

# Readme for Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 4 Engineering Special 1

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## Introduction



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**Note** Cisco Prime Collaboration Assurance 12.1 Service Pack 4 Engineering Special 1 is the latest version. Make sure that you install either Cisco Prime Collaboration Assurance 12.1 Service Pack 4 before applying the Cisco Prime Collaboration Assurance Service Pack 4 Engineering Special 1.

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It contains fixes to all the issues reported after Cisco Prime Collaboration Assurance 12.1 Service Pack 4.

This Readme provides information on the installation procedure and defect fixes for Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 4 Engineering Special 1.

## System Requirements

This Engineering Special can be installed only on Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 4. Verify the Cisco Prime Collaboration Assurance version from User Interface: **About Screen** > **System Information**.

We recommend you to take a snapshot of the VMware instance or database backup before you install this Engineering Special, so that you have a snapshot or clean backup that can be used if the installation fails.

**Purpose of the VM snapshot:** After applying the patch, if there is any inconsistency involved, there is no functionality supported to uninstall the patch. In such cases, you can revert to the previously installed build using a VM snapshot.



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**Note** Ensure to remove the snapshot, after the Engineering Special is successfully installed and the functionalities are verified.

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## Package Details

**Name:** PCA-12.1-SP4-ES1\_1.0-1.tar.gz

**Description:** This patch bundle contains all the bug fixes reported post Cisco Prime Collaboration Assurance 12.1 Service Pack 4.

# Installing Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 4 Engineering Special 1

To install the Engineering Special, login to Cisco Prime Collaboration Assurance Serviceability, perform the following steps:

**Note**

- The patch must be applied to both Main VM and DB VM, in case of Very Large 2VM deployment.
- After applying Engineering Special 1 in Service Pack 4, it is mandatory to perform rediscovery of the CUCM publisher. This is required for the defects resolutions to take effect.

**Procedure**

- Step 1** Download the patch bundle.
- Step 2** Go to **Cisco Prime Collaboration Assurance Serviceability User Interface > Maintenance > Software Update**.
- Step 3** Upload the patch bundle.
- Step 4** Once the patch bundle is successfully uploaded, select the uploaded patch bundle and click **Start Update**.
- Step 5** The system will reboot after 30 seconds of successful software update for the changes to take effect.

For more information, see the "Cisco Prime Collaboration Assurance Serviceability User Guide" for Release 12.1 on [Cisco.com](http://Cisco.com).

**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.

## Features

The following features are implemented in the Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 4 Engineering Special 1 -

Table 1: Features

Features	Summary
Notification Setup	<p>When a specific device pool is selected in an alarmset and the alarmset is associated to notification profile, then EndpointUnregThresholdExceeded alarm will only send email notifications for the relevant device pool, and not on Cluster level.</p> <p>For more details, please refer the topic "Monitor Faults" → "Configure Notifications" → "Notifications Limited to Specific Alarms" → Add an Alarm Set" in "Cisco Prime Collaboration Assurance - Advanced and Analytics Guide, 12.1 Service Pack 4" document.</p>
CSR14 Support	<p>Enhancement for support of the below products :</p> <ol style="list-style-type: none"> <li>1. CUCM</li> <li>2. IMP</li> <li>3. CUC</li> <li>4. CER</li> <li>5. Expressway</li> <li>6. Synergy lite Endpoints</li> <li>7. Jabber</li> <li>8. TMS</li> <li>9. CUBE</li> <li>10. CME</li> <li>11. UCCE</li> <li>12. CVP</li> </ol> <p>Refer "Supported Devices for Cisco Prime Collaboration Assurance 12.1 SP4" for supported version details.</p>

## Resolved Defects

The following defects are resolved in the Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 4 Engineering Special 1:

Defect ID	Summary
<a href="#">CSCvw96594</a>	Unable to save LDAP TLS setting after upgrading to 12.1 SP4

Defect ID	Summary
<a href="#">CSCvx14708</a>	LDAP user login is failing to authenticate irrespective of secured or non-secured connection
<a href="#">CSCvx21374</a>	Unable to load Trunk Group Utilization under Utilization Monitor -> Trunk Group Dashlet
<a href="#">CSCvx23394</a>	Unable to load Associated Gateways/Trunks under Route Group Dashlet
<a href="#">CSCvx33068</a>	PCA 12.1 API error "NB API service not available" when permanent BASE and CC license installed
<a href="#">CSCvx50756</a>	PCA 12.1 SP4 fail to load CA cert
<a href="#">CSCvx65206</a>	PCA cannot discover CVP servers
<a href="#">CSCvx48810</a>	Need to document exact variant for CVP 12.0 supported in PCA 12.1 supported devices list.
<a href="#">CSCvx33763</a>	SSL Ldap User Login Failing.
<a href="#">CSCvx88882</a>	PCA is not showing Location CAC Bandwidth data for NATed CUCM devices
<a href="#">CSCvx16652</a>	Synthetic test "End-to-End Call Test" page doesn't load properly on PCA 12.1 SP4
<a href="#">CSCvw06216</a>	Polling is not happening for CE9.x images according to polling Interval set
<a href="#">CSCvx25025</a>	PCA is currently not enforcing HSTS for secure connection
<a href="#">CSCvt34536</a>	PCA : Remote management service accepting unencrypted credentials detected
<a href="#">CSCvw50226</a>	Performance 150K Setup: old log file purging is not happening for pgbouncer
<a href="#">CSCvw35231</a>	Cleanup required for Oracle Java SE Multiple Vulnerabilities from PCA code reported by Nessus Scan

## Open Defects

The following table lists the open defects in the Cisco Prime Collaboration Assurance and Analytics 12.1 Service Pack 4 Engineering Special 1:

Defect ID	Summary
<a href="#">CSCvm06622</a>	PCA 12.1 SP1 shows devices as managed even though HCMF pushes device with wrong credential
<a href="#">CSCvp11458</a>	Conference Diagnostics - In Multisite call unknown device added to the Conference
<a href="#">CSCvp23010</a>	Add NAM fails if PKCS12 certificate is imported

Defect ID	Summary
<a href="#">CSCvq81514</a>	UC Application Synthetic Test - MWI Test Failure
<a href="#">CSCvs66029</a>	Synthetic Test - End To End Call Test Fails with SCCP and SIP phone using SIP URI Extension
<a href="#">CSCvs66040</a>	UC Application Synthetic Test does not work correctly with "\"Call Failure\" is set as Success Criteria
<a href="#">CSCvt30338</a>	Audio Phone Feature Synthetic Tests does not work with 12.5 CUCM
<a href="#">CSCvv33895</a>	Video Test Call not getting added as per scheduled
<a href="#">CSCvw30615</a>	Meet-me conferences are not getting generated in MSP SetUp
<a href="#">CSCvw49764</a>	ATA devices report is not listing on MSP mode
<a href="#">CSCvw49853</a>	IPSLA voice test status show error for all the test types
<a href="#">CSCvw54770</a>	Dashboard dropdown does not load for Performance Menu
<a href="#">CSCvo87736</a>	Set call category page doesn't load, if navigation happens with any JSP Page.
<a href="#">CSCvq77262</a>	CME-Synthetic SIP Phone registration test fails
<a href="#">CSCvw30289</a>	Cloud icons are not getting displayed in conference topology between MX series and Cisco Jabber
<a href="#">CSCvw61796</a>	RBAC helpdesk and operator users related issues

## Abbreviations and Definitions

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

## Related Documentation

You can access the Cisco Prime Collaboration Assurance and Analytics Release 12.1 User Guides from [Cisco.com](http://Cisco.com).

