



Release Notes for Cisco Network Module Enhanced Application Performance Assurance (NME-APA) Device Console 1.0.0

Revised: September 27, 2007, OL-14501-01

Supports: NME-APA 1.0.0

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Introduction

These release notes for the Cisco NME-APA Device Console are updated as needed.

For a list of the caveats that apply to Cisco NME-APA Device Console 1.0.0, see [Open Caveats, page 1](#).

Open Caveats

This section describes the open caveats in NME-APA Device Console release 1.0.0.



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INI_VALUES table is populated with the values only by Apply operation

- Cisco number: CSCsj28635

When trying to run a report, an APADC user receives the following error:

Missing configuration. Please go to Traffic Management, Apply configuration, and try again.

This error typically occurs after (re)installing APADC until the service configuration has been applied.

Workaround:

Go to Traffic Management > Applications > Classes. Click the **Apply** button.

APADC is unable to connect NME-APA module across different subnets

- Cisco number: CSCsj69778

The APADC fails to connect to NME-APA with an encryption error. This occurs when the APADC password encryption is done by using the source and destination IP address keys when the address keys are part of different subnets.

Workaround:

Ensure that the APADC and the managed NME-APA devices are part of the same subnet.

If the device is not connected, the User Management provisioning screen should be cleaned up

- Cisco number: CSCsk16662

After the device state is changed to available, the User Management provisioning screen should be cleaned up.

Workaround:

Manually select and delete the unwanted users/groups.

The time on the Time tab in the Device configuration should not be static in the GUI

- Cisco number: CSCsj45176

The time on the NME-APA module is not applied until after clicking the **Apply** button in the APADC. Failure to 'apply' the time causes the time on the NME-APA module to be different the configured time

Workaround:

Time configuration should be done last, immediately before clicking **Apply** .

Daylight savings accepts improper dates

- Cisco number: CSCsj81707

On the Time tab of the Configuration screen the time is incorrect after a daylight saving time (DST) event. This is because time changes are based on the configured date and time for the DST event.

Workaround:

Reconfigure DST every year.

Adding NME-APA Module with same name does not cause error in GUI

- Cisco number: CSCsj98857

When adding a new NME-APA module to the APADC, the application does not validate if the name pre exists.

Workaround:

Do not use the same name for multiple NME-APA modules managed by same APADC.

Global monitoring report—Numeric values are displayed instead of service name

- Cisco number: CSCsk08655

After adding a new class and selecting a global counter and running a global bandwidth report, numeric values are displayed instead of the service name. The numeric values are used to represent a class name when displaying global bandwidth per service.

Workaround:

From the Class Edit window, check which service class is using this counter to find out the service name.

Report can show narrower time-range on X axis for overtime reports

- Cisco number: CSCsj51623

When there is no data in the database from the Time Span beginning timestamp until the first X point on the chart, or from the last X point on the chart until the Time Span ending timestamp, or both, the time range of the displayed data on the X axis is narrower than the "Time Span" subtitle of the report title.

Workaround:

The displayed report is correct. The undisplayed areas at the edges of the chart are empty.

Mbps report does not show data of less than one Mb

- Cisco number: CSCsj69647

Some bandwidth datasets are not displayed on the report image even though there is traffic in the database. This can occur under the following conditions:

- The **Units of results** parameter is set to **L3MBytes**.
- The datasets that do not appear have data values of less than 1 MB.

- **Workaround:**

Set the **Units of results** parameter to **L3KBytes** and rerun the report.

Report Graph does not display complete legends

- Cisco number: CSCsj75299

Not all the legends are populated on the report screen when there is a large number of legend items.

Workaround:

- Use the **Limit number of results to** parameter to limit the number of displayed items
- Set **Show other consumption** parameter (if applicable) to **true** to accumulate other datasets to one other dataset.

PROCESS_ERROR generated when an invalid Class is chosen

- Cisco number: CSCsj89637

When using the **Classes to focus** parameter to select specific services, a PROCESS_ERROR is generated when trying to generate a report.

Workaround:

Deselect the specific services and rerun the report.

Device name authentication ignored for device username 'cisco'

- Cisco number: CSCsk22210

When the device username is "cisco", the device connection succeeds even though there is a device name mismatch between the device and the device user configuration screens.

Workaround:

Do not use "cisco" as the device username.

APADC Help files contain internal names and details on nonexistent reports

- Cisco number: CSCsk13462

A number of pages in the online help files contain internal product names and terminologies. There are also details about reports that do not exist in the APADC.

Workaround:

Ignore the unsupported reports in the help files.

When running reports, use the following guidelines:

- *package* is now *policy* , e.g. policy profile
- *rule* is now *policy rule*
- *service* is now *class* , e.g. traffic class
- *service element* is now *class element*
- *subscriber* is now *user*

Cannot delete exported file if it has been imported

- Cisco number: CSCsk19961

On both the User Management and the Device Management screens, if a previously exported file is imported into the APADC, after the import is complete it is not possible to immediately delete the original exported copy of the file.

Workaround:

Exit and re-enter the User Management or Device Management screen.

Reports contain internal or obsolete terminology

- Cisco number: CSCsk21861

A number of reports contain internal or obsolete terminology.

Workaround:

When running reports, use the following guidelines:

- *package* is now *policy* , e.g. policy profile
- *rule* is now *policy rule*
- *service* is now *class* , e.g. traffic class
- *service element* is now *class element*
- *subscriber* is now *user*

Existing groups are deleted when only users are imported

- Cisco number: CSCsk22801

If there are existing groups and users/user groups on the User Management screen, if you import users or user groups from a file, the existing groups and users/user groups are deleted.

Workaround:

1. Export the existing data (users/groups) to a file
2. Update/append the new users/groups to the exported config file
3. Import the config file

java.lang.NumberFormatException when configuring daylight savings

- Cisco number: CSCsk23979

When inputting a time value on the Time tab of the Configuration screen in Device Management a **java.lang.NumberFormatException** is thrown.

Obtaining Technical Assistance

Cisco provides [Cisco.com](#) 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, page 7](#)
- [Technical Assistance Center, page 7](#)

Cisco.com

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To access Cisco.com, go to <http://www.cisco.com>.

Technical Assistance Center

The Cisco Technical Assistance Center (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, page 7](#)
- [Contacting TAC by Telephone, page 8](#)

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, page 7](#), go to <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 <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 <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.