



Release Notes for the Cisco Universal Gateway Call Analyzer 1.0(1)

The Cisco Universal Gateway Call Analyzer 1.0(1) (UGCA) monitors Cisco AS5000 universal gateway data to detect degradations in call connections and call quality that may impact service. You can create, edit, view, run, and export reports for analysis.

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Introduction

The Cisco Universal Gateway Call Analyzer (UGCA) monitors and reports call connection success and call quality on Cisco AS5000 universal gateways. The Cisco UGCA uses call records and modem call records, collected from Cisco IOS Call Tracker syslog messages, to create reports for analysis. The analysis help troubleshoot and detect degradation that may impact quality and service.

After downloading the call records and modem call records to the database, and using the predefined report types, you can use the Cisco UGCA to:

- Create report specifications
- Run reports
- View the reports in table or graph formats



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- Export the reports in.csv format to the server for later analysis

Create report specifications using the existing report types. Refer to the *Cisco Universal Gateway Call Analyzer User Guide* for a list of the default report types and report specifications.

System Requirements

This section outlines the hardware and software requirements for Cisco Universal Gateway Call Analyzer 1.0(1). For more information, refer to the *Cisco Universal Gateway Call Analyzer User Guide*.

Hardware Requirements

The following table lists the hardware requirements.

Resource	Cisco UGCA server
Hardware	Sun Ultra 10 Workstation (minimum)
Processor	UltraSparc
Operating System	Solaris 8
Memory	512 MB
Free disk space	4.6 GB (See the “Free Disk Space Requirements” section on page 3)

Software Requirements

The following table lists the software requirements

Software	Version
Sun Solaris Patches J2SE recommended patch cluster for Solaris 8 patches	Latest recommended patch cluster Solaris 8 and J2SE. Refer to http://sunsolve.sun.com/pub-cgi/show.pl?target=patches/patch-access
Client Browser (recommended)	Microsoft Internet Explorer (IE) 5.5 or 6.0 with Microsoft Java VM on Windows 2000.

Refer to the *Cisco Universal Gateway Call Analyzer User Guide* for more information.

Installation Notes

Before You Begin

The following criteria must be met:

- The hardware and software requirements are met.
- You have root access privileges.

Refer to the *Cisco Universal Gateway Call Analyzer User Guide* for more information.

Free Disk Space Requirements

During an installation, only 100 MB of free disk space is required to accommodate the system software. However, the installation process checks to see that a minimum disk space of 4.6 GB is available. If this check fails, you can continue the installation; but if the check for 100 MB fails, the system does not install the software. Refer to the *Cisco Universal Gateway Call Analyzer User Guide* for more details.

Determine Free Disk Space

Use the following UNIX command to determine free disk space:

```
#df -b /opt
```

Following is displayed

```
Filename          avail
/dev/dsk/c0t0d0s0 913758
```

The value is in kilobytes. To ensure that you have sufficient free disk space, look for a value of greater than 4804841.

Installing the Cisco UGCA Application Package

To install the Cisco UGCA application, follow the procedure below:



Caution

To install the software application package, you must be logged in as root.

Step 1

Install the package:

```
pkgadd -d /cdrom/cdrom0
```


Step 2

Follow the prompts to install the package.



Note

The system checks for sufficient free disk space during installation. If the required free disk space is not available, you get a warning. You can continue the installation, but you may have memory problems later.

- Step 3** Cisco recommends that you install the application in the /opt directory. Press **Return** to select the default.
- Step 4** You are asked during installation to supply new database passwords for the system and user accounts. Key presses are not echoed back to the screen so you must enter the passwords twice to confirm them.
- Step 5** If you want to enable daily backups and daily purges, select **Y** (yes), which is the default value for all options.
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-  **Note** Backups of the Cisco UGCA 1.0 are not compatible with the Cisco UGCA 1.0(1). Restoring a Cisco UGCA 1.0 backup to a Cisco UGCA 1.0(1) may cause errors when starting the UGCA, or it may cause problems loading data and running reports.
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- Step 6** If you choose not to elect these options now, you can enable them later. See the “Managing crontab Entries for Backups and Purges” section in the *Cisco Universal Gateway Call Analyzer User Guide*.
- Step 7** (Optional) If you want to enable automatic startup of the Cisco UGCA when the server reboots, select **Y** (yes).
- Step 8** Following the installation, you are prompted to select other packages to install. Type **q** to quit at this point.
-

The Cisco UGCA starts automatically and you are informed that the installation was successful.

Launching Cisco UGCA from the Browser

To launch the Cisco UGCA from the browser, follow the procedure below:



Note

Initial release of this application requires Microsoft Internet Explorer. Make sure that you have read the prerequisites section in the “Installing Cisco UGCA” chapter in the *Cisco Universal Gateway Call Analyzer User Guide*.

- Step 1** Start Microsoft Internet Explorer and enter the following URL:

`https://FQDN`

where *FQDN* is the fully qualified domain name of the application server (for example, myserver.mydomain.com).

Cisco UGCA launches.



Tip

If you get a warning that the security certificate was not issued by a trusted company, you can add the certificate now. This stops future warning messages from appearing when you launch the application.

- Step 2** Enter your user ID and password.

The predefined user ID is **admin**.

The predefined password is **admin**.

You are now connected to Cisco UGCA.

Using Cisco UGCA

Refer to the *Cisco Universal Gateway Call Analyzer User Guide* for details on how to perform the following tasks:

- Loading CDR Records
- Creating a Report Specification
- Generating a Report Result
- Viewing a Report Result
- Modifying a Report Specification

Caveats for Cisco UGCA 1.0(1)

This section contains the following caveats:

- [Backward Compatibility Not Supported, page 5](#)
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Backward Compatibility Not Supported

Backups of the Cisco UGCA 1.0 are not compatible with the Cisco UGCA 1.0(1). Restoring a Cisco UGCA 1.0 backup to a Cisco UGCA 1.0(1) may cause errors when starting the UGCA, or it may cause problems loading data and running reports.

Multiple Browser Windows from the Same IE Instance Not Supported (CSCdy52390)

Symptom

When you open a new browser window using File > New > Window menu, the new window belongs to the same Cisco UGCA session. You cannot edit the report specifications in both windows, because the server cannot distinguish between requests sent by two windows. Internet Explorer does not support multiple sessions for multiple windows opened from the same instance of IE.

Workaround

Create a new browser instance and then open a new window.

Edit Report Specification Locked by Exiting Edit Wizard by Closing the Browser (CSCdy65508)

Symptom

If you edit a report specification and then exit the report specification wizard by closing the browser, the report specification is locked and is inaccessible.

Workaround

The report specification remains locked until the session timeout expires. After the session timeout expires, you can access the report specification. To avoid this condition, use the Cancel and Finish buttons to exit the report specification wizard.

It Is Possible to Browse js/jars Subdirectories on the GUI (CSCdy72192)

Symptom

You can browse the subdirectories on the web server if you manually enter the URL specifying the subdirectory.

Workaround

Edit the file *install /CSCOugca/jakarta-tomcat-4.0.3/conf/web.xml*

Under the entry for the default servlet, change the following lines:

```
<init-param>  
<param-name>listings</param-name>  
<param-value>>true</param-value>  
</init-param>
```

To:

```
<init-param>  
<param-name>listings</param-name>  
<param-value>>false</param-value>  
</init-param>
```

Then stop and restart the Cisco UGCA to apply the change.

CDR Loader Does Not Clean Up After a Restart (CSCdy74539)

Symptom

If the CDR Loader task is not shut down properly, the CDR Loader task shows as running and a result file is not produced. A severe error in the CDR Loader Java Virtual Machine or the task receiving a SIGKILL message causes the CDR Loader task to shut down improperly.

Workaround

Stop and restart the Cisco UGCA to clear the task entry from the Active Jobs list. Manually create a result file to clear any other tasks, such as the Automated CDR Loader via the Crontab, waiting to run in the result file.

Markup Setup Not Validated Entirely (CSCdy87516)

Symptom

This condition is seen when invalid enumerated values or truncated string values are stored in the markup fields. This happens when the markup criteria file, markup-xml, is edited incorrectly.

Only limited validation is applied to the markup criteria. Cisco UGCA performs the following validation:

- The XML syntax is checked against the Document Type Definition (DTD).
- The actual markup syntax is checked against the Backnaus Naur Form (BNF).
- Default values for the enumerated fields are within the range.

Workaround

You must check the following in the markup criteria file:

- Nondefault values for enumerated fields (for example, an “if” clause) are not within the range. This causes invalid values in the database.
- Field types are not validated against the database schema, for example, the value *calling-prefix* is set to a 7-digit number, and schema is set at “char (6)”. This stores a truncated version of the number in the database.

For more information, refer to the *Cisco Universal Gateway Call Analyzer User Guide*.

Paging Graph Should Allow for Configurable Scale (CSCdy87533)

Symptom

If the data ranges are significantly different from page to page, then the scale of the graph changes when moving from one page to another.

Workaround

None.

Pay attention to the values displayed on the Y axis so that you are not misled by a big bar representing a small value.

UGCA Stop and Restart Fail on isUP Check That Is Too Indiscriminate (CSCdz10160)

Symptom

This condition is seen when the user executes the UNIX process with *install-dir/CSCOugca* in the command path and the following conditions occur:

- The shutdown takes the system down and sends a fail message
- The system does not restart
- The backup script brings the system down and fails to restart it.

Workaround

Do not execute UNIX processes with *install-dir/CSCOugca* in the command syntax.

Do not manually invoke a copy of MySQL monitor in *CSCOugca/mysql/bin*, because Cisco UGCA comes with its own database clients that must be installed outside the *CSCOugca* tree.

Poor Handling Of Out-of-Disk Space (CSCdz14765)

Symptom

When the partition where the Cisco UGCA is installed has used 100 percent of the disk space, the system either pauses or prints out an error message about the lack of disk space.

Workaround

Perform the following tasks. Refer to the *Cisco Universal Gateway Call Analyzer User Guide* for detailed procedures.

Stop the Cisco UGCA.

Free up sufficient disk space.

Check for database corruption and repair, as necessary.

Restart the Cisco UGCA.

Small Values Hit Underflow Under Formatting with Three Decimal Digits (CSCdz18259)

Symptom

If the value of *floatDecimalPositions* is set to *N*, the data values less than $10\exp(-N)$ in the Report Results appear as zeros. For example, if the *floatDecimalPositions* parameter is set at its default value of 3, any values less than 0.001 are stored and displayed as 0.000.

Workaround

Change the setup values to increase the number of decimal digits used in formatting the Report Results data. For detailed information, refer to the *Cisco Universal Gateway Call Analyzer User Guide*.

No Support for Non-Latin Characters (CSCdz33310)

Symptom

Cisco UGCA does not support non-latin characters. You get errors and potentially unpredictable behavior if you input symbolic or non-Latin characters into the database using the keyboard, on-screen cut and paste, or directly loading the data into the database.

Workaround

Use only Latin characters as defined by the standard Western ISO-8859-1.

Start Fails When 8-bit Characters Used in Db System Password (CSCea44722)

Symptom:

UGCA start fails to start UGCA.

Conditions

1) The database system account password (set at installation time or through the use of `db_passwd.sh -system` contains non-ascii characters. 2) And the locale used to perform `ugca start` does not contain the non-ascii characters used in the password.

N.B. The second condition is most commonly satisfied when the system default locale is not set to the locale used by the root user. The system locale is determined through entries in `/etc/default/init`. If UGCA is then started either through automatic startup when the machine reboots or after a backup scheduled by the crontab entries, the system default locale will be used.

Workaround

Ensure that the system default locale (defined in `/etc/default/init`) matches the locale used by the root user. Alternatively, limit the database system account password to characters from the ASCII character set.

ugca.xml Formatting Changes Cause Errors (CSCea45974)

Symptoms

Shell commands (such as `ugca start`) may report: Failed to find start of db module in `ugca.xml` or other similar errors referring to `ugca.xml` or failure to retrieve values.

Conditions

`ugca.xml` has been edited and formatting changes have been made.

Explanation

Whilst `ugca.xml` is in XML format, certain internal UGCA do not use a full XML parser but instead rely on simple string matching to retrieve values from this file.

Workaround

Return the formatting to the original as shown in Appendix A of the User Guide.

Related Documentation

Refer to the following documents for more information:

- *Cisco Universal Gateway Call Analyzer User Guide*
- Cisco Universal Gateway Manager product information
<http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/ugm/>
- Cisco AS5300
http://www.cisco.com/univercd/cc/td/doc/product/access/acs_serv/5300/index.htm
- Cisco AS5350
http://www.cisco.com/univercd/cc/td/doc/product/access/acs_serv/as5350/index.htm
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http://www.cisco.com/univercd/cc/td/doc/product/access/acs_serv/as5850/index.htm

Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com>

Translated documentation is available at this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

http://www.cisco.com/cgi-bin/order/order_root.pl

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- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

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Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

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<http://www.cisco.com>

Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://www.cisco.com/register/>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

This document is to be used in conjunction with the documents listed in the [“Related Documents”](#) section.

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