



Release Notes for Cisco Unified Operations Manager 2.0.1

These release notes are for use with Cisco Unified Operations Manager (Operations Manager).

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- **Cisco Unified Operations Manager Standard Edition.** Customer may install and run the Software on a single server. This version of Operations Manager limits the features available to the customer. The following features are not accessible:
 - Diagnostics (phone status tests, synthetic tests, batch tests, and node-to-node tests).
 - Video phone reports.

Customers who require the use of these features must upgrade to the Premium Edition of the Software. Feature use restrictions are enforced by license registration.

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New Features

Cisco Unified Operations Manager adds the following:

- Ability to create and run phone tests on demand from the phone report.
- Support for Cisco TelePresence System.
- Ability to identify and generate reports for all Cisco 1040 Sensors connected to the switches that Cisco Operations Manager monitors.
- Ability to identify and monitor Rich Media Appliance support in Cisco Unified Communications Manager. Includes a new icon for the Rich Media Appliance in the Service Level View.



Note Starting with versions 4.3, 5.1, and 6.0, the product we formerly referred to as Cisco Unified CallManager will be called Cisco Unified Communications Manager (Unified Communications Manager). Throughout this document, any reference to Unified Communications Manager can also be understood to refer to Cisco Unified CallManager, unless explicitly noted.

- Changes to the phone search, allowing for wildcard entries for extension number, IP address, and MAC address. The first matched result displays the corresponding Tree and Map View.
- Changes to the topology, include the following:
 - Avoidance overlaps of links and node icons.
 - Higher resolution displays.
- Support for the following Cisco Unified IP Phones:
 - 7931
 - 7911

Product Documentation



Note The originally published printed and electronic documentation is included with your product. Any changes after original publication are reflected on Cisco.com, where you will find the most up-to-date documentation.

Table 1 describes the product documentation that is available.

Table 1 **Product Documentation**

Document Title	Available Formats
<i>Supported Devices Table for Cisco Unified Operations Manager 2.0.1</i>	On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps6535/products_device_support_tables_list.html
<i>Release Notes for Cisco Unified Operations Manager 2.0.1</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/docs/net_mgmt/cisco_unified_operations_manager/2.0.1/release/notes/CUOM20RN.html

Table 1 *Product Documentation (continued)*

Document Title	Available Formats
<i>Installation Guide for Cisco Unified Operations Manager (Includes Service Monitor) 2.0.1</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/docs/net_mgmt/cisco_unified_operations_manager/2.0.1/installation/guide/instalgd.html
<i>User Guide for Cisco Unified Operations Manager 2.0.1</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/docs/net_mgmt/cisco_unified_operations_manager/2.0.1/user/guide/userguid.html
Context-sensitive online help	<ul style="list-style-type: none"> • Select an option from the navigation tree, then click Help • Click the Help button on the page

Related 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 2](#) describes the additional documentation that is available.

Table 2 *Related Documentation*

Document Title	Available Formats
<i>Release Notes for Cisco Unified Service Monitor 2.0.1</i>	<ul style="list-style-type: none"> • PDF on the product CD-ROM • On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps6536/prod_release_notes_list.html
<i>User Guide for Cisco Unified Service Monitor 2.0.1</i>	<ul style="list-style-type: none"> • PDF on the product CD-ROM • On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps6536/products_user_guide_list.html
<i>Release Notes for CiscoWorks Common Services 3.0.5 (Includes CiscoView 6.1.5) on Windows</i>	<ul style="list-style-type: none"> • PDF on the product CD-ROM • On Cisco.com at the following URL: http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.0.5/release/windows/notes/CWCS_RNW_305.html

Table 2 *Related Documentation (continued)*

Document Title	Available Formats
<i>Installation and Setup Guide for Common Services 3.0.5 (Includes CiscoView) on Windows</i>	<ul style="list-style-type: none"> PDF on the product CD-ROM On Cisco.com at the following URL: http://www.cisco.com/en/US/docs/net_mgmt/ciscoverks_common_services_software/3.0.5/installation/windows/guide/cs305igw_1.html
<i>User Guide for CiscoWorks Common Services 3.0.5</i>	<ul style="list-style-type: none"> PDF on the product CD-ROM On Cisco.com at the following URL: http://www.cisco.com/en/US/docs/net_mgmt/ciscoverks_common_services_software/3.0.5/user/guide/cs305ug.html

Circumstances that Can Affect Data

Table 3 documents problems you may encounter.

Table 3 *Circumstances that Can Affect Data*

Description	Circumstances
<p>No DSP records for Voice Interface Cards (VICs) that are supported by the following network modules:</p> <ul style="list-style-type: none"> NM-1V NM-2V NM-HDA <p>Affected record type: 109</p>	<p>CISCO-DSP-MGMT-MIB is not supported on the listed network modules. This bug applies to all devices that support them.</p> <p>Bug ID: CSCeb62542</p>
<p>Number of CAS ports is incorrect and CAS channel status is missing for all supported network devices that run Cisco IOS except for Cisco Universal Gateways. GSU always reports the number of CAS ports as follows:</p> <ul style="list-style-type: none"> 24 ports for each T1 31 ports for each E1 <p>For example, if a device has two T1 ports, Operations Manager reports the total number of T1 CAS ports as 48, no matter how many CAS ports are configured on the device.</p> <p>Affected record types: 102, 112, 113</p>	<p>Except for Cisco Universal Gateways, the network devices that run Cisco IOS do not support CISCO-POP-MGMT-MIB.</p> <p>Bug IDs: CSCdm87395, CSCdx04678</p>

Known Problems

Table 4 describes problems known to exist in this release.

Table 4 *Known Problems in Operations Manager*

Bug ID	Summary	Explanation
CSCsb60614	Cluster name changes are not reflected in Operations Manager.	<p>If you change the name of a cluster in Cisco Unified CallManager after the devices have been added to Operations Manager, the name change does not occur in Operations Manager. This is the case even after performing inventory collection.</p> <p>Workaround:</p> <p>Delete the devices in the cluster from Operations Manager and then re-add the devices.</p>
CSCsb63311	In the Service Quality Alerts display, filtering does not work when using multiple criteria.	<p>Using multiple filtering options at one time to customize the Service Quality Alerts display does not work correctly.</p> <p>Workaround:</p> <p>Filter the Service Quality Alerts display based on a single criterion.</p>
CSCsb66977	Voice application software (for example, Cisco Conference Connection, Cisco Unified CallManager, or Cisco Emergency Responder) goes to the Unsupported state.	<p>On some servers that have voice application software installed, rebooting causes the server to go to the Unsupported state in Operations Manager.</p> <p>The problem occurs on servers that have the Windows operating system version upgraded to 2000.2.7sr3 or 2000.4.1.</p> <p>The problem is caused by incompatibility between the CDP driver installed by the voice application and Microsoft Security hotfix MS05-019. For more information regarding the hotfix, see the Microsoft website for more details.</p> <p>Workaround:</p> <p>Upgrade the CDP driver on the voice application server.</p> <ol style="list-style-type: none"> Uninstall the CDP driver from the voice application server. Run the following command: <pre>C:\Program Files\Cisco\Bin> cdpinstaller -v -u CISCO_CDP</pre> Log on to any Cisco Unified CallManager 4.1 server and copy the following files to the voice application server. <ul style="list-style-type: none"> CDP.SYS (C:\Program Files\Cisco\Bin) CDPintf.dll (C:\WINNT\system32) CDPInstaller.exe CDP.inf Install the new CDP driver by running the following command: <pre>C:\program files\Cisco\Bin> cdpinstaller -v -l "C:\Program Files\Cisco\Bin\cdp.inf" -c p -i CISCO_CDP</pre>

Table 4 **Known Problems in Operations Manager (continued)**

Bug ID	Summary	Explanation
CSCsb73004	An error occurs when you launch a trending graph for a device when the time of the graph is configured for more than 48 minutes in the past.	<p>The error states that there is not any data available for the last 48 minutes. This error occurs due to an incorrect system uptime in the device.</p> <p>This error occurs in specific Cisco IOS versions. Refer to the Cisco IOS IP SLA bugs, CSCin66315 and CSCeb46870.</p> <p>Workaround:</p> <p>Upgrade the Cisco IOS version, or reboot the source device. For details, see CSCin66315 and CSCeb46870.</p>
CSCsb83202	OperationallyDown events for voice ports are being cleared automatically, even though the port is still down in the router.	<p>The operationallyDown event for voice ports in routers are being cleared even though the port continues to be down.</p> <p>Operations Manager only sends an operationallyDown alarm if the operating status (the OperStatus for this router) is in one of the following states:</p> <ul style="list-style-type: none"> • Down (2). • Testing (3) (If not suppressing testing-related alarms). <p>If, during a polling cycle, the <i>ifOperStatus</i> is Down (2), the alarm is generated. If, during the next polling cycle, the <i>ifOperStatus</i> is Dormant (5), the operationallyDown alarm is cleared because it is not Down (2) or Testing (3).</p> <p>Related bug: CSCsb87389.</p> <p>Workaround: None.</p>

Table 4 Known Problems in Operations Manager (continued)

Bug ID	Summary	Explanation
CSCsc07502	Some screens in Operations Manager are not sized correctly when opened.	<p>Several popup screens open with the status bar covering the bottom of the screen. Some popups are not resizable, and the buttons located at the bottom right are covered by the status bar.</p> <p>This occurs only with Windows XP Service Pack 2 using Microsoft Internet Explorer, and with certain security settings configured. The security settings are applied when the Operations Manager server is put in a security zone where the sizing of popups opened by scripts is disabled.</p> <p>Workaround:</p> <p>For detailed instructions, access this bug through Cisco Software Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. (You will be prompted to log into Cisco.com.)</p> <p>To fix the problem, the Allow script-initiated windows without size or position constraints option should be enabled for the security zone that the Operations Manager server is in.</p> <p>Do one of the following:</p> <ul style="list-style-type: none"> • Enable the setting, Allow script-initiated windows without size or position constraints, for the security zone that the Operations Manager server is in. • Add the IPCOM server site to the local intranet or trusted security zone. <p>Note In many cases, using the server name instead of the IP address in the browser will fix the problem. But the Operations Manager server must be in the same domain as the client, and DNS must be configured correctly. Alternatively, you can add the IP address to the Local Intranet or Trusted security zone.</p>
CSCsc10167	On the Alert Details page, once a tool is launched, you cannot relaunch it.	<p>In the Alert Details page, once you select a tool from the Launch Tools menu you cannot launch the selected tool again until you choose another tool.</p> <p>Workaround:</p> <p>After launching a tool, to launch the same tool again, you must either select a different tool or select the Launch Tools option in the menu.</p> <p>After doing either of these actions, you can relaunch your original choice.</p>
CSCsc12967	Exchange services are displayed as stopped when Cisco Unity is configured for failover.	<p>When Cisco Unity is configured for failover mode, Operations Manager shows Microsoft Exchange Services as being stopped.</p> <p>Workaround: None.</p>

Table 4 Known Problems in Operations Manager (continued)

Bug ID	Summary	Explanation
CSCsc44538	<p>The DFMServer and VHMServer processes are not registering with the broker.</p> <p>Devices that are added to Operations Manager when it is in this condition exhibit the following behavior:</p> <ul style="list-style-type: none"> • ALL devices become stuck in the Inventory Collection in Progress state. • All devices move to the unreachable state. 	<p>After installing Operations Manager and rebooting the server, either the DFMServer, or the VHMServer, or both processes do not start. There is no sm_server.exe instance (or there are only two sm_server.exe instances) in the Windows task manager.</p> <p>Workaround:</p> <p>Perform the following:</p> <ol style="list-style-type: none"> 1. Run <code>net stop crmdmgt</code>. 2. Wait 15 minutes. 3. Run <code>net start crmdmgt</code>. <p>After the CPU cools down, check the Windows task manager. There should be four instances of sm_server.exe.</p> <p>The output of the <code>brcontrol</code> command should show both DFM and VHM.</p> <p>For example:</p> <pre>C:\Program Files\CSCOp\objects\smarts\bin>brcontrol Broker is located at: IPCOM-daily:9002 Started: Jan 06 10:21:09 2006 Domain Host Name Port Proc ID State Last Chg Time ----- ----- ----- DFM IPCOM-daily.cisco.com 2163 14120 RUNNING Jan 06 16:18:03 2006 VHM IPCOM-daily.cisco.com 2206 8856 RUNNING Jan 06 16:18:04 2006</pre>
CSCsc61752	In the Service Level View, when Cisco IP Contact Center (IPCC) is part of a user-defined view, it only appears in the tree view (view pane).	<p>User-defined views in the Service Level View do not show Cisco IP Contact Centers in the map display pane. They only appear in the view pane.</p> <p>Workaround: None.</p>
CSCsc87486	In the Personalized report, not all the graphs are shown for the node-to-node test violations.	<p>In the Personalized report for node-to-node tests, 24-Hour History shows the graph for only the following metrics:</p> <ul style="list-style-type: none"> • Source-to-Destination Packet Jitter. • Destination-to-Source Packet Jitter. • Average Latency. <p>No other graphs are displayed.</p> <p>Workaround: None.</p>

Table 4 Known Problems in Operations Manager (continued)

Bug ID	Summary	Explanation
CSCsc91915	When creating node-to-node tests, errors are displayed when the test limit is exceeded.	<p>When creating more node-to-node tests than allowed (the limit is 250), the following errors are displayed:</p> <ul style="list-style-type: none"> • Exceeding the test limit. • No selected studies. Please check field(s) for invalid entries. <p>Workaround: None.</p> <p>You can ignore the error messages.</p>
CSCsd21804	Learning appears in the Device Type column of the Alerts and Events display.	<p>On the Alerts and Events display and the Alert Details page, you may see <i>Learning</i> in the Device Type column. Learning indicates that Operations Manager was discovering the device when the alert occurred. The following events can trigger an alert during discovery:</p> <ul style="list-style-type: none"> • Duplicate IP (might be generated for any type of device) • Events for media servers only: <ul style="list-style-type: none"> – FanDown – FanDegraded – TemperatureSensorDown – TemperatureSensorDegraded <p>Workaround:</p> <ul style="list-style-type: none"> • Simply wait; the actual device type is reflected in the Device Type column when new events occur. • Look up the current state of a device from the Detailed Device View, which always displays the current state.

Table 4 **Known Problems in Operations Manager (continued)**

Bug ID	Summary	Explanation
CSCsc26996	Next Discovery, in the Device Management: Summary page, displays the incorrect time.	<p>The problem is due to a registry setting in Windows that appears for certain time zones for which Daylight Saving Time changes are applicable. If the check box for Daylight Saving Time is not checked, problems occur when converting valid date strings to a Date object. This registry key remains even if the time zone of the machine is switched to another time zone for which Daylight Saving Time is not applicable.</p> <p>Following is the registry information:</p> <p>HKEY_LOCAL_MACHINE\CurrentControlSet\Control\TimeZoneInformation</p> <p>DisableAutoDaylightTimeSet REG_DWORD 0x00000001(1)</p> <p>Workaround:</p> <p>If the system is in a time zone that has Daylight Saving Time, check the Automatically adjust for Daylight Saving Time changes check box.</p> <p>If the system is in a time zone for which Daylight Saving Time is not applicable, but the registry key is present and set to 1, do the following:</p> <ol style="list-style-type: none"> 1. Change to a time zone for which Daylight Saving Time is applicable. 2. Check the Automatically adjust for Daylight Saving Time changes check box, and click Apply. <p>This will cause the registry key to disappear. Now switch the machine to its present time zone.</p>
CSCsd22730	Automatic discovery does not discover Cisco Unity Express devices.	<p>During automatic discovery, using either ping sweep or CDP, Cisco Unity Express devices are discovered. These devices go into the Unreachable state.</p> <p>Workaround:</p> <p>Manually add Cisco Unity Express devices into Operations Manager.</p>
CSCsd58055	The Devices report may show a device's capability as UnknownMDFType.	<p>The Devices report displays a device's capability as UnknownMDFType when the device is not supported by Operations Manager.</p> <p>Workaround: None.</p>
CSCsd69455	The right-click menu in the Service Level View does not display some of the options for Cisco Unified CallManagers.	<p>When you right-click on a Cisco Unified CallManager in the Service Level View, not all the menu items are available in the list. Also, in the Detailed Device View for a Cisco Unified CallManager's device capabilities, Media Server and Host are not displayed.</p> <p>Workaround:</p> <p>Rediscover the Cisco Unified CallManager.</p>

Table 4 Known Problems in Operations Manager (continued)

Bug ID	Summary	Explanation
CSCsd71626	The Service Level View does not display a Cisco Unified CallManager cloud that was previously displayed.	<p>During initial discovery or when the Operations Manager server boots up, if the Cisco Unified CallManager Service is down on all members of the cluster, this cluster will not show up in the Service Level View.</p> <p>Workaround:</p> <p>Rediscover the device once the Cisco Unified CallManager is reachable and the Cisco Unified CallManager Service is running on the Cisco Unified CallManagers.</p>
CSCse75607	Unreachable devices are displayed in Operations Manager device management.	<p>If the SNMP agent on a device is working intermittently, Operations Manager may discover the device, but may move it to the unreachable state during inventory collection.</p> <p>This occurs because the device was responding to SNMP queries during automatic discovery, then did not respond to SNMP queries during inventory collection.</p> <p>Workaround: None.</p>
CSCse78310	Detailed Device View for Cisco Unity devices displays incorrect information	<p>For Cisco Unity releases prior to 4.2, the Detailed Device View shows the following:</p> <ul style="list-style-type: none"> • Current Number Of Licensed Subscribers as Not Available. • Maximum Number of Licensed Subscribers as Not Available. • Current Number of Inbox Licenses as Not Available. • Maximum Number of Inbox Licenses as Not Available. • Even though Cisco Unity 4.0(4) is upgraded to 4.0(5), the version on all services is still shown as 4.0(4). <p>Workaround: Upgrade to Cisco Unity 4.2, then run RSK Configuration Wizard.</p> <p>Note This workaround applies only to the Cisco Unity service version issue. The workaround does not fix the first four counter issues mentioned above. There is no workaround for those issues.</p>
CSCsf05654	Some PRI channels are showing as active, even though they are inactive.	<p>For PRI channels, D channels are always shown as active. Therefore, the four T1 ports on the Cisco Unified CallManager record (record 100) appear active. As a result, four out of a total of 96 channels appear active.</p> <p>This also applies to the MGCP gateway data record (record 101); two D channels are active on the two T1 ports.</p> <p>D channels are always shown as active in the case of PRI channels.</p> <p>Workaround: None.</p>

Table 4 Known Problems in Operations Manager (continued)

Bug ID	Summary	Explanation
CSCsf15041	The device MCS7825I (with the sysObjectID 1.3.6.1.4.1.9.1.746) is listed as UnKnownMDFType.	Operations Manager displays Cisco 7800 Series Media Convergence Server MCS7825I (with the sysObjectID 1.3.6.1.4.1.9.1.746) capabilities as UnKnownMDFType. The sysObjectID 1.3.6.1.4.1.9.1.746 is not supported. See bug ID CSCsf15027. Workaround: None.
CSCsf18921	Threshold settings appear incorrectly in performance graphs.	Configured thresholds for route list and route group are displayed incorrectly in performance graphs. Only one threshold setting appears in the graph. Workaround: None.
CSCsf19029	Message-Waiting Indicator synthetic tests on Cisco Unity and Cisco Unity Express fail periodically.	Message-Waiting Indicator synthetic tests created on Cisco Unity and Cisco Unity Express may fail. Workaround: None.
CSCsf27034	Route group and route list calculation limitations for MGCP and H323 gateway.	For MGCP gateways, route group, and route list, utilization is calculated for all channels of the T1/E1 ports even though partial T1/E1 circuits are configured. Operations Manager gets the data from Cisco Unified CallManager, and the data does not contain the MGCP port configuration information. For H323 gateways, all ports which are part of the device are included in the route group and route list calculation even though not all of the ports are configured for call routing. This limitation is also caused by Cisco Unified CallManager not having the required information. Workaround: None.
CSCsf98008	In the Detailed Device View for negative synthetic tests, the success criterion for end-to-end calls and phone registration always shows availability as 100 percent.	In the Detailed Device View for negative tests, the availability is displayed as 100 percent and failure as 0 percent. These two settings are not applicable to the negative synthetic tests. The Detailed Device View should display N/A for this field. Workaround: None.
CSCsh07060	InsufficientFreeMemory is reported incorrectly for Cisco Unified CallManager 5.0 clusters.	Events for InsufficientFreeMemory are being generated for Cisco Unified CallManager clusters 5.0 and higher. Operations Manager is not determining the correct InsufficientFreeMemory. Workaround: None
CSCsi78419	Cisco Unity Connection 2.x attributes are not displayed in the Detailed Device View.	Cisco Unity Connection 2.x attributes are shown as either N/A or 0 in the Detailed Device View. This only occurs on Cisco Unity Connection 2.x. Workaround: None.
CSCsj20070	SRST operations link does not open.	The SRST page and the Service Level View may not open. Workaround: Restart the appropriate service: <ul style="list-style-type: none"> For the SRST page, restart the SRSTServer service. For the Service Level View, restart the Inventory Collector.

Table 4 *Known Problems in Operations Manager (continued)*

Bug ID	Summary	Explanation
CSCsj43765	Cisco Unified Communications Manager Express appears under the H323 gateway group in the Service Level View.	<p>When an ICT is configured between a Cisco Unified Communications Manager Express and a Cisco Unified Communications Manager, the Cisco Unified Communications Manager Express appears under the H323 gateway group in the Service Level View.</p> <p>Workaround: None.</p>
CSCsk21367	When restarting the Daemon Manager, the brcontrol command may fail.	<p>When starting the Daemon Manager, the brcontrol command may fail. Meaning the VHM and DFM processes do not register with the broker.</p> <p>This causes the following to occur:</p> <ul style="list-style-type: none"> • Device discovery to stop at 10% and the devices to go into the Unreachable state. A DataCollector Timeout error occurs. • GSU data collection stops. • Polling and threshold settings are not applied. <p>Workaround:</p> <p>Run the following commands:</p> <ol style="list-style-type: none"> 1. pdterm DfmBroker. 2. pdterm DfmServer. 3. pdterm VHMServer. 4. pdexec DfmBroker. 5. pdexec DfmServer. 6. pdexec VHMServer.

Resolved Problems

Table 5 describes problems that were fixed in this release.

Table 5 *Problems Resolved in Operations Manager 2.0.1*

Bug ID	Summary	Explanation
CSCsd81030	There was an error in attaching to the DfmBroker.	After installing Operations Manager, rebooting, and importing devices for discovery, all devices would go to the unreachable state. An error would occur when trying to attach to the DFMBroker. This error no longer occurs.
CSCsf06360	The Service Impact Report would display incorrect information for a gateway's unresponsive event, if it was part of a route list or route group.	The Service Impact Report would display incorrect information (all routes lost) when a gateway was part of a route list or route group, or another device (switch) also formed a route group that was part of the same route list, and the gateway became unresponsive. This problem would affect the number of calls that could pass through the route list. The Service Impact Report now displays the correct information.
CSCsg25738	You were unable to collect performance data on Cisco IP Contact Center devices.	If the Windows services were not started correctly on the Cisco IP Contact Center system, you could not collect performance data. This has been fixed.
CSCsg62467	Operations Manager did not discover IP phones if the number of ports in the network was greater than 30,000.	If the number of ports in your network was greater than 30,000, Operations Manager did not discover the IP phones in your network. The PIFServer would run out of memory. The memory problem with the PIFServer has been fixed.
CSCsg63640	The More Tools option in the right-click menu of the Service Level View did not work for some devices.	For some devices, when you would click the More Tools option in the right-click menu of the Service Level View, nothing would appear. This would occur if the version of Macromedia Flash on the client system was lower than 8.0. All options are now available.
CSCsg63657	The data files 147 and 148 were not updated when a Cisco Unified CallManager became unresponsive.	When a Cisco Unified CallManager failed to respond to Operations Manager requests, route group and route list information was not obtained. Therefore, no error logs were generated for the route group and route list data files in the performance collection folder. This no longer occurs.
CSCsg96469	Cisco Unified CallManager related service outages were not properly identified in Operations Manager.	When a Cisco Unified CallManager service outage occurred the event generated by Operations Manager indicated that a HeartBeatThreshold had been exceeded. This is the same event that occurred when the HeartBeat fell below the configured threshold of 24 ticks per minute. The event details did not indicate that the HeartBeat actually went to zero. This no longer occurs.

Table 5 Problems Resolved in Operations Manager 2.0.1 (continued)

Bug ID	Summary	Explanation
CSCsh15251	Alerts and events were not getting cleared from the Alerts and Events Display.	In the Alerts and Events Display, for a device that had multiple alerts or events, you could only clear alerts or events one time. If you tried to clear additional alerts or events after already clearing an alert or event on the device, an error occurred and the event or alert did not get cleared. This error no longer occurs.
CSCsh19219	Operations Manager failed to import the HTTPS Security Certificate from the Cisco Unified CallManager cluster.	When encryption was enable on the Cisco Unified CallManager cluster, Operations Manager failed to import the HTTPS Security Certificate from the Cisco Unified CallManager cluster. This no longer occurs.

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>

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