



# Readme for Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 2

First Published: 2018-10-16

## Introduction

This Readme provides information on the installation procedure for Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 2 (SP2). Following are the supported upgrade path(s):

Cisco Prime Collaboration Assurance Releases	Notes
12.1	<p>Cisco Prime Collaboration Assurance 12.1 Service Pack 2 must be installed on Cisco Prime Collaboration Assurance 12.1 Service Pack 1. For more information, see the section on "<a href="#">Mandatory Service Pack(s) or Engineering Special(s)</a>" in the Cisco Prime Collaboration Assurance and Analytics Install and Upgrade Guide for 12.1 Service Pack 2.</p> <p>For more information on migration from Cisco Prime Collaboration Assurance 11.6 to Cisco Prime Collaboration Assurance 12.1, refer to "Readme for Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 1" document.</p> <p><b>Path:</b> Downloads Home / Cloud and Systems Management / Collaboration and Unified Communications Management / Prime Collaboration / Prime Collaboration Assurance 12.1 / Prime Collaboration Patches- 12.1 Service Pack2</p>

The Service Pack 2 contains a few new features and defect fixes.

Table 1: Cisco Prime Collaboration Assurance 12.1 Service Pack 2 Features

Feature Name	Feature Description
New Endpoint Support	<p>Supports six new Cisco Endpoints for Cisco Prime Collaboration Assurance.</p> <ul style="list-style-type: none"> <li>• ciscoWebExRoom-55</li> <li>• ciscoWebExRoom-70</li> <li>• ciscoWebExRoomKit</li> <li>• ciscoWebExRoomKitPlus</li> <li>• 7832</li> <li>• 8832</li> </ul> <p>For more information, see <a href="#">Supported Devices for Cisco Prime Collaboration Assurance</a>.</p>
Conference Diagnostics	<p>Conference Diagnostics support for Cisco Unified Communications Manager registered Telepresence endpoints (TC/CE)</p> <p>The default visibility settings for endpoints is turned to OFF state for new installations (Cisco Prime Collaboration Assurance 12.1 SP2). During upgrade from the previous versions (Cisco Prime Collaboration Assurance 11.6, Cisco Prime Collaboration Assurance 12.1 FCS/ES1/ES2/ES3/ES4/SP1/...) to Cisco Prime Collaboration Assurance SP2, the Installation routine will retain the default visibility settings of the already managed endpoints.</p>

## System Requirements

This Service Pack can be installed only on Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 1. Verify the Cisco Prime Collaboration Assurance version from User Interface: **About Screen > System Information**. This page must show the build information, that is, Build 12.1.80287.

We strongly recommend you to take a snapshot of Cisco Prime Collaboration Assurance VM and Cisco Prime Collaboration Analytics Database VM (applicable only for very large 2 VM deployment). Ensure to remove the snapshot, after the Service Pack is successfully installed and the functionalities are verified to avoid any performance overhead on ESXi server.

**Purpose of the VM snapshot:** You can revert to the previously installed build using VM snapshot when needed.



**Note** Additional disk space is required for taking a VM snapshot. For more information, see VMware document(s).

## Package Details

**Name:**

Following are the tar files:

1. **pca-infra tar:** CSCOpca-infra-12.1.80714.x86\_64.tar.gz
2. **cpcm-assurance tar:** PCAcpcm-assurance\_12.1.80714.x86\_64.tar.gz
3. **pcn-db tar:** PCApcn-db\_12.1.80714.x86\_64.tar.gz

## Upgrade Sequence

Steps	Sequence	Small/Medium /Large VM	Very Large Main/DB VM
1	Take a Snapshot of the Virtual Machine before performing any software installations (Optional, but Recommended). For more information, see <a href="#">Take a Snapshot of a Virtual Machine</a> .	Yes	Yes
2	Enable Root through Cisco Prime Collaboration Assurance Serviceability User Interface.  For information, see the chapter on <a href="#">Root Access</a> in <a href="#">Cisco Prime Collaboration Assurance Serviceability User Guide</a> for Release 12.1.	Yes	Yes
3	Upgrade to Cisco Prime Collaboration Assurance 12.1 Service Pack 2 bundle.  For steps, see the section on <a href="#">Install Application tar Bundle</a> .	Yes <b>Small/Medium/Large VM</b> (PCAcpcm-assurance_12.1.80714.x86_64.tar.gz)	Yes <b>Very Large Main/DB VM</b> <b>1. Install on Analytics Database VM</b> (PCApcn-db_12.1.80714.x86_64.tar.gz) <b>2. Install on Assurance Main VM</b> (PCAcpcm-assurance_12.1.80714.x86_64.tar.gz)

Steps	Sequence	Small/Medium /Large VM	Very Large Main/DB VM
4	Install Infra bundle. For steps, see the section on <a href="#">Install Infra tar Bundle</a> .	Yes	Yes

## Upgrade to Cisco Prime Collaboration Assurance 12.1 Service Pack 2

### Before you begin:

- Ensure that Cisco Prime Collaboration Assurance 12.1 Service Pack 1 is available before starting the upgrade for Cisco Prime Collaboration Assurance Service Pack 2.
- You must enable root through Cisco Prime Collaboration Assurance Serviceability User Interface before proceeding with the bundle installation(s).

## Install Application tar Bundle

Perform the following steps:

- Step 1** Download the Cisco Prime Collaboration Assurance 12.1 SP2 bundle from the CCO site at [Software Downloads](#).

**Path:** Downloads Home / Cloud and Systems Management / Collaboration and Unified Communications Management / Prime Collaboration / Prime Collaboration Assurance 12.1 / Prime Collaboration Patches- 12.1 Service Pack2

- **For Small/Medium/Large Deployment**, download  
PCApcm-assurance\_12.1.80714.x86\_64.tar.gz
- **For Very Large 2 VM Deployment**, download both the tar bundle(s).
  1. PCApcn-db\_12.1.80714.x86\_64.tar.gz
  - and
  2. PCApcm-assurance\_12.1.80714.x86\_64.tar.gz

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

**Note** For more information, see the chapter on [Maintenance](#), section [Software Update](#) in Cisco Prime Collaboration Assurance Serviceability User Guide for Release 12.1 on [Cisco.com](#).

## Small, Medium, and Large Deployment

Perform **Step 1 and Step 2** from [Install Application tar Bundle](#).

- Step 3** Upload **PCAcpcm-assurance\_12.1.80714.x86\_64.tar.gz** on Assurance and Analytics VM.
- Note** Files uploaded in Cisco Prime Collaboration Assurance Serviceability User Interface will be populated in the User Interface only after it is extracted. Time taken will be dependent on the server's performance. Example, A 2 GB file can take up to a minute to appear in an optimally performing server.
- Step 4** Once the 12.1 SP2 bundle for Assurance and Analytics VM is successfully uploaded, select the uploaded bundle and click **Start Update**.
- Step 5** The system reboots after 30 seconds of successful software update for the changes to take effect.
- Step 6** After reboot, login to Cisco Prime Collaboration Serviceability User Interface page and monitor the Dashboard for the process status.



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**Note** After upgrade, the root will be disabled.

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## Very Large 2 VM Deployment

Perform **Step 1 and Step 2** from [Install Application tar Bundle](#).

- Step 3**
- Upload **PCApn-db\_12.1.80714.x86\_64.tar.gz** on Analytics Database VM. Once the 12.1 SP2 bundle is successfully uploaded, select the uploaded bundle and click **Start Update**.
- The system reboots after 30 seconds of successful software update for the changes to take effect.
- Next, upload **PCAcpcm-assurance\_12.1.80714.x86\_64.tar.gz** on Assurance Main VM. Once the 12.1 SP2 bundle is successfully uploaded, select the uploaded bundle and click **Start Update**.
- Note** Files uploaded in Cisco Prime Collaboration Assurance Serviceability User Interface will be populated in the User Interface only after it is extracted. Time taken will be dependent on the server's performance. Example, A 2 GB file can take up to a minute to appear in an optimally performing server.
- The system reboots after 30 seconds of successful software update for the changes to take effect.
- Step 4** After reboot, login to Cisco Prime Collaboration Serviceability User Interface page and monitor the Dashboard for the process status.



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**Note** After upgrade, the root will be disabled.

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## Install Infra tar Bundle




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**Note** The Infra tar bundle must be installed on both Analytics Database VM and Assurance Main VM.

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### Before you begin

We recommend you to enable root through Cisco Prime Collaboration Assurance Serviceability User Interface before proceeding with the Infra tar bundle installation.

### Procedure

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- Step 1** Ensure that all the processes are up and running via Cisco Prime Collaboration Assurance Serviceability Dashboard.
- Step 2** Download the Infra bundle (CSCOpca-infra-12.1.80714.x86\_64.tar.gz) from the CCO site at [Software Downloads](#).
- Path:** Downloads Home / Cloud and Systems Management / Collaboration and Unified Communications Management / Prime Collaboration / Prime Collaboration Assurance 12.1 / Prime Collaboration Patches- 12.1 Service Pack2
- Step 3** Go to **Cisco Prime Collaboration Assurance Serviceability User Interface > Maintenance > Software Update**.
- Note** For more information, see the chapter on [Maintenance](#), section [Software Update](#) in [Cisco Prime Collaboration Assurance Serviceability User Guide](#) for Release 12.1.
- Step 4** Upload the Infra bundle (CSCOpca-infra-12.1.80714.x86\_64.tar.gz).
- Step 5** Once the Infra bundle is successfully uploaded, select the uploaded Infra bundle and click **Start Update**.  
A message appears indicating that the **Software update requires reboot of the server. Please click OK to proceed for reboot**.
- Step 6** Click OK.
- Step 7** After reboot, login to Cisco Prime Collaboration Serviceability User Interface page and monitor the Dashboard for the process status.
- 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.
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## Resolved Problems

The following defects are resolved in the Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 2:

Defect ID	Summary
<a href="#">CSCvm50325</a>	Fault went OOM.
<a href="#">CSCvm50291</a>	Delay in dbcn notification in phone XML processing causing suspend not working for long period.
<a href="#">CSCvm20613</a>	Global lock files not getting deleted upon deletion of a cluster.
<a href="#">CSCvm08730</a>	Unable to suspend/delete CUCM clusters.
<a href="#">CSCvm50246</a>	Maximum CDR/minute rate mismatch.
<a href="#">CSCvm47436</a>	GSU Data polling not happening.
<a href="#">CSCvm56678</a>	Device Name filter in Alarms & Events > Events not working.
<a href="#">CSCvm52568</a>	Analytics Administration > Group Management help content not loading.
<a href="#">CSCvm47439</a>	PCA is deleting CDR/CMR for managed clusters.
<a href="#">CSCvm35997</a>	Duplicate entries of PCA in Call Manager for syslog addition.
<a href="#">CSCvm50310</a>	Management status showing as undiscoverable, however status reason shows as discovered successfully.
<a href="#">CSCvm08752</a>	Media Resources > Registered to Primary search is taking more than 4 minutes to show up.
<a href="#">CSCvk22034</a>	Duplicate entries present in Ops View for Cluster.
<a href="#">CSCvm09906</a>	Online help page on Synthetic test not loading. Getting an exception.
<a href="#">CSCvm69170</a>	Analytics data process stopped working and not starting.
<a href="#">CSCvm69164</a>	General UI slowness in Super Large Server.
<a href="#">CSCvm65793</a>	Evaluation License for Super Large needs to be limited to 250000.
<a href="#">CSCvm65059</a>	WAL log files size is growing day by day in analytics (DBMV) box.
<a href="#">CSCvm47439</a>	PCA is deleting CDR/CMR for managed clusters.
<a href="#">CSCvm47436</a>	GSU Data polling not happening.

Defect ID	Summary
<a href="#">CSCvk62917</a>	After installing ES on PCA 11.6 the Top N Caller and Top N Dialed widgets never loads.
<a href="#">CSCvk68213</a>	PCA - Unable to create custom event rule for Contact Center Enterprise and CVP devices.
<a href="#">CSCvm10484</a>	Improvements in polling process of CUCM RTMT Poller.
<a href="#">CSCvm38882</a>	In 12.1 PCA -- LDAP Settings page, "Use SSL" checkbox should be replaced by "Use TLS".
<a href="#">CSCvm50472</a>	System Reboot events/alarms raised inconsistently for VCS devices.
<a href="#">CSCvm56928</a>	PCA SSO Recovery URL Missing Port.
<a href="#">CSCvm76165</a>	Supported devices list link for 12.1Sp1 is providing wrong info on cisco.com.

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

Defect ID	Summary
<a href="#">CSCvh19787</a>	Memory utilization not being displayed for ISR4451 under the 360 degree view.
<a href="#">CSCvh31199</a>	Web pages in Cisco Prime Collaboration Assurance 12.1 fail to load and returns HTTP Status 500 or HTTP Status 404.
<a href="#">CSCvh65613</a>	All CUCM devices do not get added successfully in PCA for first time while provisioning from HCMF.
<a href="#">CSCvh77247</a>	Cisco Unity Connection device raising & clearing Service down alerts very frequently on Cisco Prime Collaboration Assurance.
<a href="#">CSCvh81949</a>	Utilization in capacity analysis for mgcp trunks is not showing per day-wise when clicked on info.
<a href="#">CSCvh84569</a>	PCA 11.6 : needs to correct Alarm and events supported document.
<a href="#">CSCvh84751</a>	Stop RIS Based RTMT polling from CUCM in Cisco Prime Collaboration Assurance.
<a href="#">CSCvh95084</a>	Data purging not happening for conferences data in Assurance.
<a href="#">CSCvi06862</a>	PCA: Invalid email address.



Defect ID	Summary
<a href="#">CSCvi33195</a>	Changes the UCSM thread polling mechanism.
<a href="#">CSCvi35582</a>	Data purging not happening for few tables.
<a href="#">CSCvi35764</a>	LDAP with SSL Enabled not supported.
<a href="#">CSCvi40674</a>	Supported Devices document needs to be updated to include the support for 8811s.
<a href="#">CSCvi40697</a>	Expressway Nodes' count for Small and Medium OVA needs to be updated in the System Capacity document.
<a href="#">CSCvi47041</a>	Cisco Prime Collaboration Assurance 11.6 Saving Trunks in Route Group Not Working.
<a href="#">CSCvi53961</a>	Dashlets reporting a negative value in the Cisco Prime Collaboration Assurance User Interface.
<a href="#">CSCvi54846</a>	No polling job is created. Exception not handled in case of duplicate IP.
<a href="#">CSCvi67466</a>	Backup size increases due to statscuicdatasource table not purging.
<a href="#">CSCvi69119</a>	IP-SLA capability does not show up for IP-SLA enabled devices in Cisco Prime Collaboration Assurance 12.1.
<a href="#">CSCvi72148</a>	DMA: Return value from commands not handled correctly.
<a href="#">CSCvi76264</a>	Uncaught error from scripts not logged in DMA.
<a href="#">CSCvi82149</a>	PCA 12.1 Export of dashlets in performance tab shows incomplete information.
<a href="#">CSCvi83774</a>	Upgrade to 11.6 ES15 changes deployment model from Very Large to Small.
<a href="#">CSCvi92665</a>	Migration from Cisco Prime Collaboration Assurance 11.6 to 12.1 fails when uri coming from CUCM is more than 50 characters.
<a href="#">CSCvj13385</a>	H323 gateways are not getting discovered as part of logical discovery.
<a href="#">CSCvj20147</a>	Historical Trend Data Collection Fails To Start following Cisco Prime Collaboration Assurance Services Restart.
<a href="#">CSCvj21095</a>	Cisco Prime Collaboration Assurance sometimes does not send an email notification.

Defect ID	Summary
<a href="#">CSCvj22557</a>	PCA : Correction in Install/Upgrade guide for Very large deployment.
<a href="#">CSCvj25107</a>	Back-up and restore not completing successfully Cisco Prime Collaboration Assurance 12.1.
<a href="#">CSCvj30424</a>	DMA backup file format to be changed from tar.gpg to tar.gz.
<a href="#">CSCvj30557</a>	Cisco Prime Collaboration Assurance 12.1   Unable to change the timezone to ETC/GMT+3 from WEB User Interface.
<a href="#">CSCvj35798</a>	PCA 11.6 : Some phones are not showing-up in inventory after successful CDT.
<a href="#">CSCvj51061</a>	PCA - CDR source "Data collection failed" for multiple clusters.
<a href="#">CSCvj65032</a>	Remove polling for 2 Jabber session counters.
<a href="#">CSCvj72284</a>	Cisco Prime Collaboration Assurance 12.1 - CUCM's are partially managed with reason "Partial Discovery-syslog configuration".
<a href="#">CSCvj72590</a>	Synthetic test fails to load in 11.6.
<a href="#">CSCvj74259</a>	PCA should not poll EPs in MSP mode.
<a href="#">CSCvj78171</a>	DMA migration from 11.6 to 12.1 fails in step10, issue in CDT.
<a href="#">CSCvj78181</a>	DMA migration from 11.6 to 12.1 fails in "Step 5 of 20: DBRESTORE".
<a href="#">CSCvj88600</a>	Earlier version of jdk(older than OpenJDK 7u6) has substring implementation causing memory leak.
<a href="#">CSCvj89322</a>	Duplicate entries are present in the Poller.conf file for TbgVCSPollingHandler_registration.
<a href="#">CSCvj91144</a>	Cisco Prime Collaboration Assurance 12.1 - Inventory - CTS IX and CTS TX endpoints are removed from device grouping.
<a href="#">CSCvj95189</a>	CUCM & CUC devices raising & clearing CriticalServiceDown alerts very frequently on Cisco Prime Collaboration Assurance.
<a href="#">CSCvj99412</a>	Cisco Prime Collaboration Assurance 12.1-Performance dashboard is not able to fetch the list of pre-canned Dashboard for Unity device.

Defect ID	Summary
<a href="#">CSCvk00236</a>	A Super admin (other than globaladmin) cannot add a report viewer user.
<a href="#">CSCvk02750</a>	PCA12.1-CUCM publisher is discovered as subscriber.
<a href="#">CSCvk04620</a>	Require update on Cisco Prime Collaboration Assurance 11.6 Engineering Special installation documentation.
<a href="#">CSCvk07802</a>	epcm_backup.log can consume the /var partition.
<a href="#">CSCvk09917</a>	Improvement on logical discovery for SIP devices and Gateways
<a href="#">CSCvk09967</a>	RTMT based Alerts are not processed for a CUCM cluster.
<a href="#">CSCvk12085</a>	Cisco Prime Collaboration Assurance is raising and clearing Hardware failure alarms for Expressway Devices very frequently.
<a href="#">CSCvk13477</a>	Connection timeout not set for BoneCP configuration, causing crashes.
<a href="#">CSCvk15346</a>	Cisco Prime Collaboration Assurance 12.1 fails to configure CD settings for CUCM 10.5.2 upon logical discovery.
<a href="#">CSCvk21548</a>	PCA 11.0 Upgrade guide missing requirement for Synthetic Test export/ import.
<a href="#">CSCvk21997</a>	PCA12.1:CCE license dashboard shows in-correct Logged-on agent count for PG's.
<a href="#">CSCvk25042</a>	Endpoints may be falsely reported as registered to their backup node.
<a href="#">CSCvk34192</a>	PCA 12.1 : User defined groups do not show devices until edit and save.
<a href="#">CSCvk34271</a>	User with Report viewer role cannot view reports.
<a href="#">CSCvk35906</a>	Telepresence Conductors are not seen associated with all CUCM clusters.
<a href="#">CSCvk40164</a>	PCA 12.1, CVVB device is going to undiscoverable state.
<a href="#">CSCvk46047</a>	CDT failure due to Socket Timeout prevents the failed CUCM cluster from being managed properly.

Defect ID	Summary
<a href="#">CSCvk46066</a>	Offline managed devices, discovered through SIP Discovery, are deleted from PCA post CDT.

## Abbreviations and Definitions

Abbreviation	Definition
CPCA	Cisco Prime Collaboration Assurance
SP	Service Pack
DMA	Data Migration Assistant
ES	Engineering Special

## Related Documentation

You can access the Cisco Prime Collaboration Assurance and Analytics Release 12.1 and 12.1 Service Pack 2 User Guides from [Cisco.com](#).

