



# Readme for Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 1

First Published: 2018-08-08

## Introduction

This Readme provides information on the installation procedure for Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 1 (SP1). Following are the supported upgrade versions:

Cisco Prime Collaboration Assurance Releases	Notes
12.1	Apply Cisco Prime Collaboration Assurance 12.1 SP1 directly on a freshly installed server.
11.6	<p>Install 12.1 FCS -&gt; Apply 12.1 SP1 -&gt; Perform DMA</p> <p>For more information, see the chapter on <a href="#">Data Migration Assistant</a> in “Cisco Prime Collaboration Assurance and Analytics Install and Upgrade Guide for 12.1”.</p> <p><b>Use the following Backup RPM:</b> CSCOpca-dma-12.1-SP1.x86_64.rpm</p> <p><b>RPM can be downloaded from CCO at <a href="#">Software Download</a>.</b></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 Pack1</p>

The Service Pack 1 contains a few new features and defect fixes.

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

Feature Name	Feature Description
TLS v1.2	Support of TLS v1.2 communication for both server and client interfaces of Cisco Prime Collaboration Assurance. For more information, see <a href="#">TLS 1.2 Compatibility Matrix for Cisco Collaboration Products</a>

Feature Name	Feature Description
New fields to support Secure JTAPI communication with CUCM	JTAPI section for Add Device, Modify Credentials, and Manage Credentials dialog on Inventory management page has been modified. This section has seven new fields to support Secure JTAPI communication with CUCM over TLS v1.2.
Secure JTAPI Communication for Session Monitoring	Secure JTAPI Communication with CUCM over TLS v1.2 protocol option has been introduced for Session Monitoring feature (Conference Monitoring) in Cisco Prime Collaboration Assurance.
Secure JTAPI Communication for Synthetic Tests	Secure JTAPI Communication with CUCM over TLS v1.2 protocol option has been introduced for Synthetic Tests feature in Cisco Prime Collaboration Assurance.

## System Requirements

This Service Pack can be installed only on Cisco Prime Collaboration Assurance and Analytics 12.1. Verify the Cisco Prime Collaboration Assurance version from User Interface: **About Screen > System Information**. This page must show the build information, that is, Build12.1.xxxxx.

We 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.




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

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## Package Details

### Name:

Following are the tar files:

1. **pca-infra tar:** CSCOpca-infra-12.1.80287.x86\_64.tar.gz
2. **cpcm-assurance tar:** PCAcpcm-assurance\_12.1.80287.x86\_64.tar.gz
3. **pcn-db tar:** PCApcn-db\_12.1.80287.x86\_64.tar.gz

# Installing Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 1



**Note** For Conference Diagnostics and Audio Phone Feature Synthetic Tests to work, ensure that CUCM is on the below listed version(s) before applying Cisco Prime Collaboration Assurance Service Pack 1 bundle.

<b>CUCM Compatible Build Version</b>
10.5.2.14094-1 and above
10.5.2.14900-6 and above
11.0.1.22049-2 and above
11.0.1.22900-11 and above
11.5.1.10000-3 and above including SUs
12.0.x

## Installation Sequence

<b>Steps</b>		<b>Small/Medium /Large VM</b>	<b>Very Large Main/DB VM</b>
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

Steps		Small/Medium /Large VM	Very Large Main/DB VM
2	<p>Enable Root through Cisco Prime Collaboration Assurance Serviceability User Interface.</p> <p>For information, see the chapter on <a href="#">Root Access in Cisco Prime Collaboration Assurance Serviceability User Guide for Release 12.1</a>.</p>	Yes	Yes
3	<p>Install/Upgrade to Cisco Prime Collaboration Assurance 12.1 Service Pack 1 bundle.</p> <p>For steps, see the section on <a href="#">Upgrade to Cisco Prime Collaboration Assurance Service Pack 1</a>.</p>	<p>Yes</p> <p><b>Small/Medium/Large VM</b> (PCAcpcm-assurance_12.1.80287.x86_64.tar.gz)</p>	<p>Yes</p> <p><b>Very Large Main/DB VM</b></p> <p><b>1. Install on Analytics Database VM</b> (PCApkn-db_12.1.80287.x86_64.tar.gz)</p> <p><b>2. Install on Assurance Main VM</b> (PCAcpcm-assurance_12.1.80287.x86_64.tar.gz)</p>
4	<p>Install Infra bundle.</p> <p>For steps, see the section on <a href="#">Install Infra tar Bundle</a>.</p>	Yes	Yes

## Upgrade to Cisco Prime Collaboration Assurance Service Pack 1

### Before you begin:

You must enable root through Cisco Prime Collaboration Assurance Serviceability User Interface before proceeding with the bundle installation(s).

- Step 1** Download the Cisco Prime Collaboration Assurance 12.1 SP1 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 Pack 1
- **For Small/Medium/Large Deployment**, download  
PCAcpcm-assurance\_12.1.80287.x86\_64.tar.gz
  - **For Very Large 2 VM Deployment**, download both the tar bundle(s).
    1. PCApcn-db\_12.1.80287.x86\_64.tar.gz  
and
    2. PCAcpcm-assurance\_12.1.80287.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 [Upgrade to Cisco Prime Collaboration Assurance Service Pack 1](#).

- Step 3** Upload **PCAcpcm-assurance\_12.1.80287.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 SP1 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** 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 [Upgrade to Cisco Prime Collaboration Assurance Service Pack 1](#).

### Step 3

- Upload **PCApn-db\_12.1.80287.x86\_64.tar.gz** on Analytics Database VM. Once the 12.1 SP1 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\_12.1.80287.x86\_64.tar.gz** on Assurance Main VM. Once the 12.1 SP1 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

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-12.1.80287.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 Pack1

- 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-12.1.80287.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** 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.

## Resolved Problems

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.

Defect ID	Summary
<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.
<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.



Defect ID	Summary
<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.
<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.

Defect ID	Summary
<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.
<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.

Defect ID	Summary
<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.
<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

## Related Documentation

You can access the Cisco Prime Collaboration Assurance and Analytics Release 12.1 and 12.1 Service Pack 1 User Guides from [Cisco.com](https://www.cisco.com).

