Release Notes for Cisco Prime Collaboration Deployment, Release 10.5(1)

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CONTENTS

CHAPTER 1 **Introduction** 1

About Cisco Prime Collaboration Deployment 1

Related Documentation 2

Obtaining Documentation and Submitting a Service Request 2

CHAPTER 2 **New and Changed Information** 3

Increased Efficiency for Clusters Containing IM and Presence 3

Option for Secure Transport for Email Notifications 3

Reuse Sequence from Previous Task 3

Expanded Unity Connection Support 4

Expanded Cisco Unified Contact Center Express Support 4

CHAPTER 3 **Important Notes** 5

Migration Requirements 5

New Upgrade is not Allowed While Another Upgrade is Running 5

Deployment 6

Virtualization Software License Feature Level Compatibility 6

DNS 6

Install Tasks 6

Upgrades 7

Readdress 7

Conflicting Upgrade Path for Release 6.0(1) 7

Supported Releases 8

Cisco Unified Communications Manager Upgrades to Release 10.5(2) using Prime Collaboration Deployment 10

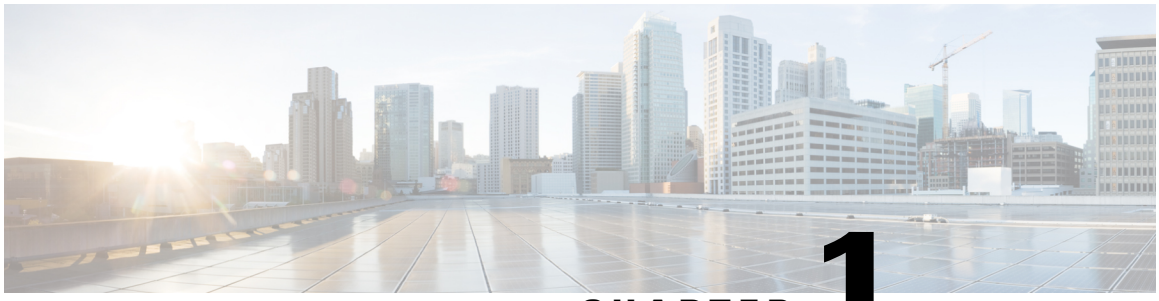
CHAPTER 4 **Caveats** 11

Bug Search Tool 11

Resolved Caveats 12

Resolved Caveats for SU1 12

Open Caveats 12



CHAPTER 1

Introduction

- About Cisco Prime Collaboration Deployment, page 1
- Related Documentation, page 2
- Obtaining Documentation and Submitting a Service Request, page 2

About Cisco Prime Collaboration Deployment

These release notes describe new features, requirements, restrictions, and caveats for Cisco Prime Collaboration Deployment. These release notes are updated for every maintenance release.

Cisco Prime Collaboration Deployment is an application designed to assist in the management of Unified Communications applications. It allows the user to perform tasks such as migration of older software versions of clusters to new virtual machines, fresh installs, and upgrades on existing clusters.

Cisco Prime Collaboration Deployment has four primary, high-level functions:

- Migrate an existing cluster of Unified Communications servers to a new 10.5(x) cluster (this may be MCS to virtual or virtual to virtual)
- Perform operations on existing clusters (8.6.1 or higher). Examples of these operations include:
  - Upgrade the cluster to a new version of software
  - Switch version
  - Restart the cluster
- Changing IP addresses or hostnames in the cluster on existing Release 10.x clusters
- Fresh install a new Release 10.x Unified Communications cluster

Note Cisco Prime Collaboration Deployment does not support internationalization or languages other than English.

Related Documentation

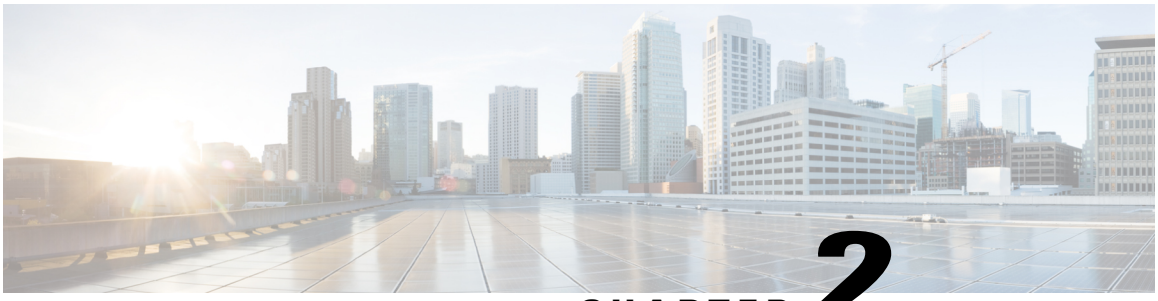
You can view documentation that is associated with supported applications.

Application	Documentation Link
Cisco Unified Communications Manager	http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html
Cisco Unified Contact Center Express	http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/tsd-products-support-series-home.html
Cisco Unity Connection	http://www.cisco.com/c/en/us/support/unified-communications/unity-connection/tsd-products-support-series-home.html

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation*, at: http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html.

Subscribe to *What's New in Cisco Product Documentation*, which lists all new and revised Cisco technical documentation as an RSS feed and delivers content directly to your desktop using a reader application. The RSS feeds are a free service.



CHAPTER 2

New and Changed Information

- Increased Efficiency for Clusters Containing IM and Presence, page 3
- Option for Secure Transport for Email Notifications, page 3
- Reuse Sequence from Previous Task, page 3
- Expanded Unity Connection Support, page 4
- Expanded Cisco Unified Contact Center Express Support, page 4

Increased Efficiency for Clusters Containing IM and Presence

The ability to automatically switch one or more nodes in a cluster to the upgraded or inactive version is *now* available on clusters that contain IM and Presence Service nodes. For more information about the Switch Versions task, see the *Cisco Prime Collaboration Deployment Administration Guide*.

Option for Secure Transport for Email Notifications

The Email Notification window has a new checkbox that allows you to specify whether you want to use SSL and TLS. If you choose to use SSL and TLS, you must provide the sender's username and password. For more information, see the topics relating to Email Notification in the *Cisco Prime Collaboration Deployment Administration Guide*.

Reuse Sequence from Previous Task

The Reuse Sequence from Previous Task feature uses a previously defined task sequence in the task you are currently creating. This feature is useful for upgrade, restart, switch version, migration, and readdress tasks. It allows you to reuse a previously configured task sequence as opposed to having to rescript the sequence from scratch.

During task creation, the task wizard progresses to the sequence pane where a user can configure the ordering and pause characteristics. If there is a task in the system of similar type, the sequence from that task is presented as the default sequence.

In this case, a check box labeled **Use Last Configured Run Sequence** is visible just above the sequence table. You can check the check box to use the sequence from the previous task or leave the check box unchecked to use the default sequence that the system generates.

To be considered a task of similar type, the selected cluster, task type, and nodes in the task must match exactly. If multiple tasks meet the similar type criteria, the most recently created task is used and its sequence is presented as the default to the user.

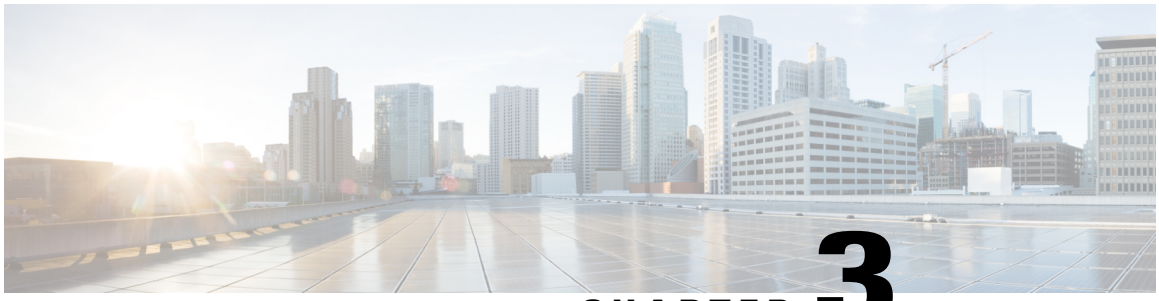
In the case of an upgrade task, there is an additional requirement. The type of installation must be either ISO based or COP based. The COP and ISO installations can be performed with different sequencing.

Expanded Unity Connection Support

In Release 10.5(1), Cisco Unity Connection now supports fresh installs tasks, in addition to the previously supported readdress and upgrade tasks.

Expanded Cisco Unified Contact Center Express Support

In Release 10.5(1), Cisco Unified Contact Center Express now supports readdress and fresh installs tasks, in addition to the previously supported upgrade tasks. For information about which releases of Cisco Unified Contact Center Express support these features, see Supported Releases, on page 8.



CHAPTER 3

Important Notes

- Migration Requirements, page 5
- New Upgrade is not Allowed While Another Upgrade is Running , page 5
- Deployment, page 6
- Virtualization Software License Feature Level Compatibility, page 6
- DNS, page 6
- Install Tasks, page 6
- Upgrades, page 7
- Readdress, page 7
- Conflicting Upgrade Path for Release 6.0(1), page 7
- Supported Releases, page 8
- Cisco Unified Communications Manager Upgrades to Release 10.5(2) using Prime Collaboration Deployment, page 10

Migration Requirements

This information addresses CSCum18394.

For a migration from Release 10.0(1) to Release 10.5(1) to be successful, you must upgrade all source cluster Cisco Unified Communications Manager nodes to 10.0(1)SU1, at a minimum, before using Cisco Prime Collaboration Release 10.5(1) to perform a migration.

New Upgrade is not Allowed While Another Upgrade is Running

This information addresses CSCui69450.

If you start a new upgrade task before the previous upgrade task finishes, you are notified immediately that this scenario is not supported.

Deployment

Cisco only supports virtualized deployments of Cisco Prime Collaboration Deployment. Cisco Prime Collaboration Deployment is deployed using an OVA that contains the pre-installed Cisco Prime Collaboration Deployment application. This OVA is obtained with a licensed copy of Cisco Unified Communications Manager Release 10.5(1) software. For information about how to extract and deploy the PCD_VAPP.OVA file, see topics relating to the installation of Cisco Prime Collaboration Deployment in the *Cisco Prime Collaboration Deployment Administration Guide*.

For more information about the deployment of Cisco Prime Collaboration Deployment in a virtualized environment, see:

http://www.cisco.com/go/uc-virtualized

Virtualization Software License Feature Level Compatibility

Cisco Prime Collaboration Deployment is not compatible with all license feature levels of VMware vSphere ESXi, as some license feature levels do not enable required VMware APIs.

The following are compatible with Cisco Prime Collaboration Deployment:

- Cisco UC Virtualization Foundation (appears as “Foundation Edition” in vSphere Client)
- VMware vSphere Standard Edition, Enterprise Edition, or Enterprise Plus Edition
- The evaluation mode license feature level

The following are not compatible with Cisco Prime Collaboration Deployment:

- Cisco UC Virtualization Hypervisor (appears as “Hypervisor Edition” in vSphere Client)—preloaded on Cisco Business Edition 6000 and Business Edition 7000
- VMware vSphere Hypervisor Edition

DNS

If you require DNS on a Cisco Prime Collaboration Deployment system, be sure to administer the DNS during Cisco Prime Collaboration Deployment install.

Install Tasks

A Cisco Prime Collaboration install task assumes that all cluster nodes are being installed at the same time. You can not, for example, use a migration task to migrate a Cisco Unified Communications Manager Release 6.1(1) cluster to Release 10.5(1) and then use a separate install task to add IM and Presence Service nodes to the same cluster.

Upgrades

For information about upgrading Cisco Prime Collaboration Deployment, as well as requirements for hardware and software, see the latest release of the *Cisco Prime Collaboration Deployment Administration Guide* here http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-user-guide-list.html.

Cisco Prime Collaboration Deployment supplements but does not replace native application install and upgrade functionality. Cisco Prime Collaboration Deployment does not have 100% feature parity with native install and upgrade functionality. When troubleshooting upgrade or install issues on Cisco Unified Communications Manager or Cisco Unified Communications Manager IM and Presence Service nodes, the upgrade (or install) logs will need to be retrieved from node being upgraded. Use normal upgrade and install troubleshooting actions.

Upgrade Caveats

Not all versions of supported applications can be upgraded to Release 10.x using Cisco Prime Collaboration Deployment. See Supported Releases, on page 8 for more information.

Readdress

Readdress Caveats

- Readdress tasks that require gateway and subnet changes may cause the readdress task to fail.

  Cisco Prime Collaboration Deployment can lose the communication with Cisco Unified Communications Manager due to network issues, even after the readdress task is *completed successfully on the Cisco Unified Communications Manager*. Users may need to complete post network change steps outlined in the *Changing the IP Address and Hostname for Cisco Unified Communications Manager Guide* before proceeding to the next step.

- *Cisco Unified Communications Manager IM and Presence Service readdress is not available on Cisco Prime Collaboration Deployment.* The Readdress feature can only be used to change hostnames and IP Addresses for Cisco Unified Communications Manager servers. In a cluster with both Cisco Unified Communications Manager and IM and Presence Service nodes, the readdress feature can be used to change the Cisco Unified Communications Manager server hostname and IP addresses, but not the IM and Presence Service nodes for that cluster.

Conflicting Upgrade Path for Release 6.0(1)

This update resolves CSCup45479.

The document *Migration to Cisco Unified Communications Manager Release 10.5(1) Using Prime Collaboration Deployment* contains conflicting information if you are upgrading from Cisco Unified Communications Manager release 6.0(1). If you are upgrading from that release, you must first upgrade to release 6.1(2). From 6.1(2), you can then upgrade to 6.1(3), then 6.1(5), then 10.5(1) through Cisco Prime Collaboration Deployment.

Supported Releases

The following list outlines the supported releases for each task:

Cluster Discovery

- Cisco Unified Communications Manager Releases Supported: 6.1(5), 7.1(3), 7.1(5), 8.0(1-3), 8.5(1), 8.6(1-2), 9.0.(1), 9.1(1), 9.1(2), 10.x
- Cisco Unified Presence Releases Supported: 8.5, 8.6
- Cisco Unified Communications Manager IM and Presence Service Releases Supported: 9.0(1), 9.1(1), 10.x
- Cisco Unified Contact Center Express Releases Supported: 8.5.1, 9.0, 9.0.2, and 10.x
- Cisco Unity Connection Releases Supported: 8.6.1, 8.6.2, 9.x and 10.x

Migration to 10.x Cluster

- Cisco Unified Communications Manager Releases Supported: 6.1(5), 7.1(3), 7.1(5), 8.0(1-3), 8.5(1), 8.6(1-2), 9.0.(1), 9.1(1), 9.1(2), 10.0(1)
- Cisco Unified Presence Releases Supported: 8.5(4), 8.6(3), 8.6(4), 8.6(5)
- Cisco Unified Communications Manager IM and Presence Service Releases Supported: 9.0(1), 9.1(1), 10.0(1)
- Cisco Unified Contact Center Express Releases Supported: Migration Not Supported
- Cisco Unity Connection Releases Supported: Migration Not Supported

Upgrade Task (Upgrade Application Server or Install COP Files)

- Cisco Unified Communications Manager Releases Supported: 8.6(1-2), 9.0.(1), 9.1(1), 9.1(2), 10.x
- Cisco Unified Presence Releases Supported: 8.6(3), 8.6(4), 8.6(5)
- Cisco Unified Communications Manager IM and Presence Service Releases Supported: 9.0(1), 9.1(1), 10.x
- Cisco Unified Contact Center Express Releases Supported: 9.0(2), 10.x
- Cisco Unity Connection Releases Supported:
  - From 8.6(x) to 8.6(x)
  - From 8.6(x) to 9.x
  - From 9.x to 9.x
  - From 10.0(1) to 10.x

Restart Task

- Cisco Unified Communications Manager Releases Supported: 8.6(1-2), 9.0.(1), 9.1(1), 9.1(2), 10.x

- Cisco Unified Presence Releases Supported: 8.6(3), 8.6(4), 8.6(5)
- Cisco Unified Communications Manager IM and Presence Service Releases Supported: 9.0(1), 9.1(1), 10.x
- Cisco Unified Contact Center Express Releases Supported: 9.0(2), 10.x
- Cisco Unity Connection Releases Supported: 8.6(1-2), 9.x, 10.x

Switch Version Task

- Cisco Unified Communications Manager Releases Supported: 8.6(1-2), 9.0.(1), 9.1(1), 9.1(2), 10.x
- Cisco Unified Presence Releases Supported: 8.6(3), 8.6(4), 8.6(5)
- Cisco Unified Communications Manager IM and Presence Service Releases Supported: 9.0(1), 9.1(1), 10.x
- Cisco Unified Contact Center Express Releases Supported: 9.0(2), 10.x
- Cisco Unity Connection Releases Supported: 8.6(1-2), 9.x, 10.x

Fresh Install a New 10.x Cluster

- Cisco Unified Communications Manager Releases Supported: 10.x
- Cisco Unified Communications Manager IM and Presence Service Releases Supported: 10.x
- Cisco Unified Contact Center Express Releases Supported: 10.5(1)
- Cisco Unity Connection Releases Supported: 10.5(1)

Readdress Task (Change Hostname or IP Addresses for One or More Nodes in a Cluster)

- Cisco Unified Communications Manager Releases Supported: 10.x
- Cisco Unified Communications Manager IM and Presence Service Releases Supported: Readdress Not Supported
- Cisco Unified Contact Center Express Releases Supported: 10.5(1)
- Cisco Unity Connection Releases Supported: 10.5(1)

Note The supported releases do not include the Engineering Special (ES)/ Service Update (SU) versions. To upgrade or migrate to ES/SU versions, see the release notes of the corresponding product, such as IM and Presence, Cisco Unified Communications Manager, and Unity.

Cisco Unified Communications Manager Upgrades to Release 10.5(2) using Prime Collaboration Deployment

Follow these guidelines if you are using Cisco Prime Collaboration Deployment to upgrade Cisco Unified Communications Manager to release 10.5(2):

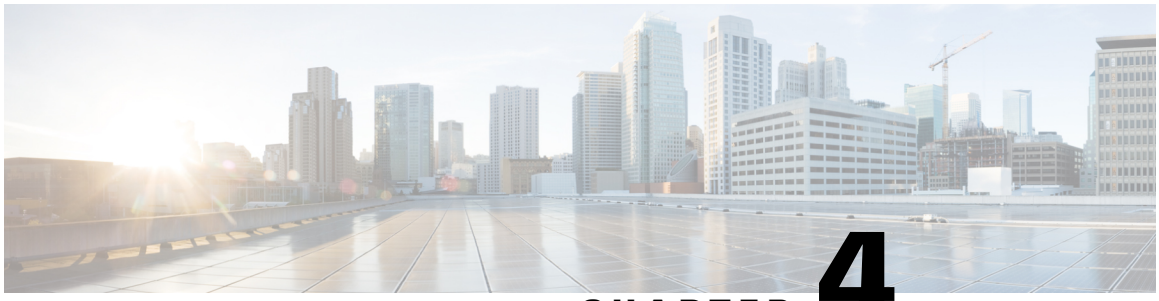
- PCD upgrades or non-PCD upgrades from release 10.0(1) or 10.5(1) are supported. Migrations from 10.0(1) or 10.5(1) using Prime Collaboration Deployment are not supported. For definitions of migrations and upgrades, see the latest release of the *Cisco Prime Collaboration Deployment Administration Guide*. For additional details, see CSCur99079.
- Before upgrading to release 10.5(2), you must download and install the COP file ciscocm.version3-keys.cop.sgn on every node in the cluster prior to upgrading. This Cisco Options Package (COP) file has the RSA keys that are required to validate the upgrade.
- If you are upgrading from 6.1(5), 7.x, 8.x, 9.x, or 10.x, you must disable the time synchronization between the VM instance and the ESXi. To disable the time synchronization issue, follow the instructions at the following URL:

  http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externalId=1189

  An alternative method is to configure the ESXi server and the Cisco Unified Communications Manager publisher node to point to the same NTP server.

  This resolves CSCur94973.

You can download COP files from the following location on cisco.com: **Downloads** > **Products** > **Unified Communications** > **Call Control** > **Unified Communications Manager (CallManager)** > **Cisco Unified Communications Manager Version 10.5**



CHAPTER 4

Caveats

- Bug Search Tool, page 11
- Resolved Caveats, page 12
- Resolved Caveats for SU1, page 12
- Open Caveats, page 12

Bug Search Tool

The system grades known problems (bugs) according to severity level. These release notes contain descriptions of the following bug levels:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs
- All customer-found bugs

You can search for open and resolved caveats of any severity for any release using the Cisco Bug Search tool, an online tool available for customers to query defects according to their own needs.

To access the Cisco Bug Search tool, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Follow these steps to use Cisco Bug Search tool:

1. Access the Cisco Bug Search tool: https://tools.cisco.com/bugsearch/.
2. Log in with your Cisco.com user ID and password.
3. If you are looking for information about a specific problem, enter the bug ID number in the **Search for:** field, and click **Go**.

Tip Click **Help** on the Bug Search page for information about how to search for bugs, create saved searches, and create bug groups.

Resolved Caveats

You can find the latest resolved caveat information for Cisco Prime Collaboration Deployment by using the Bug Search tool, an online tool available for customers to query defects according to their own needs.

Tip You need an account with Cisco.com to use the Bug Search tool to find open and resolved caveats of any severity for any release.

See https://tools.cisco.com/bugsearch/.

Resolved Caveats for SU1

Cisco Prime Collaboration Deployment Release 10.5.3 SU1 provides fixes to the following defects:

- CSCuv33259—Crashed status while discovering large clusters with NAT
- CSCus76770—Fix usage of SSL in JAVA to address poodle vulnerability

Open Caveats

Caveat	Severity	Product	Headline
CSCuo72650	3	Cisco Unified Communications Manager (CallManager)	ENG:CUCM:Wrong Platform API version in the UK locale
CSCun30432	4	Cisco Unified Communications Manager (CallManager)	UCMAP: No proper error msg while cancelling the install task.
CSCun08515	4	Cisco Unified Communications Manager (CallManager)	Cluster discovery should verify node status marked as Publisher function.
CSCum58350	4	Cisco Unified Communications Manager (CallManager)	Manual start tasks should have edit action.

Caveat	Severity	Product	Headline
CSCul35818	5	Cisco Unified Communications Manager (CallManager)	In Upgrade Task, seeing green check marks where they shouldn't be.
CSCuo05500	5	Cisco Unified Communications Manager (CallManager)	Edit ESXi Host in Cisco Prime Collaboration Deployment results in IP address used in Hostname/IP address field
CSCuo08038	4	Cisco Unified Communications Manager (CallManager)	Cisco Prime Collaboration Deployment Cluster Creation Role Checks for CUC and UCCX