

Readme for Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 3

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Introduction

This Readme provides information on the installation procedure for Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 3 (SP3).



Note **Upgrade from Service Pack 2:** Cisco Prime Collaboration Assurance 12.1 Service Pack 3 must be installed on Cisco Prime Collaboration Assurance 12.1 Service Pack 2. For more information, see the section on "[Mandatory Service Pack\(s\) or Engineering Special\(s\)](#)" in the Cisco Prime Collaboration Assurance and Analytics Install and Upgrade Guide for 12.1 Service Pack 3.

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 Pack3

The following are the **Upgrade Paths**:

Path	Notes
12.1 FCS to 12.1 SP3	Apply 12.1 SP1 → Apply 12.1 SP2 → Apply 12.1 SP3
12.1 SP1 to 12.1 SP3	Apply 12.1 SP2 → Apply 12.1 SP3
12.1 SP2 to 12.1 SP3	Apply 12.1 SP3



Note

- Service Pack is inclusive of all Engineering Special(s) (ES) released previously.
- If you have installed any Engineering Special, you can move to the subsequent Service Pack directly without applying any intermediate Engineering Special.

Path	Notes
Migration Path	<p>Migration from Cisco Prime Collaboration Assurance 11.x to Cisco Prime Collaboration Assurance 12.1 SP3 is NOT supported.</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>

System Requirements

This Service Pack must be installed on Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 2. Verify the Cisco Prime Collaboration Assurance version from User Interface: **About Screen > System Information**. This page must show the build information for Service Pack 2, Build12.1.80714.

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-12.1.82052.x86_64.tar.gz
2. **pca-centos tar:** CSCOpca-centos-12.1.82052.x86_64.tar.gz
3. **cpcm-assurance tar:** PCAcpcm-assurance_12.1.82052.x86_64.tar.gz
4. **pcn-db tar:** PCApcn-db_12.1.82052.x86_64.tar.gz

Upgrade Sequence

Installation sequence for Single OVA Deployment.

Steps	Sequence	Small/Medium/Large VM
1	Install Infra tar bundle. For steps, see the section on Install Infra tar Bundle .	Yes
2	Install CentOS tar bundle For steps, see the section on Install CentOS tar Bundle .	Yes
3	Install Application tar bundle For steps, see the section on Install Application tar Bundle .	Yes

Installation sequence for Very Large 2VM Deployment.

Steps	Sequence
Analytics DB VM	
1	Install Infra tar bundle. For steps, see the section on Install Infra tar Bundle .
2	Install CentOS tar bundle For steps, see the section on Install CentOS tar Bundle .
3	Install Analytics DB tar bundle For steps, see the section on Install Analytics DB tar Bundle .
Main VM	
4	Install Infra tar bundle. For steps, see the section on Install Infra tar Bundle .
5	Install CentOS tar bundle For steps, see the section on Install CentOS tar Bundle .
6	Install Application tar bundle For steps, see the section on Install Application tar Bundle .

Upgrade to Cisco Prime Collaboration Assurance 12.1 Service Pack 3

Before you begin:

- Ensure that Cisco Prime Collaboration Assurance 12.1 Service Pack 2 is available before starting the upgrade for Cisco Prime Collaboration Assurance Service Pack 3.

- You must enable root through Cisco Prime Collaboration Assurance Serviceability User Interface before proceeding with the bundle installation(s).
- Take a Snapshot of the Virtual Machine before performing any software installations (Optional, but Recommended). For more information, see [Take a Snapshot of a Virtual Machine](#).
- Enable Root through Cisco Prime Collaboration Assurance Serviceability User Interface. For information, see the chapter on [Root Access](#) in [Cisco Prime Collaboration Assurance Serviceability User Guide](#) for Release 12.1.

Install Infra tar Bundle



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

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

- 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-12.1.82052.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 Pack3
- 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-12.1.82052.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.

What to do next

[Install CentOS tar Bundle](#)

Install CentOS tar Bundle



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

Before you begin

- We recommend you to enable root through Cisco Prime Collaboration Assurance Serviceability User Interface before proceeding with the CentOS tar bundle installation.
- Ensure that you [Install Infra tar Bundle](#).

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 CentOS bundle (CSCOpca-centos-12.1.82052.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 Pack3
- 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 CentOS bundle (CSCOpca-centos-12.1.82052.x86_64.tar.gz).
- Step 5** Once the CentOS bundle is successfully uploaded, select the uploaded CentOS 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.

What to do next

- **Single OVA Deployment:** [Install Application tar Bundle](#)
- **Very Large 2VM Deployment**
 - **Analytics DB VM:** [Install Analytics DB tar Bundle](#)
 - **Main VM:** [Install Application tar Bundle](#)

Install Analytics DB tar Bundle

Perform the following steps:

Before you begin

- We recommend you to enable root through Cisco Prime Collaboration Assurance Serviceability User Interface before proceeding with the CentOS tar bundle installation.
- Ensure that you [Install Infra tar Bundle](#) and then [Install CentOS tar Bundle](#).

Procedure

Step 1 Download the Cisco Prime Collaboration Assurance 12.1 SP3 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 Pack3

`PCApn-db_12.1.82052.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](#).

Step 3 Upload **PCApn-db_12.1.82052.x86_64.tar.gz** on Analytics Database 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 SP3 bundle is successfully uploaded, select the uploaded bundle and click **Start Update**.

Note The system reboots after 30 seconds of successful software update for the changes to take effect.

Step 5 After reboot, login to Cisco Prime Collaboration Serviceability User Interface page and monitor the Dashboard for the process status.

Note After upgrade, the root will be disabled.

Step 6 Verify the Cisco Collaboration Assurance Version from the User Interface: **About Screen > System Information**. This page must show the build information for Service Pack 3, Build12.1.82052.

What to do next

[Install Infra tar Bundle](#) for Assurance Main VM.

Install Application tar Bundle

Perform the following steps:

Before you begin

- We recommend you to enable root through Cisco Prime Collaboration Assurance Serviceability User Interface before proceeding with the CentOS tar bundle installation.
- Ensure that you [Install Infra tar Bundle](#) and then [Install CentOS tar Bundle](#).

Procedure

Step 1 Download the Cisco Prime Collaboration Assurance 12.1 SP3 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 Pack3

PCAcpcm-assurance_12.1.82052.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](#).

Step 3 Upload **PCAcpcm-assurance_12.1.82052.x86_64.tar.gz** on Assurance 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 SP3 bundle for Assurance and Analytics VM is successfully uploaded, select the uploaded bundle and click **Start Update**.

Note The system reboots after 30 seconds of successful software update for the changes to take effect.

Step 5 After reboot, login to Cisco Prime Collaboration Serviceability User Interface page and monitor the Dashboard for the process status.

Note After upgrade, the root will be disabled.

Step 6 Verify the Cisco Collaboration Assurance Version from the User Interface: **About Screen > System Information**. This page must show the build information for Service Pack 3, Build12.1.82052.

Resolved Defects

The following defects are resolved in the Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 3:

Defect ID	Summary
CSCvm95875	Cluster name change is showing duplicate entries with Old and new name in Ops view.
CSCvm96773	Polling settings are not showing properly.
CSCvm98364	PCA12.1-Endpoint registration status mismatch between CUCM and PCA CDT records.
CSCvn11559	PCA 12.1 SP1+ Unknown PLM.
CSCvn17017	PCA 12.1 SP1 not showing data from CUBEs - ASR1002x.
CSCvn18708	PCA12.1 (ES4) - Analog Gateways are not getting auto-discovered as part of logical discovery.
CSCvn27487	PCA12.1-GUI is down after applying SP1/SP2.
CSCvn28116	PCA 12.1 Enable Third-Party CA Signed Certificate Documentation States To Login As Admin.
CSCvn46306	PCA 12.1 Telepresence Peripherals tab does not contain peripherals.
CSCvn50856	PCA12.1:CUCM publisher is getting auto deleted while adding a SME cluster through logical discovery.
CSCvn51021	Publisher getting discovered as Subscriber.
CSCvn57637	PCA12.1-Instruction to manage a co-resident PLM is incorrect.
CSCvn64741	Trend Dashboard displays single dot when the polling frequency is more than 30 mins.
CSCvn65719	PCA 12.1 CDR/CMR export is not working when DESTINATIONCAUSE filed value set as null in DB.

Defect ID	Summary
CSCvn68556	CDR source "Data collection failed" for Clusters.
CSCvn79965	PCA 12.1-Endpoint registration status mismatch between CUCM and PCA.
CSCvn81000	PCA 12.1:CUCM publisher is getting auto deleted from inventory.
CSCvn82669	Version mismatch of CUCM publisher between Inventory page and data source management page.
CSCvo07742	PCA 12.1 : PCA services are getting auto-restarted due to Poller HPROF.
CSCvo07749	InsufficientFreeMemory alarm is not getting cleared automatically.
CSCvo07762	PCA 12.1 : Duplicate phones are showing in inventory.
CSCvo07808	PCA 12.1 : SSL Medium Strength Cipher Suites Supported - Port 8443.
CSCvo09120	PCA 12.1 - Inventory - TX9200 endpoints are showing the type as TC_CE.
CSCvo10142	PCA 12.1 - TLS/SSL Server Supports Anonymous Cipher Suites with no Key Authentication (port 8886).
CSCvo10143	PCA 12.1 - TLS/SSL Server Supports Anonymous Cipher Suites with no Key Authentication (port 7443).
CSCvo10148	PCA 12.1 - List of vulnerabilities reported for port 443.
CSCvo17464	Firewall settings not configured post upgrade from SP2 to SP3.
CSCvo27880	Endpoints reported as registered to backup nodes.
CSCvo40085	PCA 12.1 Very Large OVA, scheduled emailed reports are being sent blank.
CSCvo44874	Documenting snmpv3 trap processing not supported in PCA in Inventory section.
CSCvo51203	Duplicate cluster entries are present in OpsView.
CSCvo58855	PCA 12.1 Not Showing Endpoint Software Version.
CSCvo77791	PCA 12.1- Analytics backup is falling in VL setup due to low value of "wal_keep_segments".

Defect ID	Summary
CSCvo93985	PCA12.1-Not able to deploy hypervisor ova in ESXi version 6.0 and above.
CSCvo94010	PCA12.1-Detailed documentation is missing for CME - SIP phone discovery.
CSCvp00630	11.6- ES18 (not only ES18, ES1 also) patch breaks the Correlation rules customization.
CSCvp04781	PCA 12.1 SP2-ES2 Analytics Backup Fails.

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

Defect ID	Summary
CSCvm50325	Fault went OOM.
CSCvm50291	Delay in dbcn notification in phone XML processing causing suspend not working for long period.
CSCvm20613	Global lock files not getting deleted upon deletion of a cluster.
CSCvm08730	Unable to suspend/delete CUCM clusters.
CSCvm50246	Maximum CDR/minute rate mismatch.
CSCvm47436	GSU Data polling not happening.
CSCvm56678	Device Name filter in Alarms & Events > Events not working.
CSCvm52568	Analytics Administration > Group Management help content not loading.
CSCvm47439	PCA is deleting CDR/CMR for managed clusters.
CSCvm35997	Duplicate entries of PCA in Call Manager for syslog addition.
CSCvm50310	Management status showing as undiscoverable, however status reason shows as discovered successfully.
CSCvm08752	Media Resources > Registered to Primary search is taking more than 4 minutes to show up.
CSCvk22034	Duplicate entries present in Ops View for Cluster.
CSCvm09906	Online help page on Synthetic test not loading. Getting an exception.

Defect ID	Summary
CSCvm69170	Analytics data process stopped working and not starting.
CSCvm69164	General UI slowness in Super Large Server.
CSCvm65793	Evaluation License for Super Large needs to be limited to 250000.
CSCvm65059	WAL log files size is growing day by day in analytics (DBMV) box.
CSCvm47439	PCA is deleting CDR/CMR for managed clusters.
CSCvm47436	GSU Data polling not happening.
CSCvk62917	After installing ES on PCA 11.6 the Top N Caller and Top N Dialed widgets never loads.
CSCvk68213	PCA - Unable to create custom event rule for Contact Center Enterprise and CVP devices.
CSCvm10484	Improvements in polling process of CUCM RTMT Poller.
CSCvm38882	In 12.1 PCA -- LDAP Settings page, "Use TLS" should replace "Use SSL" checkbox..
CSCvm50472	System Reboot events/alarms raised inconsistently for VCS devices.
CSCvm56928	PCA SSO Recovery URL Missing Port.
CSCvm76165	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
CSCvh19787	Memory utilization not being displayed for ISR4451 under the 360-degree view.
CSCvh31199	Web pages in Cisco Prime Collaboration Assurance 12.1 fail to load and returns HTTP Status 500 or HTTP Status 404.
CSCvh65613	All CUCM devices are not added successfully in PCA for first time while provisioning from HCMF.
CSCvh77247	Cisco Unity Connection device raising & clearing Service down alerts very frequently on Cisco Prime Collaboration Assurance.

Defect ID	Summary
CSCvh81949	Utilization in capacity analysis for mgcp trunks is not showing per day-wise when clicked on info.
CSCvh84569	PCA 11.6 : needs to correct Alarm and events supported document.
CSCvh84751	Stop RIS Based RTMT polling from CUCM in Cisco Prime Collaboration Assurance.
CSCvh95084	Data purging not happening for conferences data in Assurance.
CSCvi06862	PCA: Invalid email address.
CSCvi33195	Changes the UCSM thread polling mechanism.
CSCvi35582	Data purging not happening for few tables.
CSCvi35764	LDAP with SSL Enabled not supported.
CSCvi40674	Supported Devices document needs to be updated to include the support for 8811s.
CSCvi40697	Expressway Nodes' count for Small and Medium OVA needs to be updated in the System Capacity document.
CSCvi47041	Cisco Prime Collaboration Assurance 11.6 Saving Trunks in Route Group Not Working.
CSCvi53961	Dashlets reporting a negative value in the Cisco Prime Collaboration Assurance User Interface.
CSCvi54846	No polling job is created. Exception not handled in case of duplicate IP.
CSCvi67466	Backup size increases due to statscuicdatasource table not purging.
CSCvi69119	IP-SLA capability does not show up for IP-SLA enabled devices in Cisco Prime Collaboration Assurance 12.1.
CSCvi72148	DMA: Return value from commands not handled correctly.
CSCvi76264	Uncaught error from scripts not logged in DMA.
CSCvi82149	PCA 12.1 Export of dashlets in performance tab shows incomplete information.
CSCvi83774	Upgrade to 11.6 ES15 changes deployment model from Very Large to Small.

Defect ID	Summary
CSCvi92665	Migration from Cisco Prime Collaboration Assurance 11.6 to 12.1 fails when uri coming from CUCM is more than 50 characters.
CSCvj13385	H323 gateways are not getting discovered as part of logical discovery.
CSCvj20147	Historical Trend Data Collection Fails To Start following Cisco Prime Collaboration Assurance Services Restart.
CSCvj21095	Cisco Prime Collaboration Assurance sometimes does not send an email notification.
CSCvj22557	PCA : Correction in Install/Upgrade guide for Very Large deployment.
CSCvj25107	Back-up and restore not completing successfully Cisco Prime Collaboration Assurance 12.1.
CSCvj30424	DMA backup file format to be changed from tar.gpg to tar.gz.
CSCvj30557	Cisco Prime Collaboration Assurance 12.1 Unable to change the timezone to ETC/GMT+3 from WEB User Interface.
CSCvj35798	PCA 11.6 : Some phones are not showing-up in inventory after successful CDT.
CSCvj51061	PCA - CDR source "Data collection failed" for multiple clusters.
CSCvj65032	Remove polling for 2 Jabber session counters.
CSCvj72284	Cisco Prime Collaboration Assurance 12.1 - CUCM's are partially managed with reason "Partial Discovery-syslog configuration".
CSCvj72590	Synthetic test fails to load in 11.6.
CSCvj74259	PCA should not poll EPs in MSP mode.
CSCvj78171	DMA migration from 11.6 to 12.1 fails in step10, issue in CDT.
CSCvj78181	DMA migration from 11.6 to 12.1 fails in "Step 5 of 20: DBRESTORE".
CSCvj88600	Earlier version of jdk(older than OpenJDK 7u6) has substring implementation causing memory leak.

Defect ID	Summary
CSCvj89322	Duplicate entries are present in the Poller.conf file for TbgVCSPollingHandler_registration.
CSCvj91144	Cisco Prime Collaboration Assurance 12.1 - Inventory - CTS IX and CTS TX endpoints are removed from device grouping.
CSCvj95189	CUCM & CUC devices raising & clearing CriticalServiceDown alerts very frequently on Cisco Prime Collaboration Assurance.
CSCvj99412	Cisco Prime Collaboration Assurance 12.1-Performance dashboard is not able to fetch the list of pre-canned Dashboard for Unity device.
CSCvk00236	A Super admin (other than globaladmin) cannot add a report viewer user.
CSCvk02750	PCA12.1-CUCM publisher is discovered as subscriber.
CSCvk04620	Require update on Cisco Prime Collaboration Assurance 11.6 Engineering Special installation documentation.
CSCvk07802	cpcm_backup.log can consume the /var partition.
CSCvk09917	Improvement on logical discovery for SIP devices and Gateways
CSCvk09967	RTMT based Alerts are not processed for a CUCM cluster.
CSCvk12085	Cisco Prime Collaboration Assurance is raising and clearing Hardware failure alarms for Expressway Devices very frequently.
CSCvk13477	Connection timeout not set for BoneCP configuration, causing crashes.
CSCvk15346	Cisco Prime Collaboration Assurance 12.1 fails to configure CD settings for CUCM 10.5.2 upon logical discovery.
CSCvk21548	PCA 11.0 Upgrade guide missing requirement for Synthetic Test export/ import.
CSCvk21997	PCA12.1:CCE license dashboard shows in-correct Logged-on agent count for PG's.
CSCvk25042	Endpoints may be falsely reported as registered to their backup node.

Defect ID	Summary
CSCvk34192	PCA 12.1 : User defined groups do not show devices until edit and save.
CSCvk34271	User with Report viewer role cannot view reports.
CSCvk35906	Telepresence Conductors are not seen associated with all CUCM clusters.
CSCvk40164	PCA 12.1, CVVB device is going to undiscoverable state.
CSCvk46047	CDT failure due to Socket Timeout prevents the failed CUCM cluster from being managed properly.
CSCvk46066	Offline managed devices, discovered through SIP Discovery, are deleted from PCA post CDT.

Open Defects

The following table lists the open defects in the Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 3:

Defect ID	Summary
CSCvo78067	IM&P 12.5 version is not shown properly in Inventory Management page.
CSCvo60183	CSR 12.5 - CVP license dashboard doesn't show any data.
CSCvp25109	FireFoxESR60- Select all checkbox doesn't work and NAM drop down issue.

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 3 User Guides from [Cisco.com](https://www.cisco.com).

