



Release Notes for CiscoWorks Assistant 1.1

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Introduction

CiscoWorks Assistant 1.1 is available along with CiscoWorks LAN Management Solution (LMS) 3.1 solution.

CiscoWorks Assistant provides workflows that allow you to deploy LMS servers and troubleshoot devices in the network. CiscoWorks Assistant thus improves the usability of LMS by compiling common tasks from various LMS applications that are installed on a single or multiple servers, into a single workflow.

CiscoWorks Assistant 1.1 provides the following workflows:

- Server Setup
- Device Troubleshooting
- End Host/IP Phone Down

For information on CiscoWorks Assistant installation, see the *Installing and Getting Started with CiscoWorks LAN Management Solution 3.1*.

For information on using the workflows, see the *User Guide for CiscoWorks Assistant 1.1* or the context sensitive Online help.

Whats New in This Release

- The following are the new features in CiscoWorks Assistant 1.1:
 - [Device Allocation Policy](#)
 - [Changes to Device Troubleshooting Workflow](#)
 - [Changes in Device Discovery](#)
 - [Improved Server Response Time for Workflow Tasks](#)
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Device Allocation Policy

Earlier, the devices were directly added to DCR and were managed by applications. This made it difficult to update the device information in DCR for newly added devices.

In this release, CiscoWorks Assistant provides a launch point that lets you group selected devices for all CiscoWorks applications. This allows you to perform device management tasks for only a specific group.

Changes to Device Troubleshooting Workflow

In this release, the Device Troubleshooting workflow is enhanced to generate the Device Credential Verification information or CDA information from RME.

You can use the Run Now link to open the Check Device Credentials page. You can set your options in the Check Device Credentials page and start an immediate CDA job.

Changes in Device Discovery

The CiscoWorks Assistant Server Setup workflow has been enhanced for the Device Discovery changes in Common Services.

The Add Devices page in the enhanced workflow helps you to:

- Select a group from the Group Selector and add discovered devices to the selected group using the Global Settings tab.
- Select a SysObjectID from the Device Type Selector provided for SysObjectID based Device Discovery Filters using the Filter Settings tab.

You do not need to manually enter a SysObjectID value for SysObjectID based Device Discovery Filters.

Select the Jump Router Boundaries option for CDP based Discovery jobs in the Seed Devices Settings tab.

Improved Server Response Time for Workflow Tasks

In this release, the server response time is improved and time taken by the server is reduced for:

- Collecting local and peer server information
- Launching EndHost/IP Phone Down workflow

Selecting an End Host From a Multiple End Hosts List

Earlier, the End Host/IP Down report was generated for first end host in the list when there were many end hosts available for a specified input type.

In this release, CiscoWorks Assistant provides a Multiple End Hosts report and allows you to select an end host from a list in this report.

System Requirements

CiscoWorks Assistant is available as part of LMS 3.1 image.

See the Prerequisites chapter of *Installing and Getting Started with CiscoWorks LAN Management Solution 3.1* for information on Operating System, Server and Client requirements.

Installation Notes

See *Installing and Getting Started with CiscoWorks LAN Management Solution 3.1* for information on installing LMS 3.1 which includes CiscoWorks Assistant 1.1.

Known Problems in CiscoWorks Assistant 1.1

Table 1 contains the known problems in CiscoWorks Assistant 1.1.

Table 1 Known Problems in CiscoWorks Assistant 1.1

Bug ID	Summary	Explanation
CSCsj05479	CiscoWorks Assistant does not work after the port change in DCR Slave server.	<p>In a multi-server setup, if you change the port number of the Slave server, CiscoWorks Assistant does not work properly.</p> <p>This is because the port change does not get reflected in the DCR Master.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Change DCR mode of the Slave server (after port change) to Standalone. 2. Change the DCR mode of the Standalone server back to Slave. This operation might result in data loss.
CSCsl72562 (Windows only)	CiscoWorks Assistant Workflows do not launch on a Solution server with 5,000 devices.	<p>CiscoWorks Assistant Workflows do not launch on a Solution server that manages 5,000 devices.</p> <p>This occurs on:</p> <ul style="list-style-type: none"> • LMS servers in ACS mode • LMS servers that have outdated McAfee virus scanner definition files (version earlier than 5293) <p>Workaround:</p> <ul style="list-style-type: none"> • Restart the following Opsxml related processes: <ul style="list-style-type: none"> – OpsxmlDbEngine – OpsXMLRuntime – ProcSysBus • Update the McAfee virus scanner definition files to a version higher than 5293.
CSCsq48120	Device Management mode settings and allocating devices to groups are not working properly in a multi-server setup.	<p>Device Management mode settings and allocating devices to groups are not working properly when you configure a server for multi-server setup.</p> <p>This happens only when you allocate groups to the new server while configuring multi-server setup.</p> <p>Workaround:</p> <p>Complete the multi-server configuration of the server first and allocate the devices to groups later.</p>

Resolved Problems in CiscoWorks Assistant 1.1

Table 2 describes the resolved problems in CiscoWorks Assistant 1.1

Table 2 Resolved Problems in CiscoWorks Assistant 1.1

Bug ID	Description	Additional Information
CSCsj05096 (Windows only)	Severe error occurred while installing LMS 3.0 on a Windows system. This problem occurred when you uninstalled CiscoWorks from a Windows Server and reinstalled CiscoWorks on the same server in Custom mode in a non-default location (location other than <i>NMSROOT</i>). This was because the previous installation entries were not completely cleaned up during uninstallation.	This problem has been resolved. The CiscoWorks installation program now detects and removes the previous installation entries during the fresh installation of CiscoWorks Assistant.
CSCsl52738	Upgrade installation failed while upgrading to LMS 3.0 December 2007 Update. This problem occurred because some .dll files had locked the upgrade installation.	This problem has been resolved by using the third-party binary files in the product.
CSCsq08422	Server Discovery in CiscoWorks Assistant timed out. This was because the CiscoWorks Assistant engine was not upgraded properly.	This problem has been resolved by using the third-party binary files in the product.
CSCsj17702 (Windows only)	GGScript used 97% CPU on a LMS 5,000 devices server. The task bar displayed the following message although no CiscoWorks Assistant specific operations were performed: GG script is using 97% CPU	This problem has been resolved by using the third-party binary files in the product.
CSCsl00079 (Windows only)	Severe error occurred after 85% completion of installation with the following error message: Failed to execute the Setup program This problem occurred when you uninstalled CiscoWorks from a Windows server and reinstalled CiscoWorks on the same server.	This problem has been resolved by using the third-party binary files in the product.
CSCsl11359 (Windows only)	Severe error occurred while uninstalling CiscoWorks with the following error message: CSCOp\objects\wfengine\Program\xerces-c_2_2_0.dll Access denied. This was because many CiscoWorks Assistant processes were running on the server.	This problem has been resolved by using the third-party binary files in the product.

Table 2 Resolved Problems in CiscoWorks Assistant 1.1

Bug ID	Description	Additional Information
CSCs154962	Server Discovery in CiscoWorks Assistant timed out. This was because the password for System Identity User contained special characters such as & and so on. These special characters were not accepted by CiscoWorks Servers.	This problem has been resolved. Now CiscoWorks Server accepts special characters in System Identity User password and Server Discovery in CiscoWorks Assistant works properly.
CSCs167396 (Solaris only)	Allocate Device step timed out in CiscoWorks Assistant Server Setup workflow after restoring data in ACS mode. This was because the data was backed up when the Server Setup workflow was in an intermediate state.	This problem has been resolved. While restoring the data, the old contents is now deleted from the CWA_WFSession Table.

Product Documentation

Table 3 describes the product documentation that is available.

Table 3 Product Documentation

Document Title	Available Format
<i>User Guide for CiscoWorks Assistant 1.1</i>	<ul style="list-style-type: none"> PDF on the LMS 3.1 Product DVD and Documentation CD-ROM. On Cisco.com at: http://www.cisco.com/en/US/products/ps7212/tsd_products_support_series_home.html
<i>Release Notes for CiscoWorks Assistant 1.1 (this document)</i>	<ul style="list-style-type: none"> PDF on the LMS 3.1 Product DVD and Documentation CD-ROM. On Cisco.com at: http://www.cisco.com/en/US/products/ps7212/tsd_products_support_series_home.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 in the dialog box.

**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.

Related Documentation

Table 4 describes additional documentation available.

Table 4 **Related Documentation**

Document Title	Available Format
<i>Installing and Getting Started with CiscoWorks LAN Management Solution 3.1</i>	<ul style="list-style-type: none"> PDF on the LMS 3.1 Product DVD and Documentation CD-ROM. On Cisco.com at: http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html
<i>User Guide for CiscoWorks Common Services 3.2</i>	<ul style="list-style-type: none"> PDF on the LMS 3.1 Product DVD and Documentation CD-ROM. On Cisco.com at: http://www.cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html
<i>User Guide for CiscoWorks Campus Manager 5.1</i>	<ul style="list-style-type: none"> PDF on the LMS 3.1 Product DVD and Documentation CD-ROM. On Cisco.com at: http://www.cisco.com/en/US/products/sw/cscowork/ps563/products_user_guide_list.html
<i>User Guide for CiscoWorks Resource Manager Essentials 4.2</i>	<ul style="list-style-type: none"> PDF on the LMS 3.1 Product DVD and Documentation CD-ROM. On Cisco.com at: http://www.cisco.com/en/US/products/sw/cscowork/ps2073/products_user_guide_list.html
<i>User Guide for CiscoWorks Device Fault Manager 3.1</i>	<ul style="list-style-type: none"> PDF on the LMS 3.1 Product DVD and Documentation CD-ROM. On Cisco.com at: http://www.cisco.com/en/US/products/sw/cscowork/ps2421/products_user_guide_list.html
<i>User Guide for CiscoWorks Internetwork Performance Monitor 4.1</i>	<ul style="list-style-type: none"> PDF on the LMS 3.1 Product DVD and Documentation CD-ROM. On Cisco.com at: http://www.cisco.com/en/US/products/sw/cscowork/ps1008/products_user_guide_list.html
<i>User Guide for CiscoWorks LMS Portal 1.1</i>	<ul style="list-style-type: none"> PDF on the LMS 3.1 Product DVD and Documentation CD-ROM. On Cisco.com at: http://www.cisco.com/en/US/products/ps7198/tsd_products_support_series_home.html



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.

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