



Release Notes for Campus Manager 3.3 on Windows

These release notes are for use with the Campus Manager 3.3 (Campus), part of the CiscoWorks family of products running on a Windows platform.

These release notes provide:

- [New Features, page 2](#)
- [Product Documentation, page 3](#)
- [Related Documentation, page 5](#)
- [Additional Information Online, page 5](#)
- [Support Information, page 6](#)
- [Known Problems, page 6](#)
- [Resolved Problems, page 61](#)
- [Obtaining Documentation, page 69](#)
- [Obtaining Technical Assistance, page 70](#)
- [Obtaining Additional Publications and Information, page 72](#)



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

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

New Features

Campus Manager Release 3.3 contains the following new features:

- Improved workflow and ease-of-use and intuitiveness in launching tasks from Campus applications.
- Fixes to problems that existed in previous releases (for more information about release notes).

In addition, the following enhancements have been made to individual Campus applications:

Topology Services

- Ability to create Topology Groups.
- Ability to locate devices in switch-clouds and fabrics using LAN edge view.
- Provides a new device status filter.
- Ability to generate a report to list all unused ports.
- Ability to copy the the running configuration to the startup configuration of IOS devices when VLAN related changes are made.

Path Analysis

- Support for batch job processing and archiving in Path Analysis.
- Support for sorting subnet-to-VLAN Mapping table.
- Improved Path Analysis tracing capabilities. For details of the improvements, see [“Path Analysis” section on page 61](#).
- Support for CCM login.
- Improved GUI—Pull down menu in Path Analysis connected to the source and destination field.
- Support for displaying error messages on unsuccessful Path Analysis for Layer 3 and Layer 2.

User Tracking

- Ability to define acquisition based on a subnet range.
- Support for scheduled archive and export feature in User Tracking.
- Enhanced troubleshooting support using a new debugger utility.

- Improved GUI—Addition of two new columns to the User Tracking tables (duplex type and port speed).

Discrepancy Reports

- Support for enhanced discrepancy reporting.
- Support for duplicate sysName, ErrDisabl and timestamps for discrepancy.

Administration

- Support for administering Topology Groups.
- Ability to configure scheduling of Path Analysis traces, and archiving of User Tracking data.

Product 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 1](#) describes the product documentation that is available.

Table 1 *Product Documentation*

Document Title	Available Formats
<i>Quick Start Guide for LAN Management Solution, Release 2.2</i>	<ul style="list-style-type: none"> • Printed document that was included with the product. • On Cisco.com: <ol style="list-style-type: none"> a. Log into Cisco.com. b. Select Products & Services > Network Management CiscoWorks > CiscoWorks LAN Management Solution > Versions and Options > CiscoWorks LAN Management Solution 2.2.

Table 1 Product Documentation (continued)

Document Title	Available Formats
<i>Release Notes for Campus Manager 3.3 on Windows</i>	<ul style="list-style-type: none"> • Printed document that was included with the product. • On Cisco.com: <ul style="list-style-type: none"> a. Log into Cisco.com. b. Select Products and Services > Network Management CiscoWorks > CiscoWorks Campus Manager > Versions and Options > CiscoWorks Campus Manager 3.3.
<i>Installation and Setup Guide for Campus Manager on Solaris</i>	<ul style="list-style-type: none"> • PDF on the product CD-ROM. • On Cisco.com: <ul style="list-style-type: none"> a. Log into Cisco.com. b. Select Products and Services > Network Management CiscoWorks > CiscoWorks Campus Manager > Versions and Options > CiscoWorks Campus Manager 3.3. • Printed document available by order (part number DOC-7815049=).¹
<i>User Guide for Campus Manager</i>	<ul style="list-style-type: none"> • PDF on the product CD-ROM. • On Cisco.com: <ul style="list-style-type: none"> a. Log into Cisco.com. b. Select Products and Services > Network Management CiscoWorks > CiscoWorks Campus Manager > Versions and Options > CiscoWorks Campus Manager 3.3. • Printed document available by order (part number DOC-7815051=).¹
<i>Supported Devices Table for Campus Manager 3.3</i>	<ol style="list-style-type: none"> 1. Log into Cisco.com. 2. Select Products and Services > Network Management CiscoWorks > CiscoWorks Campus Manager > Versions and Options > CiscoWorks Campus Manager 3.3.
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.

1. See the “Obtaining Documentation” section on page 69.

Related Documentation



Note

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

[Table 2](#) describes the additional documentation that is available.

Table 2 *Related Documentation*

Document Title	Description and Available Formats
<i>User Guide for CiscoWorks Common Services</i>	<p>Describes CiscoWorks Common Services, gives an overview of the applications that make up Common Services and provides conceptual information about network management.</p> <p>This describes common tasks you can accomplish with Common Services. This document is available in the following formats:</p> <ul style="list-style-type: none"> • PDF on the product CD-ROM. • On Cisco.com: <ol style="list-style-type: none"> a. Log into Cisco.com. b. Select Products and Services > Network Management CiscoWorks > CiscoWorks Common Services > Versions and Options > CiscoWorks Common Services 2.2. • Printed document available by order (part number DOC-7815049=).¹

1. See the “[Obtaining Documentation](#)” section on page 69.

Additional Information Online

The following product specific information is available online:

- For the latest technical tips, suggestions for troubleshooting common issues, and frequently asked questions (FAQs) about most Campus applications, you can go to the following URL:

http://www.cisco.com/cgi-bin/Support/browse/psp_view.pl?p=Software:Campus_Manager&s=Implementation_and_Configuration#Samples_and_Tips

- You can find information about all supported devices by logging into Cisco.com at:

http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp_mgr/sup_dev/index.htm

- You can also obtain any published patches and download device packages for new devices from Cisco.com. If you are a registered user, you can download Incremental Device Updates (IDU) for Campus from:

<http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus>

Device packages are released cumulatively; that is, new device packages contain the contents of any previous packages.

To determine which packages are installed on your CiscoWorks Server, select **Server Configuration > About the Server > Applications and Versions**.

Support Information

Campus 3.3 supports only US-English and Japanese versions of Windows Operating Systems. It does not support any other language version. Set the default locale to US-English for US-English version and Japanese for Japanese version.

Known Problems

This section describes problems known to exist in this release:

- [General Notes and Known Problems, page 7](#)
- [General Known Problems, page 9](#)
- [Browser Known Problems, page 14](#)
- [Path Analysis Known Problems, page 15](#)
- [User Tracking Known Problems, page 24](#)
- [Topology Services Known Problems, page 33](#)
- [ANI Server Known Problems, page 51](#)

- [Device/Agent Known Problems Impacting ANI Server](#), page 60
- [VLAN Port Assignment Known Problems](#), page 61

**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.)

General Notes and Known Problems

Note the following:

- Your browser must be properly configured. If it is not properly configured, Campus might not work correctly. See *the Installation and Setup Guide for Common Services on Windows 2000* for information on properly setting up client systems.
- Campus requires a DNS server to function properly. Many commands operate erratically or not at all if there is no DNS server on the network.
- Running Campus from a browser invoked from an x-window connection is not supported. Install a browser on the client from which you wish to connect.
- Virus checker applications on Windows NT and Windows 2000 systems might slow Campus response times.
- You can upgrade your operating system (OS) either before or after you upgrade Campus. However, if you upgrade the OS after upgrading Campus, you will not receive any OS-related patch warnings or service pack-related warnings.
- Verify that the latest version of all required operating system (OS) patches, service packs, and third-party device drivers are installed before proceeding with an OS upgrade.
- We recommended that any Windows 2000 server running Netscape Navigator should not also be used as a client.
- Visio Caveats:
 - Do not export an entire topology map to Visio. Instead, select and export particular devices or a segment of the network.

- After selecting **Export to Visio**, be sure to enter a filename in the Export to Visio dialog box for the file Visio will generate.
- Before opening a topology map exported to Visio, you need to download the `cm_cisco.vss` file and place it in the Visio/Solutions directory.

General Known Problems

Table 3 General Known Problems

Bug ID	Summary	Explanation
None	Catalyst 3500 series is supported in IP mode only.	<p>Campus supports Catalyst 3500 series in IP mode only. Cluster mode is not supported. If your network has a Catalyst 3500 in cluster mode, the links display incorrectly.</p> <p>Workaround:</p> <p>None.</p>
CSCin23883	Jobs created in Path Analysis or User Tracking are listed in Job Management page even after uninstalling Campus.	<p>If you have scheduled Path Analysis or User Tracking jobs and then uninstall Campus Manager, the jobs are not deleted from CiscoWorks Job Management page.</p> <p>Workaround;</p> <p>Delete the Path Analysis or User Tracking jobs from Job Management page.</p>
CSCdu51651	ATM:Create SPVC/SPVP: problem to select first template.	<p>Under ATM if you create SPVC/SPVP/Advanced parameters, it is not possible to select the first template from the drop-down box. This is because the traffic parameters fields are not populated.</p> <p>Workaround:</p> <ul style="list-style-type: none"> • Go to Select/Edit. Select the template. Click OK. Or • Select the second template, and then select first template.

Table 3 General Known Problems (continued)

Bug ID	Summary	Explanation
CSCdt55303	<p>Launching a Campus application with the Print dialog box open in another Campus application results in error.</p>	<p>The following actions result in a problem:</p> <ol style="list-style-type: none"> 1. Select Print from active Campus application. 2. With Print dialog box displayed, launch another Campus application. <p>The new application window does not respond to user input.</p> <p>Workaround:</p> <p>Close the Print dialog box and relaunch the application.</p>
CSCdt42318	<p>Unable to copy and paste IP addresses from Topology Services to Path Analysis when keyboard shortcuts are used.</p>	<p>This problem occurs if you do the following:</p> <ol style="list-style-type: none"> 1. After selecting an IP address in Topology Services, enter Ctrl-C to copy address. 2. With cursor active in Path Analysis “From” field, enter Ctrl-V; the following is pasted in instead of IP address: <pre>java.lang.NullPointerException</pre> <p>Ctrl-X, Ctrl-C, and Ctrl-V (keyboard shortcuts for cut, copy, and paste commands) are not supported by summary tables in the Topology Services main window or most tables displayed by Campus applications.</p> <p>Also, in applications that support the copying of table cells by selecting Edit > Copy, a carriage return is added to the end of the last cell copied.</p> <p>Workaround:</p> <p>None.</p>

Table 3 General Known Problems (continued)

Bug ID	Summary	Explanation
CSCdt22462	Download of Java applets on Windows 2000 machines may take longer than expected if virus checker application is enabled.	<p>On some Windows systems, the initial download of large Java applets (or subsequent downloads of the same applets that are not cached locally) might take longer than expected (up to six minutes in some instances).</p> <p>After the applet has been loaded and cached locally, the problem no longer occurs.</p> <p>The delay is caused by client side filtering mechanisms such as virus scanning. Some virus scanners are configured to automatically scan content downloaded by browsers. Scanning consumes a lot of memory and results in disk paging on most systems.</p> <p>Owing to this, downloading is significantly slower than expected. (The effect is less on systems with large amounts of RAM and virtual memory.)</p> <p>Workaround:</p> <p>Disable the automatic scanning of all downloaded files, and instead enable the scanning of program files only (specified by file extension).</p> <p>Exact instructions vary depending on the virus scanner installed on your system.</p>

Table 3 General Known Problems (continued)

Bug ID	Summary	Explanation
CSCds88388	Cannot launch CiscoView on an IGX series device.	<p>The following procedure results in this problem:</p> <ol style="list-style-type: none"> 1. Launch Topology Services. 2. Open LAN Edge view. 3. Right-click on IGX series device and select CiscoView from context menu. 4. A dialog box appears. Enter appropriate community strings, and CiscoView attempts to launch. However, an error message is displayed. <p>Workaround: Launch CiscoView on IGX series devices via Cisco WAN Manager.</p>
CSCdp74251	Application performance is very slow with HTTP proxy.	<p>Accessing Campus through the HTTP proxy might cause significant performance degradation.</p> <p>Workaround: Access CiscoWorks Server directly from client.</p>
CSCdp48040	When you attempt to launch an application, the message <i>application</i> already running displays, where <i>application</i> is the name of the application you attempted to launch.	<p>If you close the application window and the Loading Files popup window while the application is loading, this message appears:</p> <p>Problem occurs because browser is still loading files.</p> <p>Workaround: Close all browser windows, then start the application again.</p>

Table 3 General Known Problems (continued)

Bug ID	Summary	Explanation
CSCdm88520	Minimized windows do not become visible when selected from a Window menu.	<p>If a window is minimized, you cannot make it visible by selecting it from a Window menu.</p> <p>Workaround:</p> <ul style="list-style-type: none"> • On Solaris, double-click the icon of the window on the desktop. • On Windows, click the icon of the window in the task bar.
CSCdm83204	Campus applications do not work when CiscoWorks is accessed using <code>http://localhost:1741</code>	<p>If you access CiscoWorks applications using <code>http://localhost:1741</code> from browser on same machine CiscoWorks server is installed on, Campus suite of applications will not work.</p> <p>Workaround:</p> <p>Use full DNS name or IP address of server, even when accessing it locally.</p>
CSCdm77812	Non-empty <i>CLASSPATH</i> environment variable might produce erratic browser behavior.	<p>If your system has a non-empty <i>CLASSPATH</i> environment variable, your browser might behave unpredictably.</p> <p>For example, you may see the following error message appear for for no apparent reason:</p> <pre>ClassNotFoundException</pre> <p>Workaround:</p> <p>Unset <i>CLASSPATH</i> variable non globally:</p> <ul style="list-style-type: none"> • Solaris—Reset the <i>CLASSPATH</i> variable from terminal window from which you launch browser. • Windows—Unset <i>CLASSPATH</i> variable in MS-DOS prompt window and launch browser from the prompt.

Browser Known Problems

Table 4 *Browser Known Problems*

Bug ID	Summary	Explanation
CSCin39472	Problems with Campus Manager applications after logout.	<p>When you logout from CiscoWorks, Campus Manager applications will continue to function. However, the following functionalities will not be available:</p> <ul style="list-style-type: none"> • Launching Help. • Tasks in Campus which require user action between applications do not function properly. For example, highlighting a device in Topology Services using Path Analysis. <p>Workaround:</p> <ol style="list-style-type: none"> 1. Close all Campus applications. 2. Login into CiscoWorks. 3. Launch Campus applications.
CSCdt11838	You are not prompted to install the Java plug-in when launching an application that utilizes the plug-in for the first time.	<p>If RealJukebox Plug-in for Navigator is already installed on a Windows client before the first launch of application utilizing Java Plug-in, you will not be prompted to install Java Plug-in.</p> <p>Workaround:</p> <p>Uninstall RealJukebox Plug-in. Another option is to rename nprjplug.dll file in Navigator Plug-ins directory with new extension—for example, nprjplug.dll.bak.</p> <p>After Java Plug-in is installed, you can reactivate RealJukebox Plug-in by changing renamed file back to nprjplug.dll.</p>

Table 4 *Browser Known Problems (continued)*

Bug ID	Summary	Explanation
CSCdp43999	Maps and configuration dialogs display offset menus and list boxes in Netscape on a Solaris client.	Sometimes, when a map or a configuration dialog is launched, menus or list boxes are not displayed below the menu. This offset occurs in Navigator on a Solaris client. Workaround: Move or resize window.

Path Analysis Known Problems

Table 5 *Path Analysis Known Problems*

Bug ID	Summary	Explanation
CSCin37938	Interface Type displays Unknown for phones in Path Analysis Table.	This problem occurs when you run path traces between IP Phones or between a device and IP Phone. Workaround: None.
CSCin36351	Bad host value error results in Path Analysis displaying interface type as Unknown in Path Analysis table.	When you perform a trace between one interface of an MLS enabled router to a switch (internal MLS), the following error message appears in the Path Analysis log: ERROR IA: IA(host): bad host value. This problem is observed when you enable MLS on Catalyst 6000 devices. Workaround: None.

Table 5 Path Analysis Known Problems (continued)

Bug ID	Summary	Explanation
CSCin36082	Additional hop is displayed when you perform a trace using HSRP virtual IP address.	An additional hop is displayed if you perform a trace by providing an HSRP virtual IP address as the source or destination in the path trace. Workaround: None.
CSCin35773	Map displays self loop when routing loop occurs.	Occasionally, when the potential first hop learnt by Path Analysis is not discovered successfully by ANI, the map displays a self loop. Workaround: None.
CSCin30899	Path Analysis does not work when LSR Traceroute is disabled.	Occasionally, if you disable source route trace route in routers, Path Analysis is unable to display the trace. Workaround: None.
CSCin30678	Error printing from the Path Analysis Trace tab.	After performing a path trace, if you print the browser output by selecting the table tab, the characters in the first column are garbled. Workaround: None.
CSCin28223	CORBA related error message is logged into the log file during path trace.	Occasionally, during path trace, a CORBA related error message is logged into the ani.log file. Workaround: Close the client browser window and relaunch Path Analysis.
CSCin00624	Path trace involving HSRP router results in an empty IfIndex entry in the Path Analysis table.	The problem occurs when you run a Path trace which includes the IP address of an HSRP router in the From field of a path trace. Workaround: None.

Table 5 Path Analysis Known Problems (continued)

Bug ID	Summary	Explanation
CSCdw15555	Voice trace fails to get CCM cluster information if CCM HTTPD shuts down.	<p>Path Analysis Voice Trace needs to query call managers known to ANI to see what the cluster membership is.</p> <p>This is done through a HTTP query http://ccm-name/ccn/clusterinfo.asp</p> <p>As a security precaution, you might disable the webserver on all cluster members except one. This is because CCMs use IIS, and can be badly damaged by viruses such as Code Red and NIMDA.</p> <p>However, if cluster members have webserver shut off, then Path Analysis cannot obtain information on cluster membership and cannot retrieve CDRs.</p> <p>Workaround: Turn the webserver on the CCM back on.</p>

Table 5 Path Analysis Known Problems (continued)

Bug ID	Summary	Explanation
CSCdw03410	Path Voice Trace does not consider transcoding points.	<p>Current Campus Path Analysis Voice Trace is valid only in the case where the two endpoints are IP Phones registered with the same CCM cluster.</p> <p>For other cases (involving transcoding), Path does not get correct path information.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Phone call from IP phone to POTS phone off H.323 gateway (e.g. 3640) • Phone call from one CCM cluster to another. <p>In such a case the path would be:</p> <ol style="list-style-type: none"> a. From phone 1 to CCM 1 b. From CCM 1 to CCM 2 through H.323 inter-cluster trunk c. From CCM 2 to phone 2 <ul style="list-style-type: none"> • Phone call to gateway (PSTN, analog, etc.) • Phone call to other servers (voicemail, conference, etc.) <p>This is a very complex issue, and most likely will require new instrumentation from telephony servers, etc.</p> <p>Workaround: None.</p>
CSCdt42600	To and From fields may not function properly after selecting Print in Path Analysis.	<p>This problem is caused by Java Virtual Machine bug. After selecting Print in Path Analysis, the To and From fields may not accept mouse focus, or focus may appear in both fields simultaneously.</p> <p>Workaround: Resize Java console window. If the problem persists, close Path Analysis window and open another window.</p>

Table 5 Path Analysis Known Problems (continued)

Bug ID	Summary	Explanation
CSCdt42404	Trace tab displays GMT as time zone, even though server is set to local time zone.	<p>A number of Java bugs involve incorrect interpretation of time zones. Usually, the correct time zone is displayed if the local time zone is set to appropriate three-letter abbreviation—for example, PST for Pacific Standard Time.</p> <p>This problem is observed on Solaris clients with TZ environment variable set to American/Tijuana.</p> <p>Workaround:</p> <p>If the TZ environment variable is instead set to PST8PDT, then Java interprets local time zone correctly.</p>
CSCdt23712	<p>Path Analysis displays the Elvis module of Catalyst 6000 devices as:</p> <p>unknown</p>	<p>Since Path Analysis depends on ANI for its tracing capabilities, if a device-related discovery problem occurs in ANI, it results in an unsuccessful trace.</p> <p>For more information, see CSCin29281.</p> <p>Workaround :</p> <p>None.</p>

Table 5 Path Analysis Known Problems (continued)

Bug ID	Summary	Explanation
CSCdt16279	Uninformative or confusing error message displayed in Voice Trace Query Status tab after running CDR query.	<p>Status tab of Voice Trace Query window may display uninformative error message. For example:</p> <p>Error querying CCM noname Probable cause noname</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Verify that CCM machine is accessible by pinging it from your Campus server. 2. If CCM host is accessible, then verify that web server is running. Open web browser and navigate to the following URL: <code>http://ccm_ip_address/ccn/cdr.asp?type=all</code> 3. If web server is running, you will see a response to your URL request in browser window. This response may provide more detailed diagnostic information to troubleshoot problem: <ol style="list-style-type: none"> a. If web browser response indicates database query error, contact TAC for help in diagnosing this CCM database layer problem. b. If 404 Not Found error message is displayed, web server is probably running, however ASP script that queries CDR records cannot be located. Ensure that Cisco CallManager Serviceability software is installed on this CCM. c. If The page cannot be displayed error message is displayed, then web server may not be running—start it on CCM host.

Table 5 Path Analysis Known Problems (continued)

Bug ID	Summary	Explanation
CSCdt04978	Highlighted path trace in Topology Services map may be difficult to view.	It may be difficult to view highlighted path trace in Topology Services map, especially if the Fit to Window view is selected. Workaround: Zoom into Topology Services Map view by selecting Select All Highlighted Objects > Zoom to Selected.

Table 5 Path Analysis Known Problems (continued)

Bug ID	Summary	Explanation
CSCds92510	ICS 7750 device running Cisco CallManager does not appear in list of Cisco call managers.	<p>To verify that software is installed and configured correctly, open web browser and navigate to following URL:</p> <p><code>http://hostname/ccn/clusterinfo.asp</code></p> <p>One line of alphanumeric characters should be displayed.</p> <p>If software is installed and configured correctly, then the problem occurred because ccmStatus cannot be retrieved via SNMP from ICS 7750 device (both primary and secondary SBC).</p> <p>By default, log tracing is disabled for performance reasons when System Manager and Cisco CallManager are both installed on device. Since log tracing is disabled, you cannot retrieve ccmStatus with SNMP.</p> <p>Workaround:</p> <p>Manually enable tracing through Cisco CallManager:</p> <ol style="list-style-type: none"> 1. Ensuring SDI Trace settings as follows: <ul style="list-style-type: none"> - User Mask: 11 - Level: ERROR - Event: INFORMATION 2. Enabling the SNMP agent by : <ul style="list-style-type: none"> - Enabling SNMP in CCM Service Parameters. - Turning Trace On in CCM Trace Configuration.

Table 5 Path Analysis Known Problems (continued)

Bug ID	Summary	Explanation
CSCds92510 (continued)	ICS 7750 device running Cisco CallManager does not appear in list of Cisco call managers.	<p>3. Restarting SPE through System Manager:</p> <ol style="list-style-type: none"> a. Enter following URL in browser: <code>\\ip_address\icsconfig</code> b. Click Shutdown/Restart link. c. Click Restart for Primary SPE in list. <p>On dual SPE systems, this will trigger a failover. However, when procedure is repeated to restart secondary SPE, box will switch back to primary SPE.</p> <p>See CSCds07414 and CSCdt54829 for more information.</p>
CSCds79693	Voice trace query results are always displayed using local time zone.	<p>Local time zone always displayed in voice trace query results, even if user selects GMT time zone when specifying call start time.</p> <p>Workaround: None.</p>
CSCds77461	Call Detail Records (CDR) query results are sometimes displayed after pressing Cancel .	<p>Multiple threads are launched to query every Cisco CallManager for information specified in user's CDR query.</p> <p>Since all query activities can take a second or two to cancel, query results are sometimes displayed even after pressing Cancel.</p> <p>Workaround: None.</p>

Table 5 Path Analysis Known Problems (continued)

Bug ID	Summary	Explanation
CSCds77438	Path Analysis Map tab does not refresh properly.	<p>This problem mainly occurs when running both the client and the server on the same machine. It occurs after running a large number of Path traces on client browser.</p> <p>Workaround: Close browser and relaunch Campus.</p> <p>We recommend that you run client and server on different machines. Doing so does not eliminate problem, however it does limit its occurrence because you need to run a large number of traces before problem manifests itself.</p>

User Tracking Known Problems

Information displayed in a row might not reflect the most current network state. This is because User Tracking discovery takes information from routers and switches. Since these switches collect their information at different times, the information in a row reflects the state of the network or subnet at the time displayed in the Last Seen field.

Table 6 User Tracking Known Problems

Bug ID	Summary	Explanation
None	User Tracking discovery could span more than desired subnet.	<p>When you start subnet discovery of user nodes, devices in that subnet are marked for discovery. Since switches support multiple VLANs, discovery could span more than the subnet that you selected. User Tracking could discover additional end host nodes not in selected subnet.</p> <p>Workaround: Query only the required VLAN option in the subnet discovery window.</p>

Table 6 User Tracking Known Problems (continued)

Bug ID	Summary	Explanation
CSCin33604	User Tracking buttons not displayed in Netscape Navigator in SSL mode.	This problem is caused by a jar caching problem in the java plug-in. Workaround: <ol style="list-style-type: none"> 1. Close User Tracking window. 2. Restart User Tracking.
CSCin28994	Highlight Device always opens layer 2 view map.	Even if device is displayed in the Unconnected Views, if you try to highlight the device only the layer 2 view map is displayed. Workaround: None.
CSCin26128	The command <code>ut -cli -host</code> does not work with SSL servers.	This problem occurs because User Tracking does not work on the command line for remote servers in SSL mode. Workaround: Disable SSL on the remote server.

Table 6 User Tracking Known Problems (continued)

Bug ID	Summary	Explanation
CSCin24106	User Tracking client displays <code>OutOfMemoryError</code> in the <code>javaplugin</code> console and stops loading records.	<p>When User Tracking discovers more than 60000 end hosts, and loads the data into the User Tracking client an <code>OutOfMemoryError</code> message might appear in the java plugin console. The client stops loading the records.</p> <p>Workaround:</p> <p>For User Tracking to load more than 60,000 records, do the following in the client browser:</p> <ol style="list-style-type: none"> 1. Select Start > Settings > Control Panel > Java Plugin 1.3.1. 2. Select Basic. 3. In the Java Runtime Parameters field, add or append the following: <code>-Xmx256m</code> 4. Click Apply. 5. Restart browser. 6. Invoke User Tracking.
CSCin19358	Unable to use “ ” in the Scheduling User Tracking tasks fields.	<p>You cannot use “ ” in the Scheduling User Tracking tasks fields. This is because Scheduling uses this symbol for internal processing.</p> <p>Workaround:</p> <p>None.</p>

Table 6 User Tracking Known Problems (continued)

Bug ID	Summary	Explanation
CSCin08287	User Tracking fails to recognize IP change when you set UTIPChange to 1 under DHCP.	<p>In a network using DHCP, with the UTIPChange set to 1, User Tracking often fails to recognize changes in IP address when an end-host is moved across VLANs. In this case, IP address changes across subnets.</p> <p>When you set UTIPChange to 0, User Tracking detects the change of IP address across VLANs.</p> <p>Workaround: None.</p>
CSCin00365	A change of CCM registration adds a new record in phone table.	<p>CCM entries themselves respond with two entries. The change should be done in the CCM and not in the User Tracking.</p> <p>Workaround: None.</p>
CSCin00363	End host is not showing if obsolete ANI device IP address is assigned.	<p>If a CDP device is connected to the port and then a new end host is added, this new end host will not be learnt. This is because ANI is not aware of such a change.</p> <p>Workaround: Delete the specific device and then perform a ANI device specific discovery, followed by User Tracking discovery.</p>
CSCin00181	Last seen field gets updated for disconnected ip phones.	<p>The Last Seen in Phone Tracking corresponds only to Last Seen on CCM and not to Last Seen on Network.</p> <p>Workaround: None.</p>

Table 6 User Tracking Known Problems (continued)

Bug ID	Summary	Explanation
CSCdw15109	User Tracking does not recognize VLAN change to default-VLAN.	When a switch port is moved from an externally reachable VLAN to an unreachable VLAN, User Tracking will not recognize the change in VLAN. Workaround: None.
CSCdw13857	User Tracking does not work for C4224 devices.	This is caused by the agent not supporting VLAN-indexing for the BRIDGE-MIB. Hence the end hosts/phones connected to this device will not appear in the User Tracking table. Workaround: None.
CSCdw09818	VLANE: Port attribute shows incorrect information.	This problem is observed only with down ports, and the mib values returned by the devices seem to latch on the previous up speed and duplex. This is a problem on the agent side. Workaround: None.
CSCdw04499	User Tracking does not work for Catalyst 3550 running Cisco IOS release 12.1(6)EA1 or earlier.	User Tracking does not work for Catalyst 3550 XL running Cisco IOS release 12.1(4)EA1 and Cisco IOS release 12.1(6)EA1. This is caused by an agent bug (Bug ID CSCdu55510). Hence, User Tracking will not be able to show up end hosts connected to the devices which run the above releases. Workaround: This problem has been fixed in Cisco IOS release 12.1(6)EA1a. Upgrade to this version.

Table 6 User Tracking Known Problems (continued)

Bug ID	Summary	Explanation
CSCdw04486	User Tracking does not work for Catalyst 2950 running a software release earlier than Cisco IOS release 12.0(5)WC2.	<p>This is caused by a defect (Bug ID CSCdu88701) in the SNMP agent in the Catalyst 2950 running Cisco IOS release 12.0*WC(1). Hence, User Tracking does not discover some endhosts.</p> <p>Hence, User Tracking will not be able to show up the end hosts connected to this version of the device.</p> <p>Workaround:</p> <p>This problem has been fixed in Cisco IOS release 12.0(5)WC2. Upgrade to this version.</p>
CSCdv18014	UTLite process utlite.exe does not terminate after running.	<p>UTLite process utlite.exe does not terminate after utlite runs on a workstation and sends the data to CiscoWorks server.</p> <p>Workaround:</p> <p>None.</p>
CSCdv17242	Printing User Tracking entries to a printer does not work on a Windows 2000 client.	<p>This problem occurs because Java Plug-in for Windows 2000 can generate hundreds of MB of data for the print job.</p> <p>Java Plug-in converts the print job to a graphics (Postscript) format. For User Tracking with 250 entries, if the client is an Windows NT 4.0 system, the print job is around 50MB.</p> <p>If the client is a Windows 2000 system, then the print job is more than 160MB. Most printers may not have enough memory or spooler space to hold huge print jobs. It may take a long time to print.</p> <p>Workaround:</p> <p>Export User Tracking data to a .txt file and then use Microsoft Excel to print it out.</p>

Table 6 User Tracking Known Problems (continued)

Bug ID	Summary	Explanation
CSCdt42619	Unable to save changes using keyboard shortcut (Ctrl-S).	<p>After modifying a cell, if you use the keyboard shortcut (Ctrl-S) with cursor in editable cell, changes are not saved.</p> <p>This problem also occurs if you use any shortcut involving the Ctrl key and then select File > Save Changes.</p> <p>Workaround:</p> <p>Do not use any keyboard shortcuts involving the Ctrl key when the cursor is in a editable cell.</p>
CSCdt25525	User Tracking main table sometimes displays CDP-enabled devices that are outside of ANI discovery boundary.	<p>During User Tracking discovery, User Tracking reads entries from the CAM table. These entries may include MAC addresses of devices that fall outside of ANI discovery boundary.</p> <p>Workaround:</p> <p>None.</p>
CSCdt21834	Modify LANE Services window does not get updated.	<p>After you delete all available LECS, the Modify LANE Services window does not get updated.</p> <p>Workaround:</p> <p>Close and reopen Modify LANE Services window.</p>
CSCdt06183	User Tracking Main Table may not display all entries displayed in phone table.	<p>User Tracking entries shown in the main table are discovered from network. However, User Tracking entries shown in phone table are read from Cisco CallManager.</p> <p>If User Tracking cannot discover particular phones in network, entries for such phones in the User Tracking phone table will not have device and port information.</p> <p>Workaround:</p> <p>None.</p>

Table 6 User Tracking Known Problems (continued)

Bug ID	Summary	Explanation
CSCds90003	Configuration server details do not refresh after creating configuration server	<p>This problem occurs if you:</p> <ol style="list-style-type: none"> 1. Select Managed Domains > ATM Domains. 2. Select Tools > LANE Management > Configure Configuration Server. 3. Select any Configuration Server displayed whose Operational Status is Not Configured. 4. Click Apply. <p>The table that displays configuration server details is not refreshed and appears blank. Also, the latest status of configuration server does not appear.</p> <p>Workaround:</p> <p>Close and relaunch Configure Configuration Server window to view details for the configuration server.</p>
CSCds81070	IP phone entry in User Tracking main table may not have subnet information.	<p>When User Tracking discovers MAC entry belonging to network IP phone but cannot find the corresponding ARP (from router) to resolve its MAC to IP address, User Tracking attempts to match the IP address with entries from the phone table.</p> <p>When this happens, subnet information will be missing from the phone entry.</p> <p>Workaround:</p> <p>None.</p>
CSCds01217	Change in IP phone directory number is not recognized by User Tracking.	<p>When you add, delete, or change an IP phone directory number, you must restart Cisco CallManager before User Tracking recognizes changes.</p> <p>See Bug ID CSCdr55953 for more information.</p> <p>Workaround:</p> <p>None.</p>

Table 6 User Tracking Known Problems (continued)

Bug ID	Summary	Explanation
CSCdr85384	Phone entries displayed by User Tracking differ from entries displayed by Cisco CallManager.	<p>User Tracking phone entries acquired through SNMP for each Cisco CallManager may be different from entries in Cisco CallManager.</p> <p>The Cisco CallManager database displays historical record of all phones registered to Cisco CallManager.</p> <p>The SNMP agent retains only record of phones registered since agent was started, accounting for differences.</p> <p>Workaround: None.</p>
CSCdr53022	Cisco CallManagers are not discovered if there are CDP devices connected to the same hub.	<p>When you connect Cisco CallManager (or host or IP phone) and CDP device to the same hub, User Tracking cannot discover that Cisco CallManager.</p> <p>Workaround: None.</p>
CSCdr45212	IP phone table does not display SoftPhone entries.	<p>SNMP agent in Cisco CallManager 3.0 does not report any SoftPhone entries. Thus, User Tracking will not display SoftPhone entries in IP phone table.</p> <p>See CSCdr55949 for more information.</p> <p>Workaround: None.</p>
CSCdk20561	Catalyst 3000 devices shown as multiple host entries with same MAC addresses but different VLAN information, causing duplicate entries after each User Tracking discovery.	<p>Catalyst 3000 devices appear as multiple host entries with same MAC addresses but different VLAN information. This causes duplicate entries after each User Tracking discovery.</p> <p>Workaround: None.</p>

Topology Services Known Problems

Table 7 *Topology Services Known Problems*

Bug ID	Summary	Explanation
None	Multilayer Switch Module gigabit ports displayed as unknown-duplex.	Multi layer Switch Module does not have the MIB to support half and full-duplex on gigabit ports. Therefore, those ports are displayed as unknown-duplex. Workaround: None.
None	OAM Ping is only supported if ATM Switch Processor version is 4.0 or above for devices with FC-PFQ card.	If a device has an FC-PFQ feature card, OAM Ping is supported only if ATM Switch Processor version is 4.0 or later. Workaround: None.
None	The supported ILMI configuration interface types are UNI, PNNI, and IISP.	In ATM Management Interface Configuration window, the only supported choices for ILMI Configuration Interface Type are UNI, PNNI, and IISP. Workaround: None.
CSCsa11230	When a port is part of channel and configured as trunk, Campus Manager does not display the port as trunking for Catalyst 2950 Switches.	This problem is seen in Topology Services: <ol style="list-style-type: none"> 1. Select Layer 2 View. 2. Go to any Catalyst 2950 series device. 3. Right-click to open its Port Attributes. Is.Trunk is always shown de-selected, though the port might be trunking on the device. Workaround: None.

Table 7 Topology Services Known Problems (continued)

Bug ID	Summary	Explanation
CSCin36988	Unable to calculate utilization of VCs in tunnel.	<p>This occurs if you perform the following in Topology Services:</p> <ol style="list-style-type: none"> 1. Setup a tunnel between two atm devices and let the devices see each other as Interim Local Management Interface (ILMI) neighbors on their tunnel interfaces (subinterfaces) only. 2. Select Fabric view. 3. Select a device and its associated vp tunnel link. 4. Select Tools > Display VCs > Per device. 5. Click Get Info. <p>An error appears:</p> <pre>Throws error Failed to compute utilization for some or all rows</pre> <p>Workaround: None.</p>

Table 7 Topology Services Known Problems (continued)

Bug ID	Summary	Explanation
CSCin36950	Unable to view VCs in a tunnel from Topology Services main window.	<p>This occurs if you perform the following in Topology Services:</p> <ol style="list-style-type: none"> 1. Setup a tunnel between two atm devices and let the devices see each other as Interim Local Management Interface (ILMI) neighbors on their tunnel interfaces (subinterfaces) only. 2. Select Fabric view. 3. Select a device and its associated vp tunnel link. 4. Select Tools > Atm Management > Display VCs > Per device. <p>The device/port chooser does not list not subinterfaces.</p> <p>Workaround: None.</p>
CSCin34586	Deletion of System or User defined groups allowed.	<p>An Admin user is allowed to delete top level System Defined Group or User Defined Group but such a user cannot recreate these groups.</p> <p>Workaround:</p> <p>To recreate the System Defined or User Defined Groups:</p> <ol style="list-style-type: none"> 1. Login as admin. 2. Delete all groups under Campus Manager > Administration > Topology Groups. 3. Restart the daemon manager.

Table 7 Topology Services Known Problems (continued)

Bug ID	Summary	Explanation
CSCin34249	Write to startup config does not work for some devices running Cisco IOS release 11.2 in VLAN Port Assignment.	<p>This is because in some devices such as Catalyst 2900XL, Catalyst 2950, Catalyst 3500XL, Catalyst 3550 switches running Cisco IOS release 11.2, MIB support is not available to perform a write operation.</p> <p>The support is available in Cisco IOS release 12.0 and later.</p> <p>Workaround:</p> <p>This problem has been resolved in the Incremental Device Update (IDU) on Campus Manager 3.3.</p> <p>Install IDU, available at:</p> <p>http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus</p>
CSCin30389	On Netscape Navigator, for System Defined Groups, the Create, Edit, and Delete buttons appear enabled for all users.	<p>On Netscape Navigator, for System Defined Groups, the Create, Edit, and Delete buttons appear enabled for all users.</p> <p>When you click on the Create, Edit, and Delete buttons without access rights, the Admin Client displays a message that you do not have access rights.</p> <p>Workaround:</p> <p>None.</p>

Table 7 Topology Services Known Problems (continued)

Bug ID	Summary	Explanation
CSCin29281	Device Attribute of Catalyst 6000 devices does not display the IP address.	<p>Device Attribute of Catalyst 6000 devices does not display the IP address of WS-X6624-FXS module.</p> <p>Instead, the IP address of supervisory engine is displayed.</p> <p>This problem is caused by a defect in the SNMP agent on the device. For more information, see CSCin33075.</p> <p>Workaround: None.</p>
CSCin27895	No VLANs are displayed if the VTP Domain is set to NULL folder.	<p>VLANs in VTP server devices with no VTP domain name configured will be displayed as inactive in Topology Services > VTP Domains > NULL folder.</p> <p>These VLANs will be shown as inactive even though the state of the VLAN on the switch may be active.</p> <p>Workaround: Either:</p> <ul style="list-style-type: none"> • Configure VTP domain name in the device and rediscover. <p>Or</p> <ul style="list-style-type: none"> • Configure the VTP domain mode of the device as transparent and rediscover.

Table 7 *Topology Services Known Problems (continued)*

Bug ID	Summary	Explanation
CSCin25679	Icon for EtherChannel not available in Visio Stencil.	The icon for Ether Channel is not available in Visio Stencil. This causes an error Cannot find master Ethernet Channel to appear when a map containing “Ethernet Channel” links is exported and opened in Visio. Workaround: None.

Table 7 Topology Services Known Problems (continued)

Bug ID	Summary	Explanation
CSCin22459	Topology Groups membership update does not work as expected.	<p>This occurs if you:</p> <ol style="list-style-type: none"> 1. Select Campus Manager > Administration > Topology Groups. 2. Select a parent group and Click Create. Enter the group name. 3. Click Next, to create a rule for the group. 4. Click Next. The Group Membership page appears. On this page, if you select devices from the Objects Matching Membership Criteria list and click Remove, the devices are moved to the Available Objects list. 5. Click Next. The Access Control page appears. If you click Back, to return to the membership page, the devices that were removed, appear in the Objects Matching Membership Criteria list, and not in the Available Objects list. <p>Workaround:</p> <ol style="list-style-type: none"> 1. Click Back from the membership page to go to rule creation page. 2. Click Next again to return to the membership page. The removed objects will be shown in the Available Objects list.

Table 7 Topology Services Known Problems (continued)

Bug ID	Summary	Explanation
CSCin22400	Unable to add deleted members after moving out of step 3 in the Topology Groups wizard.	<p>This occurs if you perform the following:</p> <ol style="list-style-type: none"> 1. Select Campus Manager > Administration > Topology Groups. 2. Select a parent group and Click Create. Enter the group name. 3. Click Next, to create a rule for the group. 4. Click Next. The group membership page appears. On the page, if you select devices from the Objects Matching Membership Criteria list and click remove, the devices are moved to the Available Objects list. 5. Click Next. The access control page appears. Now if you click Back, to return to the membership page, the devices that were removed appear in the Objects Matching Membership Criteria list, and not in the Available Objects list. <p>Workaround:</p> <ol style="list-style-type: none"> 1. Click Back from the membership page to go to rule creation page. 2. Click Next again to return to the membership page. The removed objects will be shown in the Available Objects list.

Table 7 Topology Services Known Problems (continued)

Bug ID	Summary	Explanation
CSCin09070	Unable to invoke simultaneous sessions of Topology Services from separate servers using Internet Explorer.	<p>When you try to invoke simultaneous sessions of Topology Services from separate servers using Internet Explorer, either of the following errors appear:</p> <ul style="list-style-type: none"> • 403 forbidden Error <p>or</p> <ul style="list-style-type: none"> • The previously launched session of Topology Services is replaced with the later session. <p>This is because only one instance of Topology Services can be running at any point of time.</p> <p>Workaround: None.</p>
CSCin01977	Position of devices connected to SwitchCloud changed after upgrade.	<p>Switch clouds and fabrics represent the collection of LAN switches and ATM switches respectively. These logical entities are very specific to the currently discovered network. That is, if there is a new switch discovered it can affect either of them to a very large extent.</p> <p>This means that you cannot uniquely identify a switch cloud/fabric across ANI databases.</p> <p>Workaround: None.</p>
CSCin01451	Cannot launch Customer Response Application URLs from Service Attributes window.	<p>The sysAppInstallPkgLocation MIB object returns /AppAdmin/ whereas http://ip-address/AppAdmin cannot launch the application.</p> <p>This is because the application web server was running in a different port 6293.</p> <p>Workaround: Use CRA version 3.0(0.25) or later to avoid this problem.</p>

Table 7 *Topology Services Known Problems (continued)*

Bug ID	Summary	Explanation
CSCin00665	Voice Port information not shown for Catalyst 4224 running a Cisco IOS release earlier than release 12.1(5)YE3.	This is caused by a bug in the agent on the device (Bug ID CSCdu08256). Workaround: This problem has been fixed in the Cisco IOS release 12.1(5)YE3. Upgrade to this version.

Table 7 Topology Services Known Problems (continued)

Bug ID	Summary	Explanation
CSCea17100	Topology Group Administration not accessible using Internet Explorer 6.0 with Service Pack 1 (version 6.0.2800.1106).	<p>When you use Internet Explorer 6.0 with Service Pack 1 (version 6.0.2800.1106), in the non-SSL mode, applets under Campus Manager > Administration > Topology Groups, appear as blank grey boxes.</p> <p>Also, output in the Java Console displays IOExceptions when these applets are invoked.</p> <p>Workaround 1</p> <p>If you do not want to enable SSL on the CiscoWorks Server:</p> <ol style="list-style-type: none"> 1. Invoke CiscoWorks Server and then Choose any of the Common Services Applets (Backup Database or Restore Database, Licensing Information etc). 2. If the server uses a self-signed Certificate (default), a message appears The Certificate is issued by an untrusted site....Do you want to Proceed? 3. Select View Certificate Option. 4. In the Certificate dialog box , select Install Certificate. 5. In the Certificate Import Wizard, select the default options. 6. Close the browser. 7. Invoke the CiscoWorks Server Again. <p>Workaround 2</p> <ol style="list-style-type: none"> 1. Enable SSL on the CiscoWorks Server (Server Configuration > Administration > Security Management > Enable/Disable SSL). 2. Invoke Common Services Applets.

Table 7 Topology Services Known Problems (continued)

Bug ID	Summary	Explanation
CSCdz82384	<p>Topo Groups displays Java console error:</p> <p>AggregateModel: Unable to find node</p>	<p>When you invoke Topology views from Topology Groups, the Java Console displays:</p> <p>ERROR: AggregateModel: Unable to find node <nodename> Cannot create link id=<id> in map <map></p> <p>Workaround:</p> <p>None. This error message, does not impede the functioning of Topology Views.</p>
CSCdy08502	Unable to print Topology Map view on large-format printer.	<p>When you print to a large-format printer using 42" roll of paper, Campus Manager formats the output to 8.5" x 11" paper size.</p> <p>Workaround:</p> <p>None.</p>
CSCdx07224	LECs discovered multiple times.	<p>Sometimes, LANE Clients (LECs) are discovered and displayed multiple times in the LE Client list in Topology Services.</p> <p>Workaround:</p> <p>None.</p>
CSCdw78798	Campus Map does not print well for a large map with more than 180 devices.	<p>This problem occurs when Campus has more than 180 devices on the Layer 2 topology map.</p> <p>If you use the Print All option, it prints the map on one page but the font size is too small and illegible</p> <p>Workaround:</p> <p>None</p>
CSCdw66262	ANI does not show devices using sysName.	<p>ANI does not show discovered devices using sysName although sysName is defined.</p> <p>Workaround:</p> <p>None.</p>

Table 7 Topology Services Known Problems (continued)

Bug ID	Summary	Explanation
CSCdw49136	A break in connection between LANE and VLAN.	<p>When the LEC from the Catalyst is removed the connection between ATM-VLAN and VLAN is broken for Catalyst 2900XL devices.</p> <p>This is caused by the bug in the Catalyst 2900XL agent devices wherein the CISCO-LEC-EXT-MIB is not supported.</p> <p>Workaround: None</p>
CSCdw23594	ATM cloud appears in layer 2 map but not in Campus.	<p>Sometimes the layer 2 map displays an ATM cloud which does not appear in Campus.</p> <p>Workaround: None.</p>
CSCdw20967	VLANE: Missing information in Client ARP Information window.	<p>This occurs if you:</p> <ol style="list-style-type: none"> 1. Create ELAN, LECS, LES, a backup LES and LEC. 2. Select the ATM-VLAN, invoke view of the ATM-VLAN 3. Invoke VTP domain map of the ATM-VLAN. 4. Select a switch that has LECS and LEC configured. 5. Select Diagnosis > LE Client > ARP Information <p>This list shows all information for other clients in the same device, but does not show Host and Interface in other devices.</p> <p>Workaround: None.</p>

Table 7 Topology Services Known Problems (continued)

Bug ID	Summary	Explanation
CSCdw19584	VLANE: Error on invoking LES status whose mastership is unknown.	<p>This occurs if you:</p> <ol style="list-style-type: none"> 1. Invoke VTP domain map of the atm-vlan and select a switch that has LES configured whose mastership state is unknown. 2. From the map, select Diagnosis > LE/BU server > LE Server Status. <p>This gives an exception.</p> <p>Workaround: None.</p>
CSCdw19557	LANE: Peer Host and elan not shown for backup peers (LES).	<p>This occurs if you:</p> <ol style="list-style-type: none"> 1. Select a switch that has LECS configured in a VTP domain map of the atm-vlan. 2. Invoke Diagnosis > LE Config Server > Control Connections. 3. Open Config Server control Connections for The list of control connections does not show the peer host and elan name. <p>Workaround: None.</p>
CSCdw13002	Campus does not discover Catalyst 2924 XL Standard Edition switches.	<p>Campus does not discover Cisco Catalyst 2924 XL Standard Edition switches in a topology map even if the switches are defined as seed devices.</p> <p>Workaround: None.</p>

Table 7 Topology Services Known Problems (continued)

Bug ID	Summary	Explanation
CSCdv41860	Topo Map: Fetching LANE components details gives AnisQLException.	<p>In Topology Services, if you create a LANE component in an ATM switch(LS1010) and launch its view, all the Profile and Diagnosis menu items related to this component displays an exception.</p> <p>It displays the error message Internal error</p> <p>Workaround: None.</p>
CSCdv00136	VLAN management always adds VLAN 1 to trunk.	<p>If the trunk does not forward traffic for VLAN 1 (VLAN 1 is not added to the trunk) and you add any other VLAN, such as VLAN 7, to the trunk, VLAN 1 is also added to the trunk.</p> <p>This happens although it was not included in the Add operation.</p> <p>Workaround: This has been fixed in the CatOS release 6.3. Upgrade to this version.</p>
CSCdt50619	Two devices, connected by multiple links, appear to be connected by only one link.	<p>When two devices are connected by multiple links, deleting and you rediscover either devices or links, all of the links are stacked on one another.</p> <p>This causes the devices to appear as if they are connected by only one link.</p> <p>Workaround: Perform a relayout.</p>

Table 7 Topology Services Known Problems (continued)

Bug ID	Summary	Explanation
CSCdt50396, CSCdt51095	Display VC Per Device window unusable after selecting a row and clicking Get Info .	<p>This problem occurs if you do the tasks in either of these scenarios.</p> <p>Scenario 1</p> <ol style="list-style-type: none"> 1. Launch Display VC Per Device window. 2. With all VCs highlighted, select a device/port and click Get Info. 3. After the Get Info button becomes active again, select a different device/port. 4. Select one of the displayed rows and click Get Info. <p>Scenario 2</p> <ol style="list-style-type: none"> 1. Launch Display VC Per Device window. 2. With all VCs highlighted, select a device/port and click Get Info. 3. Before the Get Info button becomes active again, select one of the displayed rows. <p>An exception is returned in Java console, and Display VC Per Device window becomes unusable.</p> <p>Workaround: Close and relaunch Display VC Per Device window.</p>

Table 7 Topology Services Known Problems (continued)

Bug ID	Summary	Explanation
CSCdt33558	ICS System Manager does not launch from Topology Services context menu.	<p>With Topology Services running in Internet Explorer browser, if you select ICS System Manager from context menu, it does not launch.</p> <p>Workaround:</p> <ul style="list-style-type: none"> Open a new Internet Explorer browser session, and type device IP address as URL: <code>http://device_ip_address</code> <p>Or</p> <ul style="list-style-type: none"> Launch ICS System Manager from Topology Services running in Navigator browser.
CSCdt28061	Unable to view map displaying highlighted device in Trace Report window.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Install Campus. 2. Click Display VCs Per Device. 3. Select device and click Get Info. All VCs in device are displayed. 4. Select a VC and click Trace Report. 5. In Trace Report window, click Highlight Map. <p>Workaround:</p> <p>None.</p>
CSCdt27824	Entire list of ports in a VTP domain is displayed when certain Transparent VTP domains are selected from VLAN Assignment dialog box.	<p>When similar VLAN definitions exist on a VTP server and transparent devices, VLAN is added under the parent folder and all transparent devices. Thus, VLAN ports are displayed under all transparent devices.</p> <p>Workaround:</p> <p>Run Find Ports query and enter only device name/address to view ports for a particular device.</p>

Table 7 Topology Services Known Problems (continued)

Bug ID	Summary	Explanation
CSCdt18293	Visio drawing does not imported cleanly into Microsoft Visio.	<p>If you export a Topology map as a Visio drawing, it is not imported cleanly into Microsoft Visio. Links are drawn out of place, and some incorrect links appear to be drawn between devices.</p> <p>Workaround: Clean the Visio drawing manually after import.</p>
CSCds61359, CSCds71941	Unable to select Main Topology Window from the Window menu.	<p>The Main Topology Windows does not appear when you:</p> <ol style="list-style-type: none"> 1. Launch Topology Services. 2. Open Layer 2 topology map. 3. Select the Main Topology Window from the Window menu. <p>Workaround: None.</p>
CSCdr11577	Virtual Circuit (VC) error chart is blank.	<p>A blank chart could mean either a continuous polling failure or a failure caused by other problems.</p> <p>For example, a blank VC error chart might be due to a continuous polling failure (of VC error related data). It could also be because these statistics might not be supported on certain image versions of the ATM switch, being polled.</p> <p>Workaround: None.</p>
CSCdp88318	Link attributes are not updated after a change is made.	<p>If you change link attributes, ANI Server does not properly discover and display the change in reports.</p> <p>Workaround: To update link attributes, close and relaunch Topology Services.</p>

Table 7 *Topology Services Known Problems (continued)*

Bug ID	Summary	Explanation
CSCdp47638, CSCdp47670	After a port change, both the old and the new link are displayed.	After a link is changed to a different port on the same device, both the old and new links appear. Instead of being displayed as a dashed red line, the old link continues to appear as a solid red line. Workaround: Delete all links originating from both devices and rediscover the two devices.

ANI Server Known Problems

Table 8 *ANI Server Known Problems*

Bug ID	Summary	Explanation
CSCin33112	Unable to delete devices on a remote system in SSL mode through the command line interface.	The DeleteDevice command line utility will fail if you use it on a remote server in the SSL mode. Workaround: None.

Table 8 ANI Server Known Problems (continued)

Bug ID	Summary	Explanation
CSCin25185	Pdterm results in error.	<p>When you stop ANIServer by using: <code>\$NMSROOT/bin/pdterm ANIServer</code> an error message is displayed: <pre>ERROR: cmd failed. Server reason: No such process</pre></p> <p>Workaround: None. Ignore the error message,</p>
CSCin03204	Device sync between 2 SSL enabled servers not supported	<p>Device sync is not supported for the following combinations:</p> <ol style="list-style-type: none"> 1. Between two separate SSL Servers (one running ANI and other running Essentials); however if both ANI and Essentials are in same box running in SSL mode, The device sync is supported. 2. From a non-SSL ANI server to SSL enabled Essentials, Common Services should provide API for transferring the certificates. Currently no such service exists. <p>Workaround: Disable SSL and then run device sync.</p>

Table 8 ANI Server Known Problems (continued)

Bug ID	Summary	Explanation
CSCdy31689	Discovery hangs when discovery metrics page is refreshed.	<p>In large networks, sometimes ANI hangs with discovery partially complete and it does not display any CPU usage. This happens when discovery metrics page is being refreshed.</p> <p>The problem is caused by a bug in JRE caching of DNS lookups.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Stop Daemon manager. 2. Edit the registry key, HKEY_LOCAL_MACHINE\SOFTWARE\Cisco\Resource Manager\CurrentVersion\Daemons\ANIServer from Dvbroker.orb.gcTimeout=90 -mx1024m to -Xminf0.1 -Xmaxf0.1 -cp:a C:\PROGRA~1\CSCOPx\lib\classpath\servlet.jar -Dvbroker.orb.gcTimeout=90 -Dsun.net.inetaddr.ttl=0 -mx1024m" 3. Start Daemon manager.
CSCdx59035	ANI does not discover one of dual MSFCs running HSRP.	<p>CiscoWorks does not discover the device. ANI does not discover one of dual MSFCs running HSRP.</p> <p>Workaround: None.</p>

Table 8 ANI Server Known Problems (continued)

Bug ID	Summary	Explanation
CSCdw68571	Device Synchronization does not support sysNames.	<p>ANI to Essentials device import only looks for the hostname or IP address. sysNames are not supported. The IP address are used as Device Name although the sysName was successfully discovered.</p> <p>Workaround:</p> <p>This problem is caused by the Java DNS caching problem. Java caches negative lookup which caused the problem in the customer's scenario. Hence a property <code>sun.net.inetaddr.ttl=0</code> is used to set the JVM not to cache the DNS lookup.</p> <p>The above property is used to start the ANI JVM. It instructs the ANI/JVM not to use the cache. Instead, to use a new lookup each time when queried for DNS resolution.</p> <p>Enter the following:</p> <ol style="list-style-type: none"> 1. <code>#pdreg -u ANIServer</code> 2. <code>#pdreg -r ANIServer -e /opt/CSCOpX/bin/cwjava -d EDS,ANIDbEngine -f "-cp:a^/opt/CSCOpX/lib/classpath/servlet.jar^-Dvbroker.orb.gcTimeout=90^-Dsun.net.inetaddr.ttl=0^-mx512m^com.cisco.nm.aniserver.frontend.Animain"</code>

Table 8 ANI Server Known Problems (continued)

Bug ID	Summary	Explanation
CSCdw67129	Topology Services unable to resolve the hostname of newly discovered devices.	<p>If the DNS entry for the device is added after initial discovery, Topology Services cannot resolve the hostname of the newly discovered devices.</p> <p>The subsequent discoveries do not resolve the IP address to a hostname until the ANIServer reloads.</p> <p>This occurs only in devices that do not have a DNS entry before discovery. Devices that have a DNS entry before ANI discovers them, do not have this problem.</p> <p>Workaround:</p> <p>Do either of the following:</p> <ul style="list-style-type: none"> • Restart CiscoWorks Server. ANI resolves the IP address to a hostname after restart. <p>Or</p> <ul style="list-style-type: none"> • Display the sysName in Topology Services (does not require a restart): Topology Services > Layer 2 View > View > Display Labels > Show Sysname <p>Alternatively, you can do any of the following:</p> <ul style="list-style-type: none"> • Run the ANI discovery again. • Stop and start the ANIServer. • If you require Campus to ignore the cache and always look up the DNS server, add the following variable in the java command line of the ANIServer: <code>Dnetworkaddress.cache.ttl=0</code>

Table 8 ANI Server Known Problems (continued)

Bug ID	Summary	Explanation
CSCdw05781	switches are placed in NO_VTP domain improperly	<p>Inconsistency exists in the map display of some of the switches (non-VTP aware ones) under the VTP domain category.</p> <p>They are placed in NO_VTP domain while they have neighbors in normal VTP domain AAA.</p>
CSCdv55105	anismsmp.conf should allow name wildcarding.	<p>This problem occurs if you have a set up similar to the following:</p> <ul style="list-style-type: none"> Switches: RO public, RW private Routers: RO hello, RW goodbye <p>In this case, all switches have names that start with S and all routers have names that start with R.</p> <p>Workaround: None.</p> <p>However, you can set up the SNMP Settings in the following manner:</p> <pre>S*:public:::::private C*:hello:::::goodbye</pre>
CSCdu10180	Campus VC trace does not work over VP tunnels.	<p>When you perform a VC trace between devices over a VP tunnel, it results in an empty Trace Report.</p> <p>Workaround: This problem has been resolved in the Incremental Device Update (IDU) on Campus Manager 3.3. Install IDU, available at: http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus</p>
CSCdt69570	Permissions report not very specific.	<p>The current Permission report provides permissions at the module level and not at task level</p> <p>Workaround: None</p>

Table 8 ANI Server Known Problems (continued)

Bug ID	Summary	Explanation
CSCdt56346	Discovery filter does not permit discovery of single device.	<p>Specifying a single device in ANI Discovery Filter section does not work. The filter string will be accepted, but ANI will not discover the device.</p> <p>Workaround:</p> <p>Specify a wildcard.</p> <p>To specify a wildcard, replace the last part of IP address with the character *.</p> <p>For example, if IP address is 209.165.200.224, wildcard is 209.165.200.*.</p>
CSCdt20329	ATM switches, for which Remote Monitoring (RMON) is enabled, not highlighted when Show Enabled Devices selected.	<p>This problem occurs if you:</p> <ol style="list-style-type: none"> 1. Select Topology Services. 2. Highlight an ATM fabric under Managed Domains/ATM Domains 3. Select Display View. 4. Select devices, and click Tools > RMON Data Collection > Show Enabled Devices <p>Workaround:</p> <p>None.</p>
CSCdr84799	Applications not functioning across Network Address Translator (NAT).	<p>Applications not functioning across Network Address Translator (NAT).</p> <p>Workaround:</p> <p>None</p>
CSCdp76410	Campus client cannot connect to server using proxies.	<p>Common Services does not support proxies.</p> <p>Workaround:</p> <p>None</p>

Table 8 ANI Server Known Problems (continued)

Bug ID	Summary	Explanation
CSCdm58624	LANE trunks are not considered when determining a VTP disconnected domain discrepancy.	If VTP domain spans across ATM cloud and default ATM-VLAN is configured to carry VTP advertisements across cloud, the domain is still displayed as <code>disconnected domain discrepancy</code> . This is caused by lack of support. Workaround: None.
CSCdm48015	An ATM trunk port is shown as belonging to a VLAN, even if there is no corresponding LANE client associated with that VLAN.	In VLAN-to-port association, all ATM ports on switches (except ATM switches) belonging to VLAN will be displayed. Workaround: Ignore ATM ports in VLAN-to-port association.
CSCdj60832	All configuration changes lost when device accidentally shut down, if device running Cisco IOS software.	Configuration changes are only applied to the device's running configuration. Because the changes are not stored in start-up configuration, if the device is accidentally shut down, all changes are lost. Workaround: Open Telnet session to device, and save configuration changes by entering <code>write mem</code> from command line interface.

Device/Agent Known Problems Impacting ANI Server

Table 9 *Device/Agent Known Problems Impacting ANI Server*

Bug ID	Summary	Explanation
CSCin05978	ANI upgrade failure.	<p>ANI upgrade failure message appears when upgrading ANI in machines with Common Services and Resource Manager Essentials installed. This happens because the ANI server is not active and no data is available for ANI upgrade.</p> <p>Workaround:</p> <p>None. This error message do not affect the functionality</p>
CSCdp00593	SNMP report displays wrong HwVersion and HwVersionMinor for Cisco LS1010 devices.	<p>The SNMP report displays</p> <p>Wrong HwVersion and HwVersionMinor for LS1010 device</p> <p>Workaround:</p> <p>Enter show hardware in command line interface of Cisco LS1010 devices.</p>
CSCdm91634	In Campus device report, number of ports in a device's ATM module are incorrectly displayed as zero.	<p>This problem, which occurs in Catalyst 5000 devices running Catalyst operating system software release 4.3(1a), is caused by missing ifEntry for device ATM module. ANI Server depends on ifEntry to determine number of ports in a particular module.</p> <p>Workaround:</p> <p>None.</p>

VLAN Port Assignment Known Problems

Table 10 *VLAN Port Assignment Known Problems*

Bug ID	Summary	Explanation
CSCin37108	VLAN Port Assignment not reflected in running-config for 3550. Startup configuration does not reflect the changes when ports are moved using VLAN Port Assignment.	Running configuration and startup configuration do not reflect the changes done through VLAN Port Assignment after you enable the write run to startup configuration. Workaround: None.

Resolved Problems

The following table lists the problems resolved since the last release of Campus.

Table 11 *Resolved Problems*

Bug ID	Summary	Additional Information
CSCds05957	The gatekeeper configuration file had to be modified to run Campus on multi-homed machines.	This problem has been resolved. You are no longer required to modify the gatekeeper configuration.
CSCdy29879	Campus failed to install on a machine which has its CPU in slots other than zero (0).	This problem has been resolved.

Path Analysis

Table 11 Resolved Problems (continued)

Bug ID	Summary	Additional Information
CSCdv70125	<p>Path Analysis failed to obtain the layer 2 path trace for layer 2 devices.</p> <p>It listed <i>IfType=unknown</i> for both layer 2 devices across the trace.</p>	<p>Path Analysis is now able to obtain the layer 2 path trace information for layer 2 devices.</p> <p>Furthermore, an Error tab has been added to the Path Analysis window which displays appropriate error messages after an unsuccessful Path Analysis for Layer 3 and Layer 2 devices.</p>
CSCdr37333	Path Analysis required DNS to perform correct path discovery.	Path Analysis no longer requires a DNS to perform a discovery. Furthermore, Path Analysis reports now display DNS names.
CSCdw03315	<p>Path Analysis failed to display layer 2 using RFC 1918 private addressing IP phone endstations.</p> <p>In situations where the network devices use one address space for their management addresses (sc0 on switches, etc.), but the endstations use a different (private) address space (such as 10.x.x.x), path was unable to provide layer 2 information.</p>	<p>This problem has been resolved.</p> <p>Furthermore, an Error tab has been added to the Path Analysis window which displays appropriate error messages after every unsuccessful path trace.</p>
CSCdw03353	Path Analysis failed to show layer 2 information for certain configurations of devices such as Catalyst 2900XL Catalyst 3500XL switches.	Path Analysis is now able to obtain the layer 2 path trace information for layer 2 devices.
CSCdw80793	When you performed a trace between two devices, and the trace traversed through an MSFC, the layer 2 trace displayed was incorrect.	Path Analysis is now able to obtain the layer 2 path trace information for layer 2 devices.

Table 11 Resolved Problems (continued)

Bug ID	Summary	Additional Information
CSCds70102	When you ran a trace between two devices connected by a Fast Ethernet Channel or a Gigabit Ethernet Channel, the Path Analysis Main Table displayed interface type as <code>Unknown</code> although devices were in a managed state.	Path Analysis is now able to obtain the layer 2 path trace information for layer 2 devices.
CSCdw36518	When a trace was performed between switches lying in different VTP domains, layer 2 trace was not be displayed.	Path Analysis is now able to obtain the layer 2 path trace information for layer 2 devices.
CSCdw03370	Path Analysis did not provide sufficient detailed information in situations where there are multiple paths.	This problem has been resolved.
CSCdw03400	Path trace provided little or no information when path trace failed, limiting the usefulness of the tool for troubleshooting.	This problem has been resolved. Furthermore, an Error tab has been added to the Path Analysis window which displays appropriate error messages after every unsuccessful path trace.
CSCea28603	The GUI hung if you performed a Path Analysis trace while a User Tracking discovery was in progress.	This problem has been resolved.
User Tracking		
CSCdp83349	You were required to set the <code>DISPLAY</code> environment variable to run User Tracking through command line or in the standalone mode.	This problem has been resolved.

Table 11 *Resolved Problems (continued)*

Bug ID	Summary	Additional Information
CSCdw44519	UTLite did not work for Windows 98 clients.	This problem has been resolved. A new UTLite executable, UTLite33.exe, is now available in Campus which works on Windows 98 clients too.
CSCdt35200	On Windows 95, Windows NT and Windows 2000 systems, UTLite tool sometimes sent an empty username.	This problem has been resolved.
CSCdt60682	User Tracking did not display port speed and duplex mode information.	User Tracking now displays port speed and duplex mode information.
CSCdx27527	User Tracking did not update the ARP cache.	User Tracking now gets the latest IP address from the ARP cache.
CSCdx58960	User Tracking did not allow more than 31 characters in the phoneDescr column of an IP phone table.	The phoneDescr column now accepts upto 256 characters.
CSCin23872	User Tracking and Summary tables did not print correctly.	This problem has been resolved.
CSCin06554	Discover Subnet field was empty sometimes. Initially, it listed all the discovered subnets. However, after the last discovery (for example, discovery of a specific end host), the subnet list became empty.	This problem has been resolved.
Topology Services		
CSCdv42025	Export of Campus map to Microsoft Visio 2002 failed.	This problem has been resolved.

Table 11 Resolved Problems (continued)

Bug ID	Summary	Additional Information
CSCdv01183	Topology Services maps did not display correctly when running on systems with European Locales.	This problem has been resolved.
CSCdv55569	Topology Services table did not display sysName.	While there is no separate column for sysName table, Topology Services now resolves sysName to IP address.
CSCdw13266	Topology Services did not group devices in a large map.	Topology Groups, a new feature in Campus 3.3, allows you to group devices.
CSCdx38913	In the Topology Services map screen the icon sizes changed automatically after a screen refresh.	This problem has been resolved.
CSCdy07145	In the Topology map the ports are reversed when comparing the spanning configuration and the view on the map.	This problem has been resolved.
CSCin12044	Visio Stencil did not have some icons for devices that were supported.	This problem has been resolved.
CSCin13557	No error message was displayed when you attempted to delete aggregate links.	This problem has been resolved.
CSCin06940	All Catalyst 3550 series devices supported in Campus are shown as switch in Topology Services and as router in Path Analysis.	This problem has been resolved.
CSCin08900	Port Attributes displayed the port type as <code>other</code> for certain Catalyst 3550 series devices.	This problem has been resolved.
CSCds01210	Delete VLAN window remained open after a VLAN was deleted.	This problem has been resolved.

Table 11 Resolved Problems (continued)

Bug ID	Summary	Additional Information
CSCdw83624	ANI did not support more than 2 GB physical memory.	This problem has been resolved.
CSCdt21487	When the topology map of a large network was exported to Visio, an illegible Visio file was created.	This problem has been resolved.
CSCdt00478	Printing Display View map from Topology Services sometimes resulted in errors.	This problem has been resolved.
CSCdp69800	Correct last fail cause was not displayed for LAN Emulation client.	This problem has been resolved.
ANI Server		
CSCdp41757	Running SNMP query on ciscoAtmSvcAddrTable returned empty table for devices. Problem observed in LS1010 devices running Cisco IOS release 12.0.	This problem has been resolved.
CSCds54219	ANI discovery of routers did not use management IP address.	ANI provides features to resolve management IP address using DNS, sysName. You can also change the management IP address using Topology Services view and map.
CSCdv86837	Earlier, when you performed a User Tracking discovery, ANI reported a failure to map some Catalyst XL switch interfaces to physical ports.	This problem, which occurred in Catalyst XL switches running Cisco IOS software, has been resolved.
CSCdt24535	Discrepancy reports did not display the date or time when the discrepancy was discovered.	This problem has been resolved.

Table 11 *Resolved Problems (continued)*

Bug ID	Summary	Additional Information
CSCdu70168	Device Synchronization to Resource Manager Essentials did not work if server was not specified.	This problem has been resolved.
CSCdz44403	Topology Services incorrectly categorized inactive ports in speed mismatch.	This problem has been resolved.
CSCdx54256	Campus did not display from which device CDP cache a particular unconnected device was learned from.	This problem has been resolved. Furthermore, you can see the neighbors of a device on the ANI Discovery details page.
CSCdx60994	ANI discovery filter did not work unless you reinitliaze ANI database.	You are no longer required to reinitialize the ANI database.
CSCdz44348	Topology Services incorrectly reported ATM subinterfaces as half-duplex.	This problem has been resolved.
CSCdy75725	For Catalyst 1900 series switches, Campus did not display the number of ports on the switch.	This problem has been resolved.
CSCdy74197	ANI discovery failed when you ran it a second time.	This problem has been resolved.
CSCdy71670	The discrepancy report VTP Disconnected Domain was created even for a NULL domain.	This problem has been resolved.
CSCdx32591	Discovery filter did not work in range.	This problem has been resolved.

Table 11 Resolved Problems (continued)

Bug ID	Summary	Additional Information
CSCdy59782	If ANI performed a synchronization with Resource Manager Essentials, and the write community contained a '&', ANI deleted the portion of write community after the '&'.	This problem has been resolved.
CSCin26831	<code>reinitdb.pl -restore</code> failed with error and ANIServer failed to start.	This problem has been resolved.
VLAN Port Assignment		
CSCds32015	Earlier, when you used VLAN Port Assignment to add or delete ports to or from VLANs, the changes were correctly registered in the running configuration of switches. However, after a reboot, the modifications were lost because Campus did not modify the startup configuration.	This problem has been resolved.
CSCdt46180	When selecting to delete a VLAN from Campus, a confirmation dialog box appears. After you deleted the VLAN, the dialog box got locked and you could remove it only by using the Window Close widget in the title bar.	This problem has been resolved.
CSCin25038	When you modified the polling options using Setup > ANI Server Admin > Discovery Schedule, the changes did not come into effect immediately.	This problem has been resolved.

Documentation

Table 11 Resolved Problems (continued)

Bug ID	Summary	Additional Information
CSCdx70235	Cisco 805 Router was incorrectly shown as supported by Topology Services in the Supported Devices Table for Campus Manager 3.2.	This problem has been resolved.
CSCdy20047	Campus documentation did not contain details about the the links displayed in a Topology Map.	The lines and dashes displayed in a Topology Map have now been documented as an FAQ in Chapter 2, <i>User Guide for Campus Manager</i> .

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 on the World Wide Web at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

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

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 submit e-mail comments about technical documentation to 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, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

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

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

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

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

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

<http://www.cisco.com/tac/caseopen>

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case 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 listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—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.

Priority 2 (P2)—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.

Priority 3 (P3)—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.

Priority 4 (P4)—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. Go to this URL to visit the company store:

<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 online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. 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>
- Training—Cisco offers world-class networking training. Current offerings in network training are listed 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.

