



Release Notes for Cisco Unified Operations Manager 2.1

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Changed Information

If you run Service Monitor 2.1 on the same server as Operations Manager 2.1, we strongly recommend you install the patch for CSCsv50189 - Service Monitor 2.1. This repairs the problem when QOVR process uses too much CPU.

High CPU usage is observed on the Cisco Unified Operations Manager server; the offending process is cwjava. The output of pdshow shows that the PID of this cwjava process relates to the QOVR process.



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This has been observed on servers where:

- Operations Manager and Service Monitor are both running.
- Service Monitor alone is running.

Use the following workaround:

Apply the patch from Cisco.com. (The patch provides a replacement axis.jar file.)

1. Log into Cisco.com.
2. Copy this URL to your browser and go:

<http://www.cisco.com/cgi-bin/tablebuild.pl/servmon>

3. Download the patch and the readme for "CSCsv50189 for Cisco Unified Service Monitor 2.1".
4. Follow the instructions in the readme file (README_CSCsv50189-1.0.txt) to install the patch.

New Features

Cisco Unified Operations Manager 2.1 includes the following new features:

- Incremental support for Cisco Unified Communications family of products.
- Support for the following new devices and voice applications:
 - Cisco Unified MeetingPlace 7.0
 - Cisco Unified Expert Advisor
 - Cisco Unified Customer Voice Portal 7.0
- Support for routers with SIP Gateways capability.
- Broader event scope and scale:
 - Broader Cisco Unified Communications Manager fault coverage by leveraging syslog messages and real-time monitoring threshold (RTMT) integration.
 - Improved system capability to process higher event rate.

For a list of supported events, see Table E-1 in the “Events Processed” appendix of the *User Guide for Cisco Unified Operations Manager*. For a list of deprecated events that have been removed to improve Operations Manager performance, see Table E-2 in the “Events Processed” appendix of the *User Guide for Cisco Unified Operations Manager*.

- Auto-discovery improvements that speed the discovery process by allowing various options such as:
 - Enable/disable Cisco Discovery Protocol (CDP) discovery.
 - Choice of single or multiple cluster discovery.
- Service Level View enhancements:
 - Gateways and application servers are automatically grouped if the quantities grow beyond a specified limit.
 - Cisco Unified Communications Manager Express and Cisco Unity Express information and status are displayed in the tabular form rather than in graphical form.
 - Unmanaged devices are grouped under a single group to reduce clutter.
- Phone Notifications—Capability to group phones for phone outage notifications.
- Additional documentation available on Cisco.com:

- Best practices for managing voice applications.
 - Deployment guide.
 - Web Services API for phone inventory export.
- See [Table 3 on page 25](#) for problems that are resolved in this release.

System Requirements

System requirements are documented in the [Installation Guide for Cisco Unified Operations Manager 2.1](#). For documentation updates after publication, see [Documentation Updates, page 28](#).

Installation Notes

Upgrade paths that were tested and are supported:

- Operations Manager, release 2.0 to 2.1
- Operations Manager, release 2.0.1 to 2.1
- Operations Manager, release 2.0.2 to 2.1
- Operations Manager, release 2.0.3 to 2.1
- Operations Manager, release 2.0.3 + Service Pack 1 to 2.1

The following paths for releases prior to 2.0 are recommended:

- Operations Manager, release 1.0 to 1.1, then to 2.0, then to 2.1
- Operations Manager, release 1.1 to 2.0, then to 2.1

For complete details on installation and upgrade procedures, see the [Installation Guide for Cisco Unified Operations Manager 2.1](#).

Important Notes

This section includes the following important notes:

- [Upgrade Issue from Operations Manager 2.0.x to 2.1, page 3](#)
- [Known IBM Server Problem, page 4](#)
- [Requirements for Operations Manager, page 4](#)
- [Memory Usage for Multiple Phone Reports, page 4](#)

Upgrade Issue from Operations Manager 2.0.x to 2.1

The Operations Manager 2.0.2 database may need to be unloaded and reloaded before the installation/upgrade. Sybase database failure problem can occur, causing the database to become corrupt, fail to validate, or grow too large (when it grows to over 10 GB, the backup procedure takes a long time). If your database shows any of the issues described, use the procedure in the installation guide to unload and reload the database. You must know your database password to perform this procedure. If you do not know your database password, contact your customer support representative.

For the step-by-step procedure, see “Handling Sybase Database Issues Before Installation for Operations Manager 2.1” in the *Installation Guide for Cisco Unified Operations Manager 2.1*.

Known IBM Server Problem

For IBM servers, the temperature sensor value in the Detailed Device View (DDV) may display as -1. The -1 should be interpreted as follows:

- The SNMP Agent software has not been properly integrated, or
- The vendor has not implemented the object ID (OID).

There is no workaround.

Requirements for Operations Manager

The software that you already have on the server may affect Operations Manager. Be sure to check the server and client requirements; see the *Installation Guide for Cisco Unified Operations Manager 2.1*.

Memory Usage for Multiple Phone Reports

Depending on the number of records reports, the system can only handle a certain number of large reports kept open at the same time. When a report is closed, the window task manager may not show Tomcat memory usage decreasing right away, but it will free up memory for new report to be opened. We recommend you close phone reports after you are finished with them to ensure system performance is not degraded.

Known Problems

[Table 1](#) describes the installation or upgrade, backup and restore, and other setup problems known to exist in this release.

[Table 2](#) describes other known problems that exist in this release.

Table 1 *Known Problems with Installation, Upgrade, Backup, Restore, and Setup in Operations Manager*

Bug ID	Summary	Explanation
CSCsy15313	Need to document that licensing is done by phones and devices	Operations Manager is actually limiting the number of devices. Operations Manager is licensed based on phones and there is a ratio of phones to devices to determine the device limit. Workaround: None.
CSCsv09130	Service Level View burst events cause Flash memory instability	The Service Level View client can become unresponsive and may start sending messages after triggering 700 to 2,000 device unresponsive burst events. This may be caused by a network connectivity issue to Operations Manager. Internet Explorer may crash in this situation. When large number of devices become unresponsive at the same time, a multitude of events are generated and the changes are pushed to the SLV client. This causes memory instability in the Flash module in Internet Explorer and display the following error dialog: "A script in this movie is causing Adobe Flash player 9 to run slowly. If it continues to run your computer may become unresponsive. Do you want to abort the script?" Workaround: Close all existing Service Level View clients and start a new client after the burst events have stopped. Any client which hangs should be closed and relaunched.
CSCsv30988	Operations Manager 2.1 IPCDiscovery using excessive CPU.	IPCDiscovery uses 99% of the CPU in the first run after a fresh installation/upgrade of Operations Manager 2.1. This problem is a rare occurrence. Workaround: Stop the autodiscovery process by clicking Cancel , then restart the autodiscovery.
CSCsv30367	Operations Manager 2.1 needs to toggle Service Monitor for cross-launch and Service Quality Alerts.	Service Monitor configured in Unified Communications Management Suite does not cross-launch. This problem occurs after an upgrade from Operations Manager 2.0.3 to 2.1. Workaround: Service Monitor must be toggled from active to inactive, then back to active in order to cross-launch. Select UC Management Suite > Service Monitor , click the Service Monitor you want to activate, click Edit , and then click Apply (without making any changes to the Service Monitor). This changes the Service Monitor status to active.
CSCsv29605	Large perf:Backup UI times out if the page is open for more than an hour.	Backup user interface times out if the page is open for more than one hour. This happens when the data to be backed up is huge. Workaround: Even though the user interface times out, the backup process is actually running on the server. Check the backup directory and backup log to determine the status.
CSCsu79668	Backing up to network drive not supported in Operations Manager.	Backup on a network drive is not supported. Even though the CLI is functional, its use is not recommended due network connectivity issues. As a result, the mapped network drive on the server will not be seen from the user interface for drive selection.

Table 1 Known Problems with Installation, Upgrade, Backup, Restore, and Setup in Operations Manager

Bug ID	Summary	Explanation
CSCsr95019	Internet Explorer may unexpectedly quit with error in module Mshtml.dll.	Install the latest security update for Internet Explorer. To do this, install all high-priority updates from the following Microsoft Update website: http://go.microsoft.com/?linkid=3646728 . The fix for this problem is included in security update 918899. For more information about security update 918899, open the following article number to view the article in the Microsoft Knowledge Base: 918899 (http://support.microsoft.com/kb/918899) MS06-042: Cumulative security update for Internet Explorer.
CSCsr62206	Operations Manager backup failure: Sybase dependency.	Use the steps documented in the installation guide on how to rebuild the database. See “Handling Sybase Database Issues Before Installation for Operations Manager 2.1” in the <i>Installation Guide for Cisco Unified Operations Manager</i> .
CSCsr58990	Uninstalling gives errors	<p>During uninstallation, the Common Services installation framework stops the daemon manager and then deletes all the files. If some process is not stopped properly then you will see the following error messages during uninstallation and the files XXXX.jar and YYYY.dll depends upon the process which was not stopped properly.</p> <pre>/XXXX.jar . The process can not access the file because it is being used by another process" /YYYY.dll. Access is denied.</pre> <p>Workaround: Click OK and proceed with the uninstallation. At the end of the uninstallation, you will need to manually cleanup the remaining files in CSCOpX folder.</p>
CSCsr52433	Service Level View does not display CUCM not running CallManager service	<p>CallManager (CCM and CUCM) does not display in Service Level View if the CallManager service has never been activated.</p> <p>Workaround: Temporarily activate and deactivate the CallManager service and issue the following commands at the Windows command prompt of the Operations Manager server:</p> <pre> pdterm SIRServer pdexec TopoServer</pre>

Table 1 **Known Problems with Installation, Upgrade, Backup, Restore, and Setup in Operations Manager**

Bug ID	Summary	Explanation
CSCsr21803	Service Statistics Manager stops collecting data or cannot create monitor elements.	<p>Cisco Unified Service Statistics Manager (SSM) stops collecting data from Operations Manager, Service Monitor, or both. This happens after Operations Manager, Service Monitor, or both are reinstalled to folders that are different from those in which they were located when Service Statistics Manager performed discovery. For example, the problem happens as follows:</p> <ol style="list-style-type: none"> 1. Operations Manager is located in C:\Program Files\CSCOPx. 2. Service Statistics Manager performs discovery. 3. Operations Manager is reinstalled and, in place of C:\Program Files\CSCOPx, the following destination location is selected: C:\CSCOPx. 4. When polling for new data, the SSM agent continues to use the original path, C:\Program Files\CSCOPx, to look for the Operations Manager files and database. <p>Workaround: In a coresident system where SSM coresides with Operations Manager and/or Service Monitor, edit configuration files and update the path to Operations Manager, Service Monitor, or both on each system as follows:</p> <ol style="list-style-type: none"> 1. Change the paths as needed in both of these files: <ul style="list-style-type: none"> - <Service Statistics Manager Installation Directory>\pw\custom\conf\ciscodeetails.conf - <Service Statistics Manager Installation Directory>\pw\custom\conf\pnagent.conf 2. Restart the server: <ul style="list-style-type: none"> - Select Start > Cisco Unified Service Statistics Manager > Stop Server - Select Start > Cisco Unified Service Statistics Manager > Stop Server <p>On a remote system where SSM Agent is installed:</p> <ol style="list-style-type: none"> 1. Change the paths as needed in both of these files: <ul style="list-style-type: none"> - <SSM Agent Installation Directory>\Agent\custom\conf\ciscodeetails.conf - <SSM Agent Installation Directory>\Agent\custom\sconf\pnagent.conf 2. On a system where SSM Administration Console is installed: <ol style="list-style-type: none"> a. Log in to the SSM Administration Console. b. Expand the Advanced Options and SSM Agent folders. c. Right-click the IP address for the remote SSM agent and select Restart Agent.

Table 1 Known Problems with Installation, Upgrade, Backup, Restore, and Setup in Operations Manager

Bug ID	Summary	Explanation
CSCsq86226	Operations Manager 2.1 Backup Restore issues.	<p>Restore does not restore the following configuration settings:</p> <ul style="list-style-type: none"> • Export Settings of the following reports not restored <ul style="list-style-type: none"> – Alert and Event History – Service Quality History – IP Phones and Applications – Video Phones • All Export settings disabled for Personalized Report • IP Phone Major Discovery Schedule not updated. <p>Workaround: Manually configure the Export settings and other settings after Restore.</p>
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 issue after upgrading from Operations Manager 2.0.1 plus SP1.</p> <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+ Service Pack 1 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: Restart TopoServer. Run the following commands:</p> <pre>pdterm TopoServer pdexec TopoServer</pre>
CSCsk21700	Minor Issues with upgrade from OM 2.0 to OM 2.0.1.	<p>Personalized reports are disabled after upgrading from Operations Manager 1.1 or 2.0. This problem does not occur for Operations Manager 2.0.1 and later.</p> <p>Workaround: You must manually enable or disable the desired personalized reports.</p>

Table 1 Known Problems with Installation, Upgrade, Backup, Restore, and Setup in Operations Manager

Bug ID	Summary	Explanation
CSCsh72308	VHMIntegrator memory leak.	<p>Unable to launch Detailed Device View (DDV). DDV.log contains the following: FATAL DDV Ajp13Processor[9009][1] DDVVHMInteractor DDVVHMInteractor null Error returned by VHMI is:com.cisco.nm.xml.ctm.common.CTMException: URN_NOT_FOUND : urn "Interactor_URN" : Not found !! ERROR DDV Ajp13Processor[9009][1] DDVAction perform null The CTM module or the Interactor module is currently down, please report this problem to the system administrator.</p> <p>Error.log contains the following: Internal error: Cannot get device information from PTM. This has been observed with Operations Manager.</p> <p>Workaround: Download the CUOMWindowsWMIPatch.zip patch on Cisco.com in the following location: http://www.cisco.com/cgi-bin/tablebuild.pl/cuom20</p>
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: 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>

Table 2 describes other known problems that exist in this release. For information on installation or upgrade, backup and restore, and other setup problems, see Table 1.

Table 2 Known Problems in Operations Manager

Bug ID	Summary	Explanation
CSCsv33965	HOT14 - L and VL - IPIF Major Discovery Hang.	IP Phone Discovery hangs. When you select Device Management > Inventory Collection > IP Phone > Collection Status the phrase “Discovery in progress... display does not disappear” displays. This can happen when a device does not close its connections properly. Workaround: Restart the device. You can open a command prompt on the Operations Manager server and run the netstat command to identify the device which has a high number of open HTTP connections.
CSCsv29289	Inconsistency in data collected by GSU.	The primary rate interface (PRI) utilization for Unified Communications Manager incorrectly considers D channels of the registered gateways for utilization calculation. There are PRI's registered to the CCMs. Workaround: None. Operations Manager reports the utilization of the CCM PRI (from the registered gateways) based on the total channels including the D Channel. Therefore, the total channels considered while calculating utilization is one more per PRI, which will result in lesser utilization than actual.
CSCsu91758	Fault History report contains invalid event ID.	Some event ID numbers may display incorrectly when the Alert and Event History Report is displayed in an Excel spreadsheet. This occurs if the event ID contains certain numbers. The wrong format is a result of an Excel limitation which displays numbers such as 00003E8 as 3.00E+08. Workaround: Open the report in a text reader such as Notepad or Wordpad, which will show the right event ID.
CSCsu73512	SIP application servers connected by SIP trunk do not show up in the Service Level View.	The SIP application is not shown on Service Level View. If the SIP application is configured as part of route list/route group, then it is shown in the Route List report in the Service Level View. Workaround: None.

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

Bug ID	Summary	Explanation
CSCsu74459	RPC communication is still on between Operations Manager and Cisco Unity device even though the device is not managed.	<p>RPC keep alive packets are exchanged between Unity devices and Operations Manager server even after the devices are deleted from the server. For example, the Unity server was managed by Operations Manager, then deleted later but RPC packet continue to be exchanged.</p> <p>This happens when the Cisco Unity device status is initially marked Fully Managed in Operations Manager but later the device is deleted from Operations Manager.</p> <p>Workaround: Restarting daemon manager resolves this issue.</p> <ol style="list-style-type: none"> 1. Stop the CiscoWorks daemon manager by entering net stop crmdmgt. 2. Wait 1 to 15 minutes for the daemon to stop. 3. Start the Ciscoworks daemon manager by entering: net start crmdmgt.
CSCsu73548	Operations Manager counts phones with multiple extensions wrongly.	<p>Operations Manager shows separate records for each phone line (extension number) in phone reports.</p> <p>This happens randomly when there are multiline phones with same extension. The expected behavior is that only single row will be shown for multiline phones with same extension.</p> <p>Workaround: None.</p> <p>Operations Manager doesn't show multiline phones with same extension numbers as different records in the All Phones report. Operations Manager some times shows some of the multiline phones with same extension as two different records which is not expected behavior. The physical phone count will be not be affected because of this.</p>
CSCsu73532	Operations Manager cannot monitor Extension Mobility enabled phones.	<p>Some of the Extension Mobility phones are missing in the Operations Manager Phone report. Extension mobility phones exist in the network.</p> <p>Workaround: None.</p> <p>Operations Manager currently doesn't support Extension Mobility Phones in Unified Communications Manager due to lack of MIB instrumentation in Unified Communications Manager.</p>

Table 2 Known Problems in Operations Manager (continued)

Bug ID	Summary	Explanation
CSCsu69664	Phone unregistration status issue.	<p>Phone status changes are not getting updated in the phone reports. This occurs when there are large numbers of phones in the system.</p> <p>Workaround: To increase the value of <code>ccmPhoneStatusUpdatePeriod</code> (changed from <code>ccmPhoneStatusUpdateStorePeriod</code>) to 3600, perform a SNMP set from the Device center view where the values are set as follows:</p> <ul style="list-style-type: none"> Object ID: .1.3.6.1.4.1.9.9.156.1.9.5.0 Object Type: Integer Value: 3600 <p>For example, <code>snmpset [-d] [-p port] [-r retry] [-t timeout] -v 2 host community ccmPhoneStatusUpdateStorePeriod Integer 3600</code></p>
CSCsu69638	Phone Selection issue in PR.	<p>An error displays in Personalized Reports when selecting more than 5,000 records in PR phone adding.</p> <p>Workaround: To fix this problem:</p> <ol style="list-style-type: none"> Select Notification > Notification Criteria > ADD > Add Phone-Based Criterion, then select the phones. Selected phones will appear in the text box. Copy the selected phones to Notepad. Select Personalized Report > Configure Report. Select phones and add the phones From Known list. Paste previously selected phone records to the text box. Click on Apply. Phones are added to the Personalized Report. Click Save to save the Personalized Report.
CSCsu69504	Service Level View Adobe Flash Client Crash.	<p>In some desktops, where DEP is enabled or improper Adobe Flash plug-in installation is present or IE crashes while visiting some of the Adobe Flash enabled sites, the Service Level View client may crash after few hours. This can happen often with Adobe Flash Player 9, and rarely with Adobe Flash Player 8.</p> <p>Workaround: Relaunch the Service Level View client to continue using it.</p>
CSCsu69477	IPIU Phone count reduced to 0.	<p>Phone count in the system becomes 0 when phone major discoveries schedules are deleted and there is no major discovery scheduled for the entire day.</p> <p>Workaround: Need to have at least one major discovery cycle of major discovery scheduled in a day. To avoid this issue, do not delete any of the default schedules.</p>
CSCsu56088	After manually clearing alert AAD shows old age for new event	<p>If you manually cleared an alert, the alert age continues to increment based on the alert age before it was manually cleared.</p> <p>Workaround: None. To be fixed in 2.2</p>

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

Bug ID	Summary	Explanation
CSCsu50989	Dashboards hang during device rediscovery.	<p>While device discovery is occurring, some of the dashboards in Operations Manager respond very slowly and some time hang, get stuck and stop at a gray page, or displays a Page Not Found error. This happens through out the complete discovery cycle.</p> <p>There is no work around. Dashboards will respond more quickly after the discovery is complete.</p>
CSCsu35212	Managed Views enabling is not consistent.	<p>When subgroups are added via OGS under a supergroup for which all views (Service Level View, Alerts and Events display, and so on) are already enabled, by default the sub-groups also have their views enabled when created. Though the managed views page shows as if the sub-groups also have the views enabled, they are not seen in Service Level View.</p> <p>Workaround: After creating the subgroups, make sure that you deselect the check boxes which are automatically selected during subgroup creation and click on Apply. Then reselect the subgroups and click Apply. This should fix the issue and all subgroups should appear in Service Level View, Alert and Events display, and all displays.</p>
CSCsu22879	Previous and Next buttons are disabled after Search option in Cisco Unified Communications Manager Express Report.	<p>While doing a search on Service Level View reports (Cisco Unified Communications Manager Express Report, Unmanaged Report, Gateway Report, and so on, except for RLRG Report), the Next button is disabled no allowing you to go to the next result page. Clicking Clear again when the normal report is loaded clears the results off, but the Next button is still disabled.</p> <p>Workaround: In search result mode, when the Next button is disabled, you can change the page size to include more entries in a single page. You can also refine the search to reduce the search results to one page. After clicking Clear, if the Next button is disabled, refresh the browser by clicking F5 resolves this issue.</p>
CSCsu22811	UserCleared and Acknowledged updates don't show on the user interface immediately.	<p>If the user selects certain events in the events display and then manually clears or acknowledges them then it may happen that the status does not change from Active to UserCleared or Acknowledged immediately for all the selected events. Some events can show the status as UserCleared/Acknowledged, where some will still show the status as Active.</p> <p>The problem will be more prominent if the events to be cleared/acknowledged are greater in number as some time will be taken to process them.</p> <p>Workaround: To update status, click the Refresh button on that page. There is no automatic refresh of events display.</p>

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

Bug ID	Summary	Explanation
CSCsr96863	Operations Manager generates CTILinkDown active/clear event pair when CTI mgr is up.	<p>Operations Manager generates CTILinkDown active event followed by CTILinkDown clear event when Cisco CTIManager service status is changed.</p> <p>This occurs when CCM is monitored by Operations Manager, if Cisco CTIManager service on CCM is stopped/deactivated, started/activated, Operations Manager may generate CTILinkDown active event then generate CTILinkDown clear event after couple of minutes.</p> <p>Workaround: None.</p>
CSCsr84351	Operations Manager 2.1 InventoryCollector shutting down in pdshow and UI.	<p>InventoryCollector process is showing shutdown by pdshow command. But device addition and deletion are all going fine.</p> <p>Workaround: Communication between CS registry and process start command has broken. Restarting process again resolves the issue.</p>
CSCsr59911	Selecting Location in Performance shows error.	<p>In a network that consists of a medium load (10,000 phones and 1,000 devices), when you click on the location for any Cisco Unified Communications Manager in a cluster with close to 500 locations it may not show all the locations configured in the system, but shows an error.</p> <p>This happens only with IE version < 7 and when the number of locations configured on the CCM are more than 375.</p> <p>Workaround: Manually enter the location name (instead of clicking on the popup), then launch the graph.</p>

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

Bug ID	Summary	Explanation
CSCsr48109	Polling leaves gaps in data collection.	<p>On a medium/large Operations Manager machine the performance polling may miss some cycles and cause gaps in data collection. This occurs when voice utilization settings are enabled for multiple groups like Unified Communications Managers or gateways, and if the number of devices are more than 200. This can be observed in the data csv files in NMSROOT\data\gsu_#GSUDATA#_ folder. The device-specific CSV file will have data with some timestamps missed. For example, for a default polling interval of 4 minutes, you may see data gaps in the range of 8 or 12 minutes or multiples of 4 minutes. Ideally the data should be spaced 4 minutes apart and no more. This effect will be reflected in the Detailed Device View and performance graphs where the timestamp gaps are indicated.</p> <p>Workaround: On Operations Manager where many devices are getting polled (usually medium/large), we recommend you increase the number of collector threads. For devices in the range of 300 to 600, the number should be around 40 collector threads and for large machines with more than 600 devices, the number should be 60. This parameter is configurable in the file gpf.properties under NMSROOT\gpf\ folder. The parameter to be modified is "NumOfDCThread". The default value is 15.</p> <p>The problem does not occur if the polling is not enabled for multiple groups. If the specific group where the polling settings are enabled (like call managers) have many devices the problem is seen. This problem has been reported in a performance setup and currently no customer has reported this issue.</p>
CSCsr45509	DFM and Operations Manager hang with more than two page files on the system.	<p>InventoryCollection stops processing at 10% and the brcontrol execution stops processing with high CPU consumption. This occurs when your system has more than two page files.</p> <p>Workaround: Configure the system with two page files or less.</p>
CSCsr23045	Auto Discovery hangs, no transition to Inventory Collection.	<p>Auto-Discovery stops processing and doesn't proceed to inventory collection.</p> <p>Workaround: Restart Auto Discovery by pressing the Cancel button in the Device Management user interface.</p>
CSCsr20195	Operations Manager does not support more than two page files on the system.	<p>Inventory Collection is stuck at 10% and the brcontrol execution gets stuck with high CPU consumption. This is a limitation of the Operations Manager due to the SMART server.</p> <p>This occurs when the system has more than two page files.</p> <p>Workaround: Do not use more than two page files on the operating system.</p>
CSCsq21596	SIP Trunks between Unified Communications Manager clusters should display as an ICT cloud.	<p>SIP trunks are displayed as endpoints in Service Level View, whereas H.323 intercluster trunks are shown as a cloud in the Service Level View. Clicking the ICT cloud displays the topology cluster of the remote Unified Communications Manager cluster.</p> <p>This has been observed with Cisco Unified Operations Manager.</p> <p>Workaround: None.</p>

Table 2 Known Problems in Operations Manager (continued)

Bug ID	Summary	Explanation
CSCsq04884	SIP-based CME is not discovered as CME nor is it displayed as CME in the Service Level View.	<p>This problem is related to CSCso92226; CCMEEnabled is not set to true for SIP Communications Manager Express.</p> <p>Workaround: Create a dummy "telephony config" on the CME device and then discover it in Operations Manager. Use the "telephony-service" command in config mode to enable skinny-based CME on the gateway.</p>
CSCsq00168	Alert Details page shows only first 1,000 events.	<p>When over 1,000 events occur or exist for an alert, the Alert Details page for that alert displays only the first 1,000 events. The remaining events are not displayed.</p> <p>Workaround: The remaining events can be seen in Fault History by launching the report for that alert ID.</p>
CSCso67158	An error is displayed when the Operations Manager credential is changed in Cisco Unified Service Statistics Manager > Modify.	<p>A confusing message displays when using the Cisco Unified Statistics Manager > Modify window: "Unable to validate CUSSM license information. Please check the OM licensing info..."</p> <p>Workaround: Change the Operations Manager password to the original password that Service Statistics Manager used to discover Operations Manager.</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 Media Gateway Control Protocol (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: Upgrade the gateway to Cisco IOS version 12.4(17a) or higher, then rediscover the device in Operations Manager.</p>
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>

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"> 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: 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 reasons 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>When there are large numbers of Cisco Unified Communications Manager Express (CME) clouds (greater than 150) or device nodes (greater than 150) in a single Cisco Unified Communications Manager (CCM) cluster, the Service Level View client takes a long time to load and eventually hangs. The map view becomes illegible and cluttered.</p> <p>This occurs when there are more than 150 Cisco Unified Communications Manager Express clouds. It may also happen when there are 150 or more H323/MGCP/APPSERVER/SIPAPP/SRST devices in a single cluster. Only the gateways which are not configured under any RouteList-RouteGroup (RLRG) are shown in a cluster view contributing to this issue. Gateways under RLRG do not affect the performance of the Service Level View client. If the total number of devices (regardless of which cluster they are present in) exceeds 150 in the Service Level View, the web browser starts slowing down and hangs at the end.</p> <p>Workaround: There is no workaround if you want to manage those 150+ Cisco Unified Communications Manager Express devices or hundreds of gateways outside of Route List/Route Group. In order to use the Service Level View, you should delete some of the from Operations Manager. Or, you can deploy another Operations Manager server to offload a portion of the managed devices from this server.</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>Workaround: None.</p>
CSCsj20070	SRST operations link does not open.	<p>The SRST page and the Service Level View may not open.</p> <p>Workaround Restart the appropriate service:</p> <ul style="list-style-type: none"> • For the SRST page, restart the SRSTServer service. • For the Service Level View, restart the Inventory Collector.
CSCsk85046	Operations Manager: A&E CTILinkDown present on non CTI based servers.	<p>Operations Manager generates CTILinkdown failures in Alert and Events for servers which do not run CTI Manager services (Music On Hold Servers). Operations Manager reports this as a CTILinkDown instead of a CTIServicedown. There is also no provision to disable this message in the Detailed Device View, so there is no way to stop the false alarms.</p> <p>Conditions This occurs when any Unified Communications Manager with CTI Services disabled.</p> <p>Workaround: None.</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. Workaround: None.
CSCsi10168	Exporting reports to PDF format generates the filename as "export.pdf."	When exporting reports to PDF format, the filename 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.
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.
CSCse78310	Detailed Device View for Cisco Unity devices displays incorrect information.	For Cisco Unity releases prior to 4.2, the Detailed Device View shows the following: <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). Workaround: Upgrade to Cisco Unity 4.2, then run RSK Configuration Wizard. 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.
CSCse75607	Unreachable devices are displayed in Operations Manager device management.	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. This occurs because the device was responding to SNMP queries during automatic discovery, then did not respond to SNMP queries during inventory collection. Workaround: None.
CSCsd58055	The Devices report may show a device's capability as UnknownMDFTYPE.	The Devices report displays a device's capability as UnknownMDFTYPE when the device is not supported by Operations Manager. Workaround: None.

Table 2 Known Problems in Operations Manager (continued)

Bug ID	Summary	Explanation
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: Manually add Cisco Unity Express devices into Operations Manager.</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.
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. Workaround: 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. Workaround: 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"> • 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: Perform the following:</p> <ol style="list-style-type: none"> 1. Run net stop crmdmgtd. 2. Wait 15 minutes. 3. Run net start crmdmgtd. <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>

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>Workaround: 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>
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>
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: 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
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>
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: Upgrade the Cisco IOS version, or reboot the source device. For details, see CSCin66315 and CSCeb46870.</p>

Table 2 Known Problems in Operations Manager (continued)

Bug ID	Summary	Explanation
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 an 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: Upgrade the CDP driver on the voice application server.</p> <ol style="list-style-type: none"> 1. Uninstall the CDP driver from the voice application server. 2. Run the following command: <pre>C:\Program Files\Cisco\Bin> cdpininstaller -v -u CISCO_CDP</pre> 3. 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) • CDPIInstaller.exe • CDP.inf 4. Install the new CDP driver by running the following command: <pre>C:\program files\Cisco\Bin> cdpininstaller -v -l "C:\Program Files\Cisco\Bin\cdp.inf" -c p -i CISCO_CDP</pre>
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: Delete the devices in the cluster from Operations Manager and then add the devices in again.</p>
CSCeb62542	cdspCardsStatusTable is not populated.	<p>No DSP records display 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>

Table 2 Known Problems in Operations Manager (continued)

Bug ID	Summary	Explanation
CSCdm87395	No support for CISCO-POP-MGMT MIB on 2600 platform	<p>The 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. Gateway Statistics Utility (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>

Resolved Problems

The Operations Manager 2.1 release is focused on quality improvements and software fixes that are not all listed here for the sake of brevity. For information on bugs that are not included below, see the Cisco Software Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>.

Table 3 describes problems that were fixed in this release.

Table 3 Problems Resolved in Operations Manager 2.1

Bug ID	Summary
CSCsv10727	Operations Manager 2.0.3—Cisco Unified Communications Manager Voices Service not discovered.
CSCsv01560	Operations Manager generates false cpuUtilizationExceeded alerts for IPCC device.
CSCsu79668	Backing up to network drive not supported in Operations Manager.
CSCsu47567	On Multiprocessor system, cpuUtiliExceeded event raised incorrectly.
CSCsr63368	[Medium N/W]HOT-7:Service Level View Nag message, IE Client using excessive CPU memory, IE Client Memory.
CSCsr50334	Multiple wildcard entries in autodevice selection filtering not working.
CSCsr39600	Cisco Unified Communications Manager 6.1.2 clusters are not displayed in Service Level View in the topology.
CSCsr36968	Operations Manager 2.0.3 DDV Total CTI Ports shows N/A.
CSCsq96511	Alerts stay longer than 24 hours in the PAD.
CSCsq94793	Service Level View shows informational icons when there are no active informational events.
CSCsq87218	ServiceDown alerts reappear for CUPS server.
CSCsq75839	Service level View -Suspend/Resume device does not work.
CSCsq68725	Operations Manager 2.04 patch does not update the Operations Manager version table.
CSCsq58654	Operations Manager 2.0.1 DDV parameters shown as N/A.
CSCsq52461	On Demand MWi test is failing with timeout error.

Table 3 Problems Resolved in Operations Manager 2.1 (continued)

Bug ID	Summary
CSCsq48004	CTIDeviceNotRegistered alert displayed incorrectly.
CSCsq04950	Performance & DDV issues in CUC 7.0.
CSCso95458	Notification should process based on customized severity.
CSCso88394	Operations Manager error 404 URN Not Found on UI logon (System Readiness check).
CSCso82612	Unity Failover event is raised when Active Directory generates event 1047.
CSCso77563	Alert details are slow and take a few minutes to show events in alert.
CSCso75841	Alert and Events display: "DynAPI reported an error" error message shown sometimes.
CSCso71375	Devices added by hostname in Common Services unreachable in Operations Manager.
CSCso52082	Notification Criteria Group sender address should not contain spaces.
CSCso50197	False Service Down event during manual/scheduled rediscovery of Unified Communications Manager.
CSCso46528	Need both voice utilization and total (voice+nonVoice) E1 utilization.
CSCso44602	Synthetic Tests can lead to exhaustion of UDP ports.
CSCso32120	Operations Manager 2.0.1 does not support device WS-C3560-8PC.
CSCso19564	Device unreachable due to Data Collector Request Timeout.
CSCso14156	Managed State of MeetingPlace process cannot be changed.
CSCso02497	Operations Manager unnecessary monitoring of Cisco Unity Tray Status service.
CSCso00451	Operations Manager reporting CPU utilization values > 100% for CCM.
CSCsm78379	Operations Manager 2.01—vg CUE discovery dial-peer/destination pattern mismatch.
CSCsm68971	Cisco Unified Communications Manager 3.x nodes partially monitored due to Http Server Down.
CSCsm66899	When a large number of phones and devices are configured in a Personalized Report, the report does not work.
CSCsm41449	Personalized Report export time and email notifications editing is not updated after 24 hours.
CSCsm31992	Interface of Cisco Unified Communications Manager cannot be set to unmanaged.
CSCsm27966	Warning event creates the critical alert.
CSCsl42379	Threshold Parameter window does not show fully.
CSCsl45776	The input field for the T1/E1 PRI channel status port/DS1 displays <i>null</i> .
CSCsl21735	Operations Manager 2.0.1 High winmgt CPU on CCM 4.2.3 with CCM-OS-OptionalSecurity enabled.
CSCsk98635	Need parameter in Preferences to define Sending Account for Reports.
CSCsk85046	Operations Manager: A&E CTILinkDown present on non CTI based servers.
CSCsk30252	Priorities could not been set in Polling and Threshold.
CSCsk18904	Traps are not generated for some events with multiple Notification group.
CSCsk13692	Customized event description is not reflecting in outbound notifications.
CSCsj87183	Telepresence IPSLA: Operations Manager configuration alerts.
CSCsj83782	Need Notification from Operations Manager on IP Phone unregister event.
CSCsj60409	IP phone switch and port information not displayed for trunk ports.
CSCsj58984	Operations Manager threshold settings are not specific to disk partitions.

Table 3 *Problems Resolved in Operations Manager 2.1 (continued)*

Bug ID	Summary
CSCsj11175	OM does not have capability to track patches or engineering specials
CSCsi48829	Operations Manager does not process Code Yellow syslog traps from Windows CCM.
CSCsh87932	Operations Manager reports wrong Speed and Duplex for CCM nodes.
CSCsh72790	Port event is showing as coming from another device
CSCsh07060	CM 5.0(4) Free Memory totals seem wrong cluster wide. This was fixed on CCM 6.1 only.
CSCsg70937	Click to launch Service Monitor from Monitoring Dashboard launch local Service Monitor.
CSCsd47741	Phone Reachability alarms notification does not work.

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 2.1</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 2.1</i>	<ul style="list-style-type: none"> In PDF on the product CD-ROM On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps6535/prod_release_notes_list.html
<i>Installation Guide for Cisco Unified Operations Manager 2.1</i>	<ul style="list-style-type: none"> In PDF on the product CD-ROM On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps6535/prod_installation_guides_list.html
<i>User Guide for Cisco Unified Operations Manager 2.1</i>	<ul style="list-style-type: none"> In PDF on the product CD-ROM On Cisco.com at the following URL: http://www.cisco.com/en/US/products/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

Documentation Updates

The following errors exist in the Operations Manager online help:

- The PDF export option is removed from Alert, Event, and Service Quality event history reports.
- The Monitoring Dashboard > IP Phone Status menu name has changed to IP Phone Outage Status. Also in all the associated reports the subtitle has changed to IP Phone Outage Status.
- Illustrations in the online help may not be accurate. See the *User Guide for Cisco Unified Operations Manager 2.1* on Cisco.com for the most up-to-date illustrations.
- 2.1 no longer supports the DB Replication Failure alert from Unified Communications Manager version 4.x.

Documentation updates were made to the Supported Device Table and the User Guide.

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 2.1</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 2.1</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
<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

Table 5 **Related Documentation (continued)**

Document Title	Available Formats
<i>User Guide for Cisco Unified Service Statistics Manager 1.1</i>	On Cisco.com at the following URL: http://cisco.com/en/US/docs/net_mgmt/cisco_unified_service_statistics_manager/1.1/user/guide/UserGuideforCiscoUnifiedServiceStatisticsManager.html
<i>Installation Guide for Cisco Unified Provisioning Manager 1.3</i>	On Cisco.com at the following URL: http://cisco.com/en/US/docs/net_mgmt/cisco_unified_provisioning_manager/1.3/installation/guide/IG_CUPM.html

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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SUPPLEMENTAL LICENSE AGREEMENT

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 - Cisco Unified Operations Manager: May be installed on a server in Customer's network management environment. Contains shared resources used by other components in this bundle. In many cases, all components in this bundle can be installed on a single server.

- Cisco Unified Service Monitor: May be installed on a server in Customer's network management environment.

For each Software license granted, Customers may install and run the software on a single server to manage the number of IP phones specified in the license file provided with the software, or as specified in the Software License Claim Certificate. Customers whose requirements exceed the IP phone limit must purchase upgrade licenses or additional copies of the software. The IP phone limit is enforced by license registration.

- **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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