Release Notes for Cisco Network Module Enhanced Application Performance Assurance 2.0.0

September, 2008, OL-14501-02

Contents

Introduction

These release notes for the Cisco Network Module Enhanced Application Performance Assurance (NME-APA) are updated as needed.

The host router in which the NME-APA module is installed must run Cisco IOS Release 12.4(20)YA or a later release.

For a list of the caveats that apply to Cisco NME-APA 2.0.0, see Open Caveats, page 2.

Known Limitations

The following lists the know limitations in Release 2.0.0 of the Cisco Network Module Enhanced Application Performance Assurance:

- Upgrading to a new version of the APA Device Console does not preserve the configuration or uploaded report data. The upgrade procedure deletes all existing data and performs a clean install of the APADC.

Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

- It is not permitted to set the APADC system mode to Full Functionality and the ISR Diversion Mode to monitoring. Although this is an invalid combination, the APADC does not report an error since the APADC cannot detect the ISR Diversion Mode setting.
- A device's traffic monitoring configuration is not automatically loaded into memory when connecting to the device. You must explicitly retrieve the configuration from the device before editing it.
- The APADC does not prevent you from deleting a device that has an active data retrieval task or has archiving enabled. You must ensure that archiving is disabled (see Reporting > Data Retrieval > Retrieval from Archive > Change Archive Settings) and that any data retrieval task is deactivated and deleted before deleting a device.
- The APADC cannot communicate with an NME-APA device that is behind a NAT or firewall.

Open Caveats

This section describes the open caveats in the Cisco Network Module Enhanced Application Performance Assurance Release 2.0.0.

NME-APA Device is Connected but Cannot Retrieve Reporting Data

CSCsr59984

When performing a retrieve operation by clicking **Retrieve Now** on the Reporting > Data Retrieval page to retrieve reporting data from the connected device the APADC displays the error message: "Unable to find resource main.vm. Please try again".

This error occurs when the APADC has been restarted and left idle for a period of several days and then a Retrieve Now operation is performed.

Workaround:

Restart the APADC web server, using the following steps.

1. Save all work and logout of the APADC.
2. Open a Windows command prompt.
3. Execute the command: "net stop CApadcTomcat".

This stops the web server.

4. Execute the command: "net start CApadcTomcat".

   This starts the web server.

5. Wait one minute for the server to initialize, then login to the APADC.
6. Connect to the device, and retry the Retrieve Now operation.

If the error recurs, contact Cisco support.

Added Device is in Offline State

CSCsr62963

When adding a new NME-APA device from the Connect screen, the device enters and remains in the Offline state for an indefinite period of time.

This can occur when the device is added using its hostname rather than its IP address and there is an inconsistency in the hostname-to-IP address mapping in the environment where the APADC is running; for example, there is a wrong host entry in the Windows directory for a device. The APADC tries to resolve the hostname to get the associated IP address and then attempts to ping that address with no response. The lack of response causes the APADC to show the Offline status.

Workaround:

Ask your system administrator to correct the hostname-to-IP address mapping problem in the environment. Once this is completed restart the APADC web server with the following steps:

1. Save all work and logout of the APADC.
2. Open a Windows command prompt.
3. Execute the command: "net stop CApadcTomcat".

   This stops the web server.

4. Execute the command: "net start CApadcTomcat".

   This starts the web server.

5. Wait one minute for the server to initialize, then login to the APADC.

The APADC should now correctly resolve the hostname of the NME-APA and the status should show Available.

Link Usage RDRs are Generated when APADC is Kept in Transparent Mode

CSCsr53018

Link usage RDRs (LURs) are generated when bidirectional HTTP traffic is sent at 45 Mbps to the NME-APA and the APADC is set to Transparent mode and the NME-APA is in inline mode. When the APADC is set to transparent mode, RDRs should not be generated.

Workaround: None.

BVI Send Error Messages are Logged on the ISR Router

CSCsr87948

The message "BVI: Packet Send Error" appears on the NME-APA console.

This occurs under the following conditions:

- When sustained bidirectional HTTP traffic at 45 Mbps, 65 flows per second, and 1500 concurrent flows is sent to the NME-APA with TURs turned on.
- The APADC is set to Full Functionality mode.
- The NME-APA is in inline mode.

Workaround: No workaround is necessary because the packets are retransmitted.

Traffic Not Blocked During Apply Operation from APADC to NME-APA

CSCsu02343

When applying a policy update from the APADC to the NME-APA module, there is a small window during which the existing policies are ignored and are not enforced.

Workaround: Make configuration changes during nonpeak hours.

SSDP Traffic is Not Classified as Expected

CSCsr59401

In the NME-APA, multicast traffic such as Simple Service Discovery Protocol (SSDP) is not supported and is not classified.

Workaround: None.

Mean Peak Latency is Observed under Sustained Throughput

CSCsr53701

When 45 Mbps sustained traffic traverses the NME-APA, and when all RDRs and TURs are enabled, the mean peak latency jumps from under 5ms to 50ms, every 30 minutes.

Workaround: None.

Link, Class, and Profile Counters are Not Available Under APADC Device Management > Statistics

CSCsr54589

The APADC does not provide application counter statistics for Links, Services, Classes, or Profiles.

Workaround: None.

BCM5703-3-INVALID_JUMBO_FRAME_SIZE and Spurious Memory Access Error Messages

CSCsq72701

When dumping log information from the NME-APA module using Telnet, the following error messages may be seen.

```
BCM5703-3-INVALID_JUMBO_FRAME_SIZE
ALIGN-3-SPURIOUS: Spurious memory access made at 0x4185F4D8  reading 0x5FD
```

Workaround: None. The log message should not appear and does not have any impact on the system.

NME-APA-E2 Unable to Process Packets Larger than 2488 Bytes

CSCsq74833

The NME-APA-E2 module cannot process packets larger than 2488 bytes. If packets arrive that are larger than this, they are dropped.

Workaround:

Configure the maximum MTU value to limit the maximum packet size to 2488.

Obtaining Documentation and Submitting a Service Request

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 and Cisco currently supports RSS version 2.0.