



Installation Guide and Release Notes for Cisco Hosted Collaboration Mediation, 1.0

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This guide explains how to install Cisco Hosted Collaboration Mediation (HCM) 1.0 and describes the known problems that exist in HCM 1.0.

HCM 1.0 includes:

- [HCM Dashboard](#)
- [HCM Mediation Component](#)

This document contains the following sections:

- [Introduction, page 1](#)
- [Installing HCM Dashboard, page 4](#)
- [Uninstalling HCM Dashboard, page 12](#)
- [Installing the HCM Mediation Component, page 13](#)
- [Uninstalling HCM Mediation Component, page 16](#)
- [Known Problems, page 18](#)

Introduction

This section contains the following topics:

- [Audience, page 2](#)
- [Product Documentation, page 2](#)
- [Obtaining Documentation and Submitting a Service Request, page 3](#)
- [Product Overview, page 3](#)



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Audience

This document is for network administrators and operators who monitor, maintain, and configure the status of the virtualized instances of Hosted Communications Services (HCS). This guide assumes that you are familiar with the following products and topics:

- Basic internetworking terminology and concepts
- Network topology and protocols
- Cisco Secure Access Control System (ACS) Server
- MySQL Connector/J 5.1
- JBoss Application Server
- Windows Server 2008
- Oracle database administration

Product Documentation

[Table 1](#) lists the HCM documentation set.

We sometimes update the documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates. You must access the links in [Table 1](#) for the most current HCM 1.0 documentation.

Table 1 **Product Documentation**

Document Title	Available Formats
<i>User Guide for Cisco Hosted Collaboration Mediation 1.0</i>	On Cisco.com: http://www.cisco.com/en/US/products/ps11243/products_user_guide_list.html
<i>Installation Guide and Release Notes for Cisco Hosted Collaboration Mediation 1.0 (this document)</i>	On Cisco.com: • http://www.cisco.com/en/US/products/ps11243/prod_installation_guides_list.html • http://www.cisco.com/en/US/products/ps11243/prod_release_notes_list.html
<i>Programmer Guide for Cisco Hosted Collaboration Mediation Interface, 1.0</i>	• In PDF on the product DVD. • On Cisco.com: http://www.cisco.com/en/US/products/ps11243/prod_technical_reference_list.html
<i>Open Source Used In Cisco Hosted Collaboration Mediation 1.0</i>	On Cisco.com: http://www.cisco.com/en/US/products/ps11243/products_licensing_information_listing.html

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.

Product Overview

This section describes the HCM 1.0 software. This section includes:

- [HCM Dashboard, page 3](#)
- [HCM Mediation Component, page 3](#)

HCM Dashboard

HCM Dashboard should be used in a Managed Service Provider (MSP) Network Operations Center (NOC). HCM Dashboard provides a single-pane view of assurance data in the hosted environment and displays various summaries and reports. It acts as a bridge between customer-specific implementations of the following domain managers, in a virtualized environment:

- Cisco Unified Operations Manager (CUOM)
- VMware vCenter
- Cisco Fabric Manager Server (FMS)
- Cisco Unified Computing System Manager (UCSM)

HCM Dashboard aggregates data from multiple instances of these domain managers, so that if you log into the HCM Dashboard, you can view aggregated customer data in a single window. HCM Dashboard comprises a set of Administration and Dashboard portlets and a Diagnostics portlet.

The Administration portlets enable you to cross-launch to the web pages of the individual instances of CUOM, vCenter, FMS, and UCSM for customer-centric views.

The Dashboard portlets enable you to aggregate data from each virtualized instance of CUOM, vCenter, FMS, and UCSM.

HCM Mediation Component

HCM Mediation uses the TM Forum Shared Information/Data Model (SID) as the foundation data model. HCM Mediation implements the SID as its common model to create and maintain the data interoperability layer in HCS. It provides SID-based normalized API to the underlying domain managers. It also interfaces with CUPM and supports the CUPM connector.

Installing HCM Dashboard

This section explains how to install HCM Dashboard. The installation process takes approximately 15 minutes. HCM Dashboard can be installed in a cluster or a non-cluster setup. This section includes:



Note

After installing HCM Dashboard, you must install the HCM 1.0 patch. The patch fixes bug ID CSCtk08316 (see [CSCtk08316](#), page 18).

- [Server Requirements for HCM Dashboard](#), page 4
- [Prerequisites for HCM Dashboard](#), page 5
- [Configuring a New Client and New User in ACS 5.1](#), page 5
- [Recommended Installation Options for MySQL Database Server 5.1](#), page 8
- [Installing and Starting HCM Dashboard in a Non-Cluster Setup](#), page 8
- [Configuring wrapper.log File Size](#), page 11
- [Installing HCM Dashboard in a Cluster Setup](#), page 11

Server Requirements for HCM Dashboard

[Table 2](#) lists the server requirements for HCM Dashboard.

Table 2 **Server Requirements**

Requirement	Notes
Operating System	Microsoft Windows Server 2008 Enterprise Edition
Browser	Firefox 3.x.
CPU	• Dual-core Xeon or dual-core Opteron processor with at least 3.2 GHz clock speed. • Dual processor sockets which support up to two Intel Xeon 5200 or Intel Xeon 5400 Series processors.
DRAM	• 16 GB Synchronous Dynamic Random Access Memory (SDRAM), expandable to 32 GB. • Eight Dual In-line Memory Module (DIMM) slots support up to 32 GB DDR2 fully buffered memory • 16 GB swap space.
CPU Cache	2 x 6 MB L2 cache.
Disk Space	The disk space required is 400 GB. You can increase the number of hard drives, using a local disk.
Network Interface Card (NIC)	One 1-Gigabit Ethernet, low-latency NIC.
Structured Query Language (SQL) Server	MySQL 5.1. This is not installed as a part of the HCM application package.

Table 2 **Server Requirements (continued)**

Requirement	Notes
Java Runtime Environment (JRE)	JRE 1.5 or above.
Web Server	JBoss. JBoss is available as part of the HCM application package.

Prerequisites for HCM Dashboard

Before installing HCM Dashboard:

- Make sure that the server requirements are met—See [Table 2](#).
- Install Cisco Secure Access Control System (ACS) 5.1 server—For more information, see [Installation and Upgrade Guide for the Cisco Secure Access Control System 5.1](#)
- Configure users—[Configuring a New Client and New User in ACS 5.1, page 5](#)
- Install MySQL 5.1 Server—See [Recommended Installation Options for MySQL Database Server 5.1, page 8](#)
- Synchronize the time among all CUOM and HCM servers, using Network Time Protocol (NTP) or a similar mechanism. There should be no time difference between CUOM and HCM.
- Make sure to configure Domain Name System (DNS) if you use HTTPS.

If you do not configure DNS, there will be an impact on the performance. This is because if HCM is located in the management zone, it does not have DNS access to the domain managers in the customer zone. In such cases, edit the etc\hosts on the HCM server, manually.

- Enable HTTPS in CUOM.

HCM supports both HTTP and HTTPS. We recommend that you enable HTTPS in CUOM because all the CUOM northbound interface (NBI) requests are over HTTPS.

[Table 3](#) lists the applications and the corresponding port numbers that you must configure in HCM

Table 3 **Port Numbers**

Application	Port Number
CUOM NBI	44442
Client to server HTTP communication and listening CUOM notifications	8080
Client to server HTTPS communication	8443

Configuring a New Client and New User in ACS 5.1

This section explains how to add a new client and the procedure to add a new user. It includes:

- [Adding a New Client, page 6](#)
- [Adding a New User, page 7](#)

Adding a New Client

To add a new client in ACS 5.1

-
- Step 1** Log into ACS 5.1 as an admin user.
- Step 2** From the navigation pane, choose **Network Resources > Network Devices and AAA Clients**.
The Network Devices page appears.
- Step 3** Click **Create**.
The Create page appears.
- Step 4** In the General pane:
- Enter the DNS name of the client system in the Name field.
For example, *sol-tm-portal1*.
 - (Optional) Enter the description of the HCM server in the Description field.
Do not select the Location details or the Device type in the Network Device Groups pane,
- Step 5** In the IP Address pane:
- Select the **Single IP Address** radio button.
 - Enter the IP address of the client system in the IP field.
- Step 6** In the Authentication Options pane:
- Click the node to expand these Authentication Options:
 - TACACS+
 - RADIUS
 - Check the **TACACS+** check box:
 - Enter a value in the Shared Secret field.
You can enter any key value. This key is mapped in [Step 10](#) of the [Installing and Starting HCM Dashboard in a Non-Cluster Setup](#) procedure.
- Do not select any of the following radio buttons under the **Single Connect Device** check box:
- Legacy TACACS+ Single Connect Support
 - TACACS+ Draft Compliant Single Connect Support
- Do not select the **RADIUS** check box.
-

For more information, see the *Network Devices and AAA Clients* section of the [User Guide for the Cisco Secure Access Control System 5.1](#).

Adding a New User

To add a new user in Cisco ACS 5.1:

-
- Step 1** Log into ACS 5.1 as an admin user.
- Step 2** From the navigation pane, choose **Users and Identity Stores > Internal Identity Stores > Users**.
The Internal Users page appears.
- Step 3** Click **Create**.
The Create page appears.
- Step 4** In the General pane, enter the following details:
- a. Name—Enter the name of the user. This username will be mapped in HCM.
For example, *admin001*.
 - b. Description—(Optional) Enter the description for the user.
For example, *HCM Admin User*.
 - c. Status—Select **Enabled** from the Status drop-down list. This is the default status.
 - d. Identity Groups—Select **All Groups** from the Identity Groups drop-down list. This is the default identity group.
- Step 5** In the Authentication Information pane, enter the following details:
- a. Password—Enter the password.
For example, *admin123*.
 - b. Confirm Password—The password must match the password entered, earlier.
 - c. Enable Password—(Optional) The internal user's TACACS+ enable password, from 4 to 32 characters.
 - d. Confirm Password—(Optional) The internal user's TACACS+ enable password must match the enable password entered, earlier.
- Step 6** Click **Submit** to save the user details.
To create multiple users, go to [Step 3](#) and repeat the subsequent steps.
-

For more information, see the *Managing Internal Identity Stores* section of the [User Guide for the Cisco Secure Access Control System 5.1](#).

Recommended Installation Options for MySQL Database Server 5.1

This section describes the recommended installation options for MySQL Database Server 5.1. The overall installation process takes approximately ten minutes. MySQL Database Server can be installed on the same server on which HCM is installed or it can be installed on a different server.

If there are more than 60 customers, we recommend that you install MySQL Database Server on a separate server.

You can download the MySQL Database Server 5.1 Windows Installer (mysql-5.1.50-win32.msi) from <http://downloads.mysql.com/archives.php?p=mysql-5.1>

The following are the recommended MySQL Database Server installation options:

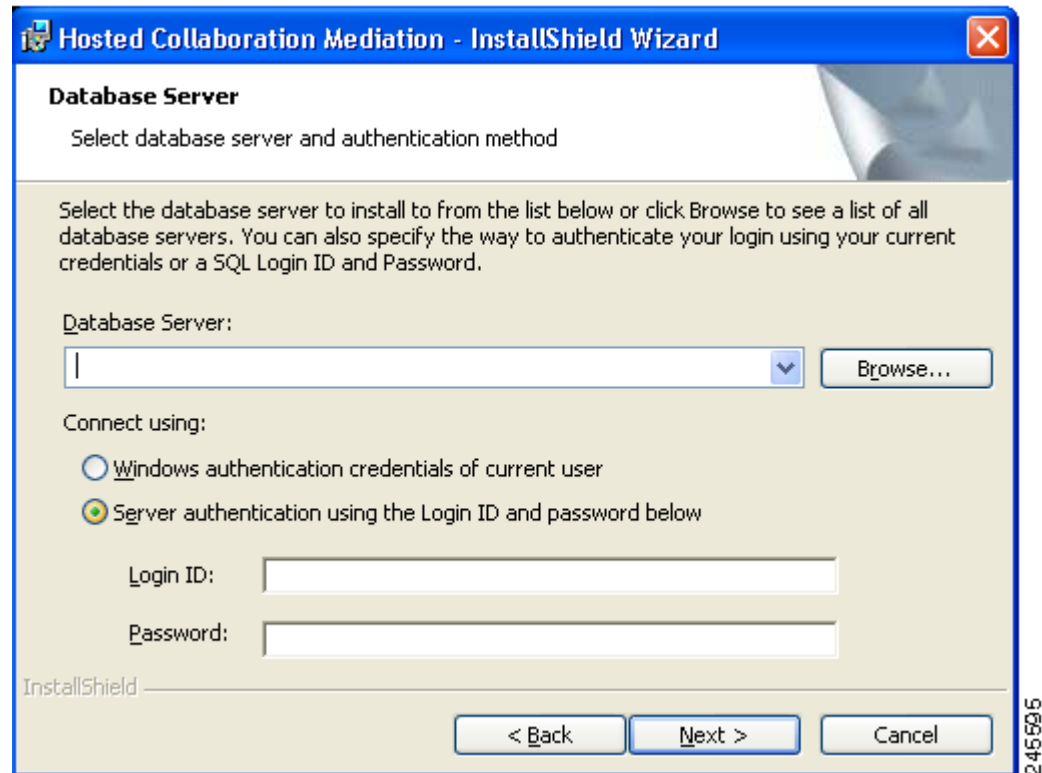
- Select **Typical** as the Setup Type.
- In the MySQL Server Instance Configuration wizard:
 - a. Select **Detailed Configuration** as the configuration type.
 - b. Select **Server Machine** as the server type.
 - c. From the networking options, select **Enable Add firewall exception for this port** and select the port number.
 - d. In the Security option, enter the root password and check the **Enable root access from Remote machines** check box.

Installing and Starting HCM Dashboard in a Non-Cluster Setup

To install HCM Dashboard in a non-cluster setup:

-
- Step 1** Configure ACS. See [Installing HCM Dashboard](#).
 - Step 2** Install MySQL. For recommended installation options, see [Recommended Installation Options for MySQL Database Server 5.1](#).
 - Step 3** Double-click the **setup.exe** file.
The Hosted Collaboration Mediation InstallShield Wizard appears.
 - Step 4** Click **Next**.
 - Step 5** Do either of the following:
 - Click **Next** to accept the default destination folder as C:\Program Files\Hosted Collaboration Mediation.
 Or
 - Click **Change** to change the destination folder.
 - Step 6** Enter the MySQL Database Server details in the InstallShield Wizard (See [Figure 1](#)):

Figure 1 Database Server Details



- a. In the Database Server field, enter the **MySQL Database Server IP Address**.
- b. Click **Server authentication using the Login ID and password below** radio button:
- c. In the Login ID field, enter your login ID.
- d. In the Password field, enter your password.

Step 7 Click **Next**.

Step 8 Click **Install**.

The MySQL Configuration command line window appears after a few minutes (See [Figure 2](#)).

Step 9 In the MySQL Configuration command line window (See [Figure 2](#)), do the following:

- a. Enter the IP address of the MySQL server.
- b. Enter the MySQL server username.
- c. Enter the MySQL server password.

Step 10 In the command line window (See [Figure 2](#)), do the following:

- a. Enter the ACS server IP address.
- b. Enter the ACS port number.
- c. Enter the ACS secret key.

Figure 2 *Command Line Window*

```

C:\WINDOWS\system32\cmd.exe
Please enter a valid Ipaddress for MYSQL Server
Enter the Ipaddress:10.76.207.56
Username:root
Password:
The Mysql configuration details are updated successfully

*****
                        ACS Properties
*****

Enter the Ipaddress:172.23.218.147
ACSPortNo:49
ACSSecretKey:
The ACS Server configuration details are updated successfully

Installing and starting Apache service
Please wait.....
[Thu Sep 23 16:58:55 2010] [error] Apache2: Service is already installed.
Press any key to continue . . .
  
```

- Step 11** Press **Enter**.
The JBoss Server starts as a service after you update the MySQL and ACS details.
- Step 12** Click **Finish**.
- Step 13** In your web browser, enter *http://Portal_Server:Port_Number*.
Portal_Server is the IP address or the machine name of the server on which HCM is installed and *Port_Number* is the port number used.
The HCM Login page appears.
- Step 14** Enter your login credentials in the Username and Password fields.
The default admin username is *portaladmin* and the default password is *admin*, but you can change it.
- Step 15** Click **Sign In** to log into HCM Dashboard.

Configuring wrapper.log File Size

You can configure the wrapper.log file size. You must configure the file size in the wrapper.conf file in the HCM Dashboard server.

To configure the file size:

-
- Step 1** Go to the *JBoss_Install_Directory/conf* directory.
 - Step 2** Open the wrapper.conf file.
 - Step 3** Edit the wrapper.logfile.maxsize variable and change it to **2m**.
This ensures that the log file size does not exceed 2 MB.
 - Step 4** Edit the wrapper.logfile.maxfiles variable and change it to **5**.
This ensures that only five of the latest log files are stored.
-

Installing HCM Dashboard in a Cluster Setup

To install the HCM Dashboard in a cluster setup:

-
- Step 1** Install HCM Dashboard on the primary server. Follow the steps in the [Installing and Starting HCM Dashboard in a Non-Cluster Setup](#) section.
 - Step 2** Install HCM Dashboard on the secondary server. Follow all the steps in the [Installing and Starting HCM Dashboard in a Non-Cluster Setup](#) section, except **Step 6**.
Do not enter any details in the Database Server InstallShield Wizard.
 - Step 3** In the primary server:
 - a. Go to **Start > All Programs > Hosted Collaboration Mediation**.
 - b. Click **Stop Apache Service** to stop the Apache service.
 - c. Add the following lines in the workers.properties file located in the *Install_Directory/apache2/conf* directory in the primary server.


```
# Define Node2
# modify the host as your host IP or DNS name.
worker.node2.port=8009
worker.node2.host=<secondary server ip>
worker.node2.type=ajp13
worker.node2.lbfactor=1
```

Add node2 for the secondary server in the cluster and node3 for the third server.
 - d. Add node2 in the workers.properties file in the primary server. For example, see the following line:


```
worker.loadbalancer.balance_workers=node1, node2
```
 - e. Go to **Start > All Programs > Hosted Collaboration Mediation**.
 - f. Click **Start Apache Service** to start the Apache service.
 - Step 4** In the secondary server:
 - a. Go to **Start > All Programs > Hosted Collaboration Mediation**.

- b. Click **Stop Apache Service** and stop the Apache service.
- c. Go to **Start > All Programs > Hosted Collaboration Mediation**.
- d. Click **Stop JBoss Service** to stop the JBoss service.
- e. Go to
`Install_Directory\liferay-portal-5.2.2\jboss-tomcat-4.2.3\server\default\deploy\jboss-web.deployer\directory`.
- f. In the server.xml file, change the jvmRoute value to node2. For example, see the following line:
`<Engine name="jboss.web" defaultHost="localhost" jvmRoute="node2">`
- g. Go to **Start > All Programs > Hosted Collaboration Mediation**.
- h. Click **Start JBoss Service** to start the JBoss service.
- i. Go to **Start > All Programs > Hosted Collaboration Mediation**.
- j. Click **Start Apache Service** to start the Apache service.

Complete [Step 1](#) to [Step 4](#) to add more nodes.

Uninstalling HCM Dashboard

To uninstall HCM Dashboard:

- Step 1** Go to **Start > All Programs > Hosted Collaboration Mediation**.
 - Step 2** Click **Stop Apache Service** to stop the Apache service.
 - Step 3** Go to **Start > All Programs > Hosted Collaboration Mediation**.
 - Step 4** Click **Stop JBoss Service** to stop the JBoss service.
 The command line window closes after the JBoss server stops.
 - Step 5** Go to **Start > All Programs > Hosted Collaboration Mediation**.
 - Step 6** Click **Remove JBoss Service**.
 The command line window closes after the JBoss server is removed.
 - Step 7** Go to **Start > All Programs > Hosted Collaboration Mediation**.
 - Step 8** Click **Uninstall**.
 The following message appears in the dialog box:
`Are you sure you want to uninstall this product?`
 - Step 9** Click **Yes**.
 - Step 10** Restart the server.
 - Step 11** Remove the install directory (*Hosted Collaboration Mediation*).
 The following path is a sample install directory path:
`C:\Program Files (x86)\Hosted Collaboration Mediation`.
-

Installing the HCM Mediation Component

This section explains how to install the HCM Mediation component. This section includes:

- [Server Requirements for HCM Mediation Component, page 13](#)
- [Prerequisites for HCM Mediation Component, page 13](#)
- [Installing and Configuring HCM Mediation Component, page 15](#)
- [Uninstalling HCM Mediation Component, page 16](#)

Server Requirements for HCM Mediation Component

Table 4 lists the server requirements for HCM Mediation component.

Table 4 *Server Requirements*

Requirement	Notes
HCM Mediation Server	VM on UCS: • Windows 2003 Server Service Pack 2 (SP2) 64-bit • 8GB RAM • 2.33GHz
Database	• Oracle—Oracle XE • JDK—jdk-1_5_0_16-windows-amd64
Web Server	JBoss—jboss-4.2.23.GA
Domain Manager	CUPM—2.2.0

Prerequisites for HCM Mediation Component

Before installing HCM Mediation component:

- Make sure you have the HCM-1.0.zip file.
The zip file is available in the HCM Product DVD.
- Oracle XE—Oracle XE must be installed on the same server on which HCM is installed.
- Install and configure Java Development Kit (JDK). See [Installing and Configuring JDK, page 14](#)
- Make sure:
 - Oracle listener host is localhost.
 - Port number is 1521.

To identify the Oracle listener host and the port number, enter this command at the command prompt:

```
>tnsping xe
```

The following is a sample response for this command:

```
Attempting to contact (DESCRIPTION = (ADDRESS = (PROTOCOL = TCP) (HOST=localhost) (PORT
= 1521)) (CONNECT_DATA = (SERV
ER = DEDICATED) (SID = XE)))
```

If the Oracle listener host or port number is not localhost or 1521, change the:

- Oracle listener host to localhost.
- Port to 1521.

For more information, see [Changing the Oracle Listener Host and Port Number, page 14](#)

Installing and Configuring JDK

You must install the Java Development Kit (JDK) version 1.5.0_16. By default, the JDK is installed in the C:\Program Files\Java\jdk1.5.0_16 directory.

To add the Java environment variable:

Step 1 Go to **Start > Control Panel > System**.

The System page appears displaying the basic information about your computer.

Step 2 From the Computer name, domain, and workgroup settings area, click **Change Settings**.

The System Properties window appears.

Step 3 Go to the **Advanced** tab.

Step 4 Click **Environment Variables**.

The Environment Variables window appears.

Step 5 Click **New**.

The New User Variable window appears.

Step 6 In the New User Variable window, do the following:

- a. In the Variable name field, enter **JAVA_HOME**.
- b. In the Variable value field, enter **C:\Program Files\Java\jdk1.5.0_16**.
- c. Click **OK**.

The new environment variable appears in the User Variables for Administrator pane in the Environment Variables window.

Changing the Oracle Listener Host and Port Number

To change the Oracle listener host and port number:

Step 1 Go to C:\oracle\app\oracle\product\10.2.0\server\NETWORK\ADMIN

Step 2 Copy the following files:

- tnsnames.ora
- listener.ora

Step 3 In the tnsnames.ora and listener.ora files, change:

- a. Host value to localhost.
- b. Port number to 1521:

For details on how the data in these files should appear after installation, see [Q.How should the data in the tnsnames.ora and listener.ora files appear after installation?](#)

Step 4 Go to the command prompt window and enter the following commands:

```
>stopdb
>lsnrctl stop
>lsnrctl start
>startdb
```

The listener host changes to localhost and the port number changes to 1521.

Step 5 To verify whether the listener host and port number has changed, go to the command prompt window and enter:

```
>tnsping xe
```

Installing and Configuring HCM Mediation Component

To install the HCM Mediation component:

Step 1 Download the HCM-1.0.zip file that contains the HCM Mediation component, to your PC.

Step 2 Unzip the HCM-1.0.zip file to your local disk. For example, unzip the file to the *C:\Install* directory.

After you unzip the file, a new folder (*HCM*) appears in the *C:\Install* directory. The root directory is where the Mediation component is installed. For example, *C:\HCM*.

Step 3 Verify all properties in the build.properties file in the HCM *Install_Directory*.

To view the properties that you can modify in the build.properties file, see [Q.Which properties can be modified in the build.properties file?](#)

Step 4 Go to HCM *Install_Directory*.

Step 5 Double-click and run the install.bat file.

The log is stored in the install.log file in the HCM *Install_Directory*.

Step 6 Go to HCM *Root_Directory*:

- a. Navigate to the bin folder.
- b. Double-click and run the start-hcm.bat file to start HCM Mediation.

Uninstalling HCM Mediation Component

To uninstall the HCM Mediation component:

-
- Step 1** Go to HCM *Root_Directory*.
 - Step 2** Navigate to the bin folder
 - Step 3** Double-click and run stop-hcm.bat file and stop HCM Mediation.
 - Step 4** Go to HCM *Install_Directory*.
 - Step 5** Double-click and run the uninstall.bat file.

The log is stored in the uninstall.log file in the HCM *Install_Directory*.

FAQs

This section lists the frequently asked questions for the HCM Mediation component.

Q. Which properties can be modified in the build.properties file?

A. You can modify the following properties in the build.properties file:

```
# location where you want to install HCM (For example, C:\Install\HCM)
root.dir=C:\Install_Directory

# http port
http.port= 8090

# https port
https.port = 8443

#
# DB Server information
#

# database system user
db.system.user=system

# database system user password
db.system.user.password=password
```

Q. How should the data in the tnsnames.ora and listener.ora files appear after installation?

A. After installation, the data in the tnsnames.ora file should look like:

```

XE =
  (DESCRIPTION =
    (ADDRESS = (PROTOCOL = TCP) (HOST = localhost) (PORT = 1521))
    (CONNECT_DATA =
      (SERVER = DEDICATED)
      (SERVICE_NAME = XE)
    )
  )

EXTPROC_CONNECTION_DATA =
  (DESCRIPTION =
    (ADDRESS_LIST =
      (ADDRESS = (PROTOCOL = IPC) (KEY = EXTPROC_FOR_XE))
    )
    (CONNECT_DATA =
      (SID = PLSExtProc)
      (PRESENTATION = RO)
    )
  )

ORACLR_CONNECTION_DATA =
  (DESCRIPTION =
    (ADDRESS_LIST =
      (ADDRESS = (PROTOCOL = IPC) (KEY = EXTPROC_FOR_XE))
    )
    (CONNECT_DATA =
      (SID = CLRExtProc)
      (PRESENTATION = RO)
    )
  )

```

After installation, the data in the listener.ora file should look like:

```

SID_LIST_LISTENER =
  (SID_LIST =
    (SID_DESC =
      (SID_NAME = PLSExtProc)
      (ORACLE_HOME = C:\software\oraclexe\app\oracle\product\10.2.0\server)
      (PROGRAM = extproc)
    )
    (SID_DESC =
      (SID_NAME = CLRExtProc)
      (ORACLE_HOME = C:\software\oraclexe\app\oracle\product\10.2.0\server)
      (PROGRAM = extproc)
    )
  )

```

```

    )
  )

  LISTENER =
    (DESCRIPTION_LIST =
      (DESCRIPTION =
        (ADDRESS = (PROTOCOL = IPC) (KEY = EXTPROC_FOR_XE))
        (ADDRESS = (PROTOCOL = TCP) (HOST = localhost) (PORT = 1521))
      )
    )

  DEFAULT_SERVICE_LISTENER = (XE)

```

Known Problems

This section describes the known problems that exist in the HCM 1.0 software.

[Table 5](#) describes the known problems that exist in the HCM Dashboard.

Table 5 *Known Problems in HCM Dashboard*

Bug ID	Summary	Explanation
CSCtk08316	vCenter reports a SOAP session count limit reached error.	vCenter SOAP sessions do not clear which causes a SOAP session count limit error. This inhibits you from being able to launch a console window. An HTTP 503 timeout window appears. Workaround: You can apply the HCM 1.0 patch to fix this problem. To obtain the patch, send an e-mail to ask-hcm@cisco.com with the subject "HCM 1.0 patch". The e-mail you receive back will contain the URL where you can download the patch.
CSCti96748	UCSM blade failure alarm does not appear in the HCM Dashboard.	This problem occurs when you enable VMware HA and the UCS blade on which the monitored VM resides, fails. In such an instance, VMware HA moves the VM to another UCS blade. Workaround: Configure VMware HA alarm in vCenter. VMware HA alarm is generated when VMware H moves a VM. HCM displays VMware HA alarm in vCenter alarms for the corresponding VM.

Table 5 **Known Problems in HCM Dashboard (continued)**

Bug ID	Summary	Explanation
CSCti61944	vCenter alarm details displayed in the Alarm Summary portlet do not match the alarm details displayed in the Events tab in vCenter	This problem occurs when vCenter NBI collects Gray and Green alarm data. In HCM, the Gray alarm is mapped to Information and the Green alarm is mapped to Cleared. In vCenter, you cannot view the Gray and Green alarms. You should verify the Gray and Green alarm details in the Events tab in vCenter. The alarm count in the Events tab does not match the NBI count that appears in the Alarm Summary portlet. Workaround: None.
CSCtj54887	Sometimes, when you change the polling interval for CUOM in the Configuration portlet, it does not take effect	This problem occurs when you: 1. Go to Administration > Configuration 2. Change the polling interval for CUOM from the default of five minutes. 3. Click Save. 4. Click Submit. The CUOM polling interval does not change. Workaround: Restart the server.

Table 5 **Known Problems in HCM Dashboard (continued)**

Bug ID	Summary	Explanation
CSCtj63518	Domain manager specific table closes when you reload the page or if you sort the Customer column with the domain manager specific table expanded.	This problem occurs in the Alarm Summary and Customer Administration Launch Point portlets when you: 1. Go to the Dashboard > Alarm Summary portlet or to the Administration > Customer Administration Launch Point portlet. 2. Click the node and expand the row in the Alarm Summary portlet or Customer Administration Launch Point portlet. 3. Reload the page or sort the Customer column. The domain manager specific table closes. Workaround: Collapse the table row in the domain manager specific table and refresh the page.
CSCtj63518	Sometimes, when you expand the table row, collapse it, and try to expand the row again, you need to double-click the row.	This problem occurs in the Alarm Summary and Customer Administration Launch Point portlets when you: 1. Go to the Dashboard > Alarm Summary portlet or to the Administration > Customer Administration Launch Point portlet. 2. Click the node and expand and collapse the table row in the Alarm Summary portlet or the Customer Administration Launch Point portlet. 3. Click the node to expand the same row again. Sometimes, the row does not expand. Workaround: Double-click the node and expand the row.

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