



Release Notes for Cisco netManager 1.1

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Introduction

Cisco netManager is available in two product configurations: Cisco netManager IP Infrastructure and Cisco netManager Unified Communications. Cisco netManager IP Infrastructure provides standards-based monitoring of network devices, services, or applications on TCP/IP and Windows. Cisco netManager Unified Communications includes all features of Cisco netManager along with the additional capability to provide visibility into, and monitoring of, Cisco Unified Communications devices. See the *Quick Start Guide for Cisco netManager* for licensing information.

What's New in This Release?

Cisco netManager 1.1 adds the following:

- New device support:
 - Cisco Unified Communications Manager 6.1, 7.0(1)
 - Cisco Unified Communications Manager Business Edition 6.1, 7.0(1)
 - Cisco Unity Connection 7.0
 - Cisco Unity Express 3.0, 3.1
 - Cisco IP Communicator 2.1, 3.0
 - Cisco Unified Contact Center Express 7.0



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- SIP capability on Cisco Unified Communications Manager Express
- Cisco Unified Personal Communicator 1.2
- Cisco Unified Presence Server 7.0
- Cisco 1861 Integrated Services Router
- Cisco ASR 1000 Series Aggregation Services Routers (1002, 1004, and 1006)
- Cisco MCS Unified Communications Manager Appliance families H2, H3, I2, and I3
- Cisco Unified Communications Manager Express with SIP capability
- SIP capability on gateways



Note For a detailed list of supported devices, see the *Device Support Table for Cisco netManager 1.1* at the following URL:
http://www.cisco.com/en/US/products/ps7243/products_device_support_tables_list.html

- Notification filtering capability. Multiple rules can be defined to filter events before forwarding them as e-mails to user-specified e-mail addresses. You can create notification criteria based on devices, device groups, event types, or event severity.
- Enhancements to the Physical View Connectivity topology, including:
 - UI update. Added a device search field and summary panel that resembles the options available in the Service Level View topology.
 - Ability to acknowledge all device events. Right-click a device and select **Acknowledge All Events**.
 - Ability to remember each user's last scroll and zoom positions.
 - Ability to view device by hostname, IP address, or both. Select **GO > Physical Connectivity View Settings**.
- Option to configure the number of data records displayed to allow for quicker display of reports for Cisco Faults, Fault History, SNMP Trap Log, Syslog, and Windows Events Log. Select **GO > Configure > Report Preferences**.
- Option to easily view Lwaps registered to a Wireless LAN Controller. From the Device tab, right-click the Wireless LAN Controller and select **Reports > Lwap Summary....**
- New Dynamic Group Builder to help users create and validate SQL queries for new Dynamic Groups.
- New Group State Summary Report. The report provides device status summary information on the individual device states and group states.
- New Quarterly Availability Summary Report. This group report provides rolled-up availability statistics on groups of devices and services that are monitored.
- Improved list-control and tree-control behavior for improved usability. Controls respond more quickly; key handling, scrolling, and paging have been improved.
- Ability to clear maintenance schedules using Bulk Field Change.
- Resolution of a number of issues from Cisco netManager 1.0.

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.

The Cisco netManager 1.1 documentation set applies to both Cisco netManager IP Infrastructure and Cisco netManager Unified Communications. Within each document are notes about whether a feature applies only to Cisco netManager Unified Communications.

The following table lists the Cisco netManager Unified Communications 1.1 document locations on Cisco.com.

Table 1 **Product Documentation**

Document Title	Available Formats
<i>Supported Devices Table for Cisco netManager 1.1</i>	On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps7243/products_device_support_tables_list.html
<i>Release Notes for Cisco netManager 1.1</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/en/US/products/ps7243/prod_release_notes_list.html
<i>Quick Start Guide for Cisco netManager 1.1</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/en/US/products/ps7243/prod_installation_guides_list.html
<i>User Guide for Cisco netManager 1.1</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/en/US/products/ps7243/products_user_guide_list.html
<i>Troubleshooting Cisco netManager 1.1</i>	On Cisco.com at the following URL: http://www.cisco.com/en/US/docs/net_mgmt/cisco_netmanager/1.1_data/faq/troubleshoot.html

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.).

Limitations

The following describe the restrictions and limitations that apply to Cisco netManager.



Note

For troubleshooting information, see *Troubleshooting Cisco netManager 1.1* at http://www.cisco.com/en/US/docs/net_mgmt/cisco_netmanager/1.1_data/faq/troubleshoot.html.

Upgrade Limitation

If you installed Cisco netManager with a Cisco netManager - IP Infrastructure evaluation license, you can upgrade to any purchased license. However, if you installed the Cisco netManager - Unified Communications evaluation license, and want to purchase a Cisco netManager - IP Infrastructure license, you must uninstall Cisco netManager, then reinstall using the purchased license.

Limitations with Other Applications and Processes

- IP Communicator and Cisco netManager cannot use the same port. The default port during installation for both applications is port 80. You must change the port for one of the applications.
- McAfee virus detection software may cause handle leaks for NMSERVICE to increase. Remove the McAfee software to eliminate this problem. This problem has not been seen with other virus detection software.
- Using Remote Desktop (or any remote control software that uses sessions) to install Cisco netManager may cause the installation to fail. Sessionless remote control software, such as VNC, should work.
- 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\.
- When SNMPv2 is enabled, SNMPv1 must also be enabled on a device so that Cisco netManager can discover devices correctly.

General Limitations

- There are several Autonomous Access Point 1200 series models that share the same SNMP SysOID. Therefore, the model number shown for Autonomous Access Points in the Detailed Device View may not match the one shown on the actual device.
- Passive Monitors have a payload limitation of 3 KB for WMI, SNMP, and Syslog Passive Monitors. This could cause one of the following:
 - 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 e-mail 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.

Known Problems

Table 2 describes problems known to exist in this release. Problems that do not have associated bug IDs are described in [Other Known Problems, page 8](#).



Note

For troubleshooting information, see *Troubleshooting Cisco netManager 1.1* at http://www.cisco.com/en/US/docs/net_mgmt/cisco_netmanager/1.1_data/faq/troubleshoot.html.

Table 2 **Known Problems in Cisco netManager**

Bug ID	Summary	Explanation
CSCsi48134	In workspace view Problem Areas 1, no values are displayed for portlets	There is no workaround for this problem.
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.
CSCsj90477	Unreachable device shows interface status as Up.	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. Workaround: Use only one type of monitor polling for a particular piece of information.
CSCsk23931	There is a discrepancy between devices shown in the Physical Connectivity View and the Devices tab.	The Physical Connectivity View does not show information about its interfaces that neighboring devices are connected to. It only shows one management interface IP address which can be different than the connectivity information shown in the LWAP Summary report.

Table 2 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.
CSCso77967	An error appears when deleting a user account.	Sometimes, the database triggers (which are associated with the Web user table) takes a long time to execute. This results in a timeout error. There is no workaround.
CSCso77988	After zooming in on the Service Level View, device IP addresses are partially visible.	The IP address of a device may be cut off after you zoom in on the Service Level View. There is no workaround.
CSCso78152	SIP capability for Cisco Unified Communications Manager Express is not discovered.	Cisco Unified Communications Manager Express SIP-related MIBs are not responding. Workaround: <ol style="list-style-type: none">1. From the command-line interface of the device, type the following: run telephony-service This command enables certain MIBs to respond.2. Then rediscover the device from Cisco netManager.
CSCso78191	The temperature sensor status is shown as a negative value on IBM Media Convergence Server 782XI3.	The IBM platform MIBs for Cisco Unity Connection 7.0 provide negative values. There is no workaround.
CSCso92607	Zoom position in the Service Level View resets to 0% after each refresh.	There is no workaround.
CSCsq05344	There is no information for fan, temperature, and power supply status.	Devices that do not have the MIBs to provide this information will not display the fan, temperature, or power supply status.
CSCsr48149	Two error windows appear when adding a device through the Cisco netManager console. The first error says 'Failed to load device properties'. The second error no text.	The device you are trying to add through the console currently exists in the Cisco netManager device inventory.

Table 2 *Known Problems in Cisco netManager (continued)*

Bug ID	Summary	Explanation
CSCsr55811	The Service Level View refreshes every 20 minutes.	The refresh interval is kept at 20 minutes in order to limit the performance impact on memory and CPU spikes. Workaround: Close the Service Level View window and open it again.
CSCsu01644	Cisco netManager reports that Cisco Unified Presence Server service has stopped even though the service is running.	Cisco Unified Presence Server database components are not accurately represented in the SYSAPPL-MIB table. This issue is being tracked by the Cisco Unified Presence Server device team.
CSCsu73560	After reinstalling Cisco netManager, the following happens: <ul style="list-style-type: none"> • An Ipswitch menu item appears in the Start > Programs menu. • NmTaskTray.exe process is still running in Task Manager. 	On Windows XP with Service Pack 3 systems, a Ipswitch WhatsUp Gold Premium Edition v11.0.3 menu item appears in the Start menu, after re-installing Cisco netManager 1.1. Workaround: <ol style="list-style-type: none"> 1. Select Start > Run Programs > Cisco netManager > Daemons > Stop to stop services. 2. Right-click on Ipswitch WhatsUp Gold Premium Edition v11.0.3 from Start > Program menu item and select Delete. 3. Run regedit.exe from From Start > Run, enter regedit.exe. 4. Navigate to the HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run folder. 5. Delete NmTaskTray. 6. Select Start > Run Programs > Cisco netManager > Daemons > Start to restart services.
CSCsv12823	An upgrade from Cisco netManager 1.0 to Cisco netManager 1.1 fails.	The upgrade fails when Cisco netManager is not installed in the default installation folder. The default installation drive is where the operating system is installed; for example, C:\Program Files\Cisco netManager. Workaround: <ol style="list-style-type: none"> 1. Uninstall Cisco netManager 1.0 and select the option to save a database backup. 2. Install Cisco netManager 1.0 in the default installation folder that the installation wizard displays and select the option to restore from the database backup. 3. Install Cisco netManager 1.1.

Other Known Problems

The following are known problems that do not have bug IDs.

- 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:

- a. Click **Start > Run**. The Run dialog box opens.
 - a. 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.
- 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.

Resolved Problems

Table 3 lists problems that have been resolved since Cisco netManager 1.0.

Table 3 **Resolved Problems**

Bug ID	Description
CSCsk43135	Cisco netManager discovered FWSM as a workstation. This has been fixed.
CSCsk63532	The device count displayed in the “Device and Phone Summary” and “Total Devices By Type” workspace reports (portlets) were different. This has been fixed.
CSCsl12370	From the Home Page workspace, the Device and Phone Summary portlet displayed the error “Some error in query” when adding or discovering a device from the Cisco netManager console. This has been fixed.
CSCsi56457	Detailed Device View showed incorrect Unified Communications Manager version. This has been fixed.
CSCsj54892	Memory utilization showed greater than 100% for Unified Communications Manager 5.0 and later. This has been fixed.
CSCsi63015	“Unable to determine default browser” error appeared when Cisco netManager was launched. This has been fixed.

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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