



Readme for Campus Manager 4.0.5 on Windows

This Readme is for Campus Manager 4.0.5 on Windows. It contains:

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Description

Campus Manager 4.0.5 is a software update for Campus Manager 4.0.3. In addition to the devices supported, this package contains fixes to both existing and newly discovered problems.

You should print out and read this document before installing Campus Manager 4.0.5.

**Caution**

Campus Manager 4.0.5 has specific prerequisites. Before installing Campus Manager 4.0.5, see “[Hardware and Software Requirements](#)” section on page 4.

Related Documentation

[Table 2 on page 6](#) lists the devices supported in Campus Manager 4.0.5.

A list of all devices supported in Campus Manager 4.0.3 (with Campus Manager 4.0.4 device support) is available on Cisco.com.

To access this, go to:

http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_campus_manager/4.0.3/device_support/table/cm403sdt.html

For a list of fixes to known problems, see “[Resolved Problem in Campus Manager 4.0.5](#)” section on page 15.

A list of all known and resolved problems in Campus Manager 4.0.3, including the patches containing fixes for known problems rolled into latest SP, is available on Cisco.com.

To access the Release Notes for Campus Manager 4.0.3 on Solaris, go to:

http://www.cisco.com/en/US/products/sw/cscowork/ps563/prod_release_note09186a00805af25c.html

To access the Release Notes for Campus Manager 4.0.3 on Windows, go to:

http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_campus_manager/4.0.3/release/notes/cm403rnw.html

A list of all known and resolved problems in Campus Manager 4.0.4, including the patches containing fixes for known problems rolled into latest SP, is available on Cisco.com.

To access the Readme for Campus Manager 4.0.4 on Solaris, go to:

http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_campus_manager/4.0/cm404/c40id14s.html

To access the Readme for Campus Manager 4.0.4 on Windows, go to:

http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_campus_manager/4.0/cm404/c40id14w.html



Note

We sometimes update the printed and electronic documentation after original publication. Therefore, we recommend that you also review other documentation for Campus Manager 4.0.3 and Campus Manager 4.0.4 on Cisco.com for any updates.

Hardware and Software Requirements

Campus Manager 4.0.5 requires that you have installed CiscoWorks Common Services 3.0.3 and Campus Manager 4.0.3. For LMS 2.5 users, they are available as a part of CiscoWorks LMS 2.5 December 2005 Update (LMS 2.5.1) at <http://www.cisco.com/cgi-bin/tablebuild.pl/lms25>.

Hardware and software requirements are the same as those needed for initial CiscoWorks Common Services 3.0.3 and Campus Manager 4.0.3 installation.

For a detailed list of requirements and instructions to install CiscoWorks Common Services 3.0.3 and Campus Manager 4.0.3, go to Cisco.com:

- For documentation on CiscoWorks Common Services 3.0.3, go to: http://www.cisco.com/en/US/products/sw/cscowork/ps3996/products_installation_guide_book09186a00805305cb.html
- For documentation on CiscoWorks Campus Manager 4.0.3, go to: http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_campus_manager/4.0.3/installation/window/guide/cm403igw.html

CM 4.0.5 Upgrade Path

Use the table below to verify the upgrade path to Campus Manager 4.0.5:

If you have installed...	You must install...
CM 3.2 + any IDU	CS 3.0.3 + CM 4.0.3 + CM 4.0.5
CM 3.3 + any IDU	CS 3.0.3 + CM 4.0.3 + CM 4.0.5
CM 4.0	CS 3.0.3 + CM 4.0.3 + CM 4.0.5
CM 4.0 + CM 4.0.1	CS 3.0.3 + CM 4.0.3 + CM 4.0.5
CM 4.0 + CM 4.0.1 + CM 4.0.2	CS 3.0.3 + CM 4.0.3 + CM 4.0.5
CM 4.0 + CM 4.0.3	CM 4.0.5
CM 4.0 + CM 4.0.3 + CM 4.0.4	CM 4.0.5

Patches Rolled into Campus Manager 4.0.5

Table 1 lists the patches containing fixes for the bugs rolled into Campus Manager 4.0.5.

Table 1 *Patches Rolled Into Campus Manager 4.0.5*

Bug ID	Summary
CSCsd63881	Campus Manager 4.0.4 did not support 12816 device
CSCsd73842	Campus Manager 4.0 support for auxiliary VLANs on Cat 4000 series devices was missing. This missing support resulted in getting incomplete information on IP Phones connected to Cat 4000 series devices with auxiliary VLANs
CSCse13232	For DNS lookup in User Tracking, Customers required an option to bypass InetAddress and directly go to JNDI lookup. This option was required to ensure timely completion of User Tracking acquisition inspite of invalid entries in the DNS and a large number of endhosts.
CSCse14478	The campus data collection stopped because of ANI processes deadlock
CSCse17014	User Tracking added duplicate entries during major acquisition
CSCse22299	Data Collection and User Tracking acquisition were not picking up large SNMP timeout values
CSCse32030	User Tracking did not work properly when the configuration is changed from SNMPv3 to SNMPv2
CSCse34643	Campus Manager 4.0 support for auxiliary VLANs on Cat 3550 series devices was missing. This missing support resulted in getting incomplete information on IP Phones connected to Cat 3550 series devices with auxiliary VLANs
CSCse41622	User Tracking did not merge the data from EmbuPhoneTracking and EmbuUserTracking tables correctly
CSCse43345	User Tracking stopped working and displayed errors

Supported Devices in Campus Manager 4.0.5

Table 2 lists the devices supported in Campus Manager 4.0.5.

For a list of all devices supported in Campus Manager 4.0.3 with device support for Campus Manager 4.0.4, see the *Supported Devices Table for Campus Manager 4.0.3* on Cisco.com (see the “[Related Documentation](#)” section on page 2).

Table 2 Supported Devices in Campus Manager 4.0.5

Device Type	Devices/ Modules Supported	sys ObjectID	Topology	VLAN Mgmt	LANE Mgmt	ATM Mgmt	User Tracking	Path Analysis	Minimum Software
Cisco IP Phones	7936	—	—	—	—	—	Yes	Yes	—
Catalyst 6500 Series Switches	6504-E	1.3.6.1.4.1.9.5.64	Yes	Yes	—	—	Yes ¹	Yes	8.4(1)
	SUP32-10 GE-P3B	1.3.6.1.4.1.9.5.64	Yes	Yes	—	—	Yes ¹	Yes	8.4(1)
Cisco Blade Switch	CBS3030	1.3.6.1.4.1.9.1.749	Yes	Yes	—	—	Yes ¹	Yes	—
	CBS3020	1.3.6.1.4.1.9.1.748	Yes	Yes	—	—	Yes ¹	Yes	—
Access Point	AP1242	1.3.6.1.4.1.9.1.685	Yes	—	—	—	—	Yes	12.3.7-JA 1
Cisco 7000 Series	6748-GE-TX ²	1.3.6.1.4.1.9.1.509	Yes	Yes	—	—	Yes ¹	Yes	—
Cisco 2960 Series	C2960G-4 8TC-L	1.3.6.1.4.1.9.1.697	Yes	Yes	—	—	Yes	Yes	12.2(25)S EE
Cisco 12000 Routers	12816	1.3.6.1.4.1.9.1.477	Yes	—	—	—	—	Yes	12.0(32)S 1

1. IP Phones are supported.

2. Tested with Confidence

Downloading Campus Manager 4.0.5

You can download the Campus Manager 4.0.5 installer file, cwcm4_0_5_win.zip, by either:

- [Downloading From Cisco.com](#)

Or

- [Downloading From Software Center](#)

Downloading From Cisco.com

You can download the updates:

- From the Software Downloads page

From the Cisco.com home page, Select **Products & Solutions > Network Management > All Network Management Products > CiscoWorks Campus Manager > Download Software** to access the Software Downloads page.

Or

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

To download the file from Cisco.com:

Step 1 Locate the package file cwcm4_0_5_win.zip.

Step 2 Save the file to a temporary working area of your server.

Downloading From Software Center

To download the file from Software Center:

-
- Step 1** Go to the CiscoWorks homepage and select **Common Services > Software Center > Software Update**.
- The Software Updates page appears.
- Step 2** Check the Campus manager check box in the Products Installed table, and click **Select Updates**.
- The CCO and Proxy Server Credentials page appears.
- You are prompted to enter your Cisco.com User Name and Password. If you have configured proxy settings, you are prompted to enter the Proxy Server User credentials.
- You can configure your Proxy Server User credentials from the Proxy Server Setup page.
- To access the Proxy Server Setup page, go to the CiscoWorks Homepage and select **Common Services > Server > Security > Cisco.com Connection Management > Proxy Server Setup**.
- The Proxy Server Setup page appears. Enter the required information in the page to configure your Proxy Server settings.
- Step 3** Enter the required credentials, and click **Next**.
- The Available Images page appears with packages for both Windows and Solaris (cwcm4_0_5_win.zip and cwcm4_0_5_sol.zip).
- Step 4** Select cwcm4_0_5_win.zip and click **Next**.
- The Destination Location page appears.
- Step 5** Enter the location or browse to the location using the Browse button.
- Step 6** Click **Next**.
- The Summary page appears. The Summary window displays a summary of your inputs.
- Step 7** Click **Finish** to confirm the download operations.
- The package file is downloaded to the directory that you selected, in the folder cm.
-

Installing Campus Manager 4.0.5

Before you install Campus Manager 4.0.5, make sure your installation environment meets the requirements described in “[Hardware and Software Requirements](#)” section on page 4.

To install Campus Manager 4.0.5:

-
- Step 1** Log into the machine as local administrator.
 - Step 2** Navigate to the directory that contains the zip file that you have downloaded.
 - Step 3** Unzip the package file cwcm4_0_5_win.zip to your temporary directory.
 - Step 4** Navigate to the temporary directory where you have extracted the files packaged in the installer.
 - Step 5** Double-click the file, cwcm4_0_5_win.exe, to begin installation.

A prompt appears:

```
Do you really want to install Campus Manager 4.0.5?
```

- Step 6** Click **Yes** to continue or click **No** to exit the setup.

If you have not installed Common Services 3.0.3 or later, this message appears:

```
Install CiscoWorks Common Services 3.0.3 before installing Campus  
Manager 4.0.5.
```

The installation terminates when you click **OK**.

Common Services 3.0.3 is available as a part of CiscoWorks LMS 2.5 December 2005 Update (LMS 2.5.1) at <http://www.cisco.com/cgi-bin/tablebuild.pl/lms25>.

For details on installing Common Services 3.0.3, see the Installation and Setup Guide for CiscoWorks Common Services 3.0.3 (Includes CiscoView) on Windows (With LMS 2.5.1) at the following location:

http://www.cisco.com/en/US/products/sw/cscowork/ps3996/products_installation_guide_book09186a00805305cb.html

If you have not installed Campus Manager 4.0.3, this message appears:

```
Install Campus Manager 4.0.3 before installing Campus Manager 4.0.5.
```

The installation terminates when you click **OK**.

Campus Manager 4.0.3 is available as a part of CiscoWorks LMS 2.5 December 2005 Update (LMS 2.5.1) at <http://www.cisco.com/cgi-bin/tablebuild.pl/lms25>.

For details on installing Campus Manager 4.0.3, see the Installation and Setup Guide for Campus Manager 4.0.3 on Solaris at the following location:

http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_campus_manager/4.0.3/installation/solaris/guide/cm403igs.html

After installing Common Services 3.0.3 and Campus Manager 4.0.3, resume from [Step 5](#).

Step 7 Click **Next** in the Welcome Screen to continue your installation.

The Software License Agreement dialog box appears.

Step 8 You should click either:

- **Accept** to continue
- or
- **Do Not Accept** to exit the setup

The System Requirements window appears and the installation checks whether the system requirements are met.

- If there is no enough disk space to install Campus Manager 4.0.5, the installation displays an error message and stops.
- If the minimum requirements are not met, the installation displays an error message and exits the setup.

Step 9 Click **Next**.

The Daemons Restart Options dialog box appears with the following message:

```
If no other CiscoWorks application installations are pending, you can
choose to start CiscoWorks Daemons.
```

```
Do you want to restart CiscoWorks Daemons at the end of this
installation?
```

```
If you want to start CiscoWorks daemons, click Yes.
```

```
If you do not want to start CiscoWorks daemons, click No.
```

Step 10 You should click either:

- **Yes** to restart CiscoWorks daemons
- or
- **No** if you have any other installations pending

A Summary dialog box displaying the current settings for installation appears.

Step 11 Click **Next**.

The Setup Complete dialog box appears with the message:

Setup is complete. Click Finish to start CiscoWorks.

Step 12 Click **Finish** to complete and quit the installation.

To ensure that the installation is successful, go to **Common Services > Software Center > Software Update**. Click **Campus Manager** and ensure that the Patches Installed table displays Campus Manager 4.0.5.

Reinstalling Campus Manager 4.0.5

To reinstall Campus Manager 4.0.5, follow the instructions in the [“Installing Campus Manager 4.0.5”](#) section on page 10.

Known Problems in Campus Manager 4.0.5

Known problems are unexpected behaviors or defects in Campus Manager software releases.

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.)

For a list of known problems in Campus Manager 4.0.3, see *Release Notes for Campus Manager 4.0.3* on Cisco.com (see “[Related Documentation](#)” section on [page 2](#)).

[Table 3](#) lists the known problems in Campus Manager 4.0.5.

Table 3 **Known Problems in Campus Manager 4.0.5**

Bug ID	Summary	Explanation
CSCsd34061	Topology Services Filters for EtherChannel do not work.	In Topology Services Layer 2 Map View, the links appear correctly if you do not select a filter. If you select EtherChannel 1000M, links do not appear. If you select another EtherChannel filter option, the missing links appear. Workaround: None.
CSCsd33364	Some User Tracking end host entries do not appear when DHCP is disabled.	When DHCP is disabled some entries for end hosts do not appear. This happens in scenarios where there is a single MAC address with multiple IP addresses. Workaround: None.

Table 3 **Known Problems in Campus Manager 4.0.5 (continued)**

Bug ID	Summary	Explanation
CSCsd32162	Exported User Tracking reports are not sorted correctly.	<p>The sort order and sorted column preferences are not considered by the CSV, PDF, and printer export features in User Tracking.</p> <p>All exported User Tracking reports are sorted in ascending order on the default column.</p> <p>This happens when you:</p> <ol style="list-style-type: none"> 1. Export or print User Tracking report 2. Modify the sort column and/or sort order from the default. <p>Workaround: None.</p>
CSCsd06530	User Tracking Duplicate reports take a long time to load completely.	<p>The User Tracking Duplicate reports for ports with multiple MAC, and Duplicate MAC and VLAN, take a long time to load. This causes browser timeouts.</p> <p>This happens if there are many entries in the User Tracking database.</p> <p>Workaround: None.</p>
CSCsc67741	User Tracking Acquisition page takes a long time to launch.	<p>When you invoke the Acquisition page (User Tracking > Acquisition), it takes a long time to launch.</p> <p>This delay in launching the UI is noticeable over a period of time.</p> <p>Workaround: None.</p>

Table 3 **Known Problems in Campus Manager 4.0.5 (continued)**

Bug ID	Summary	Explanation
CSCsc34746	Incorrect data displayed for Duplicate MAC/IP address reports.	Duplicate MAC, IP, and MAC/IP reports show many duplicate records. This might happen in a network with large number of mobile users, such as laptops or IP phones. Workaround: None.
CSCsa56029	Windows taskbar not usable when UTU searches for data.	When you use UTU to search and display User Tracking data, the Windows taskbar gets locked for a few minutes. During this time, you cannot use the taskbar. However, the taskbar becomes available if: <ul style="list-style-type: none"> • All data is returned • A timeout is reached Workaround: None.

Resolved Problem in Campus Manager 4.0.5

[Table 4](#) describes the resolved problem in Campus Manager 4.0.5.

Table 4 **Customer Found Resolved Problem in Campus Manager 4.0.5**

Bug ID	Summary	Additional Information
CSCsd70470	Campus Manager Device Attributes Module column displayed 1007 for WS-X6748-GE-TX and 1008 for WS-X6704-10GE	This problem has been resolved.

Frequently Asked Questions

- [How will I know which version of Campus Manager I have installed?](#)
- [I do not want support for all the devices that you have supported in Campus Manager 4.0.5. Can I select only the devices I want?](#)
- [Where can I find device support for CiscoView, Device Fault Manager, or Resource Manager Essentials?](#)
- [Where can I find information on the supported devices for Campus Manager 4.0.5?](#)

- Q.** How will I know which version of Campus Manager I have installed?
- A.** To check the version of Campus Manager installed on your system, from the CiscoWorks desktop, select **Common Services > Software Center > Software Update > Campus Manager**.

The Patches Installed table displays the installed version of the applications.

If Patches Installed Table Displays	Campus Manager Version Installed is...
Campus Manager - 4.0.5	4.0.5

- Q.** I do not want support for all the devices that you have supported in Campus Manager 4.0.5. Can I select only the devices I want?
- A.** No. The present installation framework does not support this feature. Even if you do not have all the supported devices, installing Campus Manager 4.0.5 will not adversely affect your network.

Q. Where can I find device support for CiscoView, Device Fault Manager, or Resource Manager Essentials?

A. The device support packages are available at the following locations:

Application	Location is...
CiscoView	http://www.cisco.com/cgi-bin/Software/CiscoView/cvplanner.cgi
Device Fault Manager	http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm
Resource Manager Essentials	http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-rme

Q. Where can I find information on the supported devices for Campus Manager 4.0.5?

A. You can find the latest information on supported devices for Campus Manager 4.05 on Cisco.com.

To access this, either:

- Go to the Cisco.com home page and select **Products & Solutions > Network Management > All Network Management Products > CiscoWorks Campus Manager**.
- From the Technical Documentation & Tools section, select **General Information > Compatibility Information > Supported Devices Table for Campus Manager 4.0.3 (with LMS 2.5.1)**.

Or

- Go to http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_campus_manager/4.0.3/device_support/table/cm403sdt.html



Note

The Supported Devices Table for Campus Manager 4.0.3 contains the information on device support for Campus Manager 4.0.4 and Campus Manager 4.0.5

