



# Release Notes for Cisco Prime Fulfillment 6.2.1

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June 5, 2012  
OL-26480-01

Cisco Prime Fulfillment 6.2.1 maintenance release introduces support for H-VPLS services in Cisco Prime Fulfillment. It also includes defect resolutions from several previous point patch releases and extends device support, in particular adding support for the ASR 901 access router.

It is the first maintenance release based on Cisco Prime Fulfillment 6.2.

You can install Prime Fulfillment 6.2.1 on Prime Fulfillment 6.2 or 6.2.0.1 based server. Schema upgrade is supported from 6.1.2 / 6.1.2.3/ 6.2 / 6.2.0.1 to 6.2.1.

See the “[New Features and Enhancements in Cisco Prime Fulfillment 6.2.1](#)” section on page 3 for a list of point patches whose enhancements and defect resolutions have been merged into 6.2.1.

All documentation, including this [Release Notes for Cisco Prime Fulfillment 6.2.1](#) document and any or all parts of the Prime Fulfillment 6.2 documentation set, *might* be upgraded over time. Therefore, we recommend that you access the Prime Fulfillment documentation at:

<http://www.cisco.com/go/fulfillment>.

You can also navigate to this documentation set by clicking **Help** on the Home Page of the Prime Fulfillment 6.2.1 product. The “[Related Documentation](#)” section on page 16 gives the URL for the most current version of each guide to be used with Cisco Prime Fulfillment 6.2.1.

The information in this [Release Notes for Cisco Prime Fulfillment 6.2.1](#) document gives you an overview of this release and helps you understand what has changed since Prime Fulfillment 6.2. Please read this document prior to reading any other guides or documents for Cisco Prime Fulfillment 6.2.1.

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## New and Changed Information

The following table describes information that has been added or changed since the initial release of the Cisco Prime Fulfillment 6.2.1 Release Notes.

Date	Revision	Location
March 26, 2012	Added a link to Cisco Prime Fulfillment Installation Guide 6.2 in the System Recommendations section.	<a href="#">“System Recommendations” section on page 3</a>
June 5, 2012	Changed <a href="#">Step 4</a> .	<a href="#">“Using the Upgrade Tool for Schema Upgrade” section on page 12</a>

## Introduction

Cisco Prime Fulfillment is a management solution for network fulfillment and diagnostics that enables the automation and scaling of complex, policy-driven network provisioning tasks to produce consistent and reliable service deployments. Prime Fulfillment does this by planning, provisioning, and auditing services across core, aggregation, access, and consumer premises equipment devices.

Cisco Prime Fulfillment enables fast deployment and time-to-market of Multiprotocol Label Switching (MPLS) and Carrier Ethernet technologies. In addition, the Prime Fulfillment Traffic Engineering Management (TEM) module is Cisco’s exclusive planning and provisioning tool for Cisco MPLS Traffic Engineering-enabled routers. For Diagnostics, use Cisco Prime Diagnostics, which is an automated, decision-tree analysis-based network management module that troubleshoots and diagnoses a wide range of problems in MPLS VPNs. MPLS Transport Profile (TP) provides service providers with a reliable packet-based technology that is based upon circuit-based transport networking, and hence is expected to align with current organizational processes and large-scale work procedures similar to other packet transport technologies.

The Cisco Prime Fulfillment solution has management capabilities for MPLS VPN, L2VPN and Carrier Ethernet, MPLS Diagnostics, MPLS TP, and MPLS Traffic Engineering. These capabilities that comprise Cisco Prime Fulfillment can be used in a stand-alone manner or can be integrated with IP-NGN Suite.

Cisco Prime Fulfillment 6.2.1 has new functionality added and changed since Prime Fulfillment 6.2 (see the [“New Features and Enhancements in Cisco Prime Fulfillment 6.2.1” section on page 3](#)) and fixes to problems (see the [“Prime Fulfillment 6.2.1 Resolved and Open Bugs” section on page 15](#)).

The system recommendations for Prime Fulfillment 6.2.1 (see the “[System Recommendations](#)” section on page 3) are based on those for Prime Fulfillment 6.2 (with some restrictions, as noted). The new devices and platforms supported in addition to those supported in Prime Fulfillment 6.2 are referenced in the “[System Recommendations](#)” section on page 3.

Steps for installing Prime Fulfillment 6.2.1 are found in the “[Installation Notes](#)” section on page 6, and other important information is found in the “[Finding Known Problems in Cisco Prime Fulfillment 6.2.1](#)” section on page 16. For problems that were found and might still exist in Prime Fulfillment 6.2.1, see the URL in the “[Prime Fulfillment 6.2.1 Resolved and Open Bugs](#)” section on page 15.

URLs for base information about Prime Fulfillment 6.2.1 and an overview and suggested reading order of these documents is given in the *Cisco Prime Fulfillment Getting Started and Documentation Guide 6.2*.

The Prime Fulfillment 6.2.1 documentation includes the Prime Fulfillment 6.2 document set and the updated information for Prime Fulfillment 6.2.1 found in this *Release Notes for Cisco Prime Fulfillment 6.2.1*. The entire documentation set is listed in the “[Related Documentation](#)” section on page 16.

## System Recommendations

The system recommendations and requirements are listed in Chapter 1, System Recommendations, of the *Cisco Prime Fulfillment Installation Guide 6.2*. For details on network devices and related software supported with Prime Fulfillment 6.2.1, see the [http://www.cisco.com/en/US/products/ps12199/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/ps12199/products_device_support_tables_list.html).

We recommend that you thoroughly review that list before even planning your installation, to be sure you have all the hardware and software needed for a successful installation. We also recommend that you review the section [Important Notes](#), in this release note in order to be aware of any known system, installation or other issues in the current release.

## New Features and Enhancements in Cisco Prime Fulfillment 6.2.1

Cisco Prime Fulfillment 6.2.1 is the first maintenance release based on Prime Fulfillment 6.2. It contains various patch merges and defect fixes within it. The patch merges are 6.1.1.8, 6.1.1.12, 6.1.2, 6.1.2.3, 6.1.2.4, 6.1.2.5, and 6.2.0.1.

See [Prime Fulfillment 6.2.1 Resolved and Open Bugs](#), page 15 for the list of defects.

Cisco Prime Fulfillment 6.2.1 includes the new and changed information as documented in the following section:

- [H-VPLS](#), page 3

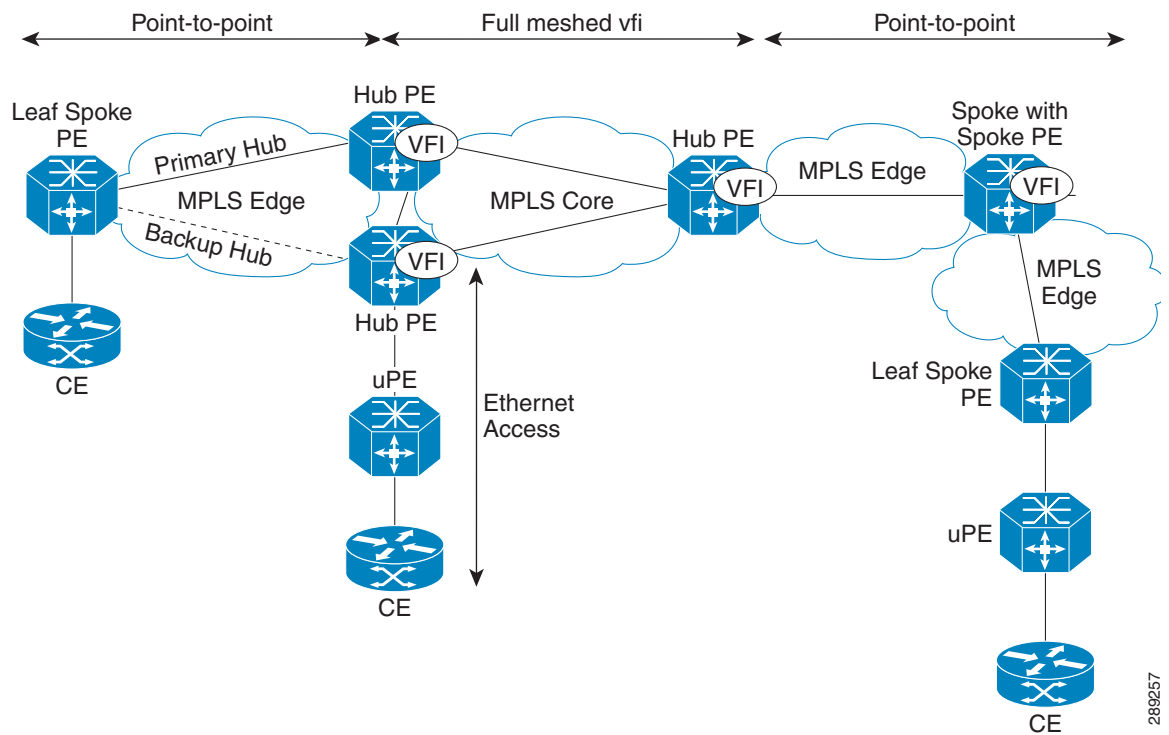
### H-VPLS

The Prime Fulfillment H-VPLS services acts as an extension to the EVC VPLS service in the form of hub and spoke circuits. It can be used to implement E-LAN services, where each point communicates with all other points, as well as E-TREE services where one or few privileged endpoints can communicate with all other endpoints, who cannot communicate amongst each other.

This kind of VPLS service allows you to create a fully meshed core VPLS service for hub PEs and add new spoke circuits attached to any hub PEs participating in the full mesh.

- Each node (either hub or spoke) can have its own local access links, connected to any direct customer site or through any other Ethernet aggregation nodes.
- Support for tree-based approach to VPLS topology. It is possible to implement simple H-VPLS topologies where all spokes directly connect via a pseudowire to a hub. However, it is also possible to attach spokes onto existing spokes, creating tree structures. Spoke nodes that are configured to allow the attachment of additional spokes are assigned a 'spoke with spokes' role while a spoke that is not intended to have additional spokes connected is called a 'leaf spoke'.
- It is possible to modify the role of a node in the VPLS from leaf spoke to spoke with spokes to extend the VPLS.

**Figure 1-1 Example of an H-VPLS Topology**



### Using the EVC Policy to Create H-VPLS Services

Two policy attributes control the shape of the H-VPLS. They are available if you create an EVC policy of type Ethernet with VPLS core type. See [Step 2](#) below.

For further details on how to create an EVC policy, see the [Cisco Prime Fulfillment User Guide 6.2 \(Chapter 3, Managing L2VPN and Carrier Ethernet Services\)](#).

To use an EVC policy to create H-VPLS services, use the following steps:

- 
- Step 1** Define the EVC Ethernet policy.
- On the initial screen of the policy wizard, choose the policy type **Ethernet**.

**Step 2** Set the service options.

Choose VPLS from the **MPLS Core Connectivity Type** drop-down list.

- Here you will encounter two new attributes for choosing spoke nodes settings:
  - **Allow spoke nodes**—Allows H-VPLS spoke leaf nodes in EVC service requests. If this is disabled in the policy, all you can create is a full mesh VPLS. If it is enabled you may have spoke nodes.
  - **Allow spoke-with-spoke nodes**—Allows H-VPLS spoke-with-spoke nodes in EVC service requests. This should be selected along with spoke leaf nodes. If this is disabled at spoke nodes, it must be immediately connected to a hub. If this is enabled, you can create spoke nodes that have spokes and can form a tree in general. One example where this is useful is when creating multicast trees in E-TREE services.

**Step 3** Finish the policy wizard.

There are no further attributes specific to H-VPLS.

To create a service request based on an EVC policy, see [“EVC Service Request Changes” section on page 5](#).

## EVC Service Request Changes

Whenever a new link/node is added, a new column will be displayed in the GUI to prompt you to select the H-VPLS role. This new column will be displayed only when the selected policy is created with the **Allow Spoke nodes** option enabled.

The mode can be set to:

- **Hub PE**—For nodes that participate in full meshed core VPLS, this will be the default selection.
- **Spoke with Spokes** (spoke-with-spoke nodes)—This is for a spoke node that will be implemented with a virtual forwarding instance. It can connect to other spokes and to a hub PE.
- **Spoke** (Spoke Leaf node)—This is a spoke node that is implemented as a pseudowire endpoint. It can connect to just one other VPLS node and a backup PE in the case of pseudowire redundancy.

Each node can have its own local access circuits, considering that the terminating NPE on each attachment circuit will be having an H-VPLS role to play. Also, all local links terminating on the same NPE should have identical H-VPLS roles.

The following attributes will be displayed in the same window based on the H-VPLS node selection. These attributes are applicable only for spoke nodes.

- **Hub PE selection**—Name of the hub NPE to which the spoke PE is connected. This is mandatory for both spoke-with-spoke nodes and leaf spoke nodes.
- **Backup Hub PE selection**—Name of the backup hub PE to where the spoke PE is connected. This is an optional attribute and it is only applicable for leaf nodes.
  - All NPE devices from the local repository will be populated here for hub and backup hub PE selection.
  - When an NPE device is selected which is not added as a hub PE in the same service request or in other service requests using the same VPN, a warning message will be displayed and you will be prompted to choose a proper hub PE which is actually part of the same VPLS VPN.

All hub/backup hub PEs selected must already exist in the VPN with an access interface.

When multiple access circuits are added on the same NPE, all those links should have identical values on the hub PE and backup hub PE.

The choice of E-LAN or E-TREE is carried out through use of the split-horizon attribute. Where split-horizon is enabled, the endpoints may not communicate with each other. To create an E-TREE, create one service request for the root attachment circuits that may communicate with all others, this will have split-horizon disabled. All other endpoints should be in service requests where the split-horizon attribute is enabled.

## API Enhancements for H-VPLS

This section includes new features for API support added in Prime Fulfillment 6.2.1. New features added in Prime Fulfillment are generally available via both the GUI and APIs.

The following attributes have been added for EVC policy creation requests and are supported under the ServiceDefinitionDetails object:

- AllowSpokes
- AllowSpokeWithSpokes

The following attributes have been added for EVC service requests and are supported under the EVC link object:

- EvcHvplsRole
  - HUB
  - SPOKE\_WITH\_SPOKES
  - SPOKE
- HubPE (this attribute is added to the service request when the value is spoke-with-spoke node/spoke node)
- BackupHubPE (this attribute is added for service request when the value is spoke node)

## Installation Notes

This section contains the following information:

- [Version Supported, page 6](#)
- [Prime Fulfillment 6.2.1 Patch Installation, page 7](#)
- [Using the Upgrade Tool for Schema Upgrade, page 12](#)
- [Uninstall, page 12.](#)

## Version Supported

You can install Prime Fulfillment 6.2.1 on Prime Fulfillment 6.2 or 6.2.0.1 based server. Schema upgrade is supported from 6.1.2 / 6.1.2.3/ 6.2 / 6.2.0.1 to 6.2.1.

Prime Fulfillment 6.2.1 is a maintenance release on the Prime Fulfillment 6.2 release. Therefore, repository migration can only be performed from 6.1.2 or later versions. To migrate from earlier releases (prior to 6.1.2), you must first upgrade to Prime Fulfillment 6.1.2 / 6.2 release. See [“Prime Fulfillment 6.2.1 Patch Installation” section on page 7.](#)

The procedure for upgrading from earlier releases is documented in the *Cisco Prime Fulfillment Installation Guide 6.2*.

**Note**

The upgrade tool needs to be executed after installing the patch on database schema upgrade. For information on using this tool, see “Using the Upgrade Tool for Schema Upgrade” section on page 12.

## Prime Fulfillment 6.2.1 Patch Installation

Prime Fulfillment 6.2.1 can be installed in standalone or suite mode. Following are the scenarios included for 6.2.1 installation:

- [6.2.0.x to 6.2.1 Standalone Mode](#)
- [6.2.0.x to 6.2.1 Suite Mode](#)
- [6.1.2.x to 6.2.1 Standalone Installation](#)

### 6.2.0.x to 6.2.1 Standalone Mode

To install the Prime Fulfillment 6.2.1 maintenance patch in standalone mode, follow these steps:

**Note**

Prior to installing Prime Fulfillment 6.2.1, if you are moving a repository from one machine to another, the schema upgrade fails unless the repository has been initialized on the new machine. This requires that you successfully run **initdb.sh** on the repository to update the host entry.

**Step 1**

Before proceeding to install the Prime Fulfillment 6.2.1 Maintenance Release, be sure to back up your repository, as explained in Appendix D of the *Cisco Prime Fulfillment Installation Guide 6.2*.

**Step 2**

Retrieve the Prime Fulfillment 6.2.1 Maintenance Release (**prime\_fulfillment\_621\_patch.tar.gz**) from here:

<http://www.cisco.com/cisco/software/navigator.html?mdfid=283812776&flowid=29301>

**Note**

If you have difficulties accessing the software from this location, please go to Cisco.com and choose **Support > Download Software > Network Management > Routing and Switching Management > Fulfillment Products > Cisco Prime Fulfillment**.

**Note**

You should place the retrieved tar file in a directory outside of the **\$PRIMEF\_HOME** directory structure.

**Step 3**

Prior to installing the Prime Fulfillment 6.2.1 maintenance release, verify that you have 100 MB of free space in the **\$PRIMEF\_HOME** directory and that you are logged in with the same username as the owner of your supported version of Prime Fulfillment.

**Step 4**

Navigate to a directory other than **\$PRIMEF\_HOME** where the Prime Fulfillment 6.2.1 Maintenance Release is placed.

**Step 5**

Use the following command to untar or unzip **prime\_fulfillment\_621\_patch.tar.gz**:

```
gunzip -c prime_fulfillment_6_2_1_patch.tar.gz | tar xvf -
```

- Step 6** If Prime Fulfillment is running, use the following command to stop the database, name server, and WatchDog on the machine on which it is running:

```
$PRIMEF_HOME/prime.sh stopall
```



**Note** This command does not exist in the same directory as the Prime Fulfillment 6.2.1 patch.



**Note** To check if Prime Fulfillment is running, use the `<PRIMEF_HOME>/prime.sh status` command.

- Step 7** Use the following command to run the patch installation script:

```
./primepatchinstall
```

- a. When you run this script, you are asked to ensure certain patch installation prerequisites, which are equivalent to **Step 4** above.
- b. To accept the default value for a prompt indicated in [ ], for example, [n] or [y], press **Enter**. To terminate the installer at any time, press **Ctrl-C**. Specifically, you are asked to enter a new path or press **Enter** for the default [`<PRIMEF_OWNER_HOME_DIR>/primef-6.2.1`].

- Step 8** During patch installation, you can install Prime Fulfillment 6.2.1 in standalone or suite mode.

- Step 9** You will get the following message:

```
"Do you want to continue the installation in Standalone mode?"
```

Enter **yes** to continue installation in standalone mode.

- Step 10** If you want to install Prime Fulfillment 6.2.1 in suite mode, enter **no**.

- Step 11** At the end of the installation, you receive a message that the patch installation is complete.



**Note** You must execute the upgrade tool before restarting the server. For detailed steps to upgrade, see [“Using the Upgrade Tool for Schema Upgrade” section on page 12](#).

- Step 12** Navigate to `$PRIMEF_HOME`.

- Step 13** Enter the `$PRIMEF_HOME/prime.sh start` command to restart Prime Fulfillment.

## 6.2.0.x to 6.2.1 Suite Mode

To install the Prime Fulfillment 6.2.1 maintenance patch in suite mode, follow these steps:



**Note** Prior to installing Prime Fulfillment 6.2.1, if you are moving a repository from one machine to another, the schema upgrade fails unless the repository has been initialized on the new machine. This requires that you successfully run `initdb.sh` on the repository to update the host entry.

- Step 1** Before proceeding to install the Prime Fulfillment 6.2.1 Maintenance Release, be sure to back up your repository, as explained in Appendix D of the *Cisco Prime Fulfillment Installation Guide 6.2*.



**Step 2** Retrieve the Prime Fulfillment 6.2.1 Maintenance Release (**prime\_fulfillment\_621\_patch.tar.gz**) from here:

<http://www.cisco.com/cisco/software/navigator.html?mdfid=283812776&flowid=29301>



**Note** If you have difficulties accessing the software from this location, please go to Cisco.com and choose **Support > Download Software > Network Management > Routing and Switching Management > Fulfillment Products > Cisco Prime Fulfillment**.



**Note** You should place the retrieved tar file in a directory outside of the **\$PRIMEF\_HOME** directory structure.

**Step 3** Prior to installing the Prime Fulfillment 6.2.1 maintenance release, verify that you have 100 MB of free space in the **\$PRIMEF\_HOME** directory and that you are logged in with the same user name as the owner of your supported version of Prime Fulfillment.

**Step 4** Navigate to a directory other than **\$PRIMEF\_HOME** where the Prime Fulfillment 6.2.1 Maintenance Release is placed.

**Step 5** Use the following command to untar or unzip **prime\_fulfillment\_621\_patch.tar.gz**:

```
gunzip -c prime_fulfillment_6_2_1_patch.tar.gz | tar xvf -
```

**Step 6** If Prime Fulfillment is running, use the following command to stop the database, name server, and WatchDog on the machine on which it is running:

```
$PRIMEF_HOME/prime.sh stopall
```



**Note** This command does not exist in the same directory as the Prime Fulfillment 6.2.1 patch.



**Note** To check if Prime Fulfillment is running, use the **<PRIMEF\_HOME>/prime.sh status** command.

**Step 7** Use the following command to run the patch installation script:

```
./primepatchinstall
```

- a. When you run this script, you are asked to ensure certain patch installation prerequisites, which are equivalent to **Step 4** above.
- b. To accept the default value for a prompt indicated in [ ], for example, [n] or [y], press **Enter**. To terminate the installer at any time, press **Ctrl-C**. Specifically, you are asked to enter a new path or press **Enter** for the default [**<PRIMEF\_OWNER\_HOME\_DIR>/primef-6.2.1**].

**Step 8** During patch installation, if Prime Fulfillment 6.2 is installed in suite mode, you will get the following message:

```
"Please remove the already registered Prime Fulfillment server from Prime Central i.e.
From Prime Central Suite monitoring Portlet, remove Prime Fulfillment."
```



**Note** This message ensures that already registered Prime Fulfillment server is removed from Prime Central Suite monitoring Portlet. The necessary steps are documented here: [http://www.cisco.com/en/US/docs/net\\_mgmt/prime/central/1.0/user/guide/prime\\_central\\_10\\_user\\_guide\\_suite\\_mgmt.html#wp1057447](http://www.cisco.com/en/US/docs/net_mgmt/prime/central/1.0/user/guide/prime_central_10_user_guide_suite_mgmt.html#wp1057447)

To terminate the patch installation in suite mode, enter **no**.

**Step 9** Enter **yes** to continue with suite mode installation.

**Step 10** Enter the following details about the Prime Central database on prompt:

- Server IP Address- IP Address of the Prime Central server
- SID- Server instance identifier of the Prime Central server
- Port- Port number of the Prime Central server
- DB User- Database username of the Prime Central server
- DB Password- Database password associated with the above username.



**Note** While 6.2.1 patch installation, you will get a warning message on **DCS.IOSWarningExpressions**, which can be ignored.

**Step 11** At the end of the installation, you receive a message that the patch installation is complete.



**Note** You must execute the upgrade tool before restarting the server. For detailed steps to upgrade, see “Using the Upgrade Tool for Schema Upgrade” section on page 12.

**Step 12** Navigate to **\$PRIMEF\_HOME**.

**Step 13** Enter the **\$PRIMEF\_HOME/prime.sh start** command to restart Prime Fulfillment.



**Note** Restart integration layer on Prime Central after suite mode installation. Instructions for how to do this are found here: [http://www.cisco.com/en/US/docs/net\\_mgmt/prime/central/1.0/user/guide/prime\\_central\\_10\\_user\\_guide\\_troubleshooting.html](http://www.cisco.com/en/US/docs/net_mgmt/prime/central/1.0/user/guide/prime_central_10_user_guide_troubleshooting.html)

## 6.1.2.x to 6.2.1 Standalone Installation

To install 6.2.1 from 6.1.2.x, follow these steps:

**Step 1** You must perform Prime Fulfillment 6.2 GUI installation on 6.1.2.x in a standalone mode.

**Step 2** During Prime Fulfillment 6.2 installation, provide the same home directory (**\$PRIMEF\_HOME**) as used in 6.1.2.x installation and choose the **Keep Existing Repository** option.

**Step 3** Once Prime Fulfillment 6.2 is complete, apply the patch to upgrade to 6.2.1 in standalone mode.

**Step 4** To install the Prime Fulfillment 6.2.1 maintenance patch in standalone mode, follow these steps:



**Note** Prior to installing Prime Fulfillment 6.2.1, if you are moving a repository from one machine to another, the schema upgrade fails unless the repository has been initialized on the new machine. This requires that you successfully run **initdb.sh** on the repository to update the host entry.

**Step 5** Before proceeding to install the Prime Fulfillment 6.2.1 Maintenance Release, be sure to back up your repository, as explained in Appendix D of the *Cisco Prime Fulfillment Installation Guide 6.2*.

**Step 6** Retrieve the Prime Fulfillment 6.2.1 Maintenance Release (**prime\_fulfillment\_621\_patch.tar.gz**) from here:

<http://www.cisco.com/cisco/software/navigator.html?mdfid=283812776&flowid=29301>



**Note** If you have difficulties accessing the software from this location, please go to Cisco.com and choose **Support > Download Software > Network Management > Routing and Switching Management > Fulfillment Products > Cisco Prime Fulfillment**.



**Note** You should place the retrieved tar file in a directory outside of the **\$PRIMEF\_HOME** directory structure.

**Step 7** Prior to installing the Prime Fulfillment 6.2.1 maintenance release, verify that you have 100 MB of free space in the **\$PRIMEF\_HOME** directory and that you are logged in with the same user name as the owner of your supported version of Prime Fulfillment.

**Step 8** Navigate to a directory other than **\$PRIMEF\_HOME** where the Prime Fulfillment 6.2.1 Maintenance Release is placed.

**Step 9** Use the following command to untar or unzip **prime\_fulfillment\_621\_patch.tar.gz**:

```
gunzip -c prime_fulfillment_6_2_1_patch.tar.gz | tar xvf -
```

**Step 10** If Prime Fulfillment is running, use the following command to stop the database, name server, and WatchDog on the machine on which it is running:

```
$PRIMEF_HOME/prime.sh stopall
```



**Note** This command does not exist in the same directory as the Prime Fulfillment 6.2.1 patch.



**Note** To check if Prime Fulfillment is running, use the **<PRIMEF\_HOME>/prime.sh status** command.

**Step 11** Use the following command to run the patch installation script:

```
./primepatchinstall
```

- a. When you run this script, you are asked to ensure certain patch installation prerequisites, which are equivalent to **Step 4** above.
- b. To accept the default value for a prompt indicated in [ ], for example, [n] or [y], press **Enter**. To terminate the installer at any time, press **Ctrl-C**. Specifically, you are asked to enter a new path or press **Enter** for the default [**<PRIMEF\_OWNER\_HOME\_DIR>/primef-6.2.1**].

**Step 12** The Prime Fulfillment 6.2.1 installation begins.

**Note**

While 6.2.1 patch installation, you will get a warning message on **DCS.IOSWarningExpressions**, which can be ignored.

**Step 13** At the end of the installation, you receive a message that the patch installation is complete.

**Note**

You must execute the upgrade tool before restarting the server. For detailed steps to upgrade, see [“Using the Upgrade Tool for Schema Upgrade”](#) section on page 12.

**Note**

To upgrade to 6.2.1 suite mode from 6.1.2.x, you must execute the DMIntegrator script manually. For further information, see the [Cisco Prime Fulfillment Installation Guide 6.2](#).

**Step 14** Navigate to **\$PRIMEF\_HOME**.

**Step 15** Enter the **\$PRIMEF\_HOME/prime.sh start** command to restart Prime Fulfillment.

## Using the Upgrade Tool for Schema Upgrade

The following steps describe how to use the upgrade tool to update the database schema. To upgrade the schema from other versions of Prime Fulfillment to Prime Fulfillment 6.2.1, follow these steps:

**Step 1** Copy the upgrade tool from the image location to any preferred location. For example:

```
cp prime_fulfillment_621_upgradeTool.tar.gz /opt/
```

**Step 2** Use the following command to untar or unzip **prime\_fulfillment\_621\_upgradeTool.tar.gz**:

```
gunzip -c prime_fulfillment_621_upgradeTool.tar.gz | tar xvf -
```

**Step 3** Unzip the file **isc-upgrade.zip** to extract its contents:

```
unzip isc-upgrade.zip
```

**Step 4** Go to the **upgradeTool** folder and execute the following command to run the **upgradeTool**:

```
$ ./upgradeISCSchema.sh $PRIMEF_HOME
```

**Step 5** Provide the admin credentials on prompt to continue with the upgrade tool installation.

```
Please enter ISC admin user name [admin]:
Please enter admin password:
Please enter admin password again:
```

## Uninstall

To uninstall the Prime Fulfillment 6.2.1 maintenance release that was successfully installed, follow these steps:

**Step 1** Log in with the same username as the owner of Prime Fulfillment 6.2.1.

- Step 2** Navigate to the `$PRIME_HOME` directory.
- Step 3** If Prime Fulfillment 6.2.1 is running, use the following command to stop the database, name server, and WatchDog on the machine on which it is running:
- ```
$ ./prime.sh stopall
```
- Step 4** Navigate to the directory `$PRIMEF_HOME/patch/prime6.2.1-patch-08`, where all the files replaced by the Prime Fulfillment 6.2.1 maintenance release were stored.
- Step 5** Use the following command to run the patch script to uninstall:
- ```
$ ./primepatchrollback
```
- When you run this script, you are asked to ensure that you have followed the equivalent of **Step 1** and **Step 2**.
  - To accept the default value for a prompt indicated in [ ], for example, [n] or [y], press **Enter**. To terminate the installer at any time, press **Ctrl-C**.
  - You are asked if you would like to roll back the patch. Answer yes or no as prompted.
  - At the end of the uninstall, you receive a message that the patch rollback is complete.
- Step 6** Navigate to `$PRIMEF_HOME`.
- Step 7** Enter the `./prime.sh start` command to restart Prime Fulfillment.




---

**Note** You can only restart Prime Fulfillment if you restore a copy of the backed up repository from the version of the patch used prior to the Prime Fulfillment 6.2.1 upgrade.

---

## Important Notes

This section lists known bugs and issues to be aware of in this release. These are listed in the following categories:

- [Installation Notes, page 13](#)
- [Web Browser Support, page 14](#)
- [Issue with Importing Template Data Using the importExportTemplateDB.sh Script, page 14](#)

## Installation Notes

- Prime Fulfillment patches are available at the following URL:  
<http://www.cisco.com/cisco/software/navigator.html?mdfid=283812776&flowid=29301>
- The supported Sybase and Oracle databases behave differently. All SQL queries are case-insensitive for Sybase and case-sensitive for Oracle.

For information about the installation process, see the [Cisco Prime Fulfillment Installation Guide 6.2](#).

## Web Browser Support

1. Prime Fulfillment GUI is supported by the following browsers:
  - Firefox browser version 3.6.x.
  - Internet Explorer (IE) version 8.0.
2. The recommended screen resolutions for both browser windows are:
  - 1024 x 768 pixels
  - 1280 x 1024

To view fonts and colors correctly, the system display must be set to use a color quality of at least 32-bits.
3. The Java Runtime Environment (JRE) version 6 (update 23) or later must be configured on the system running the browser.
4. The `JAVA_HOME` environment variable must be set to the JRE directory.
5. The zoom functionality only works properly in the Prime Fulfillment GUI if the Firefox browser menu option **View > Zoom > Zoom Text Only** is unchecked.
6. You cannot have two Prime Fulfillment user sessions running on the same browser. This is caused by the session ID being used for both, which causes the screen context to be lost.
7. Adobe Flash player (version 10.3.183.7) and its plug-in have to be installed to support the web browser and allow viewing of the main bar and charts in the GUI.
8. If the Service Request Chart (pie chart) displays both very large and very small numbers, the pie section representing very small numbers is also very small and consequently difficult to access.
 

**Workaround:** Try selecting individual subsections (broken, working, or to be deployed).
9. For some operations that last a long time, the browser may issue a message like “Warning: Unresponsive script. A script on the page may be busy....” Two examples of this are when editing a customer device with many interfaces, and when editing user details, if there are many users.
 

**Workaround:** Increase the browser timeout value.

## Issue with Importing Template Data Using the `importExportTemplateDB.sh` Script

Template data imported by using the `importExportTemplateDB.sh` script only shows up in the Template Manager GUI after the HTTPD or Prime Fulfillment processes are restarted.

One workaround is to manually create a template. Then all the previously imported templates and data files show up. With this workaround, there is no need to restart the HTTPD or Prime Fulfillment processes.

The steps to do this are as follows:

- 
- Step 1** Import the templates and data files.  
They will at this point not be visible in the template browser.
  - Step 2** Manually create a simple template in Template Manager.

As soon as you save and click on **Close**, the Template Manager window is updated, and all the previously imported templates and data files will now appear.

## Prime Fulfillment 6.2.1 Resolved and Open Bugs

Customer-found bugs that have been fixed in the Prime Fulfillment 6.2.1 release are indicated in the following table.

This includes Prime Fulfillment 6.1.1.8, 6.1.1.12, 6.1.2, 6.1.2.3, 6.1.2.4, 6.1.2.5, and 6.2.0.1.

<b>CDETS Number</b>	<b>Description</b>
<b>GUI Infrastructure</b>	
<a href="#">CSCtx25628</a>	Error in accessing log list servlet - Administration>ControlCenter>Hosts.
<b>EVC/FlexUNI</b>	
<a href="#">CSCty13635</a>	Migration of ASR from 7600 fails during deployment with wrong configlets.
<a href="#">CSCty00103</a>	EVC-PW not generating backupPeer command on IOS-XR.
<b>MPLS</b>	
<a href="#">CSCtv21864</a>	Deletion of links will not allow create new SR using old link properties.
<a href="#">CSCtw48744</a>	SR moves to INVALID with the grey management VPN with Dummy device as CE.
<a href="#">CSCtt43023</a>	Static Advertise CE metric with value 1 moves to FAILED AUDIT(IOS).
<a href="#">CSCtr65321</a>	MPLS SR goes to INVALID state when the template is added and re-deployed.
<a href="#">CSCtx45977</a>	Removal of VLAN on a UPE interface on modification of interface description.
<a href="#">CSCty19832</a>	MPLS SR deployment results in FAILED_AUDIT for encapsulation HDLC on IOS.
<b>TEM</b>	
<a href="#">CSCtw86904</a>	TE Managed Policies created during Full TE Discovery causing issues.
<b>Template</b>	
<a href="#">CSCtx95670</a>	ISC is hung while creating multiple datafiles using a Script.
<b>Infrastructure</b>	
<a href="#">CSCtt15217</a>	HTTPS port configuration error.

The following open bugs apply to Prime Fulfillment 6.2.1:

<b>CDETS Number</b>	<b>Description</b>
<a href="#">CSCty35496</a>	EVC-local SR with non-flex links goes to failed deploy.
<a href="#">CSCty26344</a>	Rehoming interface in ASR9K-ring removes VLAN config on access-link-UNI.
<a href="#">CSCty25544</a>	Source and Destination Tunnel Number fields are not being greyed out.
<a href="#">CSCtx59328</a>	Drools error message should indicate erroneous widget and details

# Finding Known Problems in Cisco Prime Fulfillment 6.2.1

To find known problems in Cisco Prime Fulfillment 6.2.1, use the following URL:

<http://tools.cisco.com/Support/BugToolKit>

You must log into Cisco.com.

You can search for specific bugs or search for a range by product name. This tool enables you to query for keywords, severity, range, or version.

Use the following search criteria to locate bugs for Prime Fulfillment 6.2.1:

- Product category: **Network Management and Automation**
- Product: **Cisco IP Solution Center or Cisco Prime Fulfillment.**
- Software version: **6.2.1** (For a list of bugs open against all releases, choose **ANY**.)

The results display bug ID and title, found-in version, fixed-in version, and status. The bug ID is a hyperlink to detailed information for the bug ID's product, component, severity, first found-in, and release notes.

The results could be displayed in a feature matrix or spreadsheet.

## Related Documentation

The entire documentation set for Cisco Prime Fulfillment, can be accessed at:

[http://www.cisco.com/en/US/products/ps12199/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps12199/tsd_products_support_series_home.html)

or at:

<http://www.cisco.com/go/fulfillment>



### Tip

To copy and paste a two-line URL into the address field of your browser, you must copy and paste each line separately to get the entire URL without a break.

The following documents comprise the Cisco Prime Fulfillment 6.2.1 documentation set:

#### General Documentation (in suggested reading order)

- *Cisco Prime Fulfillment Getting Started and Documentation Guide 6.2*  
[http://www.cisco.com/en/US/docs/net\\_mgmt/prime/fulfillment/6.2/roadmap/docguide.html](http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.2/roadmap/docguide.html)
- *Release Notes for Cisco Prime Fulfillment 6.2*  
[http://www.cisco.com/en/US/docs/net\\_mgmt/prime/fulfillment/6.2/release/notes/relnotes.html](http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.2/release/notes/relnotes.html)
- *Cisco Prime Fulfillment Installation Guide 6.2*  
[http://www.cisco.com/en/US/docs/net\\_mgmt/prime/fulfillment/6.2/installation/guide/installation.html](http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.2/installation/guide/installation.html)
- *Cisco Prime Fulfillment User Guide 6.2*  
[http://www.cisco.com/en/US/docs/net\\_mgmt/prime/fulfillment/6.2/user/guide/prime\\_fulfill.html](http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.2/user/guide/prime_fulfill.html)
- *Cisco Prime Fulfillment Theory of Operations Guide 6.2*



[http://www.cisco.com/en/US/docs/net\\_mgmt/prime/fulfillment/6.2/theory/operations/guide/theory.html](http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.2/theory/operations/guide/theory.html)

- *Cisco Prime Fulfillment Third Party and Open Source Copyrights 6.2*

[http://www.cisco.com/en/US/docs/net\\_mgmt/prime/fulfillment/6.2/third\\_party/open\\_source/copyright/Prime\\_Fulfillment\\_Third\\_Party\\_and\\_Open\\_Source\\_Copyrights62.pdf](http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.2/third_party/open_source/copyright/Prime_Fulfillment_Third_Party_and_Open_Source_Copyrights62.pdf)

- *Cisco Prime Fulfillment Supported Devices 6.2*

[http://www.cisco.com/en/US/docs/net\\_mgmt/prime/fulfillment/6.2/supported/devices/supported\\_devices\\_table.xls](http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.2/supported/devices/supported_devices_table.xls)

#### API Documentation

- *Cisco Prime Fulfillment API Programmer Guide 6.2*

[http://www.cisco.com/en/US/docs/net\\_mgmt/prime/fulfillment/6.2/developer/guide/apipg.html](http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.2/developer/guide/apipg.html)

- *Cisco Prime Fulfillment API Programmer Reference 6.2*

[http://www.cisco.com/en/US/docs/net\\_mgmt/prime/fulfillment/6.2/developer/reference/xmlapi.zip](http://www.cisco.com/en/US/docs/net_mgmt/prime/fulfillment/6.2/developer/reference/xmlapi.zip)



#### Note

All documentation *might* be upgraded over time. All upgraded documentation will be available at the same URLs specified in this document.

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

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