



Cisco Prime Unified Service Monitor 9.0 Release Notes

Cisco Prime Unified Service Monitor (Prime USM) is a part of the Cisco Unified Communications Management Suite.

Prime USM enables you to continuously monitor active calls supported by the Cisco Unified Communications System. It also provides near real-time notification when the voice quality of a call fails to meet a user-defined quality threshold.

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New Features

Prime USM 9.0 adds the following:

- Support for Windows 2008 R2. See [Cisco Prime Unified Service Monitor 9.0 Installation Guide](#) on Cisco.com for more details.
- Support for 60,000 phones. See [Cisco Prime Unified Service Monitor 9.0 Installation Guide](#) on Cisco.com for more details.
- New sustained call rate at 800 calls per minute. See [Cisco Prime Unified Service Monitor 9.0 Installation Guide](#) on Cisco.com for more details.



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Compatible Phones, Gateways, and Software Versions

For supported phones, software versions, and, where applicable, configuration notes and hardware models, see *Cisco Prime Unified Service Monitor 9.0 Compatibility Matrix*. It contains information about the following:

- Supported Cisco Unified Communications Management Suite products
- Supported Cisco Unified Communications Manager versions
- Supported Cisco 1040 sensor binary image
- Supported Cisco IP phone models
- Configuring MGCP Voice Gateways to support CVTQ
- Supported NAM software versions

Known Problems



Note

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

Table 1 **Known Problems in Prime USM**

Bug ID	Summary
CSCtr61284	For NAM-based and Sensor-based Service Quality (SQ) Events, SQ Diagnostics report displays all records.
CSCtr53451	Unable to change the password for the SFTP user, <code>smuser</code> .
CSCtr30068	The Device Type, Device Name, and Directory Number columns are empty for initial sensor report stream.
CSCto03412	NAM reports erroneous packet loss for SIP trunk calls.

Resolved Problems

The following software problems were resolved in Prime USM 9.0. For information on bugs that are not included below, see the Cisco Software Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/home.pl>.

Table 2 describes problems that were fixed in this release.

Table 2 **Problems Resolved in Prime USM 9.0**

Bug ID	Summary
CSCtz55761	QOVR process utilizes the CPU 100 percent as records are not being removed from the preserve directory .

Product Documentation


Note

We sometimes update the documentation after original publication. Therefore, you should review the documentation on Cisco.com for any updates.

Table 3 describes the product documentation that is available.

Table 3 **Product Documentation**

Document Title	Location
<i>Cisco Prime Unified Service Monitor 9.0 Release Notes</i>	On Cisco.com at http://www.cisco.com/en/US/products/ps6536/prod_release_notes_list.html
<i>Cisco Prime Unified Service Monitor 9.0 Compatibility Matrix</i>	On Cisco.com at http://www.cisco.com/en/US/products/ps6536/products_device_support_tables_list.html
<i>Cisco Prime Unified Service Monitor 9.0 Installation Guide</i>	On Cisco.com at http://www.cisco.com/en/US/products/ps6536/prod_installation_guides_list.html
<i>Cisco Prime Unified Service Monitor 9.0 User Guide</i>	On Cisco.com at http://www.cisco.com/en/US/products/ps6536/products_user_guide_list.html
Context-sensitive online help	Click the Help link in the upper-right hand corner of the window or the Help button in any dialog box.

Related Documentation


Note

We sometimes update the documentation after original publication. Therefore, you should review the documentation on Cisco.com for any updates.

Table 4 describes the additional documentation that is available.

Table 4 **Related Documentation**

Document Title	Available on Cisco.com at These URLs
<i>Quick Start Guide for Cisco 1040 Sensor</i>	http://www.cisco.com/en/US/docs/net_mgmt/cisco_unified_service_monitor/2.1/quick/guide/1040qs21.html
<i>Cisco Prime Unified Operations Manager 9.0 Release Notes</i>	http://www.cisco.com/en/US/products/ps6535/prod_release_notes_list.html
<i>Cisco Prime Unified Operations Manager 9.0 Installation Guide (Includes Service Monitor)</i>	http://www.cisco.com/en/US/products/ps6535/prod_installation_guides_list.html
<i>Cisco Prime Unified Operations Manager 9.0 User Guide</i>	http://www.cisco.com/en/US/products/ps6535/products_user_guide_list.html
<i>Best Practices for Cisco Unified Communications Management Suite on Virtualization</i>	http://www.cisco.com/en/US/prod/collateral/netmgts/ps6491/ps6705/ps6535/white_paper_c11-651585.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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