

Cisco Service Provider CDN Software Version 1.0 Defects

Document ID: 16204

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Introduction

This document provides a list of defects that have been found since Cisco Content Delivery Network (CDN) Service Provider Version 1.0 was released.

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

There are no specific prerequisites for this document.

Components Used

The information in this document is based on the software and hardware versions below.

- CDN 1.0 and later.

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

CDN Defects

"503 Service Unavailable" Message

Currently, the Content Engines (CEs) of a CDN do not check to see if a designated origin server's name is resolvable. If the CE tries to pull content from an origin server, and is unable to resolve the server name, the end user receives a "503 Service Unavailable" message.

An enhancement request has been logged so that each Content Router (CR) confirms that it is designated as an authoritative name server of all the hosted/routed domains in the CDN, and every CE can resolve all origin server names for the Virtual Domains they serve.

Invalid Remote Server Specified for Remote Logging

If the system is configured for Remote Logging (Go to **Tools > Remote Logging.**), and the remote server that is specified is invalid (invalid DNS name or IP address), the Mover thread hangs, resulting in repeated "File already scheduled for transfer" and "421 Service Not Available" messages logged in the CE log file.

An enhancement request has been logged to address this issue.

Delete Upgrade Bits from CDM While Upgrade Is in Process

It is possible to delete upgrade bits while an upgrade is in process. An enhancement request has been logged to notify the administrator that they are trying to delete files that are currently in use. In addition, this enhancement requires confirmation that this is the appropriate action to take (for example, "Upgrade in process. Do you really want to delete these files?").

"Unable to Drop User" Message

An "unable to drop user" error message is displayed while trying to use the dbsetup script to remove a user from the database. Database initialization and validation continues without any confirmation that this is the appropriate action to take.

An enhancement request has been logged to verify that you wish to continue with the initialization and validation of the database, even though you were unable to remove the db user.

CEs Fail to Reboot After Upgrade

If a CE is upgraded, fails to come online, and is not reachable through ping or Telnet, you will need to physically reboot the device. If the device is still unresponsive, please contact the Cisco Systems Technical Assistance Center (TAC).

"System Error" Message

If you specify an invalid URL to retrieve new upgrade files in the Content Distribution Manager (CDM) "Add Update File" window, you may encounter a system error message:

```
System Error Occurred  
Please contact Cisco Systems support.  
Error Occurrence Time: Tue Dec 12 18:41:34 GMT+00:00 2000  
Page Name: Software Update Servlet  
Error Message: java.security.AccessControlException - access denied  
(java.net.SocketPermission www.sighpath.com:80 connect,resolve)
```

Confirm that the specified URL in the "Add update file" window is valid.

Can Add Same Update File Multiple Times

Currently, you can add the same update file multiple times through the "Add update file" window in the CDM user interface (UI). Each time you add the update file, it is displayed as another upgrade option in the CDM software upgrade page.

CDN Devices Can Be Upgraded Only to Equal or Higher Version

CDN devices cannot be "down graded." They can only be upgraded to a version that is equal to or higher than the current version installed and running on the device.

Can Only Upgrade to the Version that is in Progress

If an administrator has multiple versions of software with which to upgrade, and an upgrade is in progress, any upgrades that are initiated can only be initiated for that version in progress. For example, if version 1, 2, and 3 are available and the administrator has initiated an upgrade for one device to version 2, then any other upgrades initiated while the upgrade to version 2 is in progress can only be for version 2.

Related Information

- **Cisco Content Delivery Networks**
- **Cisco Content Engine**
- **Technical Support – Cisco Systems**

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Updated: Jan 31, 2006

Document ID: 16204
