



Prime Central for Cisco Hosted Collaboration Solution 9.2.1 Release Notes

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This document describes the new features and known problems that are applicable to Prime Central for Cisco Hosted Collaboration Solution (HCS), release 9.2.1.

Prime Central for HCS provides the following capabilities:

- Root-cause analysis
- Service-impact analysis
- Event normalization
- Event enrichment
- Event deduplication
- New Prime Central dashboard
- Single normalized northbound interface
- Cross-launch capabilities to Service Assurance domain managers
- Multiple NBI subscriptions
- Integration with Shared Data Repository (SDR)
- Monitoring HCS auxiliary applications and management system
- Foundation for root-cause analysis/service-impact analysis with support for specific rules.



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

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Introduction

Prime Central for HCS is intended for use in a Managed Service Provider (MSP) Network Operations Center (NOC). Prime Central for Cisco Hosted Collaboration Solution was formerly known as Cisco Hosted Collaboration Mediation. Prime Central for HCS provides a single-pane view of assurance data in the hosted environment. It acts as a bridge among customer-specific implementations of the following domain managers, in a virtualized environment:

- Cisco Prime Unified Operations Manager (CUOM)
- Infrastructure Monitor
- Cisco Unified Computing System Manager (UCSM)

Prime Central for HCS aggregates data from multiple instances of these domain managers, so that a user logging into Prime Central for HCS can view aggregated customer data in a single window. It comprises a set of administration and dashboard portlets.

The portlets enable you to aggregate data from each virtualized instance of CUOM, Infrastructure Monitor, and UCSM.

Prime Central for Cisco Hosted Collaboration Solution as a service assurance management platform, has the following key capabilities:

- A scalable, extensible, and high-performance platform.
- All components deployable in virtualized fashion on a UCS platform.
- The platform has a northbound interface.

Prime Central for Cisco Hosted Collaboration Solution supports a service provider dashboard to enable you to view the events generated from domain managers. The name of the product is represented as Prime Central for HCS within the application GUI.

The following portlets can be launched from the dashboard:

- List of all events (Alarm Browser - All Events)
 - Includes all events detected by Prime Central for HCS from the underlying domain managers.
 - Service events from Service Visualizer will be seen in this view.
- Root Cause Events—Synthetic events that were determined to be the root cause of the failure.
- Service Events—Service-impacting events that describe the state of services. An event is generated to notify you of the state of the top node in the service-impact tree.

- **List of Undetermined Events**—Child events that are part of the correlation tree for which a clearing event has not arrived. Parent events of these child events are cleared when Resolution events are sent to clear them.
- **Service Availability**—Displays the service model with a tree listing customers, application clusters, and VMs discovered from the SDR database. In the Service Tree view, each customer is color-coded based on the overall status of services, such as voice, voicemail, and presence.
- **Infrastructure Monitoring**—Used to view vCenter event details and process monitoring of management application data for management applications such as vCenter server, CUOM, Cisco Unified Communications Domain Manager (CUCDM), Cisco Unified Intelligence Center (CUIC), and Contact Center Domain Manager (CCDM).
- **Global Cross-Launch**—This portlet lists the domain managers that you can cross-launch from Prime Central for Cisco Hosted Collaboration Solution.

What's New in Prime Central for HCS 9.2.1

The following are the new features that Prime Central for HCS 9.2.1 provides:

- **Service Use Cases**—Release 9.2.1 ships with capabilities for a set of ASR and CUP use cases, which represent root-cause events in case an event (relative to the use case) occurs in the HCS system. The following categories of use cases are addressed in this release:
 - ASR use cases
 - ASR1K Chassis Failure
 - PS/Fan Failure
 - RP/ES/SPA Failure
 - SIP Trunk from Leaf to CUBE-SP
 - CUBE-SP use cases
 - CUBE-SP Adjacency Status
 - Voice Quality Degradation
 - CUBE-SP Security Violation
 - CUBE-SP Resource Performance Degradation
 - CUBE-SP SLA Violation
- **DCNM (Optional component in Prime Central for HCS 9.2.1)**—If you are not using DCNM in your deployment, skip tasks and sections related to DCNM.
- **CUCDM HA (DR) event monitoring**—In a disaster recovery deployment, the Primary CUCDM system performs continual synchronization to the Standby system. If the Primary system fails, the Standby system is expected to be in synchronization such that it can take over the services with minimal impact. Synchronization takes the form of file system and database update transfers to the Standby system. Prime Central for HCS Service Assurance monitors the synchronization based on SNMP traps generated by CUCDM.

Known Problems

Table 1 describes problems known to exist in this release.


Note

To obtain more information about known problems, access the Cisco Software Bug Toolkit at [http://tools.cisco.com/Support/Bug Tool Kit/action.do?hdnAction=searchBugs](http://tools.cisco.com/Support/Bug_Tool_Kit/action.do?hdnAction=searchBugs). (You will be prompted to log into Cisco.com).

Table 1 **Known Problems in Prime Central for HCS 9.2.1**

Bug ID	Summary
CSCug44316	Offnet models are not appearing in the Cisco HCM tree structure.
CSCug62618	CPU hog on TBSM while booting from ASIXMLToolkitSvc.
CSCua26298	Test SRM leaves KVM_VM_Powered_Off event outstanding.
CSCub99117	After upgrading to 1.1, user-specific custom filters and views are not available.
CSCuf52544	IM installation hangs due to database to database corruption.
CSCtw95785	Service Availability view is restricted to a single session per user.
CSCug72056	Firewall denials on Prime Central for HCS servers from ITM with port number 14000.
CSCtz67922	Cluster availability should be Critical when a nonredundant cluster is down.
CSCue34141	Prime Central for HCS server's hostname should be in lower case.
CSCuh17276	TBSM installation displays exception for 2K customers.
CSCuh33071	Service Tree is not displayed properly while doing a manual refresh.
CSCuh39285	Service Tree portlet has no scrolling bar.
CSCuh41734	Prime Central Service Tree's group name is not displayed properly.
CSCuh44671	Toggling between View as Chart and View as Grid is not allowed.
CSCuh46173	Error message is not displayed when a wrong input is provided during the restore operation.
CSCuh46542	Backup process gets started even when the .netrc file is not present.
CSCuh58058	After upgrading to Prime Central for HCS 9.2.1, itgctl process goes down intermittently.
CSCuh58553	While accessing the customer details in the Service Viewer panel, Java exception appears in the Java console
CSCuh75648	Prime Central should allow only one User ID login per session.
CSCuh81171	Java Null Pointer and TBSM Error
CSCuh75698	Service Viewer goes blank after up/down level is changed.
CSCuh78445	Prime Central events are not generated after flood of CUOM events.

Resolved Problems

The following table lists the issues that were present in the earlier release and are now resolved.

Table 2 *Resolved Problems in Prime Central for HCS 9.2.1*

Bug ID	Summary
CSCub45774	Service Viewer does not display the service tree.
CSCub63327	UCS and synthetic events with same Container ID does not have the same severity.
CSCub88270	Prime Central for HCS 1.0.1 global cross launch to UCSM 2.x fails.
CSCuc58902	Service Availability window freezes when the Full Viewer Interaction button is clicked.
CSCue04322	Prime Central for HCS installation fails when OS root password has an exclamation mark.

Related Documentation

Table 3 lists the Prime Central for HCS documentation set.

We sometimes update the documentation after original publication. Therefore, you should review the documentation on Cisco.com for any updates. You must access the links in Table 3 for the most current Prime Central for HCS documentation.

Table 3 **Related Documentation**

Document Title	Available Formats
<i>Prime Central for Cisco Hosted Collaboration Solution 9.2.1 User Guide</i>	On Cisco.com: http://www.cisco.com/en/US/products/ps12491/products_user_guide_list.html
<i>Prime Central for Cisco Hosted Collaboration Solution 9.2.1 Installation Guide</i>	On Cisco.com: http://www.cisco.com/en/US/products/ps12491/prod_installation_guides_list.html
<i>Prime Central for Cisco Hosted Collaboration Solution 9.2.1 Programmer Guide</i>	On Cisco.com http://www.cisco.com/en/US/products/ps12491/prod_technical_reference_list.html
<i>Prime Central for Cisco Hosted Collaboration Solution 9.2.1 Release Notes</i>	On Cisco.com: http://www.cisco.com/en/US/products/ps12491/prod_release_notes_list.html
<i>Open Source License Agreement for Cisco Prime Central for Hosted Collaboration Solution, 9.2.1</i>	On Cisco.com: http://www.cisco.com/en/US/products/ps12491/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>

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