Readme for Cisco Prime Collaboration Assurance and Analytics 12.1 Engineering Special 1

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This Readme provides information on the installation procedure and defect fixes for Cisco Prime Collaboration Assurance and Analytics 12.1 Engineering Special 1.

Introduction

This Readme provides information about Cisco Prime Collaboration Assurance and Analytics 12.1 Engineering Special (ES) 1. This ES contains two patches:

1 Patch 1 contains fixes to a few minor issues in Platform and Serviceability User Interface.

2 Patch 2 enables DMA option on Cisco Prime Collaboration Assurance and Analytics 12.1 and contains additional fixes to the issues reported after FCS.

Note For more information on the approximate time taken for DMA Backup and Restore, see the section on "DMA Backup and Restore Time Period" in the "Cisco Prime Collaboration Assurance and Analytics Install and Upgrade Guide" for Release 12.1 on Cisco.com.

Audience for this ES1

The ES1 is recommended for both fresh installation and DMA Upgrade customers.

System Requirements

This Engineering Special can be installed only on Cisco Prime Collaboration Assurance and Analytics 12.1 (Build 12.1.78090). Verify the Cisco Prime Collaboration Assurance version from User Interface: **About Screen** > **System Information**. This page must show the build information, that is, Build12.1.78090.

We recommend that you take a snapshot of the VMware instance or database backup before you install this Engineering Special, so that you have a snapshot or clean backup that can be used if the installation fails.

Purpose of the VM snapshot: After applying the patch, if there is any inconsistency involved, there is no functionality supported to uninstall the patch. In such cases, you can revert to the previously installed build using a VM snapshot.

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Note   Ensure to remove the snapshot, after the Engineering Special is successfully installed and the functionalities are verified.

Package Details

Patch 1

1. **Name:** PCA-12.1-Platform-ES1.tar.gz

2. **Description:** This Patch bundle updates the Cisco Prime Collaboration Assurance after FCS Platform-Serviceability updates are implemented.

3. **Purpose:** This patch contains fixes to a few minor issues in Platform and Serviceability User Interface.

   For Example: While performing software update, the progress bar shows steps as 1 of 12, 2 of 12, 3 of 12, 4 of 6, ...

   The issue has been fixed as part of this patch and will not occur from next Software Update.

Patch 2

1. **Name:** PCA-12.1-ES1.tar.gz

2. **Description:** This Patch bundle updates the Cisco Prime Collaboration Assurance after FCS Data Migration updates are implemented. It also contains fixes to the issues reported after FCS.

3. **Purpose:** This patch enables Data Migration Assistant in the Serviceability User Interface and contains fixes to the issues reported after FCS. After successfully applying this patch, Cisco Prime Collaboration Assurance will be ready for DMA Upgrade from previous versions of CPCA 11.x, if required.

Installing Cisco Prime Collaboration Assurance and Analytics 12.1 Engineering Special 1

To install the Engineering Special, login to Cisco Prime Collaboration Assurance Serviceability, perform the following steps:

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Note
1. Ensure to apply Patch 1 (PCA-12.1-Platform-ES1.tar.gz) before Patch 2 (PCA-12.1-ES1.tar.gz).

2. The aforementioned patches (Patch 1 and Patch 2) have to be applied to both Main VM and DB VM, in case of Very Large two VM deployment.

Step 1 Download the patch bundle.

Step 2 Go to **Cisco Prime Collaboration Assurance Serviceability User Interface** > **Maintenance** > **Software Update**.

Step 3 Upload the patch bundle.

Step 4 Once the patch bundle is successfully uploaded, select it and click on **Start Update**.

Step 5 The software update status (success/failure) can be seen in the status column corresponding to the bundle.

Step 6 The system will reboot after 30 seconds of successful software update for the changes to take effect. This is applicable to both Patch 1 and Patch 2.
For more information, see the "Cisco Prime Collaboration Assurance Serviceability User Guide" for Release 12.1 on Cisco.com.

Note All the processes should be up and running. It will take a few minutes for all processes to come up after patch installation. To view the information on the installed patch, check the Dashboard on "System Update History" in Cisco Prime Collaboration Assurance Serviceability.

After successfully applying Patch 2 (PCA-12.1-ES1.tar.gz), Cisco Prime Collaboration Assurance and Analytics is enabled for DMA Upgrade from earlier CPCA 11.x versions, if required. Now, you can perform DMA. For more information, see the chapter on "Migrate Cisco Prime Collaboration Assurance" in "Cisco Prime Collaboration Assurance and Analytics Install and Upgrade Guide" for Release 12.1 on Cisco.com.

Resolved Problems

The following defects are resolved in the Cisco Prime Collaboration Assurance and Analytics 12.1 Engineering Special 1:

Defect ID	Summary
CSCvh54674	Software Upgrade Issues.
CSCvh31776	Cisco Prime Collaboration Assurance Restore fails without any error message if wrong sFTP path is provided.
CSCvh31770	Cisco Prime Collaboration Assurance Serviceability User Interface Lock sometimes does not get deleted in case network goes down.

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Defect ID	Summary
CSCvh17732	Deletion of device details from Cisco Prime Collaboration Assurance inventory does not delete custom rule created on that device.
CSCvh31199	Web pages in Cisco Prime Collaboration Assurance 12.1 fail to load and returns HTTP Status 500 or HTTP Status 404.
CSCvh39802	Auto Discovery flow being logged out for non-globaladmin users.
CSCvh54396	Discovery Job with more than 500 device leads device into intermediate state like ACCESSIBLE.
CSCvg28992	Serial number missing for Voice gateway.
CSCvh49103	Soft Phone unregistration counts towards EndpointUnregThresholdExceeded threshold.
CSCvh32160	Assign/Unassign options are greyed out when Select All button is checked for CUCM servers.
CSCvh61434	Troubleshooting failing for Video to Audio Endpoint Call.

Abbreviations and Definitions

Abbreviation	Definition
CPCA	Cisco Prime Collaboration Assurance

Related Documentation

You can access the Cisco Prime Collaboration Assurance and Analytics Release 12.1 User Guides from Cisco.com.