



# Release Notes for Cisco Prime Collaboration 10.6

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## Revised Date: 3rd November, 2015

Cisco Prime Collaboration is an integrated solution for end-to-end collaboration management. It provides:

- Provisioning for Cisco Unified Communications initial deployments and implementations. It remains deployed to provide ongoing operational provisioning and activation services for individual subscriber changes.
- Assurance management for Cisco voice and video collaboration systems through a single, consolidated view. This includes continuous, real-time monitoring and advanced troubleshooting tools for Cisco Collaboration applications and endpoints, such as Cisco Unified CM, Cisco VCS, Cisco Contact Center, Cisco TelePresence and so on.

As an add-on to the Assurance module, Cisco Prime Collaboration Contact Center Assurance offers monitoring and diagnostics for the Cisco Unified Contact Center Enterprise deployment.

- The Analytics provides historical reporting of key performance indicators (KPIs) and helps to analyze trends for capacity planning, resource optimization, and quality of service. It also helps to track collaboration technology adoption rates in the network and provides metrics to help analyze how users are actually using the collaboration endpoints daily.

See [Cisco Prime Collaboration 10.6 Data Sheet](#) for further details.

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# New Features and Enhancements

Cisco Prime Collaboration supports the following new features:

- [Prime Collaboration Assurance](#)
  - [Prime Collaboration 10.6 Assurance - Advanced](#)
  - [Prime Collaboration 10.6 Assurance - Standard](#)
  - [Prime Collaboration 10.6 Analytics](#)
- [Prime Collaboration Provisioning](#)

## Prime Collaboration Assurance

This new release of Prime Collaboration 10.6 Assurance provides the following new features.

### Prime Collaboration 10.6 Assurance - Advanced

For more information on these features, see [Cisco Prime Collaboration 10.6 Assurance Guide - Advanced](#).

Prime Collaboration Assurance Advanced enables you to:

#### Device Management

- View/perform the following additionally from the Device 360° View:
  - Cross launch to the cluster view of the cluster that device belongs to, by clicking on the Cluster ID value.
  - View the Device 360° View pop up in window size and create performance dashboards for Cisco Unified Communication applications/devices by selecting specific counters.
  - View the status of the Cisco Unified Customer Voice Portal (CVP) Voice XML server and its associated applications.

#### Dashboards

- View the high-level summary of the faults and registration status of the components (such as CTI Ports, MGCP Gateways, Media Resources, Voice Mail Ports, CTI Route Points) in the Cisco Unified Communications Manager and Cisco TelePresence Video Communication Server (VCS) clusters from the Cluster Health Summary of the OpsView. OpsView replaces the Diagnostic Summary. You can do the following from the Cluster Diagnostics View of individual clusters:
  - Monitor Cisco Unified Communications Manager or Cisco TelePresence Video Communication Server clusters better by viewing the topology of the cluster from the Topology tab.
  - View the system utilization status for each Cisco Unified Communications Manager node in the cluster from the Summary tab.
  - View the summary of phones in the cluster at the device pool level from the Endpoint by Device Pool tab.
  - Perform a device search based on the Device Type, Registration Status, and IP filter from the Registered Device tab.

- View pre-defined dashboards and create custom performance dashboards for the pre-selected cluster; and long term trending for device-related performance metrics from the Trend dashboard, from the Performance tab.
- View utilization and call volume for each route group, and the route lists or gateways configured in the cluster from the Route Pattern Summary tab.
- View historical trends for the performance counters in the System Summary dashboard and custom dashboards from the Performance tab.
- View the following dashlets (removed from the Home menu), under Utilization Monitor (Operate > Utilization Monitor):
  - Trunk Group
  - Route Group Utilization
  - Trunk Group Utilization
  - Location CAC Bandwidth Utilization
  - TelePresence Endpoint
  - Conferencing Devices
  - License Usage
- View the topology of a selected router pair in the Contact Center Assurance Topology Dashboard. You can also select a counter and view the trend in the custom dashboard.
- View the license usage for Cisco Expressway-Core and Cisco Expressway-Edge clusters from the VCS License Usage dashlet.

### Reports

- View the Detailed Video Port Utilization or Detailed Audio Port Utilization in percentage of the conferencing devices in your network from the Conferencing Devices dashlet and the Conferencing Device Video Port Utilization Report.
- View the IP Address of the endpoint that participated in the session and the protocol used for the session from the All Sessions Summary Report.

### Fault and Diagnostics

- Monitor the CDR rate and receive an event notification when the CDR Rate threshold is crossed; and view CDR reports with additional information such as SIP URI used by caller, and Protocol user for the call.
- Perform the following from Log Collection Center:
  - Collect trace logs from Cisco Unity Connection and Cisco IM and Presence.
  - Set the trace level for components of the devices.
  - Use the call trace template to collect call logs of different devices and different components together.
- Add your comments to show when, where, and why the logs are collected while filtering calls to create a Call Ladder diagram.
- Troubleshoot devices in your network using the SNMP Query feature.
- Add multiple Cisco Prime Network Analysis Module (Prime NAM) or Cisco Unified Communications Manager clusters in Prime Collaboration.
- Collect logs from the Prime Collaboration user interface in one shot, and get your issues troubleshooted faster.

**General**

- Import CA Certificate and SSL Certificate using the Prime Collaboration Assurance GUI.
- Root access is disabled in Prime Collaboration 10.6. Since root access is disabled, many procedures requiring root access earlier, can now be performed from the user interface. You must raise a TAC case to get the root access patch for the following tasks:
  - Upgrading Cisco Prime Collaboration Assurance deployment model.
  - Enabling Prime Collaboration Analytics in very large OVA deployment of Prime Collaboration Assurance.
- Enable or disable the auto-refresh of the Endpoint Diagnostics, and Alarms & Events, and OpsView pages.
- Support SNMPv3 (Authpriv) for monitoring devices.
- Monitor a maximum number of 370 Cisco Prime Virtual Network Analysis Module (Prime vNAM).
- Supports new devices as listed in the [Supported Devices for Prime Collaboration Assurance 10.6](#).
- Cisco recommends that you do not attach the Cisco Prime Collaboration Assurance and Cisco Prime Collaboration Provisioning applications using the Cisco Prime Collaboration Assurance user interface as there are performance and browser incompatibilities in this feature.

**Prime Collaboration 10.6 Assurance - Standard**

For more information on these features, see [Cisco Prime Collaboration 10.6 Assurance Guide - Standard](#).

Prime Collaboration 10.6 Assurance Standard enables you to:

- Perform the following from Log Collection Center:
  - Collect trace logs from Cisco Unity Connection and Cisco IM and Presence.
  - Set the trace level for components of the devices.
  - Use the call trace template to collect call logs of different devices and different components together.
- Add your comments to show when, where, and why the logs are collected while filtering calls to create a Call Ladder diagram.
- View historical trends for the performance counters in the System Summary dashboard and custom dashboards from the Performance tab.

**Prime Collaboration 10.6 Analytics**

For more information on these features, see [Cisco Prime Collaboration 10.6 Analytics Guide](#).

Prime Collaboration Analytics enables you to:

- Generate custom reports based on the OLAP cube technique to:
  - Analyze call detail record relevant attributes for callers and callees.
  - Determine the network capacity (trunk, route group, and DSP) based on utilization.
  - Analyze the conference room utilization.
  - Monitor the UC system performance.

- Get information from the following new dashboards on:
  - Conference Statistics and Top N Conference Locations - Get visibility into conference statistics (number of conferences, participants, and duration based on locations).
  - DSP Utilization - Evaluate and optimize the DSP resources for gateways.
  - Users with Service Quality Issue - Identify users with service quality issue.
  - No Show Video TelePresence Endpoint - Provides information about the endpoints that did not participate in the scheduled sessions.
  - Video TelePresence Rooms Utilization - Enables you to identify the most utilized and least utilized endpoints.
- View the Cisco VCS cluster or sub-zone details in the following dashlets:
  - All dashlets in Traffic Analysis
  - All dashlets in Service Experience
  - All dashlets except for Deployment Distribution by Endpoint Model in Technology Adoption
  - Least Used Endpoint Types (Asset Usage)
- View call statistics data and filter based on User ID in the Detailed view in the Least Used Endpoint Types, Top N Callers, and Top N Dialed Numbers dashlets.
- View call statistics data filtered at the cluster-level (data aggregation at the cluster-level) in the Detailed view in the Top N Call Traffic Locations and Top N Call Failure Location dashlets.
- View directory numbers of endpoints managed in the Prime Collaboration Assurance in the Top N Callers and Top N Dialed Numbers dashlets.
- Enable or disable the Prime Collaboration Analytics application using GUI.
- Back up Prime Collaboration Analytics data using GUI.

## Prime Collaboration Provisioning

For more information on these features, see [Cisco Prime Collaboration 10.6 Provisioning Guide](#).

Prime Collaboration Provisioning provides the following new features:

### System Maintenance

Serviceability enhancements enable you to perform the following through the Prime Collaboration Provisioning interface under Administration System Maintenance. Ensure you have Administrator privileges to perform these tasks:

- View and set log levels.
- Browse for logs to perform online troubleshooting. To do this, click on any of the logs from the Browse Logs pane.
- Generate and download logs from the application.
- Upload new language pack or update the existing language to support localization.
- Import the SSL or third-party certificates.
- Manage System Settings such as:
  - Enable Analog Endpoint Support.
  - Enable Maintenance Mode Popup Notification.

- Password Policy Settings
- Custom Property Settings—changes to this setting can be done only under Cisco support supervision.

### User Provisioning

The following enhancements are supported for User Provisioning:

- Clone the settings of an existing Service Area under Design User Provisioning Setup.
- New business rules are introduced for directory number validation:
  - Directory Number Block Validation—Enforce directory number to be within the Directory Number Block range specified.
  - Directory Number Block Listing— Lists available directory numbers from all Directory Number Blocks from any of the service areas within a domain.
- User related fields are enhanced to include physical location-based fields like City, State, Office, Company, Street, P.O. Box, Zip code, Country, Fax number, IP Phone number.
- Directory number chooser is enhanced to quickly select a line that are already associated to the user.
- Enhancements in Service Provisioning:
  - Automatic Service Provisioning:
    - Single Number Reach—which enables Mobility, a Remote Destination Profile, and Remote Destination Profile Line.
    - Multiple Jabber endpoints during Provisioning.
  - Manual Provisioning - When enabling Jabber Services for a user, you have an option to provision a shared line for the selected Cisco Jabber endpoints.

### Infrastructure Objects

- You can add Directed Call Park and Feature Control Policy infrastructure objects using a batch file. However, you cannot change or cancel these objects using a batch.

### General

- The supported devices for this release are listed in the [Supported Devices for Prime Collaboration Provisioning - Standard and Advanced](#).
- Cisco recommends that you do not attach the Cisco Prime Collaboration Assurance and Cisco Prime Collaboration Provisioning applications using the Cisco Prime Collaboration Assurance user interface as there are performance and browser incompatibilities in this feature.

To upgrade to Prime Collaboration 10.6, see [Cisco Prime Collaboration Upgrade and Migration Guide](#).

You can download the image from the Prime Collaboration [software download](#) site.

## Prime Collaboration Bugs

For more information on a specific bug or to search all bugs in a specific Prime Collaboration release, see [Using the Bug Search Tool, page 9](#).

This section contains the following information:

- [Open Bugs, page 7](#)
- [Using the Bug Search Tool, page 9](#)

## Open Bugs

The following tables list the open bugs in Prime Collaboration 10.6:

- [Open Bugs in Prime Collaboration Assurance 10.6](#) (includes bugs on Prime Collaboration Analytics 10.6)
- [Open Bugs in Prime Collaboration Provisioning 10.6](#)

**Table 1**      **Open Bugs in Prime Collaboration Assurance 10.6**

Bug ID	Description
<a href="#">CSCus93793</a>	Root credentials should not be required during Very Large OVA deployment.
<a href="#">CSCus62070</a>	OpsView does not show data due to a jar file conflict.
<a href="#">CSCur43237</a>	Cisco UCS-based correlated alarms, such as ESXHostDown, VMDown, UCSChassisDown, NetworkDown, are not raised.
<a href="#">CSCus28389</a>	Endpoints earlier associated to Cisco VCS but later deleted from Cisco VCS, still appear in the count of Unregistered Endpoints in OpsView.
<a href="#">CSCur80956</a>	There is change in link color, and box distortions in OpsView.
<a href="#">CSCur92705</a>	Status of Media devices is not appearing correctly in OpsView and Connected Devices tab.
<a href="#">CSCus03480</a>	On deletion of the Cisco VCS or Cisco Unified CM cluster, the associated video endpoints do not get deleted.
<a href="#">CSCus21304</a>	After upgrade of Prime Collaboration Assurance, the System device associated to the Prime Collaboration device group is not listed in the Assurance Notification Criteria page.
<a href="#">CSCur51927</a>	In the Performance tab, if you have more than 500 voice gateways, the data may take more time to load.
<a href="#">CSCus07927</a>	Some events are missing in the Event Customization page.
<a href="#">CSCur85957</a>	TelePresence endpoints registered to Cisco VCS are not displayed in DDD/Conf Loc dashlets.
<a href="#">CSCur90302</a>	In the Deploy Distribution by Endpoint Model dashlet, under the column Endpoint Model the value is displayed incorrectly.

**Table 2**      **Open Bugs in Prime Collaboration Provisioning 10.6**

Bug ID	Description
<a href="#">CSCuq85977</a>	For Cisco Unified CM 10.5.2, the Change phone with built-in template fails with an unrecoverable error.
<a href="#">CSCur26254</a>	While adding a user to Cisco Unified CM, the User Service- Include Meeting Information in Presence, is not set.
<a href="#">CSCur50164</a>	In a particular scenario, after ordering Voicemail to two different users, the Voicemail alias is interchanged in customer record.
<a href="#">CSCus07891</a>	Domain synchronization gets stuck if a single end user is associated to several phones.

**Table 2**      **Open Bugs in Prime Collaboration Provisioning 10.6**

Bug ID	Description
<a href="#">CSCur31034</a>	The Prime Collaboration Provisioning application may not launch if Firefox is upgraded to 31.x ESR. Refer to the <a href="#">Mozilla support page</a> for the resolution:
<a href="#">CSCup51492</a>	Language field is not set to the value provided in the batch file.
<a href="#">CSCus20980</a>	GSW re-import fails to complete with CUCM Infra objects.
<a href="#">CSCur43364</a>	Common Phone Profile values are not set properly through batch for Cisco Unified Communications Manager 10.x.

## Limitations

In Prime Collaboration Provisioning, for the endpoint models listed below, some attributes are not supported:

1. Cisco ATA 190 - The following attributes are not supported in the Prime Collaboration Provisioning interface, and can be directly configured using the Cisco Unified CM interface:
  - Call Sequence
  - FAX Disable and ECAN
  - Echo Cancellation
  - Modem Line
2. Cisco IP Phone 8811, 8841, 8851, and 8861- The following attributes are not supported in Prime Collaboration Provisioning.
  - Background Image
  - Simplified New Call UI
  - Remote Log
  - Ring Locale
  - TLS Resumption Timer
  - Minimum Ring Volume
  - Console Access
  - Actionable Incoming Call Alert
  - Default Line Filter
  - Lowest Alerting Line State Priority



**Note** Although Prime Collaboration Provisioning does not support these attributes, Cisco Unified CM supports them.



# Using the Bug Search Tool

Use the Bug Search tool to search for a specific bug or to search for all bugs in a release.

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**Step 1** Go to <http://tools.cisco.com/bugsearch>.

**Step 2** At the Log In screen, enter your registered Cisco.com username and password; then, click **Log In**. The Bug Search page opens.



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**Note** If you do not have a Cisco.com username and password, you can register for them at <http://tools.cisco.com/RPF/register/register.do>.

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**Step 3** To search for a specific bug, enter the bug ID in the Search For field and press **Return**.

**Step 4** To search for bugs in the current release:

- a. In the Search For field, enter **Prime Collaboration 10.6** and press **Return**. (Leave the other fields empty.)
- b. When the search results are displayed, use the filter tools to find the types of bugs you are looking for. You can search for bugs by modified date, status, severity, and so forth.



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**Tip** To export the results to a spreadsheet, click the **Export All to Spreadsheet** link.

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## Related Documentation

See [Cisco Prime Collaboration Documentation Overview 10.6](#) for a list of Prime Collaboration 10.6 guides.

## Accessibility Features in Prime Collaboration

All product documents are accessible except for images, graphics, and some charts. If you would like to receive the product documentation in audio format, braille, or large print, contact [accessibility@cisco.com](mailto:accessibility@cisco.com).

## 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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