



Readme for Campus Manager 4.0.4 on Solaris

This Readme is for Campus Manager 4.0.4 on Solaris. It contains:

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Description

Campus Manager 4.0.4 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.

**Note**

You should print out and read this document before installing Campus Manager 4.0.4.

Campus Manager 4.0.4 provides the following new features and enhancements:

- Support for Microsoft Visio 2003 — Allows you to export Topology maps in Visio 2003 format.
- Improved workflow for Configuring Subnet Acquisition — Allows you to include or exclude specified subnets to perform major acquisition.
- Removal of nested scroll bars — Nested scroll bars in User Tracking reports have been removed, for ease of use.
- Export and Print of User Tracking data—Allows you to print or export (CSV or PDF format) all User Tracking data at the same time.

**Caution**

Campus Manager 4.0.4 has specific prerequisites. Before installing Campus Manager 4.0.4, see “[Hardware and Software Requirements](#)” section on page 3.

Related Documentation

[Table 2 on page 5](#) lists the devices supported in Campus Manager 4.0.4.

A list of all devices supported in Campus Manager 4.0.3 is available on Cisco.com. To access this, go to:

http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp_mgr/camp_4x/cmgr_403/cm40sdt.htm

For a list of fixes to known problems, see the “[Resolved Problems in Campus Manager 4.0.4](#)” section on page 17.

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

To access this, go to:

http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp_mgr/camp_4x/cmgr_403/cm403rn/cm403rns.htm

**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 on Cisco.com for any updates.

Hardware and Software Requirements

Campus Manager 4.0.4 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://cisco.com/cgi-bin/tablebuild.pl/lms25`](http://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/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_d/cs303/ig_sol/index.htm

For documentation on Campus Manager 4.0.3, go to:

http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp_mgr/camp_4x/cmgr_403/cm403ig/cm403igs/index.htm

CM 4.0.4 Upgrade Path

Use the table below to verify the upgrade path to Campus Manager 4.0.4:

If you have installed...	You must install...
CM 3.2 + any IDU	CM 4.0.3 + CM 4.0.4
CM 3.3 + any IDU	CM 4.0.3 + CM 4.0.4
CM 4.0	CM 4.0.3 + CM 4.0.4
CM 4.0 + CM 4.0 SP 1	CM 4.0.3 + CM 4.0.4
CM 4.0 + CM 4.0 SP 2	CM 4.0.3 + CM 4.0.4
CM 4.0 + CM 4.0.3	CM 4.0.4

Patches Rolled Into Campus Manager 4.0.4

[Table 1](#) lists the patches containing fixes for the bugs rolled into Campus Manager 4.0.4.

Table 1 *Patches Rolled Into Campus Manager 4.0.4*

Bug ID	Summary
CSCsd04408	Scheduled custom User Tracking report did not display any record when the server was in ACS mode.
CSCsc94959	Campus Manager did not support the Cisco devices: 3560-48TS, 3560G-24TS, 3560G-48TS, 2960-48TC-L, 2960-24TC-L, 2960G-24TC-L, 2960-48TT-L, 2960-24TT-L, 4948-10GE, CSS 11503, CSS 11506, and 3400.

Supported Devices in Campus Manager 4.0.4

Table 2 lists the devices supported in Campus Manager 4.0.4.

For a list of all devices supported in Campus Manager 4.0.3 including devices supported in previous versions of SP, 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 4.0.4

Device Type	Devices/ Modules Supported	sys ObjectID	Topology	VLAN Mgmt	LANE Mgmt	ATM Mgmt	User Tracking	Path Analysis	Minimum Software
Cisco 800 Series Routers	851	1.3.6.1.4.1.9.1.566	Yes	—	—	—	—	Yes	12.4(4)T
	871	1.3.6.1.4.1.9.1.571							12.3(8)
	876	1.3.6.1.4.1.9.1.568							12.3(14)Y T1
	878	1.3.6.1.4.1.9.1.570							12.3(8)Y1 2
Cisco 10000 Series Routers	10005	1.3.6.1.4.1.9.1.437	Yes	—	—	—	—	Yes	12.3(7)X1 6
Cisco Catalyst 3560 Series Switches	3560-48TS	1.3.6.1.4.1.9.1.634	Yes	Yes	—	—	Yes ¹	Yes	12.2(25)S EB
	3560G-24TS	1.3.6.1.4.1.9.1.615							12.2(20)S E3
	3560G-48TS	1.3.6.1.4.1.9.1.617							

Table 2 Supported Devices in Campus Manager 4.0.4 (continued)

Device Type	Devices/ Modules Supported	sys ObjectID	Topology	VLAN Mgmt	LANE Mgmt	ATM Mgmt	User Tracking	Path Analysis	Minimum Software
Cisco Catalyst 2960 Series Switches	WS-C2960-48TC-L	1.3.6.1.4. 1.9.1.695	Yes	Yes	—	—	Yes ¹	Yes	12.2(25)F X
	WS-C2960-24TC-L	1.3.6.1.4. 1.9.1.694							
	WS-C2960G-24TC-L	1.3.6.1.4. 1.9.1.696							
	WS-C2960-48TT-L	1.3.6.1.4. 1.9.1.717							
	WS-C2960-24TT-L	1.3.6.1.4. 1.9.1.716							
Cisco Catalyst 4500 Series Switches	C4948-10GE	1.3.6.1.4. 1.9.1.659	Yes	Yes	—	—	Yes ¹	Yes	12.2(25)S G
Cisco Catalyst 2400 Series Ethernet Access Switches	ME-2400-24TS-A	1.3.6.1.4. 1.9.1.734	Yes	Yes	—	—	Yes ¹	Yes	12.2(25)E X
Cisco Catalyst 3400 Series Ethernet Access Switches	ME-3400-24TS-A	1.3.6.1.4. 1.9.1.736	Yes	Yes	—	—	Yes ¹	Yes	12.2(25)E X

Table 2 *Supported Devices in Campus Manager 4.0.4 (continued)*

Device Type	Devices/ Modules Supported	sys ObjectID	Topology	VLAN Mgmt	LANE Mgmt	ATM Mgmt	User Tracking	Path Analysis	Minimum Software
Cisco Multi layer Fabric Switch	MDS 9216A	1.3.6.1.4.1.9.12.3.1.3.442	Yes	—	—	—	—	Yes	3.0
Cisco Content Server Switches	CSS11503R	1.3.6.1.4.1.9.9.368.4.5	Yes	—	—	—	—	No	8.10
	CSS11506R	1.3.6.1.4.1.9.9.368.4.6							
Cisco IP Phones	7970	—	—	—	—	—	Yes	Yes	—

1. Support for IP phones is also provided.

Downloading Campus Manager 4.0.4

You can download the Campus Manager 4.0.4 installer file, cwcm4_0_4_sol.zip, either from Cisco.com or from Software Center.

Downloading From Cisco.com

You can download the updates from Cisco.com either by selecting **Products & Solutions > Network Management > All Network Management Products > CiscoWorks Campus Manager > Download Software Image.**

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_4_sol.zip`.
- Step 2** Right click the package file.
- Depending on your browser, select either **Save Link As...** or **Save Target As...** to download the file to a temporary working area of your server.
- Step 3** Unzip the file to your temporary working area by entering:
- ```
unzip cwcm4_0_4_sol.zip -d/your_temporary_directory
```
- The files are extracted to the `cwcm4_0_4_sol` directory in *your\_temporary\_directory*.
- Step 4** Run `pkgchk` to verify the package integrity.
- 

## Downloading From CiscoWorks Software Center

To download the file from Software Center:

- 
- Step 1** From CiscoWorks homepage, select **Common Services > Software Center > Software Updates.**
- The Software Updates page appears.
- Step 2** In the Products Installed table, select the check box corresponding to Campus Manager.
- Step 3** Click **Select Updates** in the Software Updates page.
- The Source Location page appears.

The Available Images page appears with packages for both Windows and Solaris (cwcm4\_0\_4\_sol.zip and cwcm4\_0\_4\_win.zip).

**Step 4** Select cwcm4\_0\_4\_sol.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 shows a summary of your inputs.

**Step 7** Click **Finish** to confirm the download operations.

The package files are extracted to the user-selected directory in the folder cm.

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## Installing Campus Manager 4.0.4

Before you install Campus Manager 4.0.4, make sure your installation environment meets the requirements described in [“Hardware and Software Requirements” section on page 3](#).

Campus Manager 4.0.4 installation takes approximately 20 minutes. If you opt to back up, package installation might take longer.

### Installation Notes

Before installing Campus Manager 4.0.4, note that:

- Campus Manager 4.0.4 installation prompts you to back up all files that it replaces.
- You are not prompted to back up the files while reinstalling Campus Manager 4.0.4.

To install Campus Manager 4.0.4 on Campus Manager 4.0.3:

**Step 1** Log in as root on the system.

**Step 2** Change to the directory where cwcm4\_0\_4\_sol.zip has been extracted.

**Step 3** Run the installation setup script by entering:

```
./setup.sh
```

A prompt appears:

Press Enter to read/browse the following license agreement:

**Step 4** Press **Enter** to read the license agreement.

The following message appears at the end of the license agreement:

```
You must accept this License agreement to proceed with the
installation. If you enter N/n, the installation will exit.
Do you accept all the terms of the preceding License agreement?
(y/n) [n]
```

**Step 5** Either:

- Enter **y** to accept the license agreement and proceed with the installation

Or

- Enter **n** to deny and quit the installation.

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

```
Install CiscoWorks Common Service 3.0.3 before installing Campus
Manager 4.0.4.
```



**Note** Common Services 3.0.3 is available as a part of CiscoWorks LMS 2.5 December 2005 Update (LMS 2.5.1) at <http://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 Solaris (With LMS 2.5.1) at the following location:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000\\_d/cs303/ig\\_sol/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_d/cs303/ig_sol/index.htm)

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

Install CiscoWorks Campus Manager 4.0.3 before installing Campus Manager 4.0.4.



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

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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/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp\\_mgr/camp\\_4x/cmgr\\_403/cm403ig/cm403igs/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp_mgr/camp_4x/cmgr_403/cm403ig/cm403igs/index.htm)

After installing Common Services 3.0.3 and Campus Manager 4.0.3, resume from [Step 3](#).

The installation program checks dependencies and system requirements:

- If there is not enough disk space to install Campus Manager 4.0.4, the installation program displays an error message and stops.
- If the minimum requirements are not met, the installation program displays a warning message and continues with the installation.

A prompt appears:

```
You may decide to uninstall Campus Manager 4.0.4 later. However, to
uninstall Campus Manager 4.0.4, you must first back up the database
and any files that will be affected during installation now.
```

```
You may back up the database and any affected files during this
first-time installation only.
```

```
For more information, please see the Campus Manager 4.0.4 Readme.
```

```
Do you want to back up now? y/n [y]
```

**Step 6** Either:

- Enter **y** to back up and continue.  
If there is not enough disk space to install and back up, the installation program displays an error message and stops.

Or

- Enter **n** to continue installation without backing up files. A prompt appears:

```
Cisco recommends that you back up during the installation of
Campus Manager 4.0.4.
You will NOT have the option to back up these files if you
reinstall Campus Manager 4.0.4 later.
Are you sure you want to proceed WITHOUT backing up the database
and other files now? y/n [n]
```

If you enter **y** now, this message appears:

```
You have selected not to proceed with the install.
One or more of the prerequisites failed.
Exiting...
```

If you had entered **y**, the files are backed up, and installation proceeds.

- Step 7** Select whether you want to restart CiscoWorks daemon after installation, when this prompt appears:

```
Do you want to restart CiscoWorks Daemons at the end of this
installation?(y/n) [n]:
```

If you select **y**, CiscoWorks daemons are restarted after Campus Manager installation is complete.

After you enter **y** or **n**, the following prompt appears:

```
Exiting installation beyond this point might result in system
instability Do you want to continue the installation? (y/n) [y]
```

If you enter **n**, installation aborts.

- Step 8** Enter **y** to complete the installation.
- Step 9** Verify the installation by selecting **Common Services > Software Center > Software Update > Campus Manager**.

The Patches Installed table displays Campus Manager -4.0.4.

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# Reinstalling Campus Manager 4.0.4

To reinstall Campus Manager 4.0.4, follow the instructions in the “[Installing Campus Manager 4.0.4](#)” section on page 9.

**Note**

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You are not prompted to back up the files during reinstallation of Campus Manager 4.0.4.

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## Known Problems in Campus Manager 4.0.4

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

**Note**

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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 are prompted to log into Cisco.com.)

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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 4.0.4.

**Table 3**      *Known Problems in Campus Manager 4.0.4*

| <b>Bug ID</b> | <b>Summary</b>                                                           | <b>Explanation</b>                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------|--------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsd34061    | Topology Services Filters for EtherChannel do not work.                  | <p>In Topology Services Layer 2 Map View, the links appear correctly when you do not select a filter.</p> <p>If you select EtherChannel 1000M, links do not appear.</p> <p>If you select another EtherChannel filter option, the missing links start appearing.</p> <p>Workaround:<br/>None.</p>                                                                                                            |
| CSCsd33364    | Some User Tracking end host entries do not appear when DHCP is disabled. | <p>When DHCP is disabled some entries for end hosts do not appear.</p> <p>This happens in scenarios where there is a single MAC address with multiple IP addresses.</p> <p>Workaround:<br/>None.</p>                                                                                                                                                                                                        |
| CSCsd32162    | Exported User Tracking reports are not sorted correctly.                 | <p>The sort order and sorted column preferences are not considered by the export (CSV, PDF) and print 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 modify the sort column and/or sort order from the default, and then export or print the User Tracking report.</p> <p>Workaround:<br/>None.</p> |

**Table 3**      **Known Problems in Campus Manager 4.0.4 (continued)**

| Bug ID     | Summary                                                              | Explanation                                                                                                                                                                                                                                                         |
|------------|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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, and cause browser timeouts.</p> <p>This happens if there are many entries in the User Tracking database.</p> <p>Workaround:<br/>None.</p> |
| CSCsc67741 | User Tracking Acquisition page takes a long time to launch.          | <p>When you invoke the Acquisition page (User Tracking &gt; 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:<br/>None.</p>                                               |
| CSCsc61310 | Path Analysis does not handle switches with MSFC.                    | <p>Campus Manager cannot trace the Layer 2 view between two hosts. This happens when the hosts are of different VLANs that are connected to the same switch and a Multi Layer Switch Feature Card (MSFC).</p> <p>Workaround:<br/>None.</p>                          |
| CSCsc51917 | OGS groups with special characters in their names do not launch.     | <p>Campus Manager allows you to create OGS groups with special characters such as apostrophes.</p> <p>However, you cannot select or edit such groups.</p> <p>Workaround:<br/>None.</p>                                                                              |

**Table 3**      *Known Problems in Campus Manager 4.0.4 (continued)*

| Bug ID     | Summary                                                        | Explanation                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------|----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsc34746 | Incorrect data displayed for Duplicate MAC/IP address reports. | <p>Duplicate MAC, IP, and MAC/IP reports show many duplicate records which are incorrect.</p> <p>This might happen in a network with large number of mobile users, such as laptops or IP phones.</p> <p>Workaround:<br/>None.</p>                                                                                                                                                                           |
| CSCsa56029 | Windows taskbar not usable when UTU searches for data.         | <p>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.</p> <p>However, the taskbar becomes available again if either of the following conditions are met:</p> <ul style="list-style-type: none"> <li>• All data is returned</li> <li>• A timeout is reached</li> </ul> <p>Workaround:<br/>None.</p> |
| CSCsa52136 | Wake On LAN is not supported in User Tracking.                 | <p>User Tracking reports duplicate layer 3 information for end hosts.</p> <p>This can occur in an environment using Wake On LAN plus DHCP where one of the nodes releases its DHCP information, and becomes dormant (awaiting a Wake On LAN packet).</p> <p>Workaround:<br/>Manually shut down the dormant host.</p> <p>A patch is available with TAC for this problem.</p>                                 |

# Resolved Problems in Campus Manager 4.0.4

Table 4 describes the resolved problems in Campus Manager 4.0.4

**Table 4** *Customer Found Resolved Problems in Campus Manager 4.0.4*

| Bug ID     | Summary                                                                                                                                                                                | Additional Information                    |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| CSCsc99913 | Campus Manager displayed the links connected through Cisco 26xxXM router sub-interfaces as shared media instead of point-to-point links, in the Topology map.                          | This problem has been resolved.           |
| CSCsc98506 | Campus Manager Device Discovery continuously displayed a running state if Device Credentials Repository (DCR) server was down. This prevented you from running Device Discovery again. | This problem has been resolved.           |
| CSCsc97027 | An incorrect error message appeared if you launched Admin Dashboard before the ANI server was completely up.                                                                           | This problem has been resolved.           |
| CSCsc97020 | When Campus Manager collected UNIX user names, it ran out of file descriptors, and stopped responding. This happened especially after UT Major Acquisition was completed.              | This problem has been resolved.           |
| CSCsc96900 | Campus Manager Admin dashboard showed incorrect status of User Tracking process, if you started User Tracking before ANI launched completely.                                          | This problem has been resolved.           |
| CSCsc89250 | Campus Manager reports had nested scroll bars, that were not user-friendly.                                                                                                            | The nested scroll bars have been removed. |
| CSCsc72912 | Topology Services VTP Views took a long time to launch if there were a large number of devices in that view.                                                                           | This problem has been resolved.           |
| CSCsc71238 | Purging of User Tracking archives and jobs failed in Campus Manager.                                                                                                                   | This problem has been resolved.           |

**Table 4**      **Customer Found Resolved Problems in Campus Manager 4.0.4 (continued)**

| <b>Bug ID</b> | <b>Summary</b>                                                                                                                                                          | <b>Additional Information</b>                                    |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| CSCsc60333    | In some screens, field names in the UI were different from what was documented in the Online help.                                                                      | Online help has been updated to reflect the correct field names. |
| CSCsc55636    | Campus Manager Data collection did not respond, if SNMP v3 credentials were configured for devices.                                                                     | This problem has been resolved.                                  |
| CSCsc53310    | Campus Manager did not sort the ports column correctly in User Tracking End Host Immediate Reports.                                                                     | This problem has been resolved.                                  |
| CSCsc52686    | Campus Manager Topology Views appeared blank if any of the devices in the view had non-ASCII characters in their sysNames.                                              | This problem has been resolved.                                  |
| CSCsc48060    | Campus Manager reported the Admin status value instead of the negotiated operational duplex value for Cisco IOS devices.                                                | This problem has been resolved.                                  |
| CSCsc41956    | Campus Manager could not print Topology map on plotters. This was not documented.                                                                                       | This problem has been documented in the Release Notes.           |
| CSCsc40157    | User Tracking data reports in the dashboard and the database were not consistent.                                                                                       | This problem has been resolved.                                  |
| CSCsc08422    | Device Center did not display names or IP addresses in the CDP neighbor column for the devices that were not in DCR.                                                    | This problem has been resolved.                                  |
| CSCsb90254    | Campus Manager discovery updated non-standard DCR devices (such as Cluster Commander) to standard devices. This impacted the proxy relationship between devices in DCR. | This problem has been resolved.                                  |

**Table 4**      **Customer Found Resolved Problems in Campus Manager 4.0.4 (continued)**

| Bug ID     | Summary                                                                                                                                                                                                                                      | Additional Information                                                                                                                                                                                                                                    |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsb89265 | User Tracking reported duplicate entries, where a single MAC address had multiple IP addresses associated with it.                                                                                                                           | <p>If duplicate records are currently present in your database, you should reinitialize the database or manually delete the existing duplicate entries.</p> <p>To reinitialize the User Tracking database, enter the command:</p> <pre>reinitdb -ut</pre> |
| CSCsb08401 | Campus Manager did not display Multilink interfaces (STM-1 links) between Cisco 7609 Routers in Topology Maps when they were configured with Tributary Unit Groups (TUG).                                                                    | This problem has been resolved.                                                                                                                                                                                                                           |
| CSCsa97156 | <p>The workflow for subnet acquisition settings needed enhancements. It was difficult to add subnets manually for acquisition.</p> <p>This was specially relevant on large scale deployments where you needed to add subnets frequently.</p> | The workflow has been modified to allow you to include or exclude specific subnets to perform major acquisition.                                                                                                                                          |
| CSCsa31538 | When you updated or deleted a large number of devices from DCR, Campus Manager could not synchronize with DCR using DCR events.                                                                                                              | This problem has been resolved.                                                                                                                                                                                                                           |
| CSCef31329 | Campus Manager link computation failed for Multilink interfaces.                                                                                                                                                                             | This problem has been resolved.                                                                                                                                                                                                                           |
| CSCed41377 | User Tracking ping sweep limitations in large subnets were not adequately explained in Online help.                                                                                                                                          | Online help has been updated by adding the User Tracking ping sweep limitations, and suggestions to overcome these limitations.                                                                                                                           |
| CSCsd15869 | When a device had more than one loopback address, Device Discovery considered the loopback address falling outside the allowed subnets, as the device name.                                                                                  | This problem has been resolved.                                                                                                                                                                                                                           |

**Table 4** *Customer Found Resolved Problems in Campus Manager 4.0.4 (continued)*

| <b>Bug ID</b> | <b>Summary</b>                                                                                                                                                                                                    | <b>Additional Information</b>   |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| CSCsd29343    | Device Discovery set the Display Name of a device to its hostname without the domain component, although the fully-qualified hostname was valid and properly discovered.                                          | This problem has been resolved. |
| CSCsd30081    | User Tracking end host did not sort records based on the Last Seen column.                                                                                                                                        | This problem has been resolved. |
| CSCsd34428    | User Tracking CLI did not quote fields that contained embedded commas. Commas were used as the delimiter in these exports.<br><br>Hence, import of resultant data into other applications did not work correctly. | This problem has been resolved. |
| CSCsd41493    | When you ran User Tracking Acquisition on Cisco Catalyst 2900 XL series switches with empty VLANs, Campus Manager stopped responding.                                                                             | This problem has been resolved. |
| CSCsd40241    | Device discovery added devices into DCR, with loopback IP addresses falling outside the discovery range.                                                                                                          | 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 4.0.4. 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 4.0.4?](#)

- 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 **CommonServices > Software Center > Software Update > CampusManager**.

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

| <b>If Patches Installed Table Displays</b> | <b>Campus Manager Version Installed is...</b> |
|--------------------------------------------|-----------------------------------------------|
| Campus Manager -4.0.4                      | 4.0.4                                         |

- Q.** I do not want support for all the devices that you have supported in Campus Manager 4.0.4. 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 4.0.4 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:

| <b>Application</b>          | <b>Location is...</b>                                                                                                                     |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoView                   | <a href="http://www.cisco.com/cgi-bin/Software/CiscoView/cvplanner.cgi">http://www.cisco.com/cgi-bin/Software/CiscoView/cvplanner.cgi</a> |
| Device Fault Manager        | <a href="http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm">http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm</a>                 |
| Resource Manager Essentials | <a href="http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-rme">http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-rme</a>                 |

- Q.** Where can I find information on the supported devices for Campus Manager 4.0.4?
- A.** You can find the latest information on supported devices for Campus Manager 4.0.4 on Cisco.com.

To access this, select **Products & Solutions > Network Management > All Network Management Products**, and then select **CiscoWorks Campus Manager > Technical Documentation > Device Support Tables > Supported Devices Table for Campus Manager 4.0.4**.

Or go to:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp\\_mgr/camp\\_4x/cmgr\\_403/cm40sdt.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp_mgr/camp_4x/cmgr_403/cm40sdt.htm)