



Release Notes for Cisco Service Control Application Reporter Release 3.0.3

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Release Notes for Cisco Service Control Application Reporter (SCA Reporter) 3.0.3

Covers: SCA Reporter 3.0.3, SCA Reporter 3.0.0

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These release notes for the Cisco SCA Reporter describe the enhancements provided in Cisco SCA Reporter Release 3.0.3. These release notes are updated as needed.

For a list of the caveats that apply to Cisco SCA Reporter Release 3.0.3 see [Open Caveats](#).



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Introduction

Cisco is proud to release version 3.0.3 of its Service Control Application Reporter component.

The Cisco SCA Reporter produces reports based on the traffic analysis performed by the SCE platform. The information is sent from the SCE platform to the Collection Manager, and stored in a database. The SCA Reporter retrieves information from the database and generates a comprehensive range of reports, including global monitoring, subscriber monitoring, P2P, and traffic discovery statistics reports.

This document outlines the new features and states known caveats. For additional information, please refer to the related Cisco documentation of the Cisco Service Control Application Reporter.

This document is updated for revision 3.0.3 of the Service Control Application Reporter.

It is to be used with SCA BB release 3.0.3.

SCA Reporter Release 3.0.3

Functional Enhancements

The following functional enhancement is included in SCA Reporter 3.0.3. See the *Cisco Service Control Application Reporter User Guide* for a complete description.

- “Check Conditions” menu item (under the “Help” menu) for verifying the Reporter/Repository status.

This option checks that:

- A DB connection is defined and available.
- Repository-specific preferences are set (namely “SCE IP for policy data”).
- Repository-specific DB tables are available (CM time-zone table, values mapping table).

Resolved Caveats

The following caveats are resolved in this release:

Command-line operation failed

- Cisco Number: CSCsd72513

In some circumstances, a race condition prevented a report from being produced in command-line mode.

This issue is resolved in this release.

Reporter shows different times between table/chart

- Cisco Number: CSCsd10332

In some circumstances, the time displayed in the Report chart was different from the time displayed in the Report table due to time zone miscalculation.

This issue is resolved in this release.

Report chart display - legend display with a LARGE number of items corrupts view

- Cisco Number: CSCsd77909

When a chart legend containing many items was displayed, the chart itself was not visible, but when turning the legend off, no space was freed for the chart.

This issue is resolved in this release.

Displaying a MULTI selection parameter with many values makes selection impossible

- Cisco Number: CSCsd77915

When a MULTI report parameter had a long list of available options (eg selection of Services among 64 services), the “OK”, “Cancel” etc buttons were off-screen and so, a selection could not be made.

This issue is resolved in this release.

SCA Reporter Release 3.0.0

New Features

- Support for multiple database vendors using JDBC technology (currently provided are Oracle 9, MySQL 4, and Sybase ASE 12.5)
- Integration with SCAS BB console. The reporter can be used inside the SCAS BB Console, or as a standalone operation.
- New code base, including enhanced framework for report templates.

Open Caveats

Report cannot be exported as table

- Cisco number: CSCsd78213

In some situations, when trying to export a report to a file in table format, the export operation fails, and a “Null Pointer Exception” error is written to the log.

Workaround – In the template tree view, duplicate the Report, re-run the new instance, and export the new result.

PUR-based reports throw “Invalid column name ‘LINK_ID’” error

- Cisco number: CSCse25655

Some of the PUR-based reports have a link selection parameter which is not relevant to the report, and if this parameter is assigned a value, the Reporter throws an SQL exception when trying to execute the Report (indicating that LINK_ID is not a valid column)

Workaround – Do not select a Link ID in PUR-based reports.

‘Check conditions’ operation does not present a progress bar

- Cisco number: CSCsd56792

When the “Check Conditions” operation takes a long time (eg when trying to verify a connection to a non-responding database), the GUI seems to freeze for a few seconds, where a progress bar should have been displayed

Workaround – none, wait for the operation to finish.

Non-responding database not detected

In some situations, when configuring the Reporter to work with a database that does not exist, or does not respond, the "DB connection timeout" does not apply and it takes the Reporter a few minutes to detect that it cannot connect to the database.

Workaround – N/A

Zoom in two dimensional views

In 2D chart views, use the mouse to zoom as follows:

- Zooming in – drag the mouse over the chart.
- Zooming out – drag the mouse over the chart while holding the SHIFT key.

Policy change may corrupt report templates

- Cisco Number: 10735

Report templates may fail when a query is made after a new policy is applied to the SCE, particularly when changing the services offered.

Workaround: Modify the saved queries to ensure the all service names used are currently available.

Single quote not allowed in subscriber names

- Cisco Number: 10287

The Reporter cannot use a single quote in queries involving arbitrary strings (for example, subscriber names). Use of a single quote results in an SQL error.

Workaround: Do not use a single quote character in subscriber, package, and other field names.

Obtaining Technical Assistance

Cisco provides [Cisco.com](#) (on page 9) as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

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Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

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

P3 and P4 level problems are defined as follows:

- P3—Your network is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for *Cisco.com* (on page 9), go to the following website:

<http://tools.cisco.com/RPF/register/register.do>

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

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

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

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

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

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