



Release Notes for Cisco Service Control Management Suite Collection Manager (SCMS CM) Release 2.5.8

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Release Notes for Service Control Management Suite Collection Manager (SCMS CM) 2.5.8

Supports: SCMS-CM 2.5.8

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These release notes for the Cisco Service Control Management Suite Collection Manager (SCMS CM) describe the enhancements provided in Cisco Release SCMS-CM 2.5.8.

For a list of the caveats that apply to Service Control Management Suite Collection Manager (SCMS CM) 2.5.8 see “Open Caveats,” page 7



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Contents

INTRODUCTION	3
RELEASE SCMS CM 2.5.8	3
FUNCTIONAL ENHANCEMENTS	3
RESOLVED ISSUES.....	3
RELEASE SCMS CM 2.5.5	4
<i>Real-time RDR Aggregation</i>	4
<i>Support for New Report Types</i>	5
RELEASE SCMS CM 2.5.1	5
<i>Support for Redhat Enterprise Linux</i>	5
<i>Support for MySQL Database</i>	5
<i>Support for Sybase ASE 12.5.1</i>	5
INSTALLATION NOTES.....	5
<i>Upgrade Path from SCMS CM 2.5.1</i>	5
OPEN CAVEATS	7
<i>Collection Manager Software</i>	7
<i>Reporter Tool</i>	8
OBTAINING TECHNICAL ASSISTANCE	12
<i>Cisco.com</i>	12
<i>Technical Assistance Center</i>	12

Introduction

Cisco is proud to release version 2.5.8 of its Collection Manager component.

The Cisco Service Control Management Suite Collection Manager (SCMS CM) is an implementation of RDR-collection software. It receives data-records (RDRs) from Cisco SCE devices, performs pre-aggregation and persistency into a database and/or text-files in CSV format.

This document outlines the functional enhancements and states known caveats. For additional information, please refer to the related Cisco documentation of the Cisco Service Control Management Suite.

This document is updated for revision **2.5.8** of the Collection Manager.

It is to be used with SCAS BB release 2.1 and above.

Release SCMS CM 2.5.8

Functional Enhancements

RAG Adapter – Aggregate by Record Source (SCE)

The “*aggregate by record source*” feature has been added to CM 2.5.8.

To enable this feature, insert the following in the bucket identification specification.

```
<metafield source="record-source" type="int"/>
```

Resolved Issues

Loss of RDRs from the persistent buffer

- Cisco Number CSCsb60608

In CM 2.5.5 in certain circumstances, several RDRs were deleted from the persistent buffer without being read.

This issue is fixed in CM 2.5.8.

Loss of MALUR RDRs

- Cisco Number CSCsc77525

In CM 2.5.5 in certain circumstances, MALUR RDRs were being dropped instead of inserted into the database.

This issue is fixed in CM 2.5.8.

TAAadapter issue

- Cisco Number CSCsb90000

In CM 2.5.5 in rare circumstances, the TAAadapter (“Topper”) would not come up after system reboot.

This issue is fixed in CM 2.5.8.

Sybase slowness

- Cisco Number CSCsc36086

In CM 2.5.5 in rare circumstances, a bug in Sybase caused insertion rate into the database to drop for extended periods, ultimately resulting in lost RDRs.

This issue is fixed in CM 2.5.8.

isql processes

- Cisco Number CSCsc72984

In some situations, a process used by the periodic delete mechanism to access the Sybase database would hang, without freeing the associated database connection. Accumulation of such processes would eventually prevent the normal database connections (e.g. from the Reporter, or subsequent periodic delete activity) from being established.

This issue is fixed in CM 2.5.8.

Release SCMS CM 2.5.5

Real-time RDR Aggregation

The Collection Manager now includes a new adapter for real-time aggregation of RDRs. This adapter can provide additional aggregation schemes of real-time subscriber. It is disabled by default.

Support for New Report Types

Support for collection of new SCAS BB 2.5.5 report types such as Malicious Activity reports, and dispatching into appropriate database tables. The database schema created by the CM has changed to accommodate these changes – please refer to the *Cisco SCMS Collection Manager User Guide* for more information.

Release SCMS CM 2.5.1

Support for Redhat Enterprise Linux

The Collection Manager can be installed and operated on Redhat Enterprise Linux 3.0, in addition to Solaris 2.8.

Support for MySQL Database

Support for MySQL database was added to the Collection Manager JDBC Adapter.

Support for Sybase ASE 12.5.1

The version of Sybase ASE used in “bundled DB mode” has been upgraded to ASE 12.5.1

Installation Notes

Upgrade Path from SCMS CM 2.5.1

To upgrade from SCMS CM 2.5.1 or 2.5.5:

- Step 1.** Before installing SCMS CM 2.5.5 on top of a previous version, back up any configuration files that may have customized any settings. After the installation, make corresponding changes in the newly-deployed configuration files. The files which may contain customizations are:

pump/config/pump.conf

pump/config/queue.conf

pump/config/csvadapter.conf

pump/config/jdbcadapter.conf

pump/config/taadapter.conf

Step 2. (When using the DBAdapter with a bundled Sybase database, re-run the `select-app.sh` script after the upgrade. **Important** - See below about preserving the database contents).

Step 3. If you need to preserve the contents of your database, proceed as follows according to your DB configuration.

A) If you are using the DBAdapter with a bundled Sybase database:

- a. Do not attempt to re-configure your application by running `select-app.sh` after the upgrade.
- b. After upgrading, migrate your DB tables to the 2.5.5 structure by running the command:
`<CDROM root>/install-scripts/dbmig_250_255.sh --bundled`
- c. Select an application by running the following commands:

```
cd ~pcube/pump/config/apricot
rm -f tables.conf
ln -sf tables.conf{.XXX,}
```

where **XXX** is either 255, 250, or 251 depending on the application you require. No blanks should be in the last token.

- d. Activate the periodic delete procedure for your database by running the following command:

```
~pcube/db_maint/create_periodic_del_procs.sh
```

B) If you are using the JDBCAdapter with an unbundled Oracle database:

- a. Migrate your DB tables to the 2.5 structure by running the command:
`<CDROM root>/install-scripts/dbmig_21_250.sh --unbundled`

Step 4. Run the following command after upgrading:

```
(echo 'sp_configure "enable housekeeper GC", 5' ; echo go ) |
~sybase/OCS-12_5/bin/isql -Spqbsyb1 -Usa -Ppcube2001
```

And make sure the output contains the message:

Configuration option changed.

Step 5. Drop the MALUR table.

Run the following command:

```
droptable.sh -f RPT_MALUR
```

Step 6. Restart the CM.



Note

Dropping the MALUR table and restarting the CM will cause all old data in the MALUR table to become unavailable.

Open Caveats

Collection Manager Software

Warning Message in the Output of the `./dbperiodic.py --load`

- Cisco Number 9959

When running `./dbperiodic.py --load` The following warning message can appear:

```
warning - could not read existing crontab. proceeding anyway...
```

Workaround: None. Ignore the message.

SCMS CM /Reporter: Maximum Open Connections Not Enforced

- Cisco Number 10791

The Reporter does not enforce the maximum number of active connections (for example, open report windows) the user can create. In the rare instance when many reports are open concurrently and the system reaches its limits, and if the SCMS CM DB adapter is restarting at the same time, the DB may refuse connections.

Workaround: If there is an indication in the SCMS CM log regarding failures to connect to the database, and a Reporter has too many active windows open, close the reporter and restart the SCMS CM. Note that if the `sudo` package is installed on the SCMS CM, the DB Adapter will perform this automatically by restarting the database.

US English Locale Required

- Cisco Number n/a

For correct SCMS CM and Sybase operation, English locale must be used.

Workaround: To set the locale, place the following line in the `/etc/TIMEZONE` configuration file

```
LANG=en_US
```

The system must be rebooted after the change is made and Solaris must have support this locale installed. You can verify the Solaris support by checking that the directory `/usr/lib/locale/en_US` exists. If it does not exist, install the locale from the Solaris installation CDs.

POSIX Format for Time Zone Not Recommended

- Cisco Number n/a

Setting the OS time zone as offset from GMT in POSIX format is not recommended and may lead to problems in future versions.

Workaround: Set the time zone in the `/etc/TIMEZONE` configuration file by (supported) country name, for example:

```
TZ=Japan
```

To verify that the country name is supported as a time zone setting, check that it is listed in the directory `/usr/share/lib/zoneinfo`.

If GMT offset must be used, use the `zoneinfo` format with the `:Etc` prefix, for example:

```
TZ=:Etc/GMT+5
```

Reporter Tool

Policy Change May Corrupt Report Templates

- Cisco Number 10735

Report templates may fail when a query is made after a new policy is applied to the SE, particularly when changing the services offered.

Workaround: Modify the saved queries to ensure the all service names used are currently available.

Empty choices fields when trying to create new report after first reporter installation

- Cisco number: 14192

In rare circumstances, when starting the reporter at the first time after installation and trying to generate new report some of the report choices fields are empty, for example the choice field called "traffic direction" appear with no selection options.

Workaround: Reopen the reporter.

Top Service Ports Report Display in Chart View

- Cisco Number n/a

When generating the "Top Service Ports" report, only the port-number and the default associated protocol are displayed in the chart-view. This causes port numbers used by multiple protocols (such as port 80 used for HTTP & KazaA) to show the same legend in the chart (80(http) in this case).

Workaround: Switch from chart view to table view so the service name can be seen in addition to the name associated with the port.

Table Always Prints to Default Printer

- Cisco Number 5049

When printing a table, it is always printed on the default printer.

Workaround: Before printing a table, make sure that the default printer is set to the destination for the table as follows:

Step 1. From the Start menu, select >Settings>Control Panel>Printers

Step 2. Right click on the printer icon for the destination printer and select **Set as Default Printer**.

Help Button in Reports Wizard Not Working

- Cisco Number 5282

The Report Creation Wizard contains a Help button, but clicking the button does not open a help window.

Find Function in the Reporter Table View Not Working

- Cisco Number 8111

The Find operation in the table view does not work as document

No Warning of Reporter without Templates

- Cisco Number 9092

When the Reporter is run but the templates are not installed, the system does not issue a notification, except that the Report generation wizard appears with an empty templates box.

Workaround: Make sure to install the templates after installing the reporter. To verify the templates are installed use Window's **Add/Remove Programs** and look for "Cisco SCAS BB templates".

Refreshing Report Window May Cause "Reporter DB Error"

- Cisco Number 8015

In extremely rare circumstances, refreshing a report window causes an error message to appear.

Workaround: Close the wizard and then re-open it.

Print Preview Makes Tables Invisible

- Cisco Number 8106

When creating preview of a table from a report, and minimizing the print preview, the table itself becomes invisible in the report window where it was created.

Workaround: Maximize the Preview window or activate Print Preview again. Close the Preview window by clicking **Close**. The table will become visible again.

Report Window Open While Producing Report

- Cisco Number 8128

While the reporter queries the database to create a report, the report window cannot be closed, so as not to interrupt report creation.

Workaround: To interrupt a query, close the Reporter application using the Windows Task Manager, and then restart the application.

Report Button may Cancel Background Report Generation

- Cisco Number 8131

In extremely rare circumstances, when generating a report, if the operator clicks the Report button to generate an additional report, the system displays an error and the first requested report is not generated.

Table Values in the Reporter Cannot be Copied to Clipboard.

- Cisco Number 3116

When viewing a report in a table format, it is not possible to copy the entire contents of the table to the clipboard.

Workaround: Export the contents of the table to a file, open the file in a text editor or a spreadsheet application, and copy the content from there. To copy contents of one cell, the Ctrl+Ins copy command will work on the table.

Reporter Dialog Box Shows the Word "Engage"

- Cisco Number 10137

In rare circumstances when starting the Reporter, the SE IP dialog box contains the word "Engage".

Workaround: Before logging in make sure the SE IP box contains an actual list of IP's by pressing the '...' button.

Single Quote Not Allowed in Subscriber Names

- Cisco Number 10287

The Reporter cannot use a single quote in queries involving arbitrary strings (for example, subscriber names). Use of a single quote results in an SQL error.

Workaround: Do not use a single quote character in subscriber, package, and other field names.

Obtaining Technical Assistance

Cisco provides [Cisco.com](http://www.cisco.com) as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

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To access Cisco.com, go to the following website:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

<http://www.cisco.com/tac>

P3 and P4 level problems are defined as follows:

- P3—Your network is degraded. Network functionality is noticeably impaired, but most business operations continue.

- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for *Cisco.com* (on page 12), go to the following website:

<http://tools.cisco.com/RPF/register/register.do>

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

<http://www.cisco.com/tac/caseopen>

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

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