



# Release Notes for CVDM-C6500

---

These release notes provide:

- [Description, page 1](#)
- [Product Documentation, page 2](#)
- [Installing the Application, page 2](#)
- [Launching the Application, page 3](#)
- [Known Problems, page 6](#)
- [Obtaining Documentation, page 13](#)
- [Documentation Feedback, page 14](#)
- [Obtaining Technical Assistance, page 14](#)
- [Obtaining Additional Publications and Information, page 16](#)

## Description

CiscoView Device Manager for the Cisco Catalyst 6500 Series Switch (CVDM-C6500) resides in the switch and manages several Layer 2 and Layer 3 features for a single chassis. A task-based tool, CiscoView Device Manager eases the initial setup and deployment of end-to-end services across modules by offering configuration templates based on recommended practices. It provides a



---

**Corporate Headquarters:**  
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Copyright © 2004 Cisco Systems, Inc. All rights reserved.

graphical representation of the VLAN, and a single launch point for multiple module managers. CVDM-C6500 has a small footprint that can be downloaded and installed in the supervisor engine Flash memory.

## Product Documentation

Table 1 describes the product documentation that is available.

**Table 1** Product Documentation

| Document Title   | Available Formats   |
|--|---|
| <i>User Guide for CiscoView Device Manager for the Cisco Catalyst 6500 Series Switch (CVDM-C6500) 1.0</i>      | This document is available on Cisco.com at this URL:<br><a href="http://www.cisco.com/go/cvdm">http://www.cisco.com/go/cvdm</a>   |
| <i>ReadMe Document for CiscoView Device Manager for the Cisco Catalyst 6500 Series Switch (CVDM-C6500) 1.0</i> | This document is available if you download CVDM-C6500 from the software download site. To reach the CVDM-C6500 download site, click the Software Center link from this URL:<br><a href="http://www.cisco.com/go/cvdm">http://www.cisco.com/go/cvdm</a><br><br><b>Note</b> It is important that you read this document before downloading and installing CVDM-C6500 from the software download site. |
| Context-sensitive online help  | Click the Help button from any dialog box within the application.   |

## Installing the Application

You can download CVDM-C6500, any published patches, and their readme files from the Software Center site. You can reach the CVDM-C6500 download site by clicking the Software Center link from this URL:

<http://www.cisco.com/go/cvdm>

Refer to *ReadMe Document for CVDM-C6500* for important hardware and software requirements, as well as installation instructions for CVDM-C6500.

# Launching the Application

- Step 1** Open a browser.
- Step 2** In your browser, enter the IP address or DNS hostname of the device. The Enter Network Password dialog box appears.



**Note** If you are using a Cisco IOS 12.1.(13)E image, enter the following:

```
http://<ip-address>/flash/cv/applet.html?dynarchives=cvdm-c6500-1.0.sg&
J-Xmx128m
or
http://<ip-address>/flash/cv/applet.html?dynarchives=cvdm-c6500-1.0_K9.sg&
J-Xmx128m
(if you installed Cisco IOS Cryptographic software)
```

where *<ip-address>* is the IP address of the switch. It might be useful to bookmark this URL for future use.

- Step 3** Enter your username and password for level 15 access.



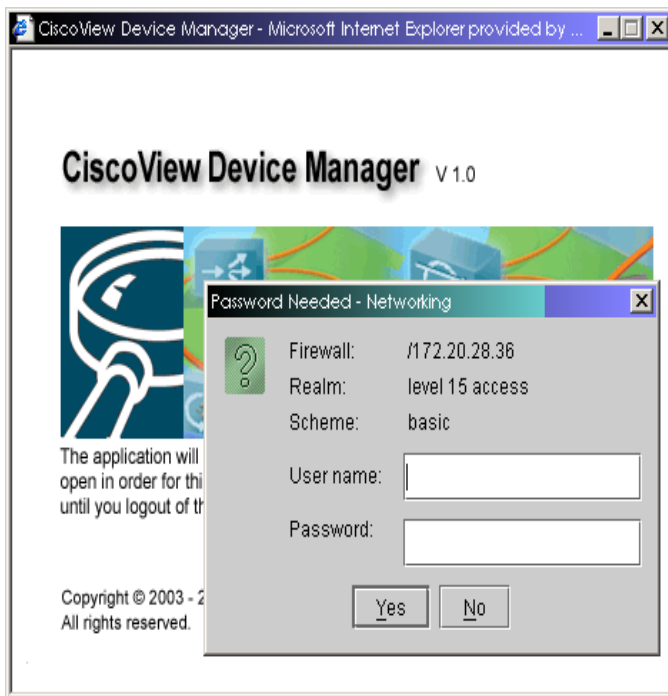
**Note** If enable password is used for HTTP authentication, use enable password only.

- Step 4** Click **OK**. The device home page appears.
- Step 5** Click the CiscoView Device Manager (CVDM-C6500) link. The CVDM splash screen is displayed, and the Password Needed - Networking dialog box appears (see [Figure 1](#)).



**Note** If you do not have Java Plug-in version 1.4.1\_05, you will be prompted to install it. If you are not prompted, go to [http://java.sun.com/products/archive/j2se/1.4.1\\_05/index.html](http://java.sun.com/products/archive/j2se/1.4.1_05/index.html) to install the Java plug-in.

**Figure 1** *CVDM-C6500 Splash Screen and Password Needed-Networking Dialog Box*



The CVDM splash screen must remain open for the application to function properly. Do not close this window until you log out. CVDM-C6500 will appear in a separate window.



**Note** It might take some time before CVDM-C6500 appears.

**Step 6** Enter your username and password.



**Note** If enable password is used for HTTP authentication, use enable password only.

**Step 7** Click **Yes**. The Warning - Security dialog box appears. To accept the security certificate and continue, click **Yes**.

- Step 8** If you are using a Cisco IOS Cryptographic image, go to [Step 9](#). If you are not using a Cisco IOS Cryptographic image, go to [Step 12](#).
- Step 9** If SSH is supported on the device but is not activated, the SSH Activation dialog box appears. Modify the appropriate values.
- Step 10** Click **OK**. The Enter Credentials for <IP Address> dialog box appears.
- Step 11** Enter your username, password, and enable password.
- Step 12** If SSH is not available, a dialog box appears and asks if you want to authenticate using Telnet instead. To continue, click **Yes**.
- Step 13** Click **OK**. If enable is configured, the Enter Credentials for <IPAddress> dialog box appears.
- Step 14** Enter the device enable password.
- Step 15** Click **OK**. The CVDM-C6500 home page appears.



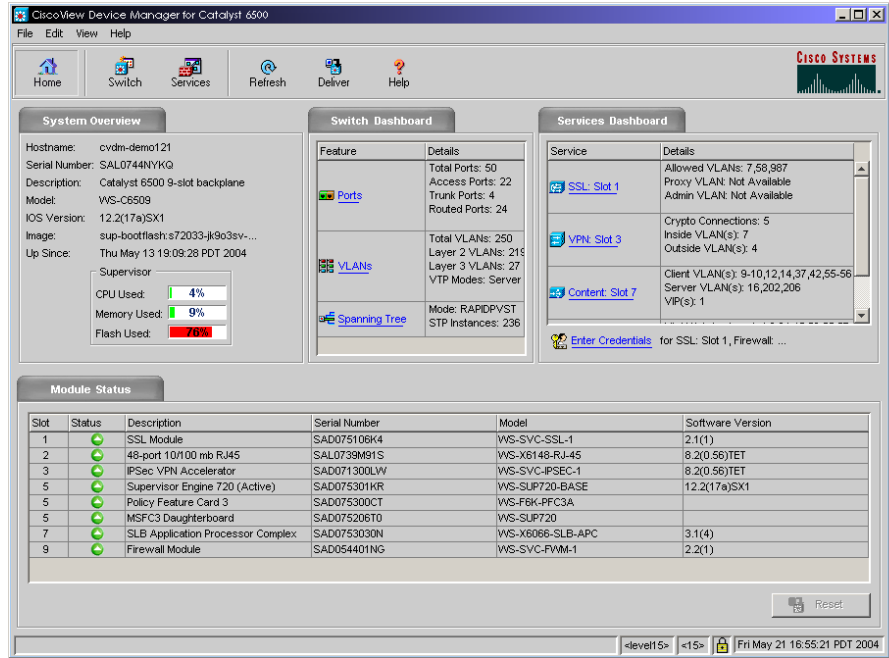
**Note**

---

The home page is the first screen that comes up when you start CVDM-C6500. It gives a quick overview of the services running on the device and a snapshot of the overall health of the system. It displays high-level system information; any service modules, ports, VLANs, and spanning trees CVDM-C6500 has discovered; and the status of each service module installed (see [Figure 2](#)).

---

Figure 2 CVDM-C6500 Home Page



113806

# Known Problems

Installation and launching problems with CVDM-C6500 can occur because of known problems with:

- Lack of available vty lines
- Netscape installation support for Java plug-in
- Lack of SSH or Telnet access
- Lack of bootflash: space
- Previously installed versions of CVDM and CiscoView ADP

To avoid problems, please do the following:

- Ensure that at least three vty lines are available. CVDM-C6500 will not launch if all Telnet lines are being used. Instead, you will see a “Page cannot be displayed” error. See the “Preparing the Switch” section of the *Readme Document for CVDM-C6500* for more information.
- Manually download the Java plug-in if you do not have Java Plug-in 1.4.1\_05, or use Internet Explorer to download the Java plug-in automatically. Sometimes Netscape does not prompt you to download the Java plug-in.
- If there is not enough space in bootflash:, you can download CVDM-C6500 into one of the following filesystems:
  - sup-bootflash:
  - slot0:
  - slot1:
  - disk0:
  - disk1:




---

**Note** Make sure CVDM-C6500 is downloaded into the root directory and not in any of the subdirectories.

---




---

**Note** If you also plan to install Embedded CiscoView or CVDM-CSM, do not install CVDM-C6500 on disk0: or disk1:. See [CSCee75197](#) for more details.

---

- Problems can be caused by previously installed versions of CVDM and CiscoView ADP. To determine whether they are installed, use the following command:

```
show ciscoview
```

If the response to this command is empty, no CVDM or CiscoView ADP files are installed. Otherwise, you should delete all CVDM and CiscoView ADP files; see the “Uninstalling CVDM-C6500” section of the *Readme Document for CVDM-C6500* for more information.

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



**Note** To obtain more information about known problems, access the Cisco Software Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. (You will be prompted to log into Cisco.com.)

**Table 2** Known Problems in CVDM-C6500

| Bug ID     | Summary  | Explanation  |
|------------|--|--|
| CSCee48552 | Some fields look compressed in Solaris 2.8.  | <p>When you use Netscape on a Solaris system, some of the dialog boxes might appear squeezed if the font is set to a small size.</p> <p>To work around this problem, go to Tools &gt; Desktop Controls &gt; Font Style Manager. Increase the font size and restart the Workspace Manager. A medium-sized font should work in most cases.</p>   |
| CSCee57848 | Sometimes, a new browser window is not displayed in the foreground when you use Netscape on Windows. | <p>From a CVDM page, after you click a button or link that opens a new browser window, the window does not appear in the foreground.</p> <p>To work around this problem, bring the new browser window to the foreground by clicking the window's title bar.</p> <p><b>Note</b> Netscape browser brings a new window to the foreground of all windows belonging to the browser process only, not to the foreground of the entire desktop. CVDM belongs to a separate process and remains in the foreground.</p> <p>See <a href="#">CSCsa20728</a> also.</p> |

**Table 2** Known Problems in CVDM-C6500 (Continued)

| Bug ID     | Summary  | Explanation  |
|------------|--|--|
| CSCee59386 | CVDM-C6500 closes while delivering commands to the NAM service module.   | <p>CVDM will not populate detailed information about the NAM service module if the module has a prompt with more than 80 characters in it.</p> <p><b>Note</b> You might increase the length of the prompt beyond 80 characters if you try to configure the hostname and domain name for the NAM module.</p> <p>To work around this problem, make sure the prompt is less than 80 characters long, or do not enter credentials for any NAM module that has such a prompt.</p>   |
| CSCee74098 | Private VLAN ports and dot1qtunnel ports are displayed as Trunk Ports  | <p>Private VLAN ports (promiscuous and trunk) and dot1qtunnel ports are displayed in the Trunk Ports folder.</p> <p>There is no workaround.</p>  |
| CSCee75197 | You cannot launch Embedded CiscoView or CVDM-CSM from CVDM-C6500 if all three applications are installed on disk0: or disk1. | To work around this problem, install all three products (CVDM-C6500, Embedded CiscoView and CVDM-CSM) on another memory device such as slot0:, slot1:, sup-bootflash:, or bootflash:.  |
| CSCsa09345 | The CVDM link from the device home page does not work when you are using a Cisco IOS 12.1(13)E image.                        | <p>If you are using a Cisco IOS 12.1(13)E image, use the following URL:</p> <p><a href="http://&lt;ip-address&gt;/flash/cv/applet.html?dynarchives=cvdm-c6500-1.0.sgz&amp;J-Xmx128m">http://&lt;ip-address&gt;/flash/cv/applet.html?dynarchives=cvdm-c6500-1.0.sgz&amp;J-Xmx128m</a><br/>or<br/><a href="http://&lt;ip-address&gt;/flash/cv/applet.html?dynarchives=cvdm-c6500-1.0_K9.sgz&amp;J-Xmx128m">http://&lt;ip-address&gt;/flash/cv/applet.html?dynarchives=cvdm-c6500-1.0_K9.sgz&amp;J-Xmx128m</a><br/>(if you installed Cisco IOS Cryptographic software)</p> <p>where &lt;ip-address&gt; is the IP address of the switch. It might be useful to bookmark this URL for future use.</p> |

**Table 2** Known Problems in CVDM-C6500 (Continued)

| Bug ID     | Summary  | Explanation  |
|------------|--|--|
| CSCsa11679 | On Windows, Netscape 7.1 does not prompt you to install the supported Java plug-in version again if you cancelled the installation the first time. | To work around this problem, go to <a href="http://java.sun.com/products/archive/j2se/1.4.1_05/index.html">http://java.sun.com/products/archive/j2se/1.4.1_05/index.html</a> and download and install the JRE from J2SE v1.4.1_05.   |
| CSCsa11565 | CVDM-6500 icons are missing (they appear as red Xs on device home page).   | <p>Insufficient vty lines are available on the supervisor.</p> <p>If you are using Netscape, and want to view all graphics, six vty lines should be free in the device. If you are using Internet Explorer, and want to view all graphics, nine vty lines should be free in the device.</p> <p>Use the <b>show users</b> command on the device to verify the number of lines that are available.</p> <p><b>Note</b> You need only a minimum of three vty lines to launch CVDM-C6500.</p> |
| CSCsa11904 | Help does not work when a proxy is configured for the browser.   | <p>This problem occurs if you configured the browser to use an HTTP proxy.</p> <p>To work around this problem, exclude 127.0.0.1 (localhost) from being proxied.</p>   |
| CSCsa12102 | When TACACS+ command authorization is turned on in the device configuration, a NullPointerException is seen.                                       | TACACS authorization is not supported. Turn off the TACACS+ command authorization for users who will be using CVDM-C6500.  |
| CSCsa15820 | Sometimes when you use Internet Explorer on a Windows system, you cannot launch CVDM after installing the Java plug-in.                            | To work around this problem, remove the proxy setting in the browser.  |

**Table 2** Known Problems in CVDM-C6500 (Continued)

| Bug ID     | Summary   | Explanation   |
|------------|---|---|
| CSCsa15984 | CVDM-C6500 is not launched if a nondefault password prompt is configured on a device.   | <p>CVDM-C6500 works on devices that have default prompts. If you change the default password prompt for a device using CLI commands, then CVDM-C6500 cannot be launched.</p> <p>Similarly, in SSL module if user-prompt / password-prompt are changed to nondefault, CVDM is not able to log in to the module.</p>  |
| CSCsa16971 | You cannot start a session into an SSL service module after entering correct credentials.   | <p>CVDM-C6500 uses session commands to connect to individual modules and retrieve detailed data specific to that module. However, the SSL service module does not allow sessions if Telnet is disabled.</p> <p>To work around this problem, enable Telnet on the device using following commands:</p> <pre data-bbox="690 821 1009 870"># line vty 0 4 transport input telnet</pre> |
| CSCsa20610 | If a port is converted from routed to access/trunk (or from access/trunk to routed) using any of the ports configuration dialogs, the configuration changes are not immediately seen in the STP Ports page. | To view configuration changes and current port status, click <b>Deliver</b> from the ports wizard or from the Ports page. CVDM-C6500 will then get the current status of ports from the device and show that information in the STP Ports page.   |

**Table 2** Known Problems in CVDM-C6500 (Continued)

| Bug ID     | Summary   | Explanation   |
|------------|---|---|
| CSCsa20728 | Sometimes a new window is not displayed in the foreground on Windows 2000 and Windows XP clients. | <p>When a new window is opened, it does not appear in the foreground. However, the taskbar button that corresponds to the browser window flashes.</p> <p>To work around this problem:</p> <ol style="list-style-type: none"> <li>1. Set the following Windows registry entry to 0 (zero):<br/><br/> <pre>HKEY_CURRENT_USER\Control Panel\ Desktop\ForegroundLockTimeout</pre> </li> <li>2. Reboot the machine.</li> </ol> <p><b>Note</b> If you use Netscape on Windows, see <a href="#">CSCee57848</a> also.</p> |
| CSCsa22508 | CVDM-C6500 crashes if a fault tolerant VLAN is configured as a CSM VLAN.                          | Currently, there is no workaround. Do not configure a fault tolerant VLAN as a CSM VLAN.  |

# Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

## Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

# Documentation Feedback

You can send comments about technical documentation to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems  
Attn: Customer Document Ordering  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

## Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

**Severity 1 (S1)**—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

**Severity 2 (S2)**—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:  
<http://www.cisco.com/go/marketplace/>
- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:  
<http://cisco.com/univercd/cc/td/doc/pcat/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:  
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:  
<http://www.cisco.com/packet>
- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication

identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

---

This document is to be used in conjunction with the documents listed in the “[Product Documentation](#)” section.

CCVP, the Cisco logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, *Packet*, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0705R)

Copyright © 2004 Cisco Systems, Inc.  
All rights reserved.

