



Release Notes for Cisco Unified Service Statistics Manager 8.7

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

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What's New in This Release

Cisco Unified Service Statistics Manager (Unified SSM) 8.7 is a patch release to be installed on Unified SSM 8.6.



Note

The software version continues to show as Cisco Unified Service Statistics Manager 8.6 even after you install the Unified SSM 8.7 patch.

Cisco Unified Service Statistics Manager 8.7 now supports the following:

- Compatibility with Cisco Prime Unified Operations Manager 8.7 and Cisco Unified Service Monitor 8.7
- ESXi5.0
- Windows 2008 R1, 64-Bit Edition
- Firefox 10.x



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

Server and Client Requirements

The Cisco Unified SSM 8.7 patch can be installed only if Cisco Unified SSM 8.6 is already installed. Ensure that IPv6 is disabled in the server where SSM 8.7 is to be installed.

For more information on server and client requirements for the system and browser, see *Server and Client System Requirements* in [Quick Start Guide for Cisco Unified Service Statistics Manager 8.6](#).

Installing Cisco Unified Service Statistics Manager 8.7

This section describes how to install the Cisco Unified Service Statistics Manager 8.7 patch on Unified SSM 8.6.

Before You Begin

This section explains the important steps before you install Unified SSM 8.7 patch for:

- [Existing Users](#)
- [New Users](#)
- [Windows 2008 R1 64-Bit Server Support](#)

Existing Users

Do the following to prepare your server:

1. Make sure that Unified Prime OM and Unified SM have both been upgraded to release 8.7. This is a prerequisite for installing the Unified SSM 8.7 patch.
2. Download the SSM86-CSCtt17401.zip patch from the download location:
<http://www.cisco.com/cisco/software/navigator.html?mdfid=281010036&i=rm>

New Users

Do the following to prepare your server:

1. Download Unified SSM 8.6 bundled with the 8.7 patch from the download location:
<http://www.cisco.com/cisco/software/navigator.html?mdfid=281010036&i=rm>
2. Install Unified SSM 8.6 on your server.

Windows 2008 R1 64-Bit Server Support

Users with SSM 8.6 installed on Windows 2008 R1, 64-bit servers must update the environment variable before installing the Unified SSM 8.7 patch.

To change the environment variable:

-
- Step 1** Right-click **My Computer** and click **Properties**.
 - Step 2** Click the **Advanced** tab.
 - Step 3** Click the **Environment Variables** button.
 - Step 4** In the System Variables window, click **Path**.
 - Step 5** Click **Edit**.

The Path configuration window opens.

- Step 6** Go to the end of the text in the Variable Value text box and check for a semicolon; if no semicolon is present, add one.
- Step 7** Add the following text:
- ```
<CUSSM install root>\pw\pronto\bin
```
- Step 8** Click **OK**.
- Step 9** Click **OK** again.

To list all of the running Unified SSM processes, enter the following command at the command prompt:

```
pw p 1
```

If the path variable change was successful, all running Unified SSM processes are listed.



**Note** New users with Windows 2008 R1, 64-bit servers must update the path environment variable after installing Unified SSM 8.6 and before applying the Unified SSM 8.7 patch.

## Installing the Unified SSM 8.7 Patch

To install the Unified SSM 8.7 patch:

- Step 1** Log in to the Unified SSM server.
- Step 2** Download the zip file to the same drive where Unified SSM is installed.
- Step 3** Unzip the patch zip file and save the contents to the same drive where Unified SSM is installed. For example, if Unified SSM is installed on the C: drive, unzip the patch to the C: drive.



**Caution** Do not unzip the patch to any other drive, or the patch installation will fail.

- Step 4** Apply the server patch on the Unified SSM server machine by running **Server-patch.bat**.



**Note** The patch will automatically stop and start the server. You need not start or stop any process yourself.

## Known and Resolved Problems

Table 1 lists problems known to exist in Unified SSM 8.7. Some known problems occur due to changes made in Prime Unified OM and Unified SM systems after integration with Unified SSM; these are summarized in [Product Documentation, page 4](#).



**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 1** Known Problems in Service Statistics Manager 8.7

| Bug ID     | Summary                                                                                                    | Explanation                                                                                                                                                                                                                                                                                                       |
|------------|------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCty64488 | Unified SSM does not work on a Windows 2008 R1 64-bit server if it is installed in C:\Program Files (x86). | If Unified SSM is installed in C:\Program Files (x86)\ on a Windows 2008 R1 64-bit system, the processes do not come up after installation. Unified SSM will not work if it is installed in this particular location.<br><br>Workaround:<br><br>Install Unified SSM in any folder other than Program Files (x86). |

For more information on known problems in Unified SSM 8.6, refer to [Release Notes for Cisco Unified Service Statistics Manager 8.6](#).

Table 2 lists problems that have been resolved in Service Statistics Manager 8.7.

**Table 2** Resolved Problems in Service Statistics Manager 8.7

| Bug ID     | Description                                     |
|------------|-------------------------------------------------|
| CSCtw88408 | Browser compatibility with Unified CM 8.7.      |
| CSCtt17401 | Call completion rate is calculated incorrectly. |

## Product Documentation

The following is the product documentation that is available:

- [Release Notes for Cisco Unified Service Statistics Manager 8.6](#)
- [Quick Start Guide for Cisco Unified Service Statistics Manager 8.6](#)
- [User Guide for Cisco Unified Service Statistics Manager 8.6](#)

## Related Documentation

The following is the additional documentation that is available:

- [Release Notes for Cisco Prime Unified Service Monitor 8.7](#)
- [Cisco Unified Service Monitor 8.6 Compatibility Matrix](#)
- [Installation Guide for Cisco Prime Unified Service Monitor 8.7](#)
- [User Guide for Cisco Prime Unified Service Monitor 8.7](#)
- [Release Notes for Cisco Prime Unified Operations Manager 8.7](#)
- [Installation Guide for Cisco Prime Unified Operations Manager \(Includes Service Monitor\) 8.7](#)
- [User Guide for Cisco Prime Unified Operations Manager 8.7](#)

# 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 “What's New in This Release” section.

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