



Release Notes for Cisco netManager - Unified Communications 1.0

Revised: March 24, 2008, OL-14568-01



Note

If you purchased Cisco netManager 1.0 before December 7, 2007, or find that your software does not provide the same features or device support as described in the documentation, ask your sales representative for the latest software update or download the latest Cisco netManager 1.0 image from the Cisco.com software center, accessible via www.cisco.com/go/cnmip.

These release notes contain the following sections:

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Introduction

Cisco netManager is a data and IP communications network monitoring solution that provides standards-based monitoring of network devices, services, or applications on TCP/IP and Windows. You can use Cisco netManager to visualize, monitor, diagnose, and report the data status of your IP communications deployment.

Cisco netManager lets you initiate monitoring of devices in your network and execute actions based on device state changes, so you can identify network failures before they become catastrophic.

Product Documentation



Note

The documentation on Cisco.com is the most up-to-date.



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

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Table 1 describes the product documentation that is available.

Table 1 Product Documentation

Document Title	Available Formats
<i>Release Notes for Cisco netManager 1.0</i>	PDF on Cisco.com.
<i>Quick Start Guide for Cisco netManager 1.0</i>	PDF on Cisco.com.
<i>User Guide for Cisco netManager</i>	PDF: <ul style="list-style-type: none"> • PDF on Cisco.com. • Accessible from online help—Refer to the PDF on the download site instead.
Context-sensitive online help	Available by clicking the Help link in the upper right-hand corner of the window.

Documentation Errata

The online help and PDF versions of *User Guide for Cisco netManager* installed with the software contain the following errors. The versions on Cisco.com contain the correct information.

List of Events

Events generated by Cisco netManager are documented in Chapter 14, "Using Full Reports" of User Guide for Cisco netManager. The information in Table 14-4 is incomplete. The following tables list the missing information.



Note

The ability to view certain events depends on the type of license you have purchased. See the *Quick Start Guide for Cisco netManager* to view the different licensing options available.

Table 2 List of Cisco Unity Express Events

Event	MIB
CUE Application Status Change	ciscoUnityExpressApplAlert
CUE Storage Issue	ciscoUnityExpressStorageAlert
CUE Security Issue	ciscoUnityExpressSecurityAlert
CUE CCM Connection Lost	ciscoUnityExpressCallMgrAlert
CUE Resource Exhausted	ciscoUnityExpressRescExhausted
CUE Backup Failed	ciscoUnityExpressBackupAlert
CUE NTP Issue	ciscoUnityExpressNTPAlert

Table 3 List of Cisco Unified Communications Manager Express Events

Event	MIB
CCME Ephone Deceased	ccmeEphoneDeceased
CCME Ephone Login Failed	ccmeEphoneLoginFailed

Table 3 List of Cisco Unified Communications Manager Express Events (continued)

Event	MIB
CCME Ephone Registration Failed	ccmeEPhoneRegFailed
CCME Ephone Registrations Exceeded	ccmeEphoneUnRegThresholdExceed
CCME Key Ephone Registration Change	ccmeKeyEphoneRegChangeNotif
CCME Livefeed MOH Failed	ccmeLivefeedMohFailedNotif
CCME Maximum Conferences Exceeded	ccmeMaxConferenceNotif
CCME Night Service Change	ccmeNightServiceChangeNotif
CCME Status Change	ccmeStatusChangeNotif

Processed SNMP Traps and Corresponding Cisco netManager Events

Traps generated by Cisco netManager are documented in Appendix A, “Processed SNMP Traps and Corresponding Cisco netManager Events” of the *User Guide for Cisco netManager*. The “Processed CPQHLTH-MIB Traps” should be removed. These traps are not supported.

Third-Party Company Name in Cisco netManager Console

When you access the Cisco netManager console and online help, you will see the logo and product name of a third-party company (WhatsUp Gold by Ipswitch, Inc.).

Known Problems

Table 4 describes problems known to exist in this release. Problems that do not have associated bug IDs are described in [Other Known Problems, page 11](#).

Table 4 Known Problems in Cisco netManager

Bug ID	Summary	Explanation
CSCsi34066	Handle leak with particular virus detection software	<p>Handle leaks for NMService increase when McAfee virus detection software is on the Cisco netManager system.</p> <p>Note This problem has not been observed with other virus detection software, such as Norton.</p> <p>Workaround: Remove McAfee virus detection software from the Cisco netManager system.</p>
CSCsi48134	In workspace view Problem Areas 1, no values are displayed for portlets	There is no workaround for this problem.

Table 4 Known Problems in Cisco netManager (continued)

Bug ID	Summary	Explanation
CSCsi56457	Detailed Device View shows incorrect Unified Communications Manager version	For Unified Communications Manager 6.0, Detailed Device View shows version 5.0 instead. This is due to a known problem (CSCsk02405) in Unified Communications Manager. There is no workaround.
CSCsi63015	“Unable to determine default browser” error appears when Cisco netManager is launched.	This error appears if Cisco netManager is launched using a browser version that is not supported (for example, Firefox). Workaround: Set Internet Explorer 6.0 as the system’s default browser.
CSCsi76739	Drilled-down view for selected phone removed after refresh cycle	In the Service Level View, the map display pane refreshes every 2 minutes. Any phone that was selected before the refresh is no longer selected afterward. Workaround: After a refresh, you must select the phone again from the Phone Search results.
CSCsi88785	JSON Parse Error	Rarely, a JSON Parse Error message appears. If this message appears, it might reappear in 6 to 7 hours. It is otherwise harmless. Workaround: Click OK to dismiss the message.
CSCsj07867	After uninstalling Cisco netManager, some files remain in the installation folders.	In some servers, Cisco netManager uninstallation does not remove all the files from the installation folders. This can also occur if the uninstallation process is cancelled before it completes. Workaround: Run the clean_system.exe script to remove the files: <ol style="list-style-type: none"> 1. Go to the Windows\System32\cleanup_tools folder. For example, if the operating system is installed on C:, then the folder will be C:\Windows\System32\cleanup_tools. 2. Locate and run clean_system.exe. 3. Follow the instructions provided by the script. <p>Note If clean_system.exe is not available in the Windows\System32\cleanup_tools folder, you can run it from the cleanup_tools folder on the Cisco netManager product CD.</p>

Table 4 *Known Problems in Cisco netManager (continued)*

Bug ID	Summary	Explanation
CSCsj22329	MSDE installation fails	<p>Cisco netManager installation may fail to install Microsoft SQL Server Desktop Engine (MSDE) if file and print sharing are not enabled.</p> <p>Workaround:</p> <p>Enable file and print sharing:</p> <ol style="list-style-type: none"> 1. In the Control Panel, double-click Network Connections. 2. From the Advanced menu, select Advanced Settings. 3. On the Adaptors and Bindings tab, ensure that File and Print Sharing for Microsoft Networks is selected. <p>Note Also, see Other Known Problems, page 11.</p>
CSCsj22425	Cisco netManager installation might fail if started from a remote desktop connection or any other software that uses sessions to communicate with the machine.	<p>MSDE has known compatibility issues with Remote Desktop, a feature in Windows 2000 Server (and later versions). Do not use any remote control software that uses sessions to install Cisco netManager.</p> <p>Note Sessionless remote control software, such as VNC, should work.</p>

Table 4 Known Problems in Cisco netManager (continued)

Bug ID	Summary	Explanation
CSCsj39426	Handle leaks due to multiple trap and syslog receivers	<p>Handle leaks can occur when, in addition to Cisco netManager trap and syslog receivers, third-party trap and syslog receivers run on the server.</p> <p>Workaround:</p> <p>To disable or enable the Cisco netManager trap and syslog receivers, do the following:</p> <ol style="list-style-type: none"> 1. Open a command prompt and go to <Installation Path>\Cisco netManager\conf; for example: <pre>cd Program Files\Cisco netManager\conf</pre> 2. Run the command TrapReg.vbs with one of these arguments: 0—Disables traps 1—Enables traps <pre>TrapReg.vbs <0 1></pre> 3. Run the command SyslogReg.vbs with one of these arguments: 0—Disable syslog receiver 1—Enable syslog receiver <pre>SyslogReg.vbs <0 1></pre> 4. Restart Cisco netManager Engine from the task tray.
CSCsj52269	Service Level View and Physical Connectivity View topologies do not appear initially	<p>If Sun Microsystems Java Runtime Environment (JRE) version 6.0 is already installed, after the Cisco netManager installation completes, Service Level View and Physical Connectivity View topologies are blank.</p> <p>Workaround:</p> <p>Reboot the system after installation. The topologies should appear.</p>

Table 4 Known Problems in Cisco netManager (continued)


Bug ID	Summary	Explanation
CSCsj54892	Memory utilization greater than 100% for Unified Communications Manager 5.0 and later	<p>For Unified Communications Manager, the Detailed Device View page shows Percent Utilization of Physical RAM greater than 100%.</p> <p>This is a known problem in Unified Communications Manager 5.0.1.0 and later running on Linux (CSCsj47638).</p> <p>Workaround:</p> <p>Upgrade to the latest image of Unified Communications Manager. For more information about CSCsj47638 and where it has been fixed, see the Bug Toolkit at:</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.</p>
CSCsj56733	Event and semaphore handle leaks occur in Service Level View and Physical Connectivity View	<p>A gradual handle leak may be observed from the browser window when viewing the Service Level View and Physical Connectivity View topologies. This occurs in the following cases:</p> <ul style="list-style-type: none"> MSXML filter is installed (with Office 2003 Installation). <p>For more information on the symptom and workaround, visit http://support.microsoft.com/kb/841532.</p> <p> Note This website is Copyright © 2007, Microsoft Corporation.</p> <ul style="list-style-type: none"> Handle leak due to Flash Eventing mechanism. <p>Workaround:</p> <p>If the Service Level View or Physical Connectivity View appears to be running slowly, close and reopen the browser window.</p>
CSCsj78993	Inconsistent data between detailed device view and individual reports.	<p>The Device Inventory workspace view information displayed in the Device Status workspace (from Device tab, right-click device and select Detailed Device View) may not have the same information presented in the full reports for Fan Status, Power Supply Status, and Processor (CPU) Status. This occurs because the information is collected from different MIBs.</p> <p>There is no workaround.</p>

Table 4 **Known Problems in Cisco netManager (continued)**

Bug ID	Summary	Explanation
CSCsj88180	SQL error while installing Cisco netManager	<p>SQL configuration fails during installation, displaying error messages.</p> <p>This happens when MSDE is not installed properly.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Close the error messages. 2. Create a new registry key and string value: <ol style="list-style-type: none"> a. Click Start > Run. The Run dialog box opens. b. In the Open field, enter Regedit, then click OK. The Registry Editor opens. c. Create the following registry key: <pre>HKEY_LOCAL_MACHINE\SOFTWARE\ Cisco Systems\Cisco netManager\1.0</pre> d. Create a String Value key named NMSROOT and, for the value, enter the installation folder that you selected during installation. For example: <pre>C:\Progra~1\CiscoN~1</pre> e. Close the Registry Editor. 3. From the command line, execute clean_system.exe in the <code><CD Drive>\cleanup_tools</code> folder. 4. Restart the server. 5. Start the installation again.

Table 4 *Known Problems in Cisco netManager (continued)*

Bug ID	Summary	Explanation
CSCsj90477	Unreachable device shows interface status as Up.	<p>If Cisco netManager is set up to collect the same data using Active Monitor polling and Performance Monitor polling for different workspace reports (portlets), the portlets may show different status for the same device. This occurs because the polling cycles are different and the same information being collected for both may lead to a discrepancy in the information reported. For example, if a device interface is in the process of going from Down to Up, Active Monitor polling may register it first as Down. Active Monitor polling will not recognize that the interface is Up until the next time it polls the device. Meanwhile, Performance Monitor may poll the interface and it finds the interface Up. Hence, portlets using Active Monitor polling will show the device interface Down and portlets using the Performance Monitor polling will show the device interface as Up.</p> <p>Workaround: Use only one type of monitor polling for a particular piece of information.</p>
CSCsk06614	The installation wizard sometimes prompts user to reboot server.	After installation, a window may appear asking you to restart the machine. Restart the machine before using Cisco netManager.
CSCsk10117	Cisco netManager fails to start if IP Communicator is installed on the same machine.	<p>IP Communicator and Cisco netManager are using the same port. The default port during installation for IP Communicator and Cisco netManager is port 80.</p> <p>Workaround: Change the port for one of the applications.</p>
CSCsk43135	Cisco netManager discovers FWSM as a workstation	<p>The Firewall Service Module is discovered as a workstation.</p> <p>There is no workaround.</p>
CSCsk63532	The device count displayed in the “Device and Phone Summary” and “Total Devices By Type” workspace reports (portlets) is different.	<p>When a device is rediscovered, the Device and Phone Summary portlet displays an incorrect device count by state (Monitored, suspended, and Unreachable).</p> <p>Workaround: Use the Total Devices By Type portlet to view the correct device count.</p>

Table 4 *Known Problems in Cisco netManager (continued)*

Bug ID	Summary	Explanation
CSCsk62614	Launching the client from the Program menu shows cached information.	Starting the Cisco netManager web interface from the Start > Programs menu shows cached information from previous installations. Workaround: Modify the Internet Explorer settings (Tools > Internet Options > General >Settings) so that it checks for newer versions of stored pages.
CSCsk80731	Evaluation license file is not visible during Cisco netManager installation.	This occurs during Cisco netManager installation when there are multiple CD ROM drives and the product CD is inserted in one of the drives. Workaround: <ol style="list-style-type: none"> 1. When the installation prompts you for the license file, navigate to the CD ROM drive where the product CD is located. 2. From the CD directory, navigate to the license folder. 3. Select the evaluation.lic file. 4. Click Next to proceed with installation steps.
CSCs112370	From the Home Page workspace, the Device and Phone Summary portlet displays the error "Some error in query" when adding or discovering a device from the Cisco netManager console.	The Cisco Wireless LAN Controller Status performance monitor might be assigned to a device that is not a Cisco Wireless LAN Controller. Workaround: Delete the device and add it back to Cisco netManager. When prompted to select performance monitors for the device, confirm that the Cisco Wireless LAN Controller performance monitor is not selected.

Table 4 Known Problems in Cisco netManager (continued)

Bug ID	Summary	Explanation
CSCsm95802	<p>After changing the hostname (computername) and restarting the OS, the following problems are seen:</p> <ol style="list-style-type: none"> When starting the upgrade license utility, the following error message is seen: “Failed to read license files. Error:[]” netManager services stop after a period of time. The system tray icon turns red indicating that the daemons have stopped. When attempting to launch netManager from the web browser, the following message is seen: Source:'AspForms.AspForm.1' Line:17 Char:0 Error:0 'Failed to initialize translation object' (null) 	<p>This occurs when changing the hostname.</p> <p>The hostname is defined at install time and set into the ODBC DSN. Currently netManager does not auto-detect a hostname change and cannot automatically change the DSN. If a hostname is changed, you have to manually stop all running whatsup services and change the DSN.</p> <ol style="list-style-type: none"> Stop all netManager services. IpSwitch WhatsUp Engine IpSwitch Web Server\$WhatsUp IPIUService MSSQL\$WhatsUp From the Start menu, select Control Panel > Administrative Tools > Data Sources (ODBC). Select the System DSN tab. From the list, select WhatsUp and click Configure. The wizard that comes up has an entry which specifies the SQL server to connect to - (hostname) \WHATSUP Change the hostname displayed by entering the new hostname. Click Next and exit the wizard without changing any default configurations. Restart all netManager services you have stopped (MSSQL\$WhatsUp should be started first) or reboot the system.

Other Known Problems

- When adding or removing devices, the physical topology view is not automatically updated. When devices are added to or removed from Cisco netManager, do the following:
 - Select **Start > Settings > Control Panel > Administrative Tools > Services**.
 - Locate and double-click the IPIUService. The Properties window appears.
 - Click **Start** to restart the IPIU service.
- The Telnet protocol handler is disabled by default in Microsoft Internet Explorer 7. To use the Telnet tool in Cisco netManager, you need to re-enable the Telnet protocol.
- To re-enable the Telnet protocol:
 - Click **Start > Run**. The Run dialog box opens.
 - In the Open field enter **Regedit**, then click **OK**. The Registry Editor opens.

- a. Go to the following key: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Main\FeatureControl.
 - b. Under HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Main\FeatureControl, create a new key named FEATURE_DISABLE_TELNET_PROTOCOL.
 - c. Add a DWORD value named iexplore.exe and set the value to 0 (decimal).
 - d. Close the Registry Editor and restart Microsoft Internet Explorer.
 - e. The Telnet protocol is enabled.
- Passive Monitor payload limitation. It is important to note that Passive Monitors have a payload limitation of 3 KB for both WMI, SNMP, and Syslog Passive Monitors. This could cause a couple of things to take place:
 - A payload to not show up in a trap or event log when expected.
 - An assigned action to fire with no payload that sends a blank email if you are trying to grab data from the payload.
 - Shortcuts created for the web interface may not work with the Cisco netManager web interface. You may need to update the Cisco netManager shortcut URL.
 - If you use IIS for your web server for the Cisco netManager web interface, you need to change the path of the NmConsole virtual directory. The new path is <installation directory>\HTML\NmConsole\.
 - Stopping services before installing MSDE 2000 Release A. You can install MSDE 2000 Release A without shutting down services. However, if you do not shut down services, the Cisco netManager setup will attempt to shut down the following services prior to MSDE installation. Setup will attempt to restart the services following installation. You should confirm that all services are restarted following MSDE 2000 installation. You may be prompted to reboot the computer when Setup is complete. Without rebooting, the following services will fail to start:
 - Microsoft Component Services
 - Microsoft Message Queuing
 - Microsoft COM Transaction Integrator

You can reduce the possibility of having to restart your computer after installing MSDE 2000 Release A by stopping these services and applications before running Setup. You can also try manually installing MSDE and then installing Cisco netManager.



Note Only default instances will be upgraded by the installation.

- Potential installation errors. You could get an MSDE 2000 installation failure with 1639 error code. There are several possible causes for this errors.
Ensure that you have met all of the following prerequisites:
 - File and printer sharing are enabled.
 - Server service is started.
 - Local Security and other Policies set.

- A previous installation of MSDE 2000 failed or was removed. The MSDE installation does not completely clean up after itself, and Microsoft recommends manual clean-up prior to reinstallation. For more information, refer to the Microsoft article “How to manually remove a Microsoft SQL Server 2000 Desktop Engine (MSDE 2000) instance” (<http://www.support.microsoft.com/kb/320873>).
- Check or other services that may be running and stop them during the installation operation. These services include Microsoft SQLServerAgent (for the "Cisco netManager" instance), Microsoft COM Transaction Integrator, Microsoft Distributed Transaction Coordinator (MS DTC), Microsoft Message Queuing, Microsoft Search, and MSSQLServerOLAPService.

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>

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

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