



Release Notes for Cisco Unified Operations Manager 2.0.2

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

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New Features

Cisco Unified Operations Manager adds support for the following:

- Cisco 1861 Integrated Services Router
- Cisco Unified Communications Manager 6.1
- Cisco Unified Communications Manager 4.3
- Cisco Unity Express 3.1
- Cisco Unified Communications 500 Series for Small Business

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 2.0.2</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 2.0.2</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/en/US/products/ps6535/prod_release_notes_list.html |
| <i>Installation Guide for Cisco Unified Operations Manager (Includes Service Monitor) 2.0.2</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/en/US/products/ps6535/prod_installation_guides_list.html |
| <i>User Guide for Cisco Unified Operations Manager 2.0.2</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/en/US/products/ps6535/products_user_guide_list.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: https://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.0.5/release/windows/notes/CWCS_RNW_305.html |
| <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/cisoworks_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/cisoworks_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>The power supply status is not reported in the Detailed Device View for the following Media Convergence Servers with a single power supply:</p> <ul style="list-style-type: none"> • MCS-7815 • MCS-7816 • MCS-7825 • MCS-7828 | <p>If a single power supply (without redundancy) is configured, the power supply status is not reported in the Detailed Device View.</p> <p>This is due to empty values being returned from the Media Convergence Server.</p> <p>Bug ID: CSCsm30875</p> |
| <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> |
| 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 -i "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 Operations Manager 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. 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 |
|------------|--|---|
| 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> |

Table 4 Known Problems in Operations Manager (continued)

| Bug ID | Summary | Explanation |
|--------------------------|--|---|
| CSCsc44538 CSCsk21367 | <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.d.</code> 2. Wait 15 minutes. 3. Run <code>net start crmdmgt.d.</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 brcontrol command should show both DFM and VHM.</p> <p>For example:</p> <pre>C:\Program Files\CSCOPx\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 |
|------------|--|--|
| 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. |
| 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> |
| 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> |

Table 4 Known Problems in Operations Manager (continued)

| Bug ID | Summary | Explanation |
|------------|---|---|
| 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> |
| CSCsf18921 | Threshold settings appear incorrectly in performance graphs. | <p>Configured thresholds for route list and route group are displayed incorrectly in performance graphs. Only one threshold setting appears in the graph.</p> <p>Workaround: None.</p> |
| CSCsf27034 | Route group and route list calculation limitations for MGCP and H323 gateway. | <p>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.</p> <p>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.</p> <p>Workaround: None.</p> |
| 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. | <p>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.</p> <p>Workaround: None.</p> |

Table 4 Known Problems in Operations Manager (continued)

| Bug ID | Summary | Explanation |
|------------|--|--|
| 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 6.0. Operations Manager is not determining the correct InsufficientFreeMemory. Workaround: None. |
| CSCsi10168 | Exporting reports to PDF format generates the file name as "export.pdf." | When exporting reports to PDF format, the file name is always "export.pdf," regardless of what type of report is being exported. This problem only occurs when you are using Windows XP with Internet Explorer 7.0 and Acrobat Reader 6.x. This problem does not occur with Acrobat Reader 7.x and later. Workaround: When exporting reports to PDF format, make sure your system is using Acrobat Reader 7.x. |
| 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. |
| CSCsj43765 | Cisco Unified Communications Manager Express appears under the H323 gateway group in the Service Level View. | 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. Workaround: None. |
| CSCsk21700 | Personalized reports are disabled after upgrading from Operations Manager 1.1 or 2.0. | When you upgrade from Operations Manager 1.1 or 2.0 to 2.0.2, Personalized reports are disabled. This problem does not occur for Operations Manager 2.0.1 and later. Workaround: You must manually enable or disable the desired personalized reports. |
| CSCsl45776 | The input field for the T1/E1 PRI channel status port/DS1 displays <i>null</i> . | When creating performance graphs for Cisco Catalyst 6000 devices, the channel status plotting does not work correctly. The input field for the port/DS1 name for the T1/E1 PRI channel displays <i>null</i> . Workaround: None. |

Table 4 Known Problems in Operations Manager (continued)

| Bug ID | Summary | Explanation |
|------------|--|---|
| CSCs188020 | Cluster connectivity is not shown for Cisco Catalyst 6000 devices. | <p>Cluster connectivity is not shown for MGCP gateways that are registered to Cisco Unified Communications Manager. This causes performance data not to be collected for this device.</p> <p>If gateways are registered to Cisco Unified Communications Manager with the MGCP protocol, sometimes the VIC module does not create connectivity information for this device to Cisco Unified Communications Manager. Due to this issue, Operations Manager fails to do MGCP performance data collection for this gateway.</p> <p>This issue can occur because of any of the following conditions:</p> <ol style="list-style-type: none"> 1. A Cisco Unified Communications Manager SOAP-related defect. It is mostly noticed in Cisco Catalyst 6000 gateways and gateways registered with multiple IP addresses. 2. The gateway has two IP addresses and it is registered with Cisco Unified Communications Manager with one IP address and managed in Operations Manager with the other IP address. 3. The gateway was added before Cisco Unified Communications Manager in Operations Manager. <p>Workaround:</p> <p>The following numbered workarounds correspond to the numbered conditions above.</p> <ol style="list-style-type: none"> 1. Make sure that Cisco Unified Communications Manager has the fix for CSCsm02537. It is available with the following Cisco Unified Communications Manager builds (and later): <ul style="list-style-type: none"> - 005.001(003.1114.001) - 005.001(003.9901.103) - 006.000(001.2125.001) - 006.001(001.9901.049) - 007.000(000.39000.029) - 007.000(000.9691.002) 2. Delete the gateway device from Operations Manager and add the IP address that is registered with Cisco Unified Communications Manager. 3. Rediscover the Cisco Unified Communications Manager in Operations Manager. <p>Note The Operations Manager performance collection module uses VIC cluster connectivity information to do the MGCP performance polling. If for any of the reason listed, the VIC fails to create the cluster connectivity, the MGCP performance polling may not happen.</p> |

Table 4 Known Problems in Operations Manager (continued)

| Bug ID | Summary | Explanation |
|------------|--|--|
| CSCsm41449 | Personalized Report export time and email notifications editing is not updated after 24 hours. | <p>Sometimes changes to the report export configurations are not saved. A message appears in the user interface indicating that configuration changes were made successfully, but no changes to the configurations are actually made.</p> <p>Workaround:</p> <p>You must restart Apache Tomcat and ITMDiagServer.</p> <p>In a command prompt, enter the following:</p> <ul style="list-style-type: none"> • cmd>net stop tomcat • cmd>pdterm ITMDiagServer • cmd>net start tomat • cmd>pdexec ITMDiagServer |
| CSCsm52953 | There are a few issues to be aware of after upgrading to Operations Manager 2.0.2. | <p>After upgrading to Operations Manager 2.0.2, you will see the following issues:</p> <ul style="list-style-type: none"> • Upgrading from Operations Manager 1.1: <ul style="list-style-type: none"> – The configured parameters under Reports > IP Phones and Applications > IP Phone Status Changes > Export > Automatically Export 24-Hour IP Phone Status Reports are not saved from 1.1 to 2.0.2. – The values for Timeout and Retries for Communications Manager and Registered MGCP Gateway Utilization in Administration > Polling and Thresholds > Polling Parameters > Cisco Unified Communications Applications > Communication Managers > Voice Utilization Settings are not preserved from 1.1 to 2.0.2. • Upgrading from Operations Manager 2.0.1 plus SP1: <p>If there is a master group (call it Master) with two devices (call them D1 and D2) and a child group under Master (call it C1), then device D1 and both Master and C1, are enabled for Service Level View. If D1 is suspended, after upgrade from Operations Manager 2.0.1+SP1 to Operations Manager 2.0.2, both Master and C1 appear empty in the Service Level View. The Alerts and Events display does show all the devices for these groups.</p> <p>Workaround:</p> <p>Restart TopoServer. Run the following commands:</p> <pre>pdterm TopoServer pdexec TopoServer</pre> |

Table 4 Known Problems in Operations Manager (continued)

| Bug ID | Summary | Explanation |
|------------|--|--|
| CSCsm54654 | The MWIOnTimeExceeded event is not generated. | <p>When an MWI Synthetic Test on a Cisco Unity or Cisco Unity Express is set up and you try to change the MWI On Time Threshold value (default value 5) in the Polling and Thresholds page, the changes do not take effect correctly.</p> <p>For Cisco Unity Express, there is no change to the value. For Cisco Unity, the value is changed to 99999 and the MWIOnTimeExceeded event is not generated.</p> <p>Workaround: None.</p> |
| CSCsm59818 | Operations Manager does not recognize gateways as MGPC devices when dial control is not needed. | <p>You cannot create performance graphs in Operations Manager for MGCP voice gateways. The Performance graphing option does not appear in the right-click menu in the Service Level View for the device.</p> <p>This occurs when the device is configured using the new MGCP configuration, for example with PRI Backhaul or SS7 Signaling where dial peers do not need to be configured.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Upgrade the gateway to Cisco IOS version 12.4(17a) or higher. 2. Rediscover the device in Operations Manager. |
| CSCsm66899 | When a large number of phones and devices are configured in a Personalized Report, the report does not work. | <p>If more than 5000 phones and 1500 devices are configured in a Personalized Report, ITMDiagServer may run out of memory. The supported number of devices and phones for Personalized Reports in Operations Manager 2.0.2 are:</p> <ul style="list-style-type: none"> • Devices—1500 • Phones—5000 <p>Workaround:</p> <ol style="list-style-type: none"> 1. Reduce the number of devices and phones configured in Personalized Reports to within the above supported limits. 2. Restart Apache Tomcat and ITMDiagServer. In a command prompt, enter the following: <ul style="list-style-type: none"> - net stop tomcat - pdterm ITMDiagServer - net start tomcat - pdexec ITMDiagServer |

Resolved Problems

Table 5 describes problems that were fixed in this release.

Table 5 Problems Resolved in Operations Manager 2.0.2

| Bug ID | Summary | Explanation |
|------------|---|--|
| CSCsb63311 | In the Service Quality Alerts display, filtering did not work when you used multiple criteria. | Using multiple filtering options at one time to customize the Service Quality Alerts did not work correctly. Now filtering works correctly. |
| CSCsf15041 | The device MCS7825I (with the sysObjectID 1.3.6.1.4.1.9.1.746) was listed as UnKnownMDFTYPE. | Operations Manager displayed Cisco 7800 Series Media Convergence Server MCS7825I (with the sysObjectID 1.3.6.1.4.1.9.1.746) capabilities incorrectly. Now this information is displayed correctly. |
| CSCsf19029 | Message-Waiting Indicator synthetic tests on Cisco Unity and Cisco Unity Express failed periodically. | Message-Waiting Indicator synthetic tests created on Cisco Unity and Cisco Unity Express would fail. This is fixed. |

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, submitting a service request, and gathering additional information, 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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