



Release Notes for Cisco Service Control Management Suite Collection Manager (SCMS CM) 3.1.0

May, 2007

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Covers: SCMS CM 3.1.0

OL-8957-06

These release notes for the Cisco SCMS CM describe the enhancements provided in Cisco Release SCMS CM 3.1.0. These release notes are updated as needed.

For a list of the caveats that apply to Cisco Collection Manager (SCMS CM) 3.1.0, see *Open Caveats* (on page 5).



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Introduction

Cisco is proud to release version 3.1.0 of its Service Control Management Suite Collection Manager component.

The Cisco 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 new features 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 3.1.0 of the Collection Manager.

It is to be used with SCA BB release 3.1.0.

SCMS CM Release 3.1.0

New Features

The following new features are included in SCMS CM 3.1.0. See the *Cisco Service Control Management Suite Collection Manager User Guide* for a complete description.

- The periodic delete mechanism and *dbtables.sh* script are now supported for external Sybase, Oracle, and MySQL databases.



Note

Periodic delete for MySQL is supported for version 5 only.

- The bundled Sybase database for Solaris is upgraded to version 15.
- Support for Solaris 10 is added and support for Solaris 8 is removed.
- Support added for new external databases: Oracle 10g and MySQL 5.0.
- A new script is available to manage virtual links semantics.
- The upgrade procedure to release 3.1.0 preserves the previous version configuration.
- The regular install mode allows the user to define the database capacity.
- Expert mode installation support has been removed.

Installation Notes

Upgrade Procedure



Note The upgrade procedure to 3.1.0 is supported only from 3.x versions of the CM.



Note If the server is running Solaris 8, the server OS should be upgraded to Solaris 9/10 prior to performing the CM upgrade.
If the CM is using the bundled Sybase database, the server should be upgraded to Solaris 9, **not** Solaris 10, because Sybase 12.5.1 does not support Solaris 10.

To upgrade the CM version 3.x to version 3.1.0:

Step 1 Stop the CM.

Step 2 Run `install-cm.sh -o`.

The option "-o" preserves the existing configuration.

The current scmscm user is used.

The database tables that are new in 3.1.0 will be created automatically when the CM comes up for the first time after the upgrade.

Supported Platforms

The SCMS CM installation is supported on the following platforms:

- Sun SPARC machine running Solaris 9 or Solaris 10.
- IA32 machine running Red Hat Enterprise Linux 3.0 or Red Hat Enterprise Linux 4.0.

Supported External Databases

The SCMS CM installation supports the following external databases:

- MySQL 4.1 and 5.0
- Oracle 9.2 and 10
- Sybase 12.5 and 15.0

Open Caveats

Collection Manager Software

The Format of dbtables.sh Output does not fit Default Terminal Width

- Cisco number: CSCsi70523

When running the `dbtables.sh` script in the default terminal, the output is difficult to read due to the width of the terminal window.

Workaround:

Expand the terminal window and rerun the script.

Online Status Request on a CM in the Network Navigator of the SCA BB Console fails with an Authentication Error

- Cisco number: CSCsi70467

During the upgrade to 3.1.0 from 3.0.5 and later, the PRPC users file is overwritten.

Workaround:

Login to the CM server and redefine the PRPC users.

Upgrading the CM to 3.1.0 Does Not Update queue.conf with VLUR RDR

- Cisco number: CSCsi11795

When upgrading the CM to version 3.1.0, the `queue.conf` file is not updated with VLUR RDR 4042321926.

Workaround:

After the upgrade, add the VLUR RDR tag manually to the `queue.conf` file.

Slow execution of script sceconf.py

- Cisco number: CSCsd82231

When there are numerous SCE connections to the CM, execution of the script `sceconf.py` can take a long time. It can take up to tens of minutes depending on several parameters: number of SCEs connected to the CM, CM server resources, and load.

Warning message in the output of the `./dbperiodic.py --load`

- Cisco number: n/a
When running `./dbperiodic.py --load` the following warning message can appear:
warning - could not read existing crontab. proceeding anyway...
Workaround: None. Ignore the message.

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 for 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
```

Obtaining Technical Assistance

Cisco provides 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 <http://www.cisco.com>.

Technical Assistance Center

The Cisco Technical Assistance Center (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 7), go to <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 <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 <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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