



Doc. No. 78-4188-01

Cisco Enterprise Accounting Release Notes

March 3, 1997

These release notes describe the features and caveats for Cisco Enterprise Accounting (CEA) 1.0(1) software release.

Introduction

These release notes discuss the following topics:

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Documentation

The documents shipped with this CEA release include:

- *Cisco Enterprise Accounting Getting Started Guide*
- *Cisco Enterprise Accounting CD Installation Guide*
- *Cisco Enterprise Accounting Release Notes*

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The primary documentation for CEA is the online help. If you have documentation feedback, please forward comments to bug-doc@cisco.com or cs-cea@cisco.com.

Platform and Cisco IOS Support

CEA requires Cisco IOS Software Release 11.0(7) or later, 11.1(2) or later, or any 11.2 release. Each Cisco router to be polled must support the Cisco Integrated Services Digital Network (ISDN) and Cisco Call History Management Information Bases (MIBs).

Features

This section describes the features in the initial release of CEA.

- SPARC Data Collection Engine

CEA collects raw call data from your network devices on a continual basis. This raw call data is originally stored in Cisco IOS software MIBs on Cisco ISDN routers. The CEA data collection engine, located on a Sun SPARC workstation, uses SunNet Manager to obtain this raw call data through Simple Network Management Protocol (SNMP) requests and traps. CEA automatically translates this raw call data into call data records, which are stored in a relational database.

- PC Application

The CEA PC application allows you to assign charges to calls and charge-back costs to those individuals, organizational units, or locations responsible for them. You can produce reports showing summary information about accounts, calls, traffic statistics, and exceptions to standard usage. CEA is Microsoft Office compatible and ODBC compliant, so reports are easily exported to other desktop applications, such as a Microsoft Excel spreadsheet.

Important Notes

This section lists notes that apply to the CEA 1.0 release.

- SPARC Data Collection Engine Notes
- PC Application Notes

SPARC Data Collection Engine Notes

This section describes notes related to the SPARC data collection engine.

- The CEA server uses Transmission Control Protocol (TCP) ports 5000 and 5001.
- One data collector, the SNMPv1 Cisco ISDN MIB collector, is supported. This collector can poll up to 20 servers.
- A maximum of 13,800 call records can be stored in memory at any point in time. Once shared memory is exhausted, the oldest call records are removed from memory (but not from permanent file storage) in blocks of 100.
- The maximum number of interfaces handled per router is 512.
- The minimum poll interval is 5 minutes; the default is 10 minutes.
- CEA will wait up to 60 seconds for a callback from SunNet Manager before assuming a request is lost.

PC Application Notes

This section describes notes related to the PC application.

Call Collection Delay Parameter

The Call Collection Delay parameter is expressed in minutes and is used to allow the SPARC data collection engine time to collect all data from the routers before sending it to the PC application.

For example, assume a Call Collection Start Time of 01/31/1997 10:00:00 a.m., a Call Collection Interval of 1, and a Call Collection Delay of 10. At 11:10:00 a.m., the PC application will issue a request for all calls which have a disconnect time between 10:00:00 a.m. and 11:00:00 a.m. Since the data collection engine polls the routers based on its poll interval, information about calls that are completed near the end of an hour will not actually be gathered until the next hour. For example, calls that complete at 10:58:00 AM and 10:59:00 a.m. will not get posted until after 11:00:00 a.m. The Call Collection Delay is designed to delay the PC query until all of the data has been posted to the SPARC data collection engine. Without this delay, a query may begin before the SPARC data collection engine has completed its polling process.

The recommended Call Collection Delay value is 10 minutes. If you notice that some of the calls near the end of the hour are missing, increase the Call Collection Delay time. By increasing the Call Collection Delay time, the SPARC data collection engine will have more time to complete its polling before the PC application begins its query.

Rules For Running Call Record Reports

Follow these steps when to run a Call Record Report:

- Step 1** Run the Directory Mismatch Report to locate call records with host IDs which are not in the Directory.
- Step 2** Add Directory records for these host IDs to the Directory.
- Step 3** Use the **Reconcile Calls With Directory** command under the Tools menu to associate call records with the Directory.
- Step 4** Cost New Calls. When you start CEA, respond **Yes** to the Cost Calls? message, or select **Cost New Calls** from the Tools pull-down menu.
- Step 5** Run costing reports.

Troubleshooting Recording

When you are not recording on the PC, follow these steps:

- Step 1** View the log file for recording errors. Verify that the Winsock initialized.
If the Winsock did not initialize, a network connection has not been made.
- Step 2** Ping the network.
- Step 3** Verify that the Recording settings are correct. If modifications are made, it is recommended that you close down Port Monitor. It will be necessary to restart your PC after the changes have been saved.

Duplicate records

If duplicate records appear in the Calls table, use the Utilities application from the Cisco Enterprise Accounting program group. Select the **Remove Duplicate Call Records** command from the Calls Data Maintenance tab.

Corrupt RAWDATA Table

There is a blank table and the associated memo and index file in the Blank DBF folder in the Recording folder. If the RAWDATA table becomes corrupt, copy over the corrupt RAWDATA files in the Recording folder with the blank files.

Note Stop recording before copying these files.

Release 1.0(1) Caveats

This section describes possibly unexpected behavior by CEA Release 1.0(1).

SPARC 20 Workstation Data Collection Engine Caveats

This section describes caveats related to the SPARC data collection engine.

- SunNet Manager 2.2.2 and SunNet Manager 2.2.3 running under SunOS 4.1.4 appear to lose SNMP requests that are issued simultaneously (that is, when a second request is issued before the first response is returned, SNM does not return a response for one of these two requests). This problem has been reported to Sun and assigned problem identification number 1256812.

Workaround: The CEA data collector cannot issue overlapping requests to collect call data from multiple access servers. Instead, it uses locks to send requests serially. This limits the number of access servers and the volume of calls which can be handled by CEA without call data loss. Routers may need to be configured with longer retain times to reduce loss.

- As of Cisco IOS 11.0(7), the Cisco Enterprise ISDN MIB infrequently supplies call records with a disconnect time but no connect time. When this error occurs, CEA ignores the call record as invalid. If this call record is the first or only record in the MIB, it can prevent polling of subsequent records until the invalid record is removed from the MIB (table entry times out or router is reloaded). Subsequent records will be polled once the offending record is removed.

PC Application Caveats

This section described caveats related to the PC application.

- When using Microsoft Excel 97, if you try to export data to a Microsoft Excel spreadsheet and respond **Yes** to the Open Spreadsheet prompt, you will receive an error.

Workaround: Answer **No** to the Open Spreadsheet prompt. The file will be saved and can be opened by using the **Open** command under the File menu from within Excel.

- When you close down Port Monitor, CEA does not unload the Recording and Translation executables. You have to press **Ctrl Alt Del** and end the task. It will take 3 attempts to unload the Translation executable.
- If you output a report to a file and then try to print that file, the report formatting will not be retained. This problem will be resolved in a future release with the ability to output reports in hypertext markup language (HTLM) and Rich Text Format (RTF).

Obtaining Service and Support

For service and support for a product purchased from a reseller, contact the reseller. Resellers offer a wide variety of Cisco service and support programs, which are described in the section “Service and Support” in the information packet that shipped with your product.

Note If you purchased your product from a reseller, you can access Cisco Connection Online (CCO) as a guest. CCO is Cisco Systems’ primary, real-time support channel. Your reseller offers programs that include direct access to CCO’s services.

For service and support for a product purchased directly from Cisco, use CCO.

Cisco Connection Online

CCO is Cisco Systems’ primary, real-time support channel. SMARTnet customers and partners can self-register on CCO to obtain additional information and services.

Note If you purchased your product from a reseller, you can access CCO as a guest. Your reseller offers programs that include direct access to CCO’s services.

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You can access CCO in the following ways:

- WWW: <http://www.cisco.com>
- WWW: <http://www-europe.cisco.com>
- WWW: <http://www-china.cisco.com>
- Telnet: cco.cisco.com
- Modem: From North America, 408 526-8070; from Europe, 33 1 64 46 40 82. Use the following terminal settings: VT100 emulation; databits: 8; parity: none; stop bits: 1; and connection rates up to 28.8 kbps.

For a copy of CCO’s Frequently Asked Questions (FAQ), contact cco-help@cisco.com. For additional information, contact cco-team@cisco.com.

Note If you need technical assistance with a Cisco product that is under warranty or covered by a Cisco maintenance contract, contact Cisco's Technical Assistance Center (TAC) at 800 553-2447, 408 526-7209, or tac@cisco.com.

Please use CCO to obtain general information about Cisco Systems, Cisco products, or upgrades. If CCO is not accessible, contact 800 553-6387, 408 526-7208, or cs-rep@cisco.com.

This document is to be used in conjunction with the *Cisco Enterprise Accounting Getting Started Guide* publication.

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