 1.3 (continued)

Bug ID	Summary	Explanation

CSCtf42151	SSM Login to OM fails with MaxConnection Timeout exception	Symptom—User login to SSM fails with the following error:
		`Service Statistics Manager failed to connect. Confirm that Operations Manager is operational.`
		`On Operations Manager:`
		`- Confirm license status`
		`- Confirm SSM Agent status`
		`- Validate the SSM discovery credentials`
		Conditions—The problems happens intermittently when the connection to Operations Manager webservices fails repeatedly. To verify the problem, check the ProactiveNet.log for the following exception (which could possibly have already occurred multiple times):
		`faultCode: {http://schemas.xmlsoap.org/soap/envelope/}Server.generalException`
		`faultSubcode:`
		`faultString: Maximum Number Of requests reached for this service`
		`faultActor:`
		`faultNode:`
		`faultDetail:`
		`{http://xml.apache.org/axis/}exceptionName:com.cisco.nm.nbi.cwcs.nbifw.NBIException`
		`{http://xml.apache.org/axis/}hostname:cbna-cuom-dc1`
		`ERROR 03/04 01:32:52 Stderr 700100 Maximum Number Of requests reached for this service`
		Workaround:
		To fix this problem, install Operations Manager 2.3 patch for bug ID CSCtf42170. To download the patch:
		1. Go to this URL: http://www.cisco.com/en/US/products/ps6535/index.html
		2. Click the **Download Software** link.
		3. Log in to Cisco.com if prompted to do so.
		4. Follow the online instructions for selecting Operations Manager 2.3 and Unified Operations Manager Patches, downloading the CUOM2.3.0-win-CSCtf42170-0.zip file, and installing the patch on Operations Manager 2.3.

Table 6 Known Problems in Service Statistics Manager 1.3 (continued)

Bug ID	Summary	Explanation
CSCtf32184	Call Service Quality call count discrepancy between summary and drilldown	The Call Service Quality Summary- Weekly report shows the number of calls (CDRs) in each service category (Good, Fair, Acceptable, Poor, and NA).When you drill-down from a service category, the drilldown displays call legs; the total number of call legs can differ from what you might expect. Reasons for what appears to be a discrepancy follow. CDRs do not include quality data. Service Statistics Manager determines the service category for the call based on the MOS stored in CMRs. Service Statistics Manager applies the service quality ranges to each call leg. When 2 call legs for one call are each in a different service category, Service Statistics Manager determines which service category to assign to the call as follows: • If one call leg is in the NA service category, assign the call to the service category of the other call leg. With 2 call legs and the following MOS scores: – No MOS available (NA) – 4.5 MOS (Good) The call would be assigned to the Good service category. • If neither call leg is in the NA service category, assign the call to the lower of the two service categories. With 2 call legs and the following MOS scores: – 3.9 MOS (Fair) – 2.7 MOS (Acceptable) The call would be assigned to the Acceptable service category. A Call Service Quality Summary report based on the two calls above, one Good and one Acceptable, would show the following call legs when you drill down: • From the Good call, the drilldown would show 1 call leg. • From the Acceptable call, the drilldown would show 1 call leg. Here is another example: 1 Good call includes 2 call legs: • 4.5 MOS (Good) • No MOS available (NA) 1 NA call includes 2 call legs: • No MOS available (NA) • No MOS available (NA) The Call Service Quality Summary report shows 1Good and 1 NA call; when you drill down: • From the Good call, the drilldown shows a total of 1 call leg. • From the NA call, the drilldown shows a total of 3 call legs. There is no workaround.

Table 6 Known Problems in Service Statistics Manager 1.3 (continued)

Bug ID	Summary	Explanation
CSCta34541	Lag in storing records (CDR or CMR) retrieved from Service Monitor	A delay can occur between the retrieval of the CDR and CMR information from Service Monitor and the insertion of this information into Service Statistics Manager. The delay might happen when the Service Statistics Manager CDR and CMR table sizes are too large (a few million rows) and if the pruning of the data in those tables is occurring or has occurred. The delay can result in the Service Statistics Manager tables and the Service Monitor tables becoming out of sync. To address this issue, a Service Statistics Manager script runs every day at 7:15 p.m. The script sends an e-mail notification when the table sizes exceed 2.5 million records for the CDR table and 5 million records for the CMR table; the e-mail notification tells you to contact the Cisco Technical Assistance Center (TAC). The e-mail notification contains the following information: • Reporting time • Current record count • Record count limit • Existing prune period (in hours) • Last time pruner executed • Data older than *Min. Time Stamp* are pruned • Message to contact Cisco TAC When you receive an e-mail notification, you can decrease the data retention days to15 days (default is 30 days), and run the pruner with the help of Cisco TAC to bring database table sizes within limits. Determine the new period to use for data retention based on the call volume observed in the deployment. Typically, the higher call volumes that cause the database table sizes to grow beyond the default limit happen in deployments of 30,000 or more phones. To change the data retention days and to reduce database table sizing, see What to Do when You Receive a Database Table Size Exceeded E-mail, page 18.

Table 6 Known Problems in Service Statistics Manager 1.3 (continued)

Bug ID	Summary	Explanation
CSCta34541 (continued)	Lag in storing records (CDR or CMR) retrieved from Service Monitor (continued)	To ensure that you receive e-mail notifications, you must set the administrator e-mail ID and the SMTP hostname and port number. They are usually set during installation. If the administrator e-mail ID was not set, set it as follows: 1. Log in to the Service Statistics Manager server and edit this file: *Installation Directory*`\pw\etc\hosts\admin_user` 2. Include a single entry, *e-mailID@domain.com*, in the file. For example: `jbgrayse@cisco.com` If the SMTP hostname and port number were not set, see "Updating the SMTP Server and Port Number" section in *User Guide for Cisco Unified Service Statistics Ma*nager. Service Statistics Manager has been tested with a rate of 200 calls/minute and a data retention period of 30 days. This scenario does not cause the Service Statistics Manager database tables to become out of sync with the Service Monitor database tables. With this call rate, the out-of-sync condition appears when the Service Statistics Manager CDR table size exceeds 2.5 million records and the Service Statistics Manager CMR table size exceeds 5 million records. However, if the call rate is greater than 200 calls/minute, the out-of-sync condition can occur with fewer records in the CDR and CMR tables. In such situations, Cisco TAC can configure Service Statistics Manager to send e-mail notification when there are fewer records than the default in the CDR and CMR tables. **Note** A daily call volume of 200 calls/minute for 8 hours and 100 calls/minute for 2 hours generates approximately 2.37 million rows in the tables in 22 days.

Table 6 Known Problems in Service Statistics Manager 1.3 (continued)

Bug ID	Summary	Explanation
CSCta03506	How to clean up after failed installation or uninstallation	If Service Statistics Manager installation fails part-way through, or if uninstallation fails, your system can be left in a state where retrying the installation or uninstallation fails. Workaround: To workaround this problem, you must clean up your system as follows: 1. From the command line, enter this command: **`pw sys stop`** 2. Close all applications running on the server. 3. Edit the registry (using Regedit) to delete the following keys: – Uninstall keys for the SSM Administration Console, Service Statistics Manager server, and SSM agent: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{A57EBAA8-A035-483D-A0BA-3CB667CE5214} HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{B69A9D81-31FD-4B39-A4C7-9F0F0F774E0A} HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{DCD3461A-7AA6-44D3-9DC2-FE7B28DC7189} – Application key: HKEY_LOCAL_MACHINE\SOFTWARE\CUSSM – Entries for the database service, agent service, server service, and Apache service: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\ASANYe_CussmDB HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\ProNetAgent HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\ProNetServer HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\CUSSMApache 4. Remove entries from the startup menu: *StartupMenuDirectory*\Programs\Cisco Unified Service Statistics Manager 5. Delete the CUSSM folder now or after you complete step 6. 6. Restart the system.

Table 6 Known Problems in Service Statistics Manager 1.3 (continued)

Bug ID	Summary	Explanation

CSCsz57462	Instance aggregation report limited to 25 trunks	When defining an Instance Aggregation report, you can include up to 25 trunks only. This is so even when the data will be displayed in a table (that is, Show Only Table is selected in the report definition).
		Workaround:
		Do either of the following to produce a report with more than 25 trunks in it:
		• Create a Time Aggregation report and from it, drill down to an Instance Aggregation report. When you configure the Time Aggregation report:
		1. You can include more than 25 trunks.
		2. Select Show Only Table to accommodate the display of a large number of trunks.
		• From the command line on the Service Statistics Manager server, increase the limit:
		1. Edit the pronet.conf file (located in the *Installation Directory*\pw\pronto\conf directory).
		2. Look for this entry:
		`# Entries for configurations in reports graph display`
		`pronet.report.display.noOfxValues=25`
		3. Replace the value 25 with a greater value and save the pronet.conf file.
		4. Reload the properties for the Java server by entering this command:
		`pw j r`

CSCsz44590	Call Quality Summary shows incorrect average	The average value for good calls and fair calls is incorrect. If you add the data points shown on the graph and average them, the result does not match the average value displayed on the graph. Workaround: There is no workaround.
CSCsz26825	dbsrv and java_cntl process conflict	The database server was observed to shut down during a stress test due to a port conflict with another Service Statistics Manager process, pronet_cntl (java_cntl.exe). Workaround: Restart the SSM server: 1. Log into the Service Statistics Manager server. 2. Select **Start > All Programs > Cisco Unified Service Statistics Manager Server > Stop Server**. 3. Select **Start > All Programs > Cisco Unified Service Statistics Manager Server > Start Server**.

Table 6 Known Problems in Service Statistics Manager 1.3 (continued)

Bug ID	Summary	Explanation
CSCsy58383	Headings not aligned with data in e-mailed reports	Reports that are received and read using e-mail look misaligned. Column headings do not line up with data. This problem occurs when using Outlook 2003. Workaround: 1. In Outlook 2003, select **Tools > Options**. 2. On the Security tab, click **Change automatic download settings**. A dialog box opens. 3. Uncheck the option **Don't download pictures or other content automatically in HTML**. 4. Click **OK**.
CSCsx60244	Apostrophe in global comment distorted in graph or report	You can enter global comments to be displayed on graphs and reports. If you include an apostrophe (') in a global comment, it appears garbled in the graph or report. Workaround: Do not include an apostrophe in a global comment.

CSCsr62218	Discovery fails with invalid session exception	You trigger discovery and it fails. Service Statistics Manager does not discover Operations Manager because the IP address used in the login registration and the subsequent calls are different. An invalid session exception occurs.
		To determine whether this is the case, look in the *Installation Directory*\pw\pronto\logs\ProactiveNet.log file for the following exception:
		com.cisco.nm.nbi.cwcs.nbifw.InvalidSessionException
		Workaround:
		If you find that the invalid session exception occurred, resolve it by doing the following:
		1. Log in to the Operations Manager server.
		2. Edit the *NMSROOT*\lib\classpath\ss.properties file and set the SS_CHECKIP property to false:
		`SS_CHECKIP=false`
		3. Restart the daemon manager as follows:
		From the command prompt, enter this text:
		`net stop crmdmgtd`
		Wait 15 minutes.
		From the command prompt, enter this text:
		`net start crmdmgtd`

Table 6 Known Problems in Service Statistics Manager 1.3 (continued)

Bug ID	Summary	Explanation
CSCsr21803	Service Statistics Manager stops collecting data	Service Statistics Manager stops collecting data from Operations Manager, Service Monitor, or both. This happens after Operations Manager, Service Monitor, or both are reinstalled to folders that are different from the those in which they were located when Service Statistics Manager performed discovery. For example, the problem happens as follows: 1. Operations Manager is located in C:\Program Files\CSCOpx. 2. Service Statistics Manager performs discovery. 3. Operations Manager is reinstalled and, in place of C:\Program Files\CSCOpx, the following destination location is selected: C:\CSCOpx. 4. When polling for new data, the SSM agent continues to use the original path—C:\Program Files\CSCOpx—to look for the Operations Manager files and database. Workaround: Edit configuration files and update the path to Operations Manager, Service Monitor, or both on each system as follows: • On a system where Service Statistics Manager is installed with Operations Manager: 1. Change the paths as needed in both of these files: *Service Statistics Manager Installation Directory*\pw\custom\conf\ciscodetails.conf *Service Statistics Manager Installation Directory*\pw\custom\conf\pnagent.conf 2. Restart the server: Select **Start > Cisco Unified Service Statistics Manager > Stop Server** Select **Start > Cisco Unified Service Statistics Manager > Stop Server** • On a remote system where SSM Agent is installed: 1. Change the paths as needed in both of these files: *SSM Agent Installation Directory*\Agent\custom\conf\ciscodetails.conf *SSSM Agent Installation Directory*\Agent\custom\conf\pnagent.conf 2. On a system where SSM Administration Console is installed: a. Log in to the SSM Administration Console. b. Expand the Advanced Options and SSM Agent folders. c. Right-click the IP address for the remote SSM agent and select **Restart Agent**.

Table 6 Known Problems in Service Statistics Manager 1.3 (continued)

Bug ID	Summary	Explanation
CSCsq70177	Not all Operations Manager devices included in reports	The following was observed. More than 10 instances of Unified Communications Manager were added to Operations Manager. There were instances of Unified Communications Manager in each of these device states: • Monitored • Partially Monitored • Unreachable Data for fewer than 10 instances of Unified Communications Manager was included in Service Statistics Manager reports. Circumstances: Operations Manager does not produce performance data for devices unless they are in the Monitored device state. During discovery, Service Statistics Manager determines the devices for which data will be collected. Service Statistics Manager does not monitor each device in Operations Manager inventory. Of the devices that Service Statistics Manager supports, it monitors only those for which Operations Manager has collected data. (Much of the data that Service Statistics Manager uses is produced only when Voice Utilization polling is enabled for device groups in Operations Manager. By default, Voice Utilization polling is not enabled in Operations Manager.) Workaround: For Operations Manager (and Service Monitor) to provide the data that Service Statistics Manager relies upon, Operations Manager and Service Monitor must be configured correctly and devices must be reachable in the network. If you do not see particular Operations Manager devices in Service Statistics Manager reports: • Review the configuration information in *Quick Start Guide for Cisco Unified Service Statistics Manager 1.3* and ensure that Operations Manager is configured to produce the data that Service Statistics Manager needs. • Become familiar with the type of data that Service Statistics Manager uses; see the "Devices, Monitor Types, and Attributes" appendix in *User Guide for Cisco Unified Service Statistics Manager*. • For any device that you do not see in Service Statistics Manager reports, do the following in Operations Manager: – Ensure that the device state is Monitored. If it is not Monitored, perform any troubleshooting steps provided in Operations Manager online help to ensure that the device goes to a Monitored state. – Confirm that data exists in Operations Manager for the device by creating a performance graph for it. • After devices in Operations Manager reach the Monitored state, retrigger discovery from Service Statistics Manager.

Table 6 Known Problems in Service Statistics Manager 1.3 (continued)

Bug ID	Summary	Explanation
CSCso85594	Service Statistics Manager no longer accessible if Operations Manager admin user password changes	The problem happens in this scenario: 1. From Service Statistics Manager: a. Enter a username and password for Operations Manager. b. Perform discovery. 2. After Service Statistics Manager discovers Operations Manager, change the password for the admin user in Operations Manager. 3. Restart the Service Statistics Manager server. 4. Try to log in to Service Statistics Manager. 5. An error occurs: "Unable to validate CUSSM license information. Please check the OM licensing info..." Workaround: 1. From the command line on the Service Statistics Manager server, enter this command: `runjava scripts.ssm.UpdateOMPassword` You will be prompted to enter and verify a password for the Operations Manager admin user. The admin user password of Operations Manager is updated in the Service Statistics Manager database. 2. From the Start menu, start and stop SSM Server.

Table 7 Resolved Problems in Service Statistics Manager 1.3

Bug ID	Description
CSCso33613	ApacheCore_dll service errors

Useful Information About Integration with Operations Manager and Service Monitor

Note To ensure that you can log in to Service Statistics Manager 1.3, when operating with Operations Manager 2.3, you must install a patch on Operations Manager 2.3. For more information, see CSCtf42151, page 8.

For Service Statistics Manager 1.3 to interoperate with Operations Manager 8.0, you must install a patch on Service Statistics Manager. The patch is located at http://www.cisco.com/cisco/software/release.html?mdfid=282989534&flowid=5093&softwareid=282509423&release=1.3&rellifecycle=&relind=AVAILABLE&reltype=all.

Service Statistics Manager relies on information that it stores about Operations Manager and Service Monitor. Changes that you make in Operations Manager and Service Monitor can disrupt Service Statistics Manager functioning. Service Statistics Manager relies on this information:

- The username and password for a user with System Administrator and Network Administrator privilege on Operations Manager—The default user *admin* has these privileges and can be used.

  You might change the password for the admin user when you reinstall or upgrade Operations Manager. If you do, no one can log in to Service Statistics Manager. For a workaround to this problem, see bug ID CSCso85594, page 17.

- The installation directory for Operations Manager and for Service Monitor—When you run discovery, Service Statistics Manager stores the directory path for Operations Manager and for Service Monitor. You might change the directory in which Operations Manager or Service Monitor is installed when you reinstall or upgrade Operations Manager or Service Monitor. If you do so, Service Statistics Manager stops collecting data. For a workaround to this problem, see bug ID CSCsr21803, page 15.

What to Do when You Receive a Database Table Size Exceeded E-mail

Before performing any tasks in this section, you should contact Cisco TAC for assistance.

After receiving an e-mail alert regarding table sizing (see the explanation for CSCta34541 in Table 6), you should perform the following procedure (with the help of Cisco TAC):

Step 1 Determine an appropriate new prune interval based on call volume.

Step 2 Update the prune interval (the data retention days) for these database tables: SSM_CDR_TABLE and SSM_CMR_TABLE. Enter these commands:

```
runjava scripts.PruneEntry -update TableName NewDeltaHrs
```

For example:

```
runjava scripts.PruneEntry -update SSM_CDR_TABLE 360
```

changes the prune period for SSM_CDR_TABLE to 360 hours (15 days).

```
runjava scripts.PruneEntry -update SSM_CMR_TABLE 360
```

This changes the prune period for SSM_CMR_TABLE to 360 hours (15 days).

Step 3 Make sure that the pruner is running. Stop the Service Statistics Manager server if a very large amount of data needs to be pruned. This might occur on a system that was upgraded from Service Monitor 1.2.

Pruning might take a few hours to complete, depending on the amount of data to be purged.

Step 4 Examine the database to make sure that pruning has completed. Run the following commands:

a. `runjava scripts.PruneEntry -list tablename`

   For example:

   ```
   runjava scripts.PruneEntry -list ssm_cdr_table
   ```

b. `runjava scripts.PruneEntry -list ssm_cmr_table`

In the tables, look in the MinTimeStamp field. This field lists the time stamp of the oldest data present in the table. If a time exists that is older than the current time, the pruning is not complete.

Step 5 When the prune period is reduced, some of the reports (most notably the Traffic Summary - Day of Month report) will need to be updated because they are monthly reports based on the CDR tables.

To modify the frequency and reporting period of the report, perform the following commands:

a. **runjava scripts.UpdateReportDetails** *Report Title DB_COL_NAME DATATYPE NEWVALUE*

   For example:

   runjava scripts.UpdateReportDetails "Traffic Summary - Day of Month" PERIODID NUM 5.

   This sets the reporting period to the last 15 days.

b. **runjava scripts.UpdateReportDetails "Traffic Summary - Day of Month" FREQUENCYID NUM 2.**

   This sets the frequency of the report generation to weekly.

Note If you later determine that 30 days is an appropriate prune interval for your call volume, see Restoring the Data Retention and Reporting Periods to 30 Days, page 19.

Step 6 Restart the Service Statistics Manager server.

Step 7 (Optional) You can specify any number of tables and the corresponding limit through the settings in the *Installation Directory*\pw\pronto\conf\pronet.conf file.

Following are the settings you might want to change:

- pronet.rowcheck.tablecount = 2
- pronet.rowcheck.table1.name = SSM_CDR_TABLE
- pronet.rowcheck.table1.limit = 2500000
- pronet.rowcheck.table2.name = SSM_CMR_TABLE
- pronet.rowcheck.table2.limit = 5000000

If you change any of these settings, you must run the following command in a command prompt to reload these jserver properties:

pw j r

Restoring the Data Retention and Reporting Periods to 30 Days

Note Before performing any tasks in this section, you should contact Cisco TAC for assistance.

If you previously reduced the prune interval for your database and you have determined that a 30-day prune interval is appropriate based on your current call volume, use this procedure.

Step 1 Update the prune interval (the data retention days) for these database tables: SSM_CDR_TABLE and SSM_CMR_TABLE. Enter these commands:

runjava scripts.PruneEntry -update *TableName NewDeltaHrs*

For example:

runjava scripts.PruneEntry -update SSM_CDR_TABLE 720

changes the prune period for SSM_CDR_TABLE to 720 hours (30 days).

runjava scripts.PruneEntry -update SSM_CMR_TABLE 720.

This changes the prune period for SSM_CMR_TABLE to 720 hours (30 days).

Step 2 If you previously reduced the reporting interval and frequency for the Traffic Summary - Day of Month report to weekly, use the following steps to restore it to the default interval and frequency. Enter these commands:

```
runjava scripts.UpdateReportDetails Report Title DB_COL_NAME DATATYPE NEWVALUE
```

For example:

```
runjava scripts.UpdateReportDetails "Traffic Summary - Day of Month" PERIODID NUM 7
```

This sets the reporting period to the last 30 days.

```
runjava scripts.UpdateReportDetails "Traffic Summary - Day of Month" FREQUENCYID
NUM 3
```

This sets the frequency of the report generation to monthly.

Documentation Errata

This section provides corrections to the documentation.

User Guide—Using Administration

The following error exists in the online help, the PDF of User Guide for Cisco Unified Service Statistics Manager 1.3 that is accessible from the online help, and in the UserGuideforCiscoUnifiedServiceStatisticsManager.pdf file included in the Service Statistics Manager product download file (CUSSM-1.3.zip) on Cisco.com:

In the chapter Using Administration, the topic Installing SSM Agent on Another System erroneously refers to Operations Manager 2.2 and Service Monitor 2.2. However, Service Statistics Manager 1.3 interoperates with Operations Manager 2.3 and 8.0, and Service Monitor 2.3 and 8.0 only.

The corrected text appears in the user guide on Cisco.com.

Quick Start Guide—Installing Win32 OpenSSL on the Server System

The following error exists in the QuickStartGuideCiscoUnifiedServiceStatisicsManager1_3.pdf file that is included in the Service Statistics Manager product download file (CUSSM-1.3.zip) on Cisco.com:

The Quick Start Guide incorrectly names the file that you should download from Cisco.com as OpenSSL-0.9.8n-Win32.zip. The correct file to download is OpenSSL-0.9.8n-Win32-CSCtd05778.zip.

The corrected text appears in the quick start guide on Cisco.com.

Quick Start Guide—Logging in to Cisco Unified Service Statistics Manager and Configuring Operations Manager

In the QuickStartGuideCiscoUnifiedServiceStatisicsManager1_3.pdf file that is included in the Service Statistics Manager product download file (CUSSM-1.3.zip) on Cisco.com, the following important note was omitted:

Note To ensure that you can log in to Service Statistics Manager 1.3, you must apply a patch to Operations Manager 2.3. (For more information, see CSCtf42151, page 8.)

The note was added to the quick start guide on Cisco.com.

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.

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