



Release Notes for Cisco Unified Service Statistics Manager 8.5

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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

Service Statistics Manager 8.5 adds the following:

- Support for reports based on device pools, locations, and clusters.
- Support for reports based on CAC location bandwidth utilization.
- Support for reports based on route group utilization.
- Session Initiation Protocol (SIP) trunk data in usage reports.
- SIP trunk call data to the call volume reports.
- Importing call quality definitions, including codec type, from Service Monitor.
- Enhancements to trunk utilization reporting.
- Improvements to database scaling and performance.
- User-defined call category support from Service Monitor.



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Product Documentation

Table 1 describes the product documentation that is available.

Table 1 *Product Documentation*

Document Title	Available on Cisco.com at this URL
<i>Release Notes for Cisco Unified Service Statistics Manager 8.5</i>	http://www.cisco.com/en/US/products/ps7285/prod_release_notes_list.html
<i>Quick Start Guide for Cisco Unified Service Statistics Manager 8.5</i>	http://www.cisco.com/en/US/products/ps7285/prod_installation_guides_list.html
<i>User Guide for Cisco Unified Service Statistics Manager 8.5</i>	http://www.cisco.com/en/US/products/ps7285/products_user_guide_list.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

Table 2 describes the additional documentation that is available.

Table 2 *Related Documentation*

Document Title	Cisco.com URL Where Document Is Available
<i>Release Notes for Cisco Unified Service Monitor 8.5</i>	http://www.cisco.com/en/US/products/ps6536/prod_release_notes_list.html
<i>Cisco Unified Service Monitor 8.5 Compatibility Matrix</i>	http://www.cisco.com/en/US/products/ps6536/products_device_support_tables_list.html
<i>Installation Guide for Cisco Unified Service Monitor 8.5</i>	http://www.cisco.com/en/US/products/ps6536/prod_installation_guides_list.html
<i>User Guide for Cisco Unified Service Monitor 8.5</i>	http://www.cisco.com/en/US/products/ps6536/products_user_guide_list.html
<i>Release Notes for Cisco Unified Operations Manager 8.5</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) 8.5</i>	http://www.cisco.com/en/US/products/ps6535/prod_installation_guides_list.html
<i>User Guide for Cisco Unified Operations Manager 8.5</i>	http://www.cisco.com/en/US/products/ps6535/products_user_guide_list.html

Known and Resolved Problems

Table 3 lists problems known to exist in Service Statistics Manager 8.5. 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 9. Table 4 lists problems that have been resolved in Service Statistics Manager 8.5.


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 Statistics Manager 8.5

Bug ID	Summary	Explanation
CSCto49905	Call volume data is lost for one day.	When Service Statistics Manager has already discovered the system-defined call categories available in Service Monitor, if you add user-defined call categories and rediscover Service Statistics Manager, the first day after discovery, data for Call Volume By Cluster and Call Volume by Device Pool is not available. Starting the next day, the data is collected. Workaround: As an alternative, you can use the Traffic Summary - Hour of the Day report to view the data.
CSCtn87053	User-defined call categories are not discovered.	User-defined call categories are not discovered after upgrade. This occurs because the user-defined call categories are not immediately available to Service Statistics Manager. After a few minutes, they become available. Workaround: Wait one hour, then run discovery.
CSCtn80063	Some locations display no data.	Some locations show no data for CAC location bandwidth utilization. Workaround: Restart the SSM agent on the Service Statistics Manager server.
CSCtn41399	SIP trunk information is not collected.	Some trunks display no data for trunk utilization. Workaround: Restart the SSM Agent on the Service Statistics Manager server.

Table 3 Known Problems in Service Statistics Manager 8.5 (continued)

Bug ID	Summary	Explanation
CSCtn89719	Operations Manager SSL port is not preserved during an upgrade of Service Statistics Manager.	<p>When upgrading Service Statistics Manager on a system where Operations Manager is also installed, the https port entry for Operations Manager in the pronet.conf file is changed to 443. The result is that you cannot log into Service Statistics Manager.</p> <p>Workaround:</p> <p>Do one of the following:</p> <ul style="list-style-type: none"> • Before upgrade—Add the following entry to the <CUSSM Installation folder>\pw\custom\conf\pronet.conf file: <code>pronet.ssm.om.port.https=CustomerOMSSLPortNum</code> • After upgrade—Add the following entry to the <CUSSM Installation folder>\pw\custom\conf\pronet.conf file: <code>pronet.ssm.om.port.https=CustomerOMSSLPortNum</code> <p>Then restart the Service Statistics Manager server.</p>
CSCtj84199	The Busy Hour information displayed in reports is incorrect.	<p>The Busy Hour information displayed in the time aggregation reports is incorrect.</p> <p>Workaround:</p> <p>Use a custom graph to view the Busy Hour information.</p>

Table 3 Known Problems in Service Statistics Manager 8.5 (continued)

Bug ID	Summary	Explanation
CSCta03506	How to clean up after failed installation or uninstallation	<p>If Service Statistics Manager installation fails part of the way through, or if uninstallation fails, your system can be left in a state in which retrying the installation or uninstallation fails.</p> <p>Workaround:</p> <p>To workaround this problem, you must clean up your system as follows:</p> <ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> - Uninstall keys for the SSM Administration Console, Service Statistics Manager server, and SSM agent: <pre>HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{A57EBAA8-A035-483D-A0BA-3CB667CE5214}</pre> <pre>HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{B69A9D81-31FD-4B39-A4C7-9F0F0F774E0A}</pre> <pre>HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{DCD3461A-7AA6-44D3-9DC2-FE7B28DC7189}</pre> - Application key: <pre>HKEY_LOCAL_MACHINE\SOFTWARE\CUSSM</pre> - Entries for the database service, agent service, server service, and Apache service: <pre>HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SQLANYe_CusmDB</pre> <pre>HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\ProNetAgent</pre> <pre>HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\ProNetServer</pre> <pre>HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\CUSSMApache</pre> 4. Remove entries from the startup menu: <pre>StartupMenuDirectory\Programs\Cisco Unified Service Statistics Manager</pre> 5. Delete the CUSSM folder now or after you complete step 6. 6. Restart the system.

Table 3 Known Problems in Service Statistics Manager 8.5 (continued)

Bug ID	Summary	Explanation
CSCsz57462	Instance aggregation report limited to 25 trunks	<p>When defining an Instance Aggregation report, you can include no more than 25 trunks. This limit applies even when the data will be displayed in a table (that is, when Show Only Table is selected in the report definition).</p> <p>Workaround:</p> <p>Do either of the following to produce a report with more than 25 trunks:</p> <ul style="list-style-type: none"> • Create a Time Aggregation report; from this report, drill down to an Instance Aggregation report. When you configure the Time Aggregation report: <ol style="list-style-type: none"> 1. 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: <ol style="list-style-type: none"> 1. Edit the <code>pronet.conf</code> file (located in the <i>Installation Directory</i>\pw\pronto\conf directory). 2. Look for this entry: <pre># Entries for configurations in reports graph display pronet.report.display.noOfxValues=25</pre> 3. Replace the value “25” with a greater value and save the <code>pronet.conf</code> file. 4. Add the same property (from above) to the <i><Installation Directory></i>\pw\custom\conf\pronet.conf file. 5. Reload the properties for the Java server by entering this command: <pre>pw j r</pre>
CSCsx60244	Apostrophe in global comment distorted in graph or report	<p>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.</p> <p>Workaround:</p> <p>Do not include apostrophes in global comments.</p>

Table 3 Known Problems in Service Statistics Manager 8.5 (continued)

Bug ID	Summary	Explanation
CSCsr21803	Service Statistics Manager stops collecting data	<p>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.</p> <p>For example, the problem happens as follows:</p> <ol style="list-style-type: none"> 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. <p>Workaround:</p> <p>Edit configuration files and update the path to Operations Manager, Service Monitor, or both on each system as follows:</p> <ul style="list-style-type: none"> • On a system where Service Statistics Manager is installed with Operations Manager: <ol style="list-style-type: none"> 1. Change the paths as needed in both of these files: <p><i>Service Statistics Manager Installation</i> Directory\pw\custom\conf\ciscodeetails.conf</p> <p><i>Service Statistics Manager Installation</i> Directory\pw\custom\conf\pnagent.conf</p> 2. Restart the server: <p>Select Start > Cisco Unified Service Statistics Manager > Stop Server</p> <p>Select Start > Cisco Unified Service Statistics Manager > Start Server</p> • On a remote system where SSM Agent is installed: <ol style="list-style-type: none"> 1. Change the paths as needed in both of the following files: <p><i>SSM Agent Installation Directory\Agent\custom\conf\ciscodeetails.conf</i></p> <p><i>SSSM Agent Installation Directory\Agent\custom\conf\pnagent.conf</i></p> 2. On a system where SSM Administration Console is installed: <ol style="list-style-type: none"> 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 3 Known Problems in Service Statistics Manager 8.5 (continued)

Bug ID	Summary	Explanation
CSCsq70177	Not all Operations Manager devices included in reports	<p>In one case, more than 10 instances of Unified Communications Manager were added to Operations Manager. There were instances of Unified Communications Manager in each of the following device states:</p> <ul style="list-style-type: none"> • Monitored • Partially Monitored • Unreachable <p>Data for fewer than 10 instances of Unified Communications Manager was included in Service Statistics Manager reports.</p> <p>Circumstances:</p> <p>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.)</p> <p>Workaround:</p> <p>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:</p> <ul style="list-style-type: none"> • Review the configuration information in <i>Quick Start Guide for Cisco Unified Service Statistics Manager 8.5</i> 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 <i>User Guide for Cisco Unified Service Statistics Manager</i>. • For any device that you do not see in Service Statistics Manager reports, do the following in Operations Manager: <ul style="list-style-type: none"> – Verify that the device state is Monitored. If it is not, perform any troubleshooting steps provided in the Operations Manager online help to ensure that the device goes to the Monitored state. – Confirm that data for the device exists in Operations Manager by creating a performance graph for it. • After devices in Operations Manager reach the Monitored state, retrigger discovery from Service Statistics Manager.

Table 3 Known Problems in Service Statistics Manager 8.5 (continued)

Bug ID	Summary	Explanation
CSCso85594	Service Statistics Manager no longer accessible if Operations Manager admin user password changes	<p>This problem happens in the following scenario:</p> <ol style="list-style-type: none"> From Service Statistics Manager: <ol style="list-style-type: none"> Enter a username and password for Operations Manager. Perform discovery. After Service Statistics Manager discovers Operations Manager, change the password for the admin user in Operations Manager. Restart the Service Statistics Manager server. Try to log in to Service Statistics Manager. An error occurs: “Unable to validate CUSSM license information. Please check the OM licensing info...” <p>Workaround:</p> <ol style="list-style-type: none"> From the command line on the Service Statistics Manager server, enter this command: <pre>runjava scripts.ssm.UpdateOMPassword</pre> <p>You are prompted to enter and verify a password for the Operations Manager admin user. The admin user password for Operations Manager is updated in the Service Statistics Manager database.</p> From the Start menu, start and stop the SSM Server.

Table 4 Resolved Problems in Service Statistics Manager 8.5

Bug ID	Description
CSCsz46077	Service Quality reports did not distinguish codecs.
CSCti36307	Flex DLLs were not copied during an upgrade.
CSCtk06737	Export of time aggregate trunk utilization reports did not display values for attributes.
CSCtq90190	Export of aggregate graph data was missing.

Useful Information About Integration with Operations Manager and Service Monitor

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 the following information:

- The username and password for a user with System Administrator and Network Administrator privileges 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. To work around this problem, see bug ID [CSCso85594](#), page 9.

- 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 one or the other is installed when you reinstall or upgrade either. If you do so, Service Statistics Manager stops collecting data. To work around this problem, see bug ID [CSCsr21803](#), page 7.

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>

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This document is to be used in conjunction with the documents listed in the “[Related Documentation](#)” section.

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