



Release Notes for *Cisco Support Tools Release 2.3(1)*

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Contents

- [Introduction, page 1](#)
- [System Requirements, page 2](#)
- [New Features, page 3](#)
- [Limitations and Restrictions, page 3](#)
- [Important Notes, page 5](#)
- [Resolved Caveats in This Release, page 6](#)
- [Open Caveats in This Release, page 7](#)
- [Documentation Updates, page 7](#)
- [Obtaining Documentation, page 8](#)
- [Documentation Feedback, page 8](#)
- [Obtaining Technical Assistance, page 9](#)
- [Obtaining Additional Publications and Information, page 10](#)

Introduction

These release notes contain late breaking information about the Cisco Support Tools, version 2.3(1). Please review this document before installing and using Support Tools. For all other information, including hardware and software requirements, compatibility, and installation and configuration instructions, see the *Support Tools 2.3(1) User Guide*. Descriptions and links to the complete Support Tools documentation set are provided in the `getstart.htm` file at the top level of the Support Tools CD.



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Cisco Support Tools 2.3(1) is a suite of utilities that allow you to manage and troubleshoot the ICM nodes which process call load, routing, and reporting. Through Support Tools, you can troubleshoot configuration and performance problems on these systems from a single machine in your network - the Support Tools Server.

Access to utilities in the Support Tools suite is through a browser-based interface--the Support Tools Dashboard--installed on the Support Tools Server. Levels of security control both access to the Dashboard and the ability to use specific tools once logged in. In low bandwidth conditions (for example, via dialup access) or when Web browsing is otherwise impractical, most Support Tools utilities can also be accessed and run via command line.

System Requirements

This section contains the following:

- [Cisco Unified Platform Compatibility, page 2](#)
- [Support Tools Installation Platforms, page 2](#)
- [Support Tools Dashboard Browser Support, page 3](#)

Cisco Unified Platform Compatibility

See the *Support Tools 2.3(1) User Guide* for information on Support Tools 2.3(1) compatibility with Cisco Unified Products including Unified ICM, Unified Contact Center, and Unified CVP.



Note

The Support Tools Server version 2.3 should be used when connecting to CVP 7.x nodes in order to achieve full feature functionality.

Support Tools Installation Platforms

Support Tools Server Platform

The Support Tools Server must be installed either on a standalone server (that is, one on which no Cisco Unified products are installed), or it can be collocated on an existing Unified ICM Client Admin Workstation (AW) in your ICM network.



Caution

Due to possible performance issues, DO NOT collocate the Support Tools Server on any machine running Cisco Unified Software with the exception of an ICM Client Admin Workstation.

See the *Support Tools 2.3(1) User Guide* for information on Support Tools Server platform requirements.

Support Tools Node Platform

The Support Tools Node can be installed on any Cisco Unified node identified as supported in the *Support Tools 2.3(1) User Guide*. These include (but are not limited to):

- ICM Admin Workstations (AWs)

- ICM Call Router
- ICM Peripheral Gateways (PGs)
- ICM Logger
- IPCC Express (CRS)
- CTI Object Server (CTIOS)
- Cisco Agent Desktop CAD
- Cisco Voice Portal (CVP)
- Cisco CallManager (CCM)
- Cisco Collaboration Server (CCS)
- Cisco E-Mail Manager (CEM)
- Cisco Media Blender (CMB)

The Support Tools 2.3(1) Node installer is bundled with the Cisco Unified CVP 4.0(1) installer. Additional bundling of the 2.3(1) Node installer with other, subsequent releases of Cisco Unified products may also be available. Check your Cisco Unified installation documentation for more information.

Support Tools Dashboard Browser Support

See the *Support Tools 2.3(1) User Guide* for information on Support Tools Dashboard supported browsers.

New Features

- Log capture and tracing support for CVP 7.x VMS (Video Media Server).
- Component-level trace values support for CVP 7.x.

Limitations and Restrictions

This section describes significant functioning-as-designed limitations of this product, including limitations imposed by third-party products.

The Support Tools software does not support IPSec on Windows XP.

You can install the Support Tools server on Windows XP with SP2. However, the Support Tools Node Agent (installed on an ICM node running window 2003) defaults to installing with IPSec enabled. But, since the Support Tools does not support IPSec on Windows XP, the Support Tools server cannot then connect to the agent(s).

The workaround for the non-support of IPSec on Windows XP is either to:

- Install the Support tools on a Windows 2003 server.

or

- Disable IPSec on the Support Tools node agents as described in Chapter 17 of the Support Tools User Guide.

Event Detection and Alert tool will only detect ICM events in Support Tools 2.2(1) and later.

The System Interrogate tool will collect and display the Speed/DUPLEX Settings for all NICs installed with MCS hardware.

Support tools unable to pull CCM logs with tracing above default Version (Max5): 2.1(1).

Support tools is unable to pull logs from the Cisco Unified Communications Manager when debugging is turned up to a level acceptable for troubleshooting Cisco Unified Communications Manager issues in a high call load environment.

Performance Monitor tool is not supported on pre 2.2.1 support tools.

For example, if you have a 2.2 server and you are trying to run the Performance Monitor tool to a 2.1 node agent, it will not work properly.

Log Collector imposes a maximum number of systems per log group and logs per system.

By default, the Log Collector allows a maximum of:

- 10 systems per log group
- 10 logs per system per request

These defaults are determined by registry settings whose value data was determined to ensure optimal performance. It is advised that you do not modify these settings without first consulting your Cisco support representative.

Log Collection can affect performance on CallManagers under heavy load.

Log collection can negatively impact call completion rate for Call Managers under heavy load, or when tracing is turned up. In environments where Call Managers may be running greater than (approximately) 15,000 busy hour call attempts (BHCA), log collection should be avoided during peak load periods.

Some Cisco Web utility functionality may affect performance when run from a command line on a node.

Typically, Cisco Web utilities are executed and run on the Support Tools Server. However, when initiating these utilities from a command-line, users can specify that they execute and run on a particular Support Tools node.

Because registry comparisons and merged logs collections tend to be resource-intensive, it is suggested that these actions not be executed from a node due to possible performance impact to that system.

Browsers configured to use Web proxy for local addresses prevent local login to Dashboard on Support Tools Server.

Attempting to access the Support Tools Dashboard via a local login on the Support Tools Server fails if the Web browser in use is configured to use a proxy for local addresses. The browser returns an error stating that the proxy is unable to find the requested page.

To avoid this limitation, ensure that the browser on the Support Tools Server does not use a proxy for local addresses. In Internet Explorer 6.0, for example, this setting is located at: *Tools > Internet Options > Connections > LAN Settings > Bypass proxy for local addresses.*

Unix utilities support US-ASCII characters only.

The set of Unix-style utilities delivered with Support Tools (for example, `chmod`, `diff`, `grep`) support US-ASCII characters only. If desired, users can replace the US-ASCII versions of these tools with localized versions. Unix utilities are installed on the Support Tools Server at `<support_tools_root>\Unix Tools`.

Using command redirection to save output on Latin-1 systems may result in files that display incorrect characters in Windows text editors .

When using Cisco Web utilities from a command-line on Latin-1 systems, saving output via command redirection may result in files that display incorrect characters when viewed in Windows-based text editors such as Notepad.

This occurs because the OEM character set (used to render text in a command window) is typically different than the ANSI character set (used to render text in Windows text editors) on Latin-1 systems. Thus, while output may display correctly when initially viewed in a DOS window, files saved via command redirection may display incorrect characters when later viewed in a Windows text editor.

To avoid this limitation, on Latin-1 systems, avoid using command redirection (demonstrated below) to save output to a file:

```
>registry /list > my_file.txt
```

No CLI support for new Web Tool functionality introduced in 2.2(1).

New functionality introduced to Web Tools (that is, Trace and Log, System Interrogate, Registry Compare) in release 2.2.1 are not supported through a command line interface. To use the new 2.2(1) functionality you must access and use the Web Tools through the Support Tools Dashboard.

Important Notes

The following sections contain important information that may have been unavailable upon the initial release of documentation for Release 2.3(1):

- [Time Zone and Daylight Savings Time Updates, page 5](#)
- [Check for WMI Service Started/Automatic, page 6](#)
- [CSA Agent Warning Message, page 6](#)

Time Zone and Daylight Savings Time Updates

Many Cisco contact center products and/or components use Java technology in their implementation. For each server upon which Java-based components are installed, the appropriate Java Runtime Environment (JRE) or Java Development Kit (JDK) is also installed during the product installation process. Due to a plethora of worldwide changes to time zones, daylight savings time implementation changes including start/stop dates and times (and many done with very little advance warning), it is difficult for Cisco to keep pace with changes and provide patches and/or guidance for compliance. Therefore, it is suggested that after the installation/upgrade of Support Tools (server), the administrator should download and apply the latest version of the Sun JDK DST Timezone Update Tool —TZUpdater—to that server.

Check for WMI Service Started/Automatic

If you choose to disable WMI, the System Interrogate tools do not return OS, hardware, Web Server, or SQL Server information for the interrogation report. Enabling the WMI service using one of the service control options restores full functionality to the System Interrogation tool.

CSA Agent Warning Message

If CSA is running when you attempt to run setup, you get the following warning message:



Follow the steps in the dialog to resolve this issue.

Resolved Caveats in This Release

Resolved caveats are no longer listed in these Release Notes. Instead, you can find the latest resolved caveat information through Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.



Tip

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release.

To access the Bug Toolkit, log onto

http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl

Bug Toolkit

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

- Step 1** To access the Bug Toolkit, go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl
Log on with your Cisco.com user ID and password.
- Step 2** Click the **Launch Bug Toolkit** hyperlink.
- Step 3** If you are looking for information about a specific caveat, enter the ID number in the "Enter known bug ID:" field.
- To view all caveats for Cisco IPCC/ICM Enterprise & Hosted Editions (in which Support Tools caveats are included), go to the "Search for bugs in other Cisco software and hardware products" section, and enter *Cisco ICM Enterprise* in the Product Name field. Alternatively, you can scroll through the product name list and click *Cisco ICM Enterprise Edition*.
- From there you can select **Support Tools** as the component, and further refine your query.

Open Caveats in This Release

This section contains a list of defects that are currently pending in Support Tools Release 2.3(1). Defects are listed by component and then by identifier.



Tip

If you have an account with Cisco.com, you can use the Bug Toolkit to find caveats of any severity for any release. Bug Toolkit may also provide a more current listing than is reflected in this document. To access the Bug Toolkit, log onto http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Identifier	Headline
CSCsm87970	The Support Tools do not collect ALL service logs with CVP 4.0.1.
CSCsm97479	The Support Tools is not able to collect the MessageLayer log on the CVP system.
CSCsm72930	The Support Tools do not collect each CVP subsystem log if the CVP server is on time zone that is ahead of Greenwich Mean Time (GMT).

Documentation Updates

This section provides documentation changes that were unavailable when Release 2.3(1) was released.

Documentation Additions

The section **How to Modify Process and Services** in the *Support Tools User Guide* supersedes the section **How to Modify the Process Information List** in the *Support Tools Online Help*. The version in the PDF version of the Guide is the correct version. The online help will be updated in a subsequent release or service release.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can send comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at this URL:

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

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
<http://www.cisco.com/go/marketplace/>
- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:
<http://cisco.com/univercd/cc/td/doc/pcat/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
<http://www.cisco.com/ipj>
- World-class networking training is available from Cisco. You can view current offerings at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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