



Release Notes for Cisco Unified Service Statistics Manager 9.0

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

Service Statistics Manager 9.0 key features include:

- Scale enhancements upto 60 K phones
- UC 9.0 (Troy) support
- Windows 2008 R2 support
- Integration with OM/SM 9.0
- Support for the following upgrade paths:
 - SSM 8.5 to SSM 9.0
 - SSM 8.6 to SSM 9.0
 - SSM 8.7 to SSM 9.0



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Server and Client Requirements

Ensure that IPv6 is disabled in the server where SSM 9.0 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 9.0](#).

Installing Cisco Unified Service Statistics Manager 9.0

For more information on installing and upgrading to Cisco Unified Service Statistics Manager 9.0, see *Installation and Upgrade Paths* in [Quick Start Guide for Cisco Unified Service Statistics Manager 9.0](#).

**Note**

If CUOM 9.0 is installed in Windows 2008 64 bit (R1 or R2) servers, you must install the patch CUOM9.0-win-CSCub26794-1.zip on top of CUOM 9.0. SSM discovery will fail unless this patch is installed in CUOM.

Known and Resolved Problems

[Table 1](#) lists problems known to exist in Unified SSM 9.0. 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 6](#).

**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 9.0

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).	<p>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.</p> <p>Workaround:</p> <p>Install Unified SSM in any folder other than Program Files (x86).</p>
CSCto49905	Call volume data is lost for one day.	<p>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.</p> <p>Starting the next day, the data is collected.</p> <p>Workaround:</p> <p>As an alternative, you can use the Traffic Summary - Hour of the Day report to view the data.</p>
CSCtn80063	Some locations display no data.	<p>Some locations show no data for CAC location bandwidth utilization.</p> <p>Workaround:</p> <p>If SSM is deployed in co-residing mode, then restart SSM Agent on the SSM server. If SSM is installed in co-existence mode, then restart the SSM Agent on the OM server.</p>
CSCtn41399	SIP trunk information is not collected.	<p>Some trunks display no data for trunk utilization.</p> <p>Workaround:</p> <p>If SSM is deployed in co-residing mode, then restart SSM Agent on the SSM server. If SSM is installed in co-existence mode, then restart the SSM Agent on the SM 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 1 Known Problems in Service Statistics Manager 9.0

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>.

Table 1 Known Problems in Service Statistics Manager 9.0

Bug ID	Summary	Explanation
CSCsq70177 continued		<ul style="list-style-type: none"> • 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.
CSCts02051	Data for user defined call categories are not collected.	<p>After upgrade from SSM version 8.5 to 8.6, the call volume by cluster and call volume by device pool data are not collected for the user defined call categories.</p> <p>Workaround: Restart the SSM agent.</p>
CSCts25240	SSM data is not matching with SM data at 23:00 hrs in high load.	<p>In co-existence performance system, when the call load is higher (500 calls/minute), at 23:00 hour of a day SSM data does not match the SM data.</p> <p>Symptom: Traffic Summary - Hour of Day report shows lower calls at 23:00 hours at high call volume.</p> <p>Workaround: Create a custom traffic summary report for the previous two days, after which, for the same day at 23:00 hrs, the data matches.</p>
CSCub60456	Problems pertaining to old reports and views after upgrade to SSM 9.0.	<p>The old views and reports created by specifying elements of the deprecated monitor types, namely, Channel based trunk usage and Gateway utilization are rendered invalid since the old monitor instances are deleted from the database after the upgrade to SSM 9.0</p> <p>After the upgrade the views and reports must be rendered invalid. The reports and views should be either deleted and re-created or re-edited to Point to the new elements after SSM discovery.</p> <p>Workaround: You should edit or recreate then view or reports which were created before to upgrade by selecting the elements. Stop and Start SSM 9.0.</p>

Table 1 Known Problems in Service Statistics Manager 9.0

Bug ID	Summary	Explanation
CSCub60445	Login failure after upgrade to or a fresh install SSM 9.0	There are problems in logging into SSM in a co-existence environment after an upgrade to 9.0. This problem also exists in case of fresh install. Workaround: Stop and Start SSM.
CSCto08485	Email sent wrong indication of data collection problems.	The status collection problem email doesnot report the right data collection problem though the data was available Workaround: None. You can ignore the mail.

Table 2 lists problems that have been resolved in Service Statistics Manager 9.0.

Table 2 Resolved Problems in Service Statistics Manager 9.0

Bug ID	Description
CSCta03506	How to clean up after failed installation or uninstallation
CSCsz57462	Instance aggregation report limited to 25 trunks
CSCsx60244	Apostrophe in global comment distorted in graph or report
CSCsr21803	Service Statistics Manager stops collecting data
CSCtj28416	Login problems in CSM client application and CiscoWorks web GUI.

Product Documentation

The following is the product documentation that is available:

- [Release Notes for Cisco Unified Service Statistics Manager 9.0](#)
- [Quick Start Guide for Cisco Unified Service Statistics Manager 9.0](#)
- [User Guide for Cisco Unified Service Statistics Manager 9.0](#)

Related Documentation

The following is the additional documentation that is available:

- [Release Notes for Cisco Prime Unified Service Monitor 9.0](#)
- [Cisco Prime Unified Service Monitor 9.0 Compatibility Matrix](#)
- [Installation Guide for Cisco Prime Unified Service Monitor 9.0](#)
- [User Guide for Cisco Prime Unified Service Monitor 9.0](#)
- [Release Notes for Cisco Prime Unified Operations Manager 9.0](#)

- [Installation Guide for Cisco Prime Unified Operations Manager 9.0](#)
- [User Guide for Cisco Prime Unified Operations Manager 9.0](#)

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 “What's New in This Release” section.

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