



Release Notes for Cisco Monitor Director 1.1.2

These release notes describe the known problems for Cisco Monitor Director 1.1.2. They accompany *Quick Start Guide for Cisco Monitor Director 1.1.2* and the online help for Cisco Monitor Director.



Note

For important licensing information, see the *Quick Start Guide for Cisco Monitor Director 1.1.2*.

These release notes contain the following sections:

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Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, 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>

Description

Cisco Monitor Director is a remote network monitoring and management application that works with one or more instances of Cisco Monitor Manager to provide seamless, centralized network management across multiple small-medium business (SMB) customer sites. Cisco Monitor Director stores network fault data received from associated Cisco Monitor Manager instances and uses this data (which can be selectively filtered) to create monthly reports that summarize a network's health. It also provides the capability to specify that only issues of a certain severity or type generate notification messages, ensuring that a network's administrator is notified of issues as quickly as possible.

The following list summarizes Cisco Monitor Director features:

- Distributed architecture and intelligence for present and future network scalability
- Secure, reliable communication between resellers and SMB customers
- Web-based access from anywhere on the Internet
- Central customer portal for resellers
- Branding of customer portal
- Support for Cisco devices, SNMP-capable multivendor devices, and Internet Control Message Protocol (ICMP) ping-based monitoring
- SNMP and secure HTTPS-based communication with managed devices
- Voice and data network discovery and topology

- Network-wide inventory collection and reporting
- Cisco device performance monitoring
- In-depth syslog reporting
- Cisco Unified IP Phone monitoring
- Interface status and traffic monitoring
- Reports
- Customer access to the online customer portal

Product Documentation



Note

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

[Table 1](#) describes the available product documentation.

Table 1 *Product Documentation*

Document Title	Location
<i>Quick Start Guide for Cisco Monitor Director 1.1.2</i>	<ul style="list-style-type: none"> • In PDF on the product CD-ROM • On Cisco.com at the following URL: http://www.cisco.com/application/pdf/en/us/guest/products/ps7275/c1616/ccmigration_09186a00808b2459.pdf
Context-sensitive online help	Click the Help button from any dialog box within the application.

Known Problems

[Table 2](#) describes problems known to exist in this release.

Table 2 **Known Problems in Cisco Monitor Director**

Bug ID	Summary	Explanation
CSCse87109	Installation/uninstallation of Cisco Monitor Manager and Cisco Monitor Director cannot continue if antivirus software is installed but disabled	<p>If antivirus software is installed and disabled, installing or uninstalling Cisco Monitor Manager and Cisco Monitor Director results in an error, and the installation or uninstallation cannot continue.</p> <p>To work around the problem, ensure that any installed antivirus software is running before installing or uninstalling Cisco Monitor Manager and Cisco Monitor Director.</p>
CSCsg74128	Uninstallation or reinstallation of Cisco Monitor Manager and/or Cisco Monitor Director could result in errors	<p>You could receive errors when installing or reinstalling Cisco Monitor Manager and/or Cisco Monitor Director. To avoid this problem, do the following:</p> <ol style="list-style-type: none"> 1. Ensure that Cisco Monitor Manager or Cisco Monitor Director is not running. For Cisco Monitor Director, also ensure that the Cisco Monitor Director service is stopped. 2. Ensure that no open folders contain the application installation directory or its subdirectories. 3. Ensure that the CLI command prompt is not pointing to the installation directory or its subdirectories. <p>If you receive an error during uninstallation or reinstallation, you can work around the problem by restarting the system when the error messages appears; then, continue the installation or uninstallation.</p>

Table 2 **Known Problems in Cisco Monitor Director (continued)**

Bug ID	Summary	Explanation
CSCsi12575	During installation, sometimes the Browse button and/or the full installation directory name do not appear	<p>Sometimes, during the installation of Cisco Monitor Manager and/or Cisco Monitor Director, the Browse button does not appear on the page that displays the installation directory name. Also, sometimes this page does not display the full installation directory pathname in the Directory Name field.</p> <p>To work around these problems, click Back to go to the previous installation page, then click Next to return to the page that displays the installation directory name. The Browse button appears on this page, and the full installation directory pathname is displayed.</p> <p>Note If you do not want to change the installation directory pathname, you do not have to perform the workaround; you can click Next on the page that displays the installation directory pathname and continue the installation.</p>
CSCsi81570	E-mail cannot be sent if McAfee VirusScan Enterprise is installed on the application server	<p>After you install Cisco Monitor Manager on a server on which McAfee VirusScan Enterprise is installed, you cannot send e-mail from Cisco Monitor Manager or Cisco Monitor Director.</p> <p>To work around the problem, do the following:</p> <ol style="list-style-type: none"> 1. Launch the VirusScan Console window. 2. Right-click the Access Protection task; then, select Properties. 3. In the Port Blocking tab, uncheck the Prevent mass mailing worms from sending mail check box; then, click Apply. 4. Click OK.

Table 2 **Known Problems in Cisco Monitor Director (continued)**

Bug ID	Summary	Explanation
CSCsi89914	An error appears when launching Cisco Monitor Director on Windows 2003 Server without Adobe Flash Player installed	<p>After you launch Cisco Monitor Director and log in to the application on a system running Windows 2003 Server that does not have Adobe Flash Player installed, a prompt for installing Adobe Flash Player appears. However, Adobe Flash Player is not installed; also, the prompt directs you to a web page from which you can install Adobe Flash Player, yet it cannot be installed from there, either.</p> <p>To work around the problem, manually install the latest version of the Adobe Flash Player.</p>
CSCsi95096	Alert Viewer tab hidden in Netscape Navigator	<p>In Netscape Navigator, the Alert Viewer opens in a new tab within the browser, but it is hidden.</p> <p>To work around the problem, do the following.</p> <p>In Netscape 8.x, perform the following steps to open the Alert Viewer in a new window.</p> <ol style="list-style-type: none"> 1. In Netscape Navigator, select Tools > Options... > Tabbed Browsing. 2. Uncheck the Open non-requested pop-ups in new tab check box. <p>In Netscape 9.03b, perform the following steps to open the Alert Viewer in a new tab.</p> <ol style="list-style-type: none"> 1. In Netscape Navigator, select Tools > Options... > Tabs. 2. In the Tabbed Browsing pane, check the following check boxes: <ul style="list-style-type: none"> – Switch to new tab when opened from bookmarks, history, etc... – Switch to new tab when opened from a page – Switch to new tab when opened from an external program or diverted page

Table 2 **Known Problems in Cisco Monitor Director (continued)**

Bug ID	Summary	Explanation
CSCsi95500	Branding image upload does not work	<p>When you attempt to upload a branding images from Administration > System Settings > Branding, the upload fails, and an error message appears. This problem occurs if you are using a self-signed certificate and Netscape Navigator 8.0.2 or 8.0.4 or Mozilla Firefox 2.0.0.3</p> <p>To work around the problem, use Microsoft Internet Explorer to upload the image.</p>
CSCsi97402	Cannot install the application after canceling data migration	<p>If you cancel the data migration process during the Cisco Monitor Director installation and begin the installation process again, you cannot install the application.</p> <p>This problem occurs because the application processes are running and must be stopped before you install or uninstall the application.</p> <p>To work around the problem, stop the application services by doing one of the following:</p> <ul style="list-style-type: none"> • Stop the CiscoMD Service using the Admin Tool. • Stop the CiscoMD, Cisco Mddb, and CiscoMDTC Services from the Windows Services Panel. Navigate to Control Panel > Administrative Tools > Services and stop the services by doing one of the following: <ul style="list-style-type: none"> – Double-click the service to open the Properties window for the service; then, click Stop. – Right-click the service and select Stop from the popup menu. <p>If any of the services' status is Stopping for a long period of time, log out of the location from which you are accessing the application; log in again and check the services to see if they have stopped. If the services have not stopped, reboot the machine.</p>

Table 2 **Known Problems in Cisco Monitor Director (continued)**

Bug ID	Summary	Explanation
CSCsj09871	Cisco Monitor Director system tray icon does not appear after system restart	<p>The Cisco Monitor Director application icon does not appear in the Windows taskbar after system restart, even though all application services are started.</p> <p>To work around the problem, restart the application service manually after rebooting the system.</p>
CSCsk07747	Problems occur if the remote database is stopped before the application is stopped	<p>If the Cisco Monitor Director database is stopped before the application is stopped, the following problems can occur:</p> <ul style="list-style-type: none"> • Incorrect application status is displayed for administrator users. • Users who connect to the application through a web browser are disconnected from the application, even though the application is running. • New users cannot connect to the application. • Users who view application messages do not receive the application shutdown message, even though they are disconnected from the application. <p>To work around the problem, shut down the application first; then, shut down the remote database. It is recommended that you perform a backup to avoid any data loss before the next application restart.</p>
CSCsk26180	Database startup is delayed after system reboot	<p>Sometimes, on systems running Windows XP, the CiscoMDDB Service—the database service—does not immediately start after a system reboot. This delay causes the startup of the CiscoMD Service to fail.</p> <p>To work around the problem, navigate to the Windows Services control panel and set the CiscoMDDB Service startup type to Automatic or stop and restart the Cisco MD service.</p>

Table 2 ***Known Problems in Cisco Monitor Director (continued)***

Bug ID	Summary	Explanation
CSCsk90915	0% memory utilization shown for Cisco Catalyst Express 500 and 520 series devices	The Performance Report and Instant Summary Report display 0% memory utilization for Cisco Catalyst Express 500 and 520 series devices. The reports should indicate that this feature is unsupported for these devices. There is no workaround for this problem.
CSCsl01597	White screen sometimes appears in e-mails for notified or escalated alerts purged from the database	Sometimes, a blank, white screen appears when you click the URL to view alert details in the e-mail sent for a notified or escalated alert. This occurs for notified or escalated alerts that have been purged from the database. An error message should appear, informing you that the alert has been purged. There is no workaround for this problem.

This document is to be used in conjunction with the documents listed in the [“Product Documentation”](#) section.

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