



Frequently Asked Questions

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Unified Communications Operations Dashboard

1. Do all the Responders registered with the Master need to be on Cisco Prime Collaboration Assurance 12.1 version?

Responders registered with the Master have to be on Cisco Prime Collaboration Assurance 12.1 version.

2. Can the Responders be still accessible using GUI or CLI?

The Responders cannot be accessed through either GUI or CLI.

This section is NOT applicable for 12.1 Service Pack 3 and later releases.

Migrate Cisco Prime Collaboration Assurance Using Data Migration Assistant Tool

1. What is the purpose of the script `./pcandma.sh`?

Purpose of the script: The script initiates the DMA backup. This script does not generate any intermediate file that can be used for upgrade.

2. What kind of file will be generated?

The final backup file `.tar.gz` is generated in the sFTP server.

3. How do you use the `.tar.gz` file to upgrade to 12.1?

During restore, you have to provide the same sFTP server details where the backup is available.

4. How to Turn OFF FIPS mode?

To take a backup from Cisco Prime Collaboration Assurance 11.x server, go to **System Administration > FIPS Setup**. Then, uncheck **FIPS Compliance** check box and click **Apply**. The system reboots.

5. During the launch of Cisco Prime Collaboration Assurance, is the password the GUI password or the CLI password? Provide details on how to change it?

This is the GUI password. During first invocation, it prompts you to change the default password.

This section is NOT applicable for 12.1 Service Pack 3 and later releases.

Perform Data Migration Assistant Using Interview Wizard

1. What is an Interview Wizard? How to access it?

When you deploy Cisco Prime Collaboration Assurance 12.1, you have several installation prompts. You have to enter the required details for setting up the server. This way you will be able to access the Interview Wizard. An Interview Wizard is basically a form that allows you to enter the required details.

2. How to regenerate the license files?

Licenses are generated through the License Generation Tool.

3. How do you transfer the file generated using DMA to the new version of Cisco Prime Collaboration Assurance 12.1?

During restore, you must specify the location of sFTP server, where the backup file .tar.gz of Cisco Prime Collaboration Assurance 11.x is saved. The file will be picked as part of the automated process. During the installation of Cisco Prime Collaboration Assurance 12.1, in the Interview Wizard, specify 1 in DMA Upgrade Option to transfer the file generated using DMA.