Release Notes for Cisco Service Control Management Suite Collection Manager (SCMS CM) 2.1.0

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Supports: SCMS CM 2.1.0

OL-7019-01

These release notes for the Cisco SCMS CM describe the enhancements provided in Cisco Release 2.1.0 .These release notes are updated as needed.

For a list of the caveats that apply to Cisco Release SCMS CM 2.1 see "Open Caveats – Cisco Release SCMS CM 2.1," page 4

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Introduction

Cisco is proud to release version 2.1 of its Service Control Management Suite - 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 new features, caveats and last minute notifications. For additional information, please refer to the Cisco documentation.

This document is updated for revision **2.1.0** of the Service Control Management Suite - Collection Manager.

It is to be used with SCAS BB and Encharge releases 2.1.

New and Changed Information

The following sections list the new functionalities supported by Cisco for Cisco Release SCMS CM 2.1.

New Functionality in Cisco Release SCMS CM 2.1

The following new functionalities are supported by Cisco for Cisco Release SCMS CM 2.1.

Release 2.1

SCMS CM 2.1.1 is released under GA status. The new JDBC adapter (to be used to interconnect the SCMS CM with any JDBC compliant databases) is still under beta status.

New Functionality in Cisco Release SCMS CM 2.1.0

There are no new functionalities supported in Cisco Release SCMS CM 2.1.0.

Caveats

Open Caveats – Cisco Release SCMS CM 2.1

Application Management, Configuration and User Interface

Sybase Installation Always Places Data on the 2nd Disk

- Cisco number 9118

The Sybase installation script, *installsyb.sh* will always use the 2nd disk as a data repository, regardless of how many disks are available or where the system root is mounted.

Workaround: Before using this script to install Sybase, ensure that the second disk (usually c0t1) is currently not used in the system.

sybback.sh Script Requires a full path as an Argument

- Cisco number 8810

When using the -f option of *sybback.sh* to specify a path where the backup is to be created, and the path is relative, the script may fail.

Workaround: Specify the path in absolute form, when using this flag, for example use -f */tmp/somedir* and not *somedir*.

Warning Message in the ./dbperiodic.py –load Output

- Cisco number 9959

The following warning message may appear when running the script *./dbperiodic.py --load*:

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

There are no known workarounds, but this message is harmless.

SCMS CM/Reporter - The Reporter does not Enforce Maximum Number of Open Connections

- Cisco number 10791

The Reporter does not enforce the maximum number of active connections (i.e. open report windows) the user can create. Therefore, on rare occasions, when opening a lot of concurrent reports in the Reporter, if the number of possible connections is almost reached, and the SCMS CM DB adapter happens to be restarting at this time, it may get connection refusals from the DB because there are not enough available connections.

Workaround: If there is an indication in the SCMS CM log of failures to connect to the database, and you have a Reporter open with many active windows, close the reporter and restart the SCMS CM.

Note		If the sudo package is installed on the SCMS CM, the DB Adapter will automatically do this by restarting the database.

US English Locale Must Be Used

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

Workaround: Set the locale. To set the locale:

The easiest way to set the locale is by performing the following steps:

Step 1. Add to the */etc/TIMEZONE* configuration file, the line: **LANG=en_US**

You must reboot in order for the changes in the file to take effect.

Step 2. Install this locale in Solaris.

To verify if it is installed check if the following directory exists*: /usr/lib/locale/en_US*. If it does not, install the locale from the Solaris CD's.

Posix Format for Time Zone is Not Recommended

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

Workaround: It is best to set the time zone in the */etc/TIMEZONE* configuration file by (supported) country name, for example:

TZ=Japan

You can verify that the country name is supported as a time zone setting by checking that it is listed in the directory */usr/share/lib/zoneinfo*.

In case GMT offset must be used, use the "zoneinfo" format by prepending an '*:Etc/'* *prefix*, for example:

TZ=:Etc/GMT+5

JDBCAdapter - Nonstandard Table Space for Oracle Index Creation

- Cisco number 12355

  The default configuration of the Oracle dbpack in the .JDBCAdapter builds indexes on a non-standard table-space "pqb_ix". If this tablespace does not exist, indexes are not created.

  Workaround: Perform one of the following:

Step 1. Assign a tablespace named **pqb_ix** in your Oracle installation before starting the DC.

-Or-

Remove the reference to the tablespace in the dbpack configuration.

To remove the reference:

a. Edit the file *~pcube/pump/config/dbpacks/oracle/9204e/create_indexes.vm*

b. Remove the **tablespace pqb_ix** reference.

SCMS CM/Reporter – No TR Reports in the Reporter When Using JDBCAdapter

- Cisco number 12097

  Using the JDBCAdapter in combination with Sybase will cause the reporter to issue an error when attempting to produce a TR-related report. This is as a result of the changed field types in the TR table.

  Workaround: In SCMS CM 2.1, where the DB used is Sybase, configure the SCMS CM to use the DBAdapter and not the JDBCAdapter.

Saved Report Templates May Be Unusable After Policy Change

- Cisco number: 10735

  Generating a report from a saved query after applying a new policy to the SCE with new services, could fail with a database error.

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

Duplicate Names in Top Service Ports Report

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

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

Tables Always Print on the Default Printer

- Cisco number: 5049

Tables always print on the default printer.

Workaround: Change the printer settings.

To change the settings:

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

The list of printer icons is displayed.

Step 2. From the list of printer icons, right click the one you wish to print the table to.

Step 3. From the popup menu, select **Set as Default Printer**.

The Help Button in the "Reports Wizard" is not Functional

- Cisco number: 5282

The Report Creation Wizard contains a Help button. Pressing this button does not open a help window.

There are no known workarounds.

The Find Function in the Reporter Table View is not Functional

- Cisco number: 8111

The documented 'Find' operation on a table view does not work.

There are no known workarounds.

Opening the Reporter without Templates Provides no Indication

- Cisco number: 9092

While the Reporter runs without the templates installed, the only indication of the situation is the appearance of the Report generation wizard with an empty templates box.

Workaround: Ensure that you properly install the SCAS BB templates after installing the reporter.

To verify that the templates are installed:

Step 1. From the Taskbar, select **Start>Settings>Control Panel>Add/Remove Programs.**

Step 2. Search for **Cisco SCAS BB templates.**

A "Reporter DB Error" may Pop Up, when refreshing a Report Window

- Cisco number: 8015

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

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

Printing a Preview of a Table (not a Chart) Causes the Table to Disappear from the Report

- Cisco number: 8106

Creating a preview of a table from a chosen report, and then minimizing the print preview, causes the table to disappear from the report window it was created in.

Workaround: Perform the following steps:

Step 1. Maximize the **preview** window or reactivate print preview.

Step 2. Click the **close** button.

The preview window closes and the table reappears.

A Report Cannot Close while it is Produced

- Cisco number: 8128

While the reporter queries the database in order to create the requested report, the report window cannot close; thus the creation of the report cannot be interrupted.

Workaround: In case you must interrupt the query, close the Reporter application using the windows Task Manager, and then restart it.

Clicking the Report Button while a Query is Running, may Abort the Query

- Cisco number: 8131

In extremely rare circumstances, when you simultaneously, generate a report, and click the Report button to generate another report, an error pops up and the first report is not displayed.

There are no known workarounds.

Table Values in the Reporter Cannot be Copied to the Clipboard

- Cisco number: 3116

While viewing a report in a table format, you cannot copy the table content to the clipboard.

Workaround: Perform the following steps:

Step 1. Export the contents of the table to a file.

Step 2. Open the file in a text editor or a spreadsheet application.

Step 3. Copy the content to the clipboard.

To copy the contents of one cell, select **CTRL**+**Insert.**

The Reporter Displays the Word "SCAS BB"Occasionally in the SE IP Line

- Cisco number: 10137

In rare circumstances, when starting the Reporter, the SE IP dialog box displays the word "SCAS BB".

Workaround: Prior to login ensure that the SE IP box contains an actual list of IP's. Click the '**...**' button to view the list..

Single Quotes Cannot be Used in Arbitrary Strings in the Reporter

- Cisco number: 10287

The Reporter cannot use a single quote in queries involving arbitrary strings (e.g. subscriber names). If such a string is used, an SQL error occurs.

Workaround: Do not use single quote characters in subscriber names, package names, etc.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at this URL:

http://www.cisco.com/techsupport

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

http://www.cisco.com/techsupport/servicerequest

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
EMEA: +32 2 704 55 55
USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

http://www.cisco.com/techsupport/contacts

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is "down," or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

  http://www.cisco.com/go/marketplace/

- The Cisco Product Catalog describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

  http://cisco.com/univercd/cc/td/doc/pcat/

- Cisco Press publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

  http://www.ciscopress.com

- Packet magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

  http://www.cisco.com/packet

- iQ Magazine is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

  http://www.cisco.com/go/iqmagazine

- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

  http://www.cisco.com/ipj

- World-class networking training is available from Cisco. You can view current offerings at this URL:

  http://www.cisco.com/en/US/learning/index.html