

# Release Notes for Cisco Unified Operations Manager 2.0.3

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

These release notes provide:

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## Changed Information

Operations Manager 2.0.3 has no new features, but contains enhancements and fixes for bugs listed below. For details on resolved problems see [Table 3 on page 16](#).

- [CSCso77563](#)— Alert details are slow and take a few minutes to show events in alert
- [CSCso37711](#)—EDV shows null after doing the manual clear of Alert
- [CSCsm97728](#)—Personal report alerts dates are not formatted correctly and events
- [CSCsm60769](#)—Bus fault monitoring leads to False ExcessiveDAFaults Events
- [CSCsm54259](#) (includes [CSCse38293](#), [CSCsm29162](#), and [CSCsm35825](#))—[CSCse38293](#) - Deactivated services should not generate ServiceDown alerts and [CSCsm29162](#) - Operations Manager should unmanage CMM ISDN channels and CAS channels on VoiceGateway.
- [CSCsm48383](#)—Operations Manager 2.0.1 Gateway perf report, T1 PRI Channel # error)
- [CSCsm41965](#)—The alert vanish itself earlier than the default one from the SQA



- [CSCsm40048](#)—Admin should be able to stop the Personal Report created by others
- [CSCsm38908](#)—Operations Manager Service Level View may show devices as undiscovered.
- [CSCsm35825](#)—Operations Manager generates false Utilization alert from VG248.
- [CSCsm17558](#)—Operations Manager 2.01 personalized report node-to-node jitter does not graph
- [CSCsl80304](#)—Cisco Unified Operations Manager User Guide 2.0.1 - File Ownership and Protection
- [CSCsl78959](#)—Operations Manager does not recognize MGPC device when no dial control is needed.
- [CSCsl69535](#)—Catalyst 6000 with WS-X6148A-RJ-45 modules are not shown as phone access switch
- [CSCsl68004](#)—Operations Manager Failing to Alarm on Unity UMR Mode
- [CSCsl65158](#)—Operations Manager "Total CPU Usage" Graph shows peaks every 3 hrs
- [CSCsl54556](#)—IP SLA SD/DS delay report is in absolute value not in percentage
- [CSCsl52159](#)—Notifications Criteria not saving critical when also warning selected.
- [CSCsl45448](#)—There is flooding of unresponsive events in Operations Manager
- [CSCsl33622](#)—N2N threshold param for pkt loss SD or DS percent is invalid
- [CSCsl80304](#)—Cisco Unified Operations Manager User Guide 2.0.1 - File Ownership and Protection
- [CSCsl31943](#)—Upgrade issue: Managed state of voice services not retained.
- [CSCsl21413](#)—UnityPortHung threshold minimum is too high (1800seconds=30min)
- [CSCsl10134](#)—Operations Manager generating too many files making the server run out of disk space
- [CSCsk79942](#)—Notification Group disappeared from UI after daemon restart
- [CSCsk74295](#)—Operations Manager 2.0.1 - GWs or App servers registered not in SLV
- [CSCsk67469](#)—Operations Manager 2.0.1 - SQA alerts don't accept \* in phone extension field
- [CSCsk30252](#)—Priorities could not be set in Polling and Threshold
- [CSCsk08027](#)—Performance data not stored for 72 hours
- [CSCsj51309](#)—CiscoCCMAttendentConsoleHeartBeatExceeded is misspelled
- [CSCsi67461](#)—ICMP Timeout on Operations Manager is displayed as error msg "SNMP Timeout"
- [CSCsd56824](#)—Selecting IPSLA capable devices in source tree gives error.

## Important Notes

This section includes the following important notes:

- [Circumstances that Can Affect Data, page 3](#)
- [Adding Cisco Unified Communications Manager Clusters, page 3](#)

## Circumstances that Can Affect Data

Table 1 documents problems you may encounter.

**Table 1** *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"> <li>• MCS-7815</li> <li>• MCS-7816</li> <li>• MCS-7825</li> <li>• MCS-7828</li> </ul>	<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"> <li>• NM-1V</li> <li>• NM-2V</li> <li>• NM-HDA</li> </ul> <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"> <li>• 24 ports for each T1</li> <li>• 31 ports for each E1</li> </ul> <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>

## Adding Cisco Unified Communications Manager Clusters

You must perform the following scenario to ensure Cisco Unified Communications Manager 5.x (and greater) clusters are added properly into Operations Manager.

1. First add the publisher in Operations Manager .
2. When the publisher is in a monitored state in Operations Manager, then add the subscribers.



**Note**

If you do not follow this order, you have to enable the AXL service on the subscribers. If you do not perform either of these actions, Operations Manager is not be able to determine if the services are active. Deactivated services may be monitored by Operations Manager, resulting in false alarms.

Whenever you change the Service Activation Status from activated to deactivated, you must rediscover Cisco Unified Communications Manager in Operations Manager.

## Known Problems

Table 2 describes problems known to exist in this release.

**Table 2** *Known Problems in Operations Manager*

Bug ID	Summary	Explanation
CSCsq00168	Alert Details View and Fault History only handle 1,000 events	<p><b>Symptom</b> When over 1,000 events occur for an alert, the Alert Details View of that alert displays only the first 1,000 events. The remaining events are not displayed. Also, a separate but related symptom, Fault History handles less than 1,000 events per alert. Some of the manually cleared events will not display in the Event History Reports (Operations Manager&gt;Reports&gt;Alert and Event History&gt;Event History).</p> <p><b>Workaround</b> If you want to manually clear an alert that has 1,000+ events, clear less than the 1,000 events seen on the Alert details page instead of clearing the alert directly.</p>
CSCso82612	Unity Failover event is raised when Active Directory generates event 1047	
CSCso67158	Cisco Unified Service Statistics Manager—Modify Service Statistics Manager error handling message when Operations Manager credential is changed	<p><b>Symptom</b> Confusing message: "Unable to validate CUSSM license information. Please check the OM licensing info..."</p> <p><b>Workaround</b> Change the Operations Manager password to the original password that Service Statistics Manager used to discover Operations Manager.</p>
CSCso32120	Operations Manager 2.0.1 does not support device WS-C3560-8PC	
CSCso19564	Device getting into Unreachable due to Data Collector Request Timeout	

**Table 2**      **Known Problems in Operations Manager (continued)**

Bug ID	Summary	Explanation
CSCsm66899	When a large number of phones and devices are configured in a Personalized Report, the report does not work.	<p><b>Symptom</b> 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"> <li>• Devices—1500</li> <li>• Phones—5000</li> </ul> <p><b>Workaround</b></p> <ol style="list-style-type: none"> <li>1. Reduce the number of devices and phones configured in Personalized Reports to within the above supported limits.</li> <li>2. Restart Apache Tomcat and ITMDiagServer. In a command prompt, enter the following: <ul style="list-style-type: none"> <li>– net stop tomcat</li> <li>– pdterm ITMDiagServer</li> <li>– net start tomcat</li> <li>– pdexec ITMDiagServer</li> </ul> </li> </ol>
CSCsm59818	Operations Manager does not recognize gateways as MGPC devices when dial control is not needed.	<p><b>Symptom</b> 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><b>Conditions</b> 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><b>Workaround</b></p> <ol style="list-style-type: none"> <li>1. Upgrade the gateway to Cisco IOS version 12.4(17a) or higher.</li> <li>2. Rediscover the device in Operations Manager.</li> </ol>
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><b>Workaround</b> None.</p>

Table 2 Known Problems in Operations Manager (continued)

Bug ID	Summary	Explanation
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"> <li>• Upgrading from Operations Manager 1.1: <ul style="list-style-type: none"> <li>– The configured parameters under Reports &gt; IP Phones and Applications &gt; IP Phone Status Changes &gt; Export &gt; Automatically Export 24-Hour IP Phone Status Reports are not saved from 1.1 to 2.0.2.</li> <li>– The values for Timeout and Retries for Communications Manager and Registered MGCP Gateway Utilization in Administration &gt; Polling and Thresholds &gt; Polling Parameters &gt; Cisco Unified Communications Applications &gt; Communication Managers &gt; Voice Utilization Settings are not preserved from 1.1 to 2.0.2.</li> </ul> </li> <li>• 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><b>Workaround</b> Restart TopoServer. Run the following commands:</p> <pre>pdterm TopoServer pdexec TopoServer</pre> </li> </ul>
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><b>Workaround</b> You must restart Apache Tomcat and ITMDiagServer.</p> <p>In a command prompt, enter the following:</p> <ul style="list-style-type: none"> <li>• cmd&gt;net stop tomcat</li> <li>• cmd&gt;pdterm ITMDiagServer</li> <li>• cmd&gt;net start tomat</li> <li>• cmd&gt;pdexec ITMDiagServer</li> </ul>

**Table 2**      **Known Problems in Operations Manager (continued)**

Bug ID	Summary	Explanation
CSCsl88020	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"> <li>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.</li> <li>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.</li> <li>3. The gateway was added before Cisco Unified Communications Manager in Operations Manager.</li> </ol> <p>Workaround:</p> <p>The following numbered workarounds correspond to the numbered conditions above.</p> <ol style="list-style-type: none"> <li>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"> <li>– 005.001(003.1114.001)</li> <li>– 005.001(003.9901.103)</li> <li>– 006.000(001.2125.001)</li> <li>– 006.001(001.9901.049)</li> <li>– 007.000(000.39000.029)</li> <li>– 007.000(000.9691.002)</li> </ul> </li> <li>2. Delete the gateway device from Operations Manager and add the IP address that is registered with Cisco Unified Communications Manager.</li> <li>3. Rediscover the Cisco Unified Communications Manager in Operations Manager.</li> </ol> <p><b>Note</b> 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 2 Known Problems in Operations Manager (continued)

Bug ID	Summary	Explanation
CSCs150238	Service Level View scalability needs to be improved	<p><b>Symptom</b> When there are large numbers of Call Manager Express (CME) clouds (greater than 150) or device nodes (greater than 150) in a single Cisco Call Manager (CCM) cluster, the Service Level View (SLV) client takes a long time to load and eventually hangs. The map view becomes illegible and cluttered.</p> <p><b>Conditions</b> This occurs when there are more than 150 CME clouds. It may also happen when there are 150 or more H323/MGCP/APPSEVER/SIPAPP/SRST devices in a single cluster. Only the gateways which are not configured under any RouteList-RouteGroup (RLRG) are shown in cluster view contributing to this issue. Gateways under RLRG do not affect the performance of the SLV Client. If the total number of devices (regardless of which cluster they are present in) exceed 150 in the SLV, the web browser starts slowing down and hangs at the end.</p> <p><b>Workaround</b> There is no workaround if you want to manage those 150+ CMEs or hundreds of gateways outside of RLRG. To use SLV, the large number of CMEs and the large CCM cluster should be deleted from Operations Manager. Or, you can deploy another Operations Manager Server to off-load part of the managed devices from this server.</p>
CSCs145776	The input field for the T1/E1 PRI channel status port/DS1 displays <i>null</i> .	<p>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>.</p> <p><b>Workaround</b> None.</p>
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><b>Workaround</b> None.</p>
CSCsj20070	SRST operations link does not open.	<p>The SRST page and the Service Level View may not open.</p> <p><b>Workaround</b> Restart the appropriate service:</p> <ul style="list-style-type: none"> <li>• For the SRST page, restart the SRSTServer service.</li> <li>• For the Service Level View, restart the Inventory Collector.</li> </ul>
CSCsk21700	Personalized reports are disabled after upgrading from Operations Manager 1.1 or 2.0.	<p>When you upgrade from Operations Manager 1.1 or 2.0 to 2.0.2, Personalized reports are disabled.</p> <p>This problem does not occur for Operations Manager 2.0.1 and later.</p> <p><b>Workaround</b> You must manually enable or disable the desired personalized reports.</p>

**Table 2**      **Known Problems in Operations Manager (continued)**

Bug ID	Summary	Explanation
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.  <b>Workaround:</b> 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.  <b>Workaround</b> When exporting reports to PDF format, make sure your system is using Acrobat Reader 7.x.
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.  <b>Workaround</b> 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.  <b>Workaround</b> 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.  <b>Workaround</b> 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.  <b>Workaround</b> None.

Table 2 Known Problems in Operations Manager (continued)

Bug ID	Summary	Explanation
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><b>Workaround</b> 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"> <li>• Current Number Of Licensed Subscribers as Not Available.</li> <li>• Maximum Number of Licensed Subscribers as Not Available.</li> <li>• Current Number of Inbox Licenses as Not Available.</li> <li>• Maximum Number of Inbox Licenses as Not Available.</li> <li>• 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).</li> </ul> <p><b>Workaround</b> Upgrade to Cisco Unity 4.2, then run RSK Configuration Wizard.</p> <p><b>Note</b> 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>
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><b>Workaround</b> None.</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><b>Workaround</b> None.</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><b>Workaround</b> Manually add Cisco Unity Express devices into Operations Manager.</p>

**Table 2**      **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"> <li>• Duplicate IP (might be generated for any type of device)</li> <li>• Events for media servers only: <ul style="list-style-type: none"> <li>– FanDown</li> <li>– FanDegraded</li> <li>– TemperatureSensorDown</li> <li>– TemperatureSensorDegraded</li> </ul> </li> </ul> <p><b>Workaround</b></p> <ul style="list-style-type: none"> <li>• Simply wait; the actual device type is reflected in the Device Type column when new events occur.</li> <li>• Look up the current state of a device from the Detailed Device View, which always displays the current state.</li> </ul>
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"> <li>• Source-to-Destination Packet Jitter.</li> <li>• Destination-to-Source Packet Jitter.</li> <li>• Average Latency.</li> </ul> <p>No other graphs are displayed.</p> <p><b>Workaround</b> None.</p>
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><b>Workaround</b> None.</p>

Table 2 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"> <li>• ALL devices become stuck in the Inventory Collection in Progress state.</li> <li>• All devices move to the unreachable state.</li> </ul>	<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><b>Workaround</b> Perform the following:</p> <ol style="list-style-type: none"> <li>1. Run <b>net stop crmdmgtd</b>.</li> <li>2. Wait 15 minutes.</li> <li>3. Run <b>net start crmdmgtd</b>.</li> </ol> <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 <b>brcontrol</b> command should show both DFM and VHM.</p> <p>For example:</p> <pre>C:\Program Files\CSCOPx\objects\smarts\bin&gt;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>

**Table 2**      **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><b>Workaround</b> 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"> <li>1. Change to a time zone for which Daylight Saving Time is applicable.</li> <li>2. Check the Automatically adjust for Daylight Saving Time changes check box, and click <b>Apply</b>.</li> </ol> <p>This will cause the registry key to disappear. Now switch the machine to its present time zone.</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><b>Workaround</b> None.</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><b>Workaround</b> 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>

Table 2 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><b>Workaround</b> For detailed instructions, access this bug through Cisco Software Bug Toolkit at <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a>. (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"> <li>• Enable the setting, Allow script-initiated windows without size or position constraints, for the security zone that the Operations Manager server is in.</li> <li>• Add the Operations Manager server site to the local intranet or trusted security zone.</li> </ul> <p><b>Note</b> 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>
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"> <li>• Down (2).</li> <li>• Testing (3) (If not suppressing testing-related alarms).</li> </ul> <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><b>Workaround</b> None.</p>

Table 2 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><b>Workaround</b> Upgrade the Cisco IOS version, or reboot the source device. For details, see CSCin66315 and CSCeb46870.</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><b>Workaround</b> Upgrade the CDP driver on the voice application server.</p> <ol style="list-style-type: none"> <li>Uninstall the CDP driver from the voice application server. Run the following command: <pre>C:\Program Files\Cisco\Bin&gt; cdpinstaller -v -u CISCO_CDP</pre> </li> <li>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"> <li>CDP.SYS (C:\Program Files\Cisco\Bin)</li> <li>CDPintf.dll (C:\WINNT\system32)</li> <li>CDPInstaller.exe</li> <li>CDP.inf</li> </ul> </li> <li>Install the new CDP driver by running the following command: <pre>C:\program files\Cisco\Bin&gt; cdpinstaller -v -1 "C:\Program Files\Cisco\Bin\cdp.inf" -c p -i CISCO_CDP</pre> </li> </ol>
CSCsb60614	Cluster name changes are not reflected in Operations Manager.	<p><b>Symptom</b> 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><b>Workaround</b> Delete the devices in the cluster from Operations Manager and then add the devices in again.</p>

# Resolved Problems

Table 3 describes problems that were fixed in this release.

**Table 3** Problems Resolved in Operations Manager 2.0.3

Bug ID	Summary	Explanation
CSCso77563	Alert details are slow and take a few minutes to show events in alert	Alert detail performance has been improved.
CSCso37711	EDV shows null after doing the manual clear of Alert	Values now display properly.
CSCsm97728	Personal report alerts dates are not formatted correctly and events	The last event time for alerts is now displayed with the date and time as hours:minutes:seconds . The time stamp is also displayed in the 24-hour Event History.
CSCsm60769	Bus fault monitoring leads to False ExcessiveDAFaults Events	
CSCsm54259	Bug to combine the following: CSCse38293 - Deactivated services should not generate ServiceDown alerts. CSCsm29162 - Operations Manager should unmanage CMM ISDN channels and CAS channels on VoiceGateway.	
CSCsm48383	Operations Manager 2.0.1 Gateway perf report, T1 PRI Channel # error)	
CSCsm41965	The alert vanish itself earlier than the default one from the SQA	
CSCsm40048	Admin should be able to stop the Personal Report created by others	<p><b>Problem</b> When a user who has configured a personalized report is deleted from the system (Administration-&gt;Add User - delete a user who has configured a personalized report), the personalized report continues to be generated for the user that does not exist in the system.</p> <p><b>Solution</b> With this fix, when a personalized report starts for an invalid user at the scheduled time it will not generate the report for this user and further report generation for the invalid user will stop. The personalized report data pertaining to this user is removed. If the same user needs to be added again, you must restart of the ITMDiagServer before adding the same user. To restart the ITMDiagServer, run the following from the command prompt:</p> <pre>pdterm ITMDiagServer pdexec ITMDiagServer</pre>

**Table 3** *Problems Resolved in Operations Manager 2.0.3 (continued)*

<b>Bug ID</b>	<b>Summary</b>	<b>Explanation</b>
CSCsm38908	Operations Manager Service Level View may show devices as undiscovered.	
CSCsm35825	Operations Manager generates false Utilization alert from VG248.	
CSCsm17558	Operations Manager 2.01 personalized report node-to-node jitter does not graph	
CSCsl80304	Cisco Unified Operations Manager User Guide 2.0.1 - File Ownership and Protection	The document has been updated on Cisco.com.
CSCsl78959	Operations Manager does not recognize MGPC device when no dial control is needed.	
CSCsl69535	Catalyst 6000 with WS-X6148A-RJ-45 modules are not shown as phone access switch	
CSCsl68004	Operations Manager Failing to Alarm on Unity UMR Mode	
CSCsl65158	Operations Manager "Total CPU Usage" Graph shows peaks every 3 hrs	
CSCsl54556	IP SLA SD/DS delay report is in absolute value not in percentage	
CSCsl52159	Notifications Criteria not saving critical when also warning selected.	
CSCsl45448	There is flooding of unresponsive events in Operations Manager	
CSCsl33622	N2N threshold param for pkt loss SD or DS percent is invalid	

Table 3 Problems Resolved in Operations Manager 2.0.3 (continued)

Bug ID	Summary	Explanation
CSCs131943	Upgrade issue: Managed state of voice services not retained.	<p><b>Problem</b> The managed state of all devices and components should be retained after upgrading.</p> <p><b>Conditions</b> Whether the managed state of the devices and components are retained automatically after upgrading depends on whether the Device Fault Manager (DFM) or Voice Health Monitor (VHM) model has changed in the new release. In the case of 2.0.3 upgrade, Because we support the upgrade from Operations Manager 2.0.2 to 2.0.3 only, and there is no model change in the DFM or VHM model from 2.0.2 to 2.0.3, the managed state of the devices and components in Operations Manager 2.0.2 are retained automatically after a 2.0.3 upgrade. If you perform an upgrade after 2.0.3 has been upgraded, you will need to use the utilities mentioned below to backup and restore your data repository files.</p> <p>The utility scripts are available in Operations Manager 2.0.3 only. You cannot use the script to backup managed state of the devices and components in Operations Manager 2.0.2.</p> <p><b>Solution</b> For future upgrades or patches, you can use a backup script which copies the device repository to a text (XML) file. If Operations Manager cannot use the device repository files (*.rps) after upgrading, you should rediscover the existing devices in Operations Manager, then run the restore script to resume the previous management state in Operations Manager. Suspended devices in Operations Manager are not backed up, since all components of unmanaged devices are in an unmanaged state in the incharge server.</p> <p>For details on how to use the two utilities, see <a href="#">Backup and Restore Utility, page 19</a>.</p>
CSCs121413	UnityPortHung threshold minimum is too high (1800seconds=30min)	
CSCs110134	Operations Manager generating too many files making the server run out of disk space	
CSCsk79942	Notification Group disappeared from UI after daemon restart	
CSCsk74295	Operations Manager 2.0.1 - GWs or App servers registered not in SLV	
CSCsk67469	Operations Manager 2.0.1 - SQA alerts don't accept * in phone extension field	
CSCsk30252	Priorities could not been set in Polling and Threshold	
CSCsk08027	Performance data not stored for 72 hours	

**Table 3** *Problems Resolved in Operations Manager 2.0.3 (continued)*

Bug ID	Summary	Explanation
CSCsj51309	CiscoCCMAttendentConsoleHeartBeatExceeded is misspelled	
CSCsi67461	ICMP Timeout on Operations Manager is displayed as error msg "SNMP Timeout"	
CSCsd56824	Selecting IPSLA capable devices in source tree gives error.	

## Documentation Updates

### Omissions

The Installation Guide for Cisco Unified Operations Manager 2.0.3 is missing information about requiring users to disable Cisco Security Agent before performing installation or upgrade procedures.

### Additions

The following changes were made to improve the documentation set:

- The Installation Guide now includes standalone Operations Manager server requirements as well as Operations Manager with Service Monitor requirements.
- Added information about Operations Manager counting registered, unregistered or suspect phones toward the license limit.
- Added the following information to the User Guide:

Cluster level events are newly supported in Notification for 2.0.3. To add the clusters for the Notification we need to select the clusters which is available under the group Cisco Unified Communications Manager or Cluster group. The cluster name's prefix is VE-. For the upgraded Operations Manager Notification groups, you need to edit and select the cluster to receive cluster level events if required.

### Backup and Restore Utility

The backup utility backs up the state of all components of monitored or partially monitored devices (all type of devices, Unified Communications Manager and Unity services, GW voice interfaces, and so on) in the Detailed Device View. It does not cover suspended devices.

The restore utility restores the managed states of non-suspended devices in the Detailed Device View.

The utilities are located in CSCOpX\objects\vhm\utilities.

#### Backup Utility

To run the backup utility, open a DOS prompt and enter:

```
% CSCOpX\objects\vhm\utilities\inventoryBackup default
```

Where *default* saves the managed states of *all* monitored and partially monitored devices in to the inventoryBackup file. There is no user input needed while the script is running.

If you prefer to enter a specific file name or a list specific device IPs, enter:

```
% CSCOpX\objects\vhm\utilities\inventoryBackup
```

The script prompts you to enter the file name and device information.

## Restore Utility

To run the restore utility, open a DOS prompt and enter:

```
% CSCOpX\objects\vhm\utilities\inventoryRestore default
```

Where *default* restores the data saved in the inventoryBackup.xml file. There is no user input needed while the script is running.

If you entered your own file name enter:

```
% CSCOpX\objects\vhm\utilities\inventoryRestore
```

The script prompts you to enter the file name you previously created using the backup utility.

# 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 4](#) describes the product documentation that is available.

**Table 4** *Product Documentation*

Document Title	Available Formats
<i>Supported Devices Table for Cisco Unified Operations Manager 2.0.3</i>	On Cisco.com at the following URL: <a href="http://www.cisco.com/en/US/products/ps6535/products_device_support_tables_list.html">http://www.cisco.com/en/US/products/ps6535/products_device_support_tables_list.html</a>
<i>Release Notes for Cisco Unified Operations Manager 2.0.3</i>	<ul style="list-style-type: none"> <li>In PDF on the product CD-ROM</li> <li>On Cisco.com at the following URL: <a href="http://www.cisco.com/en/US/products/ps6535/prod_release_notes_list.html">http://www.cisco.com/en/US/products/ps6535/prod_release_notes_list.html</a></li> </ul>
<i>Installation Guide for Cisco Unified Operations Manager (Includes Service Monitor) 2.0.3</i>	<ul style="list-style-type: none"> <li>In PDF on the product CD-ROM</li> <li>On Cisco.com at the following URL: <a href="http://www.cisco.com/en/US/products/ps6535/prod_installation_guides_list.html">http://www.cisco.com/en/US/products/ps6535/prod_installation_guides_list.html</a></li> </ul>
<i>User Guide for Cisco Unified Operations Manager 2.0.3</i>	<ul style="list-style-type: none"> <li>In PDF on the product CD-ROM</li> <li>On Cisco.com at the following URL: <a href="http://www.cisco.com/en/US/products/ps6535/products_user_guide_list.html">http://www.cisco.com/en/US/products/ps6535/products_user_guide_list.html</a></li> </ul>
Context-sensitive online help	<ul style="list-style-type: none"> <li>Select an option from the navigation tree, then click <b>Help</b></li> <li>Click the Help button on the page</li> </ul>

## 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 5 describes the additional documentation that is available.

**Table 5**      **Related Documentation**

Document Title	Available Formats
<i>Release Notes for Cisco Unified Service Monitor 2.0.1</i>	<ul style="list-style-type: none"> <li>PDF on the product CD-ROM</li> <li>On Cisco.com at the following URL: <a href="http://www.cisco.com/en/US/products/ps6536/prod_release_notes_list.html">http://www.cisco.com/en/US/products/ps6536/prod_release_notes_list.html</a></li> </ul>
<i>User Guide for Cisco Unified Service Monitor 2.0.1</i>	<ul style="list-style-type: none"> <li>PDF on the product CD-ROM</li> <li>On Cisco.com at the following URL: <a href="http://www.cisco.com/en/US/products/ps6536/products_user_guide_list.html">http://www.cisco.com/en/US/products/ps6536/products_user_guide_list.html</a></li> </ul>
<i>Release Notes for CiscoWorks Common Services 3.0.5 (Includes CiscoView 6.1.5) on Windows</i>	<ul style="list-style-type: none"> <li>PDF on the product CD-ROM</li> <li>On Cisco.com at the following URL: <a href="https://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.0.5/release/windows/notes/CWCS_RNW_305.html">https://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.0.5/release/windows/notes/CWCS_RNW_305.html</a></li> </ul>
<i>Installation and Setup Guide for Common Services 3.0.5 (Includes CiscoView) on Windows</i>	<ul style="list-style-type: none"> <li>PDF on the product CD-ROM</li> <li>On Cisco.com at the following URL: <a href="http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.0.5/installation/windows/guide/cs305igw_1.html">http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.0.5/installation/windows/guide/cs305igw_1.html</a></li> </ul>
<i>User Guide for CiscoWorks Common Services 3.0.5</i>	<ul style="list-style-type: none"> <li>PDF on the product CD-ROM</li> <li>On Cisco.com at the following URL: <a href="http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.0.5/user/guide/cs305ug.html">http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.0.5/user/guide/cs305ug.html</a></li> </ul>

## 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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