



Release Notes for Campus Manager 4.0 on Windows

These release notes are for use with the Campus Manager 4.0 (Campus), part of the CiscoWorks family of products running on a Windows platform.

These release notes provide:

- [New Features, page 2](#)
- [Product Documentation, page 4](#)
- [Related Documentation, page 6](#)
- [Additional Information Online, page 6](#)
- [Support Information, page 7](#)
- [Known Problems, page 7](#)
- [Resolved Problems, page 56](#)
- [Obtaining Documentation, page 58](#)
- [Documentation Feedback, page 59](#)
- [Obtaining Technical Assistance, page 59](#)
- [Obtaining Additional Publications and Information, page 61](#)



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

Copyright © 2005 Cisco Systems, Inc. All rights reserved.

New Features

Campus Manager 4.0 contains the following new features:

- Ability to work with devices managed using ACS (Access Control Server).
- Integration with CiscoWorks Homepage portal.
- Enhanced support for virtual LAN (VLAN) and private VLAN (PVLAN).
- Support for hosts running IPv6 and devices that may or may not have IPv6 configured on their interfaces.
- Support for certain SNMPv3 features.
- Support for Device and Credential Repository (DCR).
- Licensing using the Common Services licensing framework.
- Fixes to problems that existed in previous releases. For more information see [“Spanning Tree Protocol Known Problems” section on page 55](#).

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

Topology Services

The new features in Topology Services support:

- Creating PVLAN.
- Managing workgroups that use VLANs and segment your network logically.
- Creating trunk.
- Viewing port, device, and trunk attributes.
- Displaying reports about inconsistencies or misconfigurations in your physical or logical network setup.
- Viewing and finding port information in a VTP domain and configuring VLANs on a trunk.
- Creating EtherChannel.

Path Analysis

The new features in Path Analysis allow:

- Support for IPv6.
- Analyzing paths between two specified Layer 2 or Layer 3 devices. It enables you to use device hostnames or IP addresses, and show results in a network view, table, or textual trace display.
- Sorting Subnet-to-VLAN mapping table.
- Displaying managed domain, and display the Layer 2 path, wherever possible, between two specified end-user hosts known to User Tracking.
- Displaying information about interface properties such as Maximum Transmission Unit (MTU) size, speed, MAC address, and media type.
- Displaying information about device properties such as node name, device type, chassis type, up-time, and one alias.
- Tracing paths that Voice over IP (VoIP) can take on data networks.
- Saving and print path trace information.
- Running CiscoView from supported devices displayed in the Path Analysis view.
- Running Visual Switch Manager from Cisco 1900, 2900XL, and 3500XL devices displayed in the Path Analysis view.
- Support for Cisco CallManager login.

User Tracking

The new features in User Tracking allow:

- Discovering and displaying information about users, hosts, and IP phones in your network.
- Performing query for users, hosts, and IP phones.
- Modifying, adding, and deleting the username and notes in the main User Tracking table.
- Highlighting devices on the Layer 2 view in Topology Services.

- Viewing reports about duplicate IP addresses, and duplicate MAC addresses and VLAN names.
- New non-java based lightweight user Interface.

Discrepancy Reports

The new features in Discrepancy Reports allow:

- Support for enhanced discrepancy reporting.
- Reporting on network inconsistencies, anomalies or misconfiguration in the physical and logical layout in the discovered network.

Administration

The new features in Administration allow:

- Configuring the discrepancies and generate syslog messages.
- Administering Topology Groups, and schedule Path Analysis traces.

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 3.0</i>	<ul style="list-style-type: none"> Printed document that was included with the product. On Cisco.com at: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_b/lms/
<i>Release Notes for Campus Manager 4.0 on Windows</i>	<ul style="list-style-type: none"> Printed document that was included with the product. On Cisco.com at: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp_mgr/camp_4x/cmgr_4_0/rel_note/index.htm
<i>Installation and Setup Guide for Campus Manager 4.0 on Solaris</i>	<ul style="list-style-type: none"> Printed document that was included with the product. PDF on the product CD-ROM. On Cisco.com at: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp_mgr/camp_4x/cmgr_4_0/sol_inst/index.htm Printed document available by order (part number DOC-78-16400-01=).¹
<i>User Guide for Campus Manager 4.0</i>	<ul style="list-style-type: none"> PDF on the product CD-ROM. On Cisco.com at: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp_mgr/camp_4x/cmgr_4_0/u_guide/index.htm Printed document available by order (part number DOC-78-16398-01=).¹
<i>Supported Devices Table for Campus Manager 4.0</i>	<ul style="list-style-type: none"> On Cisco.com at: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp_mgr/camp_4x/cmgr_4_0/index.htm
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 58.

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
<p><i>User Guide for CiscoWorks Common Services 3.0</i></p>	<p>Describes CiscoWorks Common Service 3.0, gives an overview of the applications that make up Common Services 3.0 and provides conceptual information about network management.</p> <p>This also 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 at: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_d/comser30/index.htm • Printed document available by order (part number DOC-78-16398-01).¹

1. See the “Obtaining Documentation” section on page 58.

Additional Information Online

The following product specific information is available online:

- Incremental Device Update (IDU) contains updated files necessary for the latest device support and fixes to known problems that are not available in Campus Manager 4.0. If you are a registered user, you can download IDU for Campus Manager from:

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

Support Information

Campus Manager 4.0 supports only US-English and Japanese versions of Solaris 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 the known problems in this release:

- [General Notes and Known Problems, page 7](#)
- [General Known Problems, page 9](#)
- [Browser Known Problems, page 17](#)
- [Path Analysis Known Problems, page 19](#)
- [User Tracking Known Problems, page 24](#)
- [Topology Services Known Problems, page 30](#)
- [ANI Server Known Problems, page 47](#)
- [Device/Agent Known Problems Impacting ANI Server, page 53](#)
- [VLAN Port Assignment Known Problems, page 54](#)
- [Spanning Tree Protocol Known Problems, page 55](#)

**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 CiscoWorks Common Services 3.0 (Includes CiscoView) on Solaris* 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 Microsoft Windows systems might slow Campus response time.
- 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 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**, you must 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	Cisco Catalyst 3500 series is supported in IP mode only.	<p>Campus supports Cisco Catalyst 3500 series in IP mode only. Cluster mode is not supported. If your network has a Cisco Catalyst 3500 switch in cluster mode, the links display incorrectly.</p> <p>Workaround:</p> <p>None.</p>
CSCsb28190	Campus Manager applications fail to start in ACS mode.	<p>Topology Services, Path Analysis, VLAN Port Assignment, and Discrepancy Report tasks fail to start when you login to CiscoWorks in ACS mode.</p> <p>This problem occurs when you assign a CiscoWorks user to a group and when CiscoWorks server is not present in that group.</p> <p>Workaround:</p> <p>When you assign a user to a specific group, ensure that the CiscoWorks Server IP address is added to that device group.</p>
CSCsa80727	Launching of Campus Manager UIs fails.	<p>Campus Manager UIs fail to open when the daemon manager is not restarted for a long period of time.</p> <p>Workaround:</p> <p>Stop and restart the daemon manager. Campus Manager UIs will now open properly.</p>

Table 3 **General Known Problems (continued)**

Bug ID	Summary	Explanation
CSCsa65685	Online Help for Data Extraction Engine has incorrect details.	<p>Schema for User Tracking Data, Switch Data, and Subnet Data are incorrect in the Online Help.</p> <p>The servlet for exporting user tracking data is incorrectly mentioned as CMExportServlet.</p> <p>Workaround:</p> <p>See Chapter <i>Data Extraction Engine</i> in the <i>User Guide for Campus Manager 4.0</i> on Cisco.com for the correct information.</p>
CSCsa65131	Campus Manager Data Extraction Engine servlet interface does not work.	<p>The Campus Manager Data Extraction Engine servlet interface (CMExportServlet) displays an error when you try to export User Tracking Data.</p> <p>The Online Help for Data Extraction Engine has incorrect details on the servlet to be used for exporting User Tracking Data.</p> <p>Workaround:</p> <p>Do not use the CMExportServlet to export User Tracking data. Use UTEExportServlet to export User Tracking Data. See Chapter <i>Data Extraction Engine</i> in the <i>User Guide for Campus Manager 4.0</i> on Cisco.com for more details.</p>
CSCsa65130	Online Help for Data Extraction Engine refers to a non-existent logfile element.	<p>In the schema for payload file, the Online Help refers to a <i>logfile</i> element which is non-existent. If this schema is used, an error is displayed.</p> <p>Workaround:</p> <p>Do not use the <i>logfile</i> element in the payload file. See Chapter <i>Data Extraction Engine</i> in the <i>User Guide for Campus Manager 4.0</i> on Cisco.com for the correct schema for payload file.</p>

Table 3 **General Known Problems (continued)**

Bug ID	Summary	Explanation
CSCsa59569	Restoring Campus files fails when path of the backup.pl file is in lower case.	<p>When path of the backup.pl file, is provided in lower case, Campus successfully backs up the files, but does not restore the files.</p> <p>This is because during restore, NMSROOT verification of the tar file fails, which stops the Campus restore.</p> <p>Workaround:</p> <p>You must execute <code>NMSROOT/objects/db/conf/configureApp.pl</code> before backing up the files using backup.pl.</p>
CSCsa47864	After uninstalling Campus, the application does not remove the links to Campus from CiscoWorks Homepage.	<p>If you have enabled SSL on CiscoWorks server and if you uninstall Campus, the links to Campus Manager application are not unregistered from CiscoWorks Homepage.</p> <p>Workaround:</p> <p>None.</p>

Table 3 **General Known Problems (continued)**

Bug ID	Summary	Explanation
CSCsa44629	Campus does not restore Topology Map settings after taking back up and restore in another machine, which has Campus 4.0.	<p>Campus does not save the changes to layout style and background colors in Topology Map settings, which were backed up in another machine.</p> <p>This occurs when you do the following:</p> <ol style="list-style-type: none"> 1. Modify Topology Map settings in a machine with Campus 3.3. 1. Back up and restore the files in another machine, which has Campus 4.0. 2. Run Data Collection. 3. Start Topology Services. <p>Workaround:</p> <ol style="list-style-type: none"> 1. Run <i>NMSROOT/campus/conf/upgrade/cm/topo/2cm31maplayout.pl</i> on the machine with Campus 3.3 to generate the map files. 2. Copy the map files to the location on the target system, where you have restored the data: <i>\$NMSROOT/campus/etc/users/username/</i> 3. Upgrade Topology Map by selecting File > Upgrade View Layouts from Topology Services.
CSCsa29999	In Campus, User Defined group lists all the devices when you create the group in CiscoWorks Common Services.	<p>When you create Common Services User Defined group in Device and Credential Repository (DCR) Device Management, the User Defined Group in Campus displays all the devices.</p> <p>Workaround:</p> <p>None.</p>

Table 3 **General Known Problems (continued)**

Bug ID	Summary	Explanation
CSCsa22708	Campus does not manage existing devices when upgrading from higher device limit to lower device limit.	<p>This problem occurs because Campus performs a fresh discovery of the network to obtain the devices and does not import them from the earlier versions.</p> <p>Workaround: None.</p>
CSCin58202	Unable to get XML data using user defined queries or layouts, until you restart User Tracking after creating the user defined queries or layouts.	<p>The is because of an error in the applet where you create user defined query or layout.</p> <p>The applet does not save the user defined query or layout in the ANI Server until you close User Tracking window.</p> <p>Workaround: None.</p>
CSCin23883	Jobs created in Path Analysis or User Tracking appear in the Job Management page even after uninstalling Campus.	<p>If you have scheduled Path Analysis or User Tracking jobs and then uninstall Campus, the jobs are not deleted from the CiscoWorks Job Management page.</p> <p>Workaround; Delete the Path Analysis or User Tracking jobs from the Job Management page.</p>
CSCdu51651	You cannot select the first template from the drop-down box, when you create SPVC/SPVP/Advanced parameters.	<p>Under ATM if you create SPVC/SPVP/Advanced parameters, you cannot select the first template from the drop-down box. This is because the traffic parameter fields are not populated.</p> <p>Workarounds:</p> <ol style="list-style-type: none"> 1. Go to Select/Edit and select the template. 2. Click OK. <p>Or</p> <ol style="list-style-type: none"> 1. Select the second template 2. Select the first template.

Table 3 **General Known Problems (continued)**

Bug ID	Summary	Explanation
CSCdt55303	Starting Campus application with the Print dialog box open in another Campus application results in error.	<p>This problem occurs if you:</p> <ol style="list-style-type: none"> 1. Select Print from active Campus application. 2. Start another Campus application, with Print dialog box open. <p>The new application window does not respond to user input.</p> <p>Workaround:</p> <p>Close the Print dialog box and restart the application.</p>
CSCdt42318	Cannot copy and paste IP addresses from Topology Services to Path Analysis when you use keyboard shortcuts.	<p>This problem occurs if you:</p> <ul style="list-style-type: none"> • Enter Ctrl-C to copy address after selecting an IP address in Topology Services, <p>Or</p> <ul style="list-style-type: none"> • Enter Ctrl-V with the cursor active in the From field in Path Analysis. • In both cases the following is pasted in instead of the IP address: <pre style="margin-left: 20px;">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>This occurs if you:</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 the Context menu. A dialog box appears. 4. Enter appropriate community strings, and CiscoView attempts to launch. An error message appears. <p>Workaround: Launch CiscoView on IGX series devices via Cisco WAN Manager.</p>
CSCdm88520	Minimized windows are not visible when you select them 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 you access CiscoWorks using http://localhost:1741	<p>If you access CiscoWorks applications using http://localhost:1741 from a browser on the same machine that CiscoWorks server is installed on, Campus suite of applications will not work.</p> <p>Workaround: Use full DNS name or IP address of server, even when accessing it locally.</p>

Table 3 **General Known Problems (continued)**

Bug ID	Summary	Explanation
CSCdm77812	In Path Analysis, Tools > Path Trace displays an error, <code>null pointer exception</code> on Microsoft Internet Explorer 5.0 with the URL of a local host.	<p>If your system has a non-blank <i>CLASSPATH</i> environment variable, your browser might behave unpredictably.</p> <p>Workaround:</p> <p>Reset the <i>CLASSPATH</i> variable non-globally:</p> <ul style="list-style-type: none"> • Solaris— Reset the <i>CLASSPATH</i> variable from the terminal window from where you launch the browser. • Windows—Reset the <i>CLASSPATH</i> variable in MS-DOS prompt window and launch the 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 functions will not be available:</p> <ul style="list-style-type: none"> • Launching Help. • Tasks in Campus, which require user action between applications. 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.

Table 4 **Browser Known Problems (continued)**

Bug ID	Summary	Explanation
CSCdt11838	<p>You are not prompted to install the Java plug-in when launching an application that utilizes the plug-in for the first time.</p>	<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 the renamed file back to nprjplug.dll.</p>
CSCdp43999	<p>Maps and configuration dialogs display offset menus and list boxes in Netscape on a Solaris client.</p>	<p>Sometimes, when you launch a map or a configuration dialog box, menus or list boxes are not displayed below the menu. This offset occurs in Navigator on a Solaris client.</p> <p>Workaround:</p> <p>Move or resize window.</p>

Path Analysis Known Problems

Table 5 *Path Analysis Known Problems*

Bug ID	Summary	Explanation
CSCsa47939	You cannot start CiscoView from Path Analysis, on SSL server.	<p>You cannot start CiscoView from Path Analysis because of an incorrect URL:</p> <pre>https://CiscoWorksServer:-1/CVng/chassis.do?deviceip=10.77.209.53</pre> <p>Workaround:</p> <p>Replace -1 with 443 in the URL, thus correcting the URL to:</p> <pre>https://CiscoWorksServer:443/CVng/chassis.do?deviceip=10.77.209.53</pre>
CSCsa41902	Campus does not display proper error message when ACS is down.	<p>When ACS is down, authentication succeeds but authorization to the server fails. Campus tasks display an error message, which does not specify that TACACS+ login has failed.</p> <p>Campus must display an error message similar to the message in Common Services:</p> <pre>Authentication with TACACS+ fails. You are in the fallback mode. Please go to Server > Security > Login Module > Non ACS to change the Login Module to CiscoWorks Local. You will need appropriate privileges to perform this operation.</pre> <p>Workaround:</p> <p>None.</p>
CSCin37960	VLAN-to-Subnet mapping information is not available for Phone Traces.	<p>Path Analysis does not provide VLAN-to-Subnet mapping information, when you run Path Trace between two IP phones.</p> <p>Workaround:</p> <p>None.</p>

Table 5 Path Analysis Known Problems (continued)

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.
CSCin36082	Additional hop appears when you perform a trace using HSRP virtual IP address.	An additional hop appears 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.	If you disable source route on routers, Path Analysis might not display the route occasionally. 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 If Index 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 Cisco CallManager cluster information if Cisco CallManager 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.</p> <p>As a security precaution, you might disable the Web Server on all cluster members except one. This is because Cisco CallManagers use IIS, and can be badly damaged by viruses such as Code Red and NIMDA.</p> <p>However, if cluster members have Web Server shut off, then Path Analysis cannot obtain information on cluster membership and cannot retrieve CDRs.</p> <p>Workaround:</p> <p>Turn the Web Server on the Cisco CallManager 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 Cisco CallManager 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 Cisco CallManager cluster to another. <p>In such a case the path would be:</p> <ol style="list-style-type: none"> a. From phone 1 to Cisco CallManager 1 b. From Cisco CallManager 1 to Cisco CallManager 2 through H.323 inter-cluster trunk c. From Cisco CallManager 2 to phone 2 <ul style="list-style-type: none"> • Phone call to gateway (PSTN, analog, etc.) • Phone call to other servers (voice mail, conference, etc.) <p>This is a very complex issue, and most likely will require new instrumentation from telephony servers, etc.</p> <p>Workaround:</p> <p>None.</p>

Table 5 **Path Analysis Known Problems (continued)**

Bug ID	Summary	Explanation
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 you select 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:</p> <p>Resize Java console window. If the problem persists, close Path Analysis window and open another window.</p>
CSCdt42404	Trace tab displays GMT as time zone, although server is set to local time zone.	<p>A number of Java bugs involve incorrect interpretation of time zones. Usually, the correct time zone appears if you set the local time zone to the 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	Path Analysis displays the Elvis module of Cisco Catalyst 6000 devices as unknown.	<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>Workaround:</p> <p>None.</p>
CSCdt04978	Highlighted path trace in Topology Services map may be difficult to view.	<p>It may be difficult to view highlighted path trace in Topology Services map, especially you select the Fit to Window view.</p> <p>Workaround:</p> <p>Zoom into Topology Services Map view by selecting Select All Highlighted Objects > Zoom to Selected.</p>

Table 5 Path Analysis Known Problems (continued)

Bug ID	Summary	Explanation
CSCds79693	Voice trace query results always appear using local time zone.	<p>Local time zone always appears in voice trace query results, even if you select 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 sometimes continue to appear even after you press Cancel.</p> <p>Workaround: None.</p>
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 the client and server on different machines. Doing so does not eliminate this problem. However, it reduces 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
CSCsb17074	User Tracking does not discover hosts connected to devices with SNMPv3 credentials.	<p>When you manage the devices Cisco Catalyst 3750 and Cisco Catalyst 4000 with SNMPv3 Credentials in Campus Manager, and if there are end hosts connected to these devices, the end hosts are not discovered and shown by User Tracking.</p> <p>Workaround: None.</p>
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.</p> <p>Since switches support multiple VLANs, discovery could span more than the subnet that you selected. User Tracking could discover additional end host nodes that are not in the selected subnet.</p> <p>Workaround: Query only the required VLAN option in the subnet discovery window.</p>
CSCsa30812	Job reports are not available after upgrading to Campus 4.0.	<p>Reports for the jobs that are successfully completed in Campus 3.3 are not available after upgrading to Campus 4.0.</p> <p>This is because of the change in format of the Reports in Campus 4.0. In earlier versions of Campus, job results were stored in plain text, whereas in Campus 4.0, the results are stored in serialized object.</p> <p>Workaround: None.</p>

Table 6 *User Tracking Known Problems (continued)*

Bug ID	Summary	Explanation
CSCsa27118	User Tracking Report displays Port State as Static for dot1x authenticated ports.	<p>User Tracking Report displays Port State as Static when an end host is connected to the switch port, which is configured for dot1x authentication.</p> <p>This is because the device populates vmVlanType as Static for dot1x authenticated ports.</p> <p>Workaround: None</p>
CSCsa22740	ARP entries are not fetched for Cisco 3550-24 VLAN Interfaces.	<p>ARP entries are not fetched for Cisco 3550-24 VLAN Interfaces. Hence, IP Address is not displayed in User Tracking End Host Reports.</p> <p>Workaround: None.</p>
CSCsa20659	Purge Job is created although you delete it from User Tracking Report Jobs.	<p>In User Tracking, Purge Job is created even if you try to delete it from the User Tracking Report Jobs and Common Services JRM pages.</p> <p>It gets deleted and then recreated immediately. There is no functionality loss because of this.</p> <p>Workaround: None.</p>
CSCsa14652	NAM and IDS Modules appear as end hosts in User Tracking.	<p>Cisco Catalyst 6000 devices running native IOS service modules are displayed as end hosts in User Tracking.</p> <p>This is caused by a problem on the device.</p> <p>Workaround: None.</p>

Table 6 **User Tracking Known Problems (continued)**

Bug ID	Summary	Explanation
CSCin08287	User Tracking does not recognize change in IP address UTIPChange is set to 1 under DHCP.	<p>In a network using DHCP, with the UTIPChange set to 1, User Tracking does not 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 Cisco CallManager registration adds a new record in phone table.	<p>Cisco CallManager entries themselves respond with two entries. Make the change in the Cisco CallManager and not in the User Tracking.</p> <p>Workaround: None</p>
CSCin00363	End host does not appear if obsolete ANI device IP address is assigned.	<p>If you connect a CDP device to the port and then add a new end host, this new end host is not learnt. This is because ANI is not aware of such a change.</p> <p>Workaround: Do the following:</p> <ol style="list-style-type: none"> 1. Delete the specific device. 2. Perform device specific discovery. 3. Perform a User Tracking discovery.
CSCin00181	Last Seen field gets updated for disconnected IP phones.	<p>The Last Seen field in Phone Tracking corresponds only to the Last Seen field on Cisco CallManager and not to the Last Seen field on Network.</p> <p>Workaround: None.</p>

Table 6 *User Tracking Known Problems (continued)*

Bug ID	Summary	Explanation
CSCec59408	Campus does not query CISCO-PORT-SECURITY-MIB to verify port security configuration.	<p>In User Tracking, configuring port security for a port makes the CAM entry static. When port security is configured, Campus does not query CISCO-PORT-SECURITY-MIB.</p> <p>This is because of a device specific MIB implementation problem.</p> <p>Workaround:</p> <p>Upgrade to Cisco IOS Release 12.2(18)EW1 or 12.2(20)EW.</p>
CSCdw04499	End hosts are not discovered with Catalyst 3550 running Cisco IOS Release 12.1(6)EA1 or earlier.	<p>End hosts are not discovered with Catalyst 3550 XL running Cisco IOS Release 12.1(4)EA1 and Cisco IOS release 12.1(6)EA1.</p> <p>Workaround:</p> <p>This problem has been fixed in Cisco IOS release 12.1(6)EA1a. Upgrade to this version.</p>
CSCdw04486	End hosts not discovered with Catalyst 2950 running a software release earlier than Cisco IOS Release 12.0(5)WC2.	<p>End hosts not discovered with Catalyst 2950 running a software release earlier than Cisco IOS Release 12.0(5)WC2.</p> <p>Workaround:</p> <p>This problem has been fixed in Cisco IOS Release 12.0(5)WC2. Upgrade to this version.</p>
CSCdt25525	User Tracking main table sometimes displays CDP-enabled devices that are outside the 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 the ANI discovery boundary.</p> <p>Workaround:</p> <p>None.</p>

Table 6 *User Tracking Known Problems (continued)*

Bug ID	Summary	Explanation
CSCdt06183	User Tracking Main Table may not display all entries that are displayed in the phone table.	<p>User Tracking entries shown in the main table are discovered from network. However, User Tracking entries shown in the 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: None.</p>
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 a historical record of all phones registered to Cisco CallManager.</p> <p>The SNMP agent retains only records of phones registered since the agent was started. This accounts for any differences.</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.	<p>Multilayer Switch Module does not have the MIB to support half and full-duplex on gigabit ports. Therefore, those ports are displayed as unknown-duplex.</p> <p>Workaround: None.</p>
CSCsa78413	Hostname resolution does not work on Windows 2003.	<p>Campus Manager does not display hostnames for devices or end hosts even when DNS support is configured, and working properly.</p> <p>This occurs when CiscoWorks is running on Windows 2003.</p> <p>Workaround: None.</p>
CSCsa80409	Campus Manager Telnet and SSH do not support Windows 2003 and XP clients	<p>Telnet and SSH fail to launch from the Campus Manager Topology Map.</p> <p>This occurs on Windows 2003 and Windows XP clients.</p> <p>Workaround: None.</p>
CSCsa39618	Unable to close Topology Services and Path Analysis.	<p>Java console hangs when you select File > Close option from Menu in Netscape 7.1 on Microsoft Windows.</p> <p>Workaround: Click the Close button (X) on the right hand corner of the window.</p>

Table 7 **Topology Services Known Problems (continued)**

Bug ID	Summary	Explanation
CSCsa37595	Unable to delete large number of devices from Topology Services.	<p>An error message appears when you try to delete more than 100 devices from VTP Domain View in Topology Services.</p> <p>Workaround:</p> <p>We recommend that you restart the database without deleting large number of devices through the User Interface.</p>
CSCsa36666	Internet Explorer client on Microsoft Windows 2003 displays wrong title for Topology Services	<p>Internet Explorer on Microsoft Windows 2003 erases all the characters before the character @, and displays the rest of the title.</p> <p>Workaround:</p> <p>None. This does not cause any loss of data or affect the functionality.</p>
CSCsa27318	Topology Services displays an error, <code>OutOfMemoryError</code> , while working with 3000 devices.	<p>When you save the layouts and re-start topology map after using Topology Map tools such as zoom and drag, Java console displays an error:</p> <pre>java.lang.OutOfMemoryError.</pre> <p>This is because of low memory in profiles directory, where the jar files are being downloaded.</p> <p>Workaround:</p> <p>Make sure that there is enough memory in the jar cache partition.</p>
CSCsa25203	Campus does not generate Time Domain Reflectometry (TDR) Report for Cisco 3750 and Cisco 4500 series switches.	<p>Campus displays an empty report when you run TDR test on Cisco 3750 and Cisco 4500 series switches.</p> <p>This is because MIBs are not available to support TDR feature on these devices.</p> <p>Workaround:</p> <p>None.</p>

Table 7 **Topology Services Known Problems (continued)**

Bug ID	Summary	Explanation
CSCsa24985	Topology times out after a brief period of inactivity.	<p>In Topology Services, after a brief period of inactivity, when you launch port attributes from the map, it displays an <i>Authorization Error</i>.</p> <p>Workaround: None.</p>
CSCsa22699	Inter-VLAN Routing configuration user interface (UI) does not differentiate primary and secondary IP addresses.	<p>Inter-VLAN Routing configuration user interface shows multiple entries for the same interface when you configure primary and secondary IP addresses for SVI or sub-interfaces.</p> <p>The UI does not clearly differentiate the primary and secondary IP addresses.</p> <p>Workaround: This problem does not occur in Cisco IOS Release 12.1(20)E3 or later.</p>
CSCsa18405	In PVLAN configuration, the secondary VLAN creation and association to Primary VLAN fail on Cisco Catalyst Operating System version 8.1.	<p>In devices with Cisco Catalyst Operating System version 8.1, Secondary VLAN creation and association with Primary VLAN fail if the device is running on version VTP version 3.</p> <p>Workaround: Either:</p> <ul style="list-style-type: none"> • Upgrade to Cisco Catalyst Operating System version 8.2. <p>Or</p> <ul style="list-style-type: none"> • Change VTP version to 2 and VTP mode to transparent.

Table 7 **Topology Services Known Problems (continued)**

Bug ID	Summary	Explanation
CSCsa12448	Channel mode is set to desirable on one end, and auto on the other.	<p>This can be seen in switches running Cisco IOS. Channel mode is set as desirable on one end, and to auto on the other end.</p> <p>Though this combination is valid and the link gets converted to a channel, it has to be set to desirable on both sides.</p> <p>Workaround: None.</p>
CSCsa12292	VLANs are not loaded for STP Offline Computation.	<p>This problem occurs in Topology Services when you:</p> <ol style="list-style-type: none"> 1. Launch STP Offline for PVST From the Topology Map. 2. Go to Reports > VLAN STP > Recommendations > STP Offline 3. Click Select Instance. <p>No VLANs are loaded.</p> <p>Devices not supporting CISCO-STP-EXTENSIONS-MIB will not support any STP related functionality.</p> <p>Workaround: None</p>
CSCsa11888	Channel or Trunk cannot be configured due to STP recalculation.	<p>Campus Manager sets the channel mode to Desirable Non-silent on the selected devices to be channelled. However, STP state changes occur when any mode change happens.</p> <p>So, if one of the two devices of the channel is an end-device and is only reachable through the to-be-channelled links, the device cannot be reached until the spanning-tree converges.</p> <p>Workaround: None.</p>

Table 7 **Topology Services Known Problems (continued)**

Bug ID	Summary	Explanation
CSCsa10216	Incorrect VTP version displayed in VTP reports.	<p>This problem occurs in Topology Services:</p> <p>The VTP Report displays the VTP version as 1 while the actual VTP version running on the device is VTP version 2.</p> <p>This issue is seen only with some of the Cisco Catalyst platforms such as Catalyst 4506, Catalyst 3750G, Catalyst 2900.</p> <p>Workaround:</p> <p>None.</p>
CSCsa04026	Link line or connection between two devices gets warped, if one is moved.	<p>This problem is seen in Topology services display map. When there is a long line between devices and one of the device is dragged to a different location on the map, a kink in the line develops with the link line connecting these two devices getting warped.</p> <p>The line appears jagged, instead of being straight.</p> <p>Workaround:</p> <p>To avoid this behavior, have devices closer to each other.</p>
CSCin68983	Cannot configure Trunk between Cisco 2900XL and Cisco 3500XL devices.	<p>Trunk configuration fails between Cisco 2900XL and Cisco 3548XL series switches.</p> <p>This is due to lack of MIB support.</p> <p>Workaround:</p> <p>None.</p>

Table 7 **Topology Services Known Problems (continued)**

Bug ID	Summary	Explanation
CSCin68382	Tasks related to Network Administrator role are not properly reflected in ACS.	<p>This problem is found when a user in ACS server is associated with Network Administration role.</p> <p>When a comparison is made between tasks defined for Network Administrator role in CiscoWorks LMS and that in ACS shared profile components, some authorized tasks are found deselected for ACS shared profile components.</p> <p>Workaround: None.</p>
CSCin48159	Cannot launch IDSM from Service Modules launch point for IDSM2 card of Cisco Catalyst 6000 device.	<p>From Topology Services, you cannot start IDSM using the Service Module launch point. This is because of a defect in SNMP agent of the device.</p> <p>Workaround: None.</p>
CSCin46641	Campus does not calculate Trunk mode related discrepancies.	<p>Topology Services does not flag the following discrepancies for Cisco Catalyst 2900 series, 3500 series, and 4000 IOS devices, in Trunk mode.</p> <ul style="list-style-type: none"> • AutoTrunk • NoTrunk • TrunkNegotiationEnabled <p>This is because of the lack of MIB support in the devices.</p> <p>Workaround: None.</p>

Table 7 **Topology Services Known Problems (continued)**

Bug ID	Summary	Explanation
CSCin46405	Campus does not report Spanning Tree discrepancies for some devices.	<p>Campus does not report the following Spanning Tree discrepancies for some devices:</p> <ul style="list-style-type: none"> • BackboneFastDisabled • UplinkFastDisabled • BPDUGuarDisabled • STPEnabledOnAccessPorts <p>This is because of lack of MIB support in the devices.</p> <p>Workaround: None.</p>
CSCin46370	Trunk Negotiation Enabled Discrepancy Report does not show the Trunk mode details of the ports of some devices.	<p>TrunkNegotiationEnabled Discrepancy Report does not show Trunk mode details of the ports on Cisco Catalyst 2950, Cisco Catalyst 3550, and Cisco Catalyst 4000 IOS devices.</p> <p>This is because of a defect in SNMP agent of the device.</p> <p>Workaround: None.</p>
CSCin45496	Campus does not report UDLD discrepancy for Cisco Catalyst 2900 series switches.	<p>Discrepancy Reports does not display UDLD disabled discrepancy for Cisco Catalyst 2900 switches.</p> <p>This is because of a defect in SNMP agent of the device.</p> <p>Workaround: None.</p>

Table 7 **Topology Services Known Problems (continued)**

Bug ID	Summary	Explanation
CSCin45070	Launch points do not work if http/https ports have other than the default value.	<p>In Topology Services, the launch points for Service Modules function only if the http/https port numbers are set to their default value.</p> <p>Launch Points must function for any valid http/https port number configured on the service modules.</p> <p>Workaround: None.</p>
CSCin43965	Spanning Tree reports more than one root for a switch cloud.	<p>Spanning Tree reports more than one root for a switch cloud containing Cisco 2900XL, Cisco 3500XL, Cisco 2950, or Cisco 3550 devices, if the selected VLAN is not assigned to any of the ports in these devices.</p> <p>This is because of a defect in SNMP agent of the devices.</p> <p>Workaround: None.</p>

Table 7 **Topology Services Known Problems (continued)**

Bug ID	Summary	Explanation
CSCin36988	Cannot calculate utilization of VCs in tunnel.	<p>This problem occurs in Topology Services when you:</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 is displayed:</p> <p style="padding-left: 20px;">Failed to compute utilization for some or all rows</p> <p>Workaround:</p> <p>None.</p>

Table 7 **Topology Services Known Problems (continued)**

Bug ID	Summary	Explanation
CSCin36950	Cannot view VCs in a tunnel from Topology Services main window.	<p>This problem occurs in Topology Services when you:</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 or port chooser does not list subinterfaces.</p> <p>Workaround: None.</p>
CSCin30389	On Netscape Navigator, for System Defined Groups, the Create, Edit, and Delete buttons appear enabled for all users.	<p>When you click Create, Edit, or Delete buttons even without permissions, the Admin client displays a message saying that you do not have access rights.</p> <p>Workaround: None.</p>
CSCin29281	Device Attribute of Cisco Catalyst 6000 devices does not display the IP address.	<p>Device Attribute of Cisco Catalyst 6000 devices does not display the IP address of WS-X6624-FXS module.</p> <p>Instead, Device Attribute displays the IP address of Supervisor engine.</p> <p>This is because of a defect in the SNMP agent on the device. For more details, see CSCin33075.</p> <p>Workaround: None.</p>

Table 7 **Topology Services Known Problems (continued)**

Bug ID	Summary	Explanation
CSCin27895	Topology Services does not show VLANs as active, if the switch is in NULL folder under VTP Domain.	<p>Topology Services > VTP Domains > NULL folder shows VLANs in VTP server devices as inactive, if the VTP Domain name is not configured on the device.</p> <p>Topology Services displays the VLANs as inactive although the state of the VLAN on the switch is active.</p> <p>Workaround:</p> <p>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 VTP domain mode of the device as transparent and rediscover.
CSCin22459	Topology Groups membership update does not work as expected.	<p>This problem occurs in Topology Services when you:</p> <ol style="list-style-type: none"> 1. Launch Custom Views for a group by selecting Campus Manager > Topology Services. 2. With the Custom Views window open, Delete a device group using Topology Group Administration. <p>Custom View does not update automatically.</p> <p>Workaround:</p> <p>Reopen the Custom View window.</p>

Table 7 **Topology Services Known Problems (continued)**

Bug ID	Summary	Explanation
CSCin01977	Position of devices connected to switch cloud changed after upgrade.	<p>Switch clouds and fabrics represent the collection of LAN switches and ATM switches, respectively.</p> <p>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 (CRA) URLs from Service Attributes window.	<p>This problem occurs when you launch Service Attributes from Topology Services. The sysAppInstallPkgLocation MIB returns /AppAdmin/.</p> <p>The server http://ip-address/AppAdmin does not start 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.</p>
CSCin00665	Voice Port information not shown for Catalyst 4224 running a Cisco IOS release earlier than release 12.1(5)YE3.	<p>This is caused by a bug in the agent on the device (Bug ID CSCdu08256).</p> <p>Workaround: This problem has been fixed in the Cisco IOS release 12.1(5)YE3. Upgrade to this version.</p>

Table 7 **Topology Services Known Problems (continued)**

Bug ID	Summary	Explanation
CSCef67937	Campus does not show port as trunking if the port is part of the Channel.	<p>This problem occurs when Cisco Catalyst 3750 has a 12.1 EA software version.</p> <p>When a port is part of channel and configured as trunk, Campus does not display the port as trunking for Cisco Catalyst 3750 switches.</p> <p>Workaround:</p> <p>Upgrade Cisco Catalyst 3750 device to 12.2(18)SE1 or later.</p>
CSCef35313	Campus does not show Gigabit ethernet port information for Cisco Catalyst 4000 and Catalyst 4500 series switches.	<p>Campus Manager does not show Gigabit ethernet port information for Cisco Catalyst 4000 and Catalyst 4500 series switches, running Cisco IOS Release 12.1(19) EW, 12.1(19) EW01, or later.</p> <p>This is because of a change in MIB instrumentation.</p> <p>Workaround:</p> <p>To display the port information, insert a GBIC (GigaBit Interface Converter) into the container.</p>
CSCeb68819	Topology Services does not display dual links.	<p>When two devices with dual links are aligned vertically on top of each other, the co-ordinates of the vertices of both links become the same.</p> <p>If the devices are not vertical, Topology Map displays dual links.</p> <p>Workaround:</p> <p>Relayout the maps using hierarchical or symmetrical layout, so that the devices do not align vertically.</p>

Table 7 **Topology Services Known Problems (continued)**

Bug ID	Summary	Explanation
CSCea39271	Topology Services displays the devices connected to a UB Token-Ring Hub in the Unconnected Devices View.	<p>CiscoWorks discovers Cisco Catalyst 4700 and Catalyst 4500 devices, but displays them under Unconnected Devices View, and not in Layer 2 View.</p> <p>Campus cannot draw the map for the devices, as the routers are connected through a UB hub.</p> <p>Workaround:</p> <p>None.</p>

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 (Back up Database or Restore Database, Licensing Information etc). <p>If the server uses a self-signed Certificate (default), a message appears</p> <pre>The Certificate is issued by an untrusted site...Do you want to Proceed?</pre> <ol style="list-style-type: none"> 2. Select View Certificate Option. 3. In the Certificate dialog box, select Install Certificate. 4. In the Certificate Import Wizard, select the default options. 5. Close the browser. 6. 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
CSCdw49136	Campus cannot establish connection between ATM ELAN and Ethernet VLAN when you remove LEC from Cisco Catalyst 2900XL devices.	<p>Initially, VLAN and ELAN are connected in Topology Services. When you remove LEC from Cisco Catalyst 2900XL devices, the connection between VLAN and ELAN is broken for 2900XL devices.</p> <p>This is because of a bug on 2900XL agent devices, where it does not support CISCO-LEC-EXT MIB.</p> <p>Workaround: None</p>
CSCdv41860	Fetching LANE component details displays an error <code>AniSQLException</code> .	<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 display the following error:</p> <p><code>Internal error</code></p> <p>Workaround: None.</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 re-layout.</p>

Table 7 **Topology Services Known Problems (continued)**

Bug ID	Summary	Explanation
CSCdt27824	Entire list of ports in a VTP domain appear when you select certain Transparent VTP domains from the 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.</p> <p>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>
CSCdt18293	Visio drawing does not import cleanly into Microsoft Visio.	<p>If you export a Topology map as a Visio drawing, it is not imported cleanly into Microsoft Visio.</p> <p>Links are drawn out of place, and some incorrect links appear to be drawn between devices.</p> <p>Workaround:</p> <p>Clean the Visio drawing manually after import.</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 caused by a continuous polling failure (of VC error related data).</p> <p>It could also be because these statistics may not be supported on certain image versions of the ATM switch, being polled.</p> <p>Workaround:</p> <p>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:</p> <p>To update link attributes, close and relaunch Topology Services.</p>

ANI Server Known Problems

Table 8 *ANI Server Known Problems*

Bug ID	Summary	Explanation
CSCsa31538	Campus Manager cannot synchronize with Device and Credential Repository using DCR events.	<p>When a large number of devices are updated or deleted from DCR, Campus cannot synchronize with DCR using DCR events.</p> <p>Workaround:</p> <p>Run Data Collection from Campus which will synchronize all devices and related information in DCR.</p>
CSCsa20827	Subnet based groups are not deleted from Campus Topology Groups although you delete them from DCR.	<p>In DCR, if you delete all devices or all devices in a subnet, the corresponding subnet based groups in Campus are not deleted immediately.</p> <p>Workaround:</p> <p>If you want the subnet groups to be deleted earlier than 20 minutes, change the property from:</p> <pre>SubnetPollerConfigTime = 1200000</pre> <p>to a lesser value in the properties file:</p> <pre>NMSROOT/MDC/tomcat/webapps/campus/WEB-INF/classes/CM_Implementation_Details.properties.</pre>

Table 8 ANI Server Known Problems (continued)

Bug ID	Summary	Explanation
CSCsa19337	ANI goes into Unknown State when you delete all devices from DCR.	<p>This problem occurs in ANI when you:</p> <ol style="list-style-type: none"> 1. Discover some devices by specifying seed devices in Campus. The DCR is updated with those devices. 2. Run data collection on those devices. 3. Invoke Topology Services. Devices appear in Views. <p>Deleting all devices from DCR will show ANI state and UT state as Unknown although you specify the seed devices in Device Discovery settings.</p> <p>Workaround: None.</p>
CSCin74855	Device not managed in Campus if management IP is not in ACS.	<p>This problem is seen in ANI.</p> <p>If a device has multiple IP addresses, Campus Manager automatically determines the management IP address of the device. If the management IP address is not ACS (that is, the device is added in ACS with a different address), then this device is not managed in Campus Manager. Data collection is not done for this device.</p> <p>Workaround: IP address in ACS and management IP address in DCR should be the same.</p>

Table 8 **ANI Server Known Problems (continued)**

Bug ID	Summary	Explanation
CSCin74855	Device not managed in Campus if management IP not in ACS.	<p>This problem is seen in ANI.</p> <p>If a device has multiple IP addresses, Campus Manager automatically determines the management IP address of the device. If the management IP address is not ACS (i.e., Device is added in ACS with a different address), then this device is not managed in Campus Manager. Data collection is not done for this device.</p> <p>Workaround:</p> <p>IP address in ACS and management IP address in DCR should be same. Only then Campus will manage and the authorization can be performed.</p>
CSCin33112	Cannot delete devices on a remote system in SSL mode using the command line interface.	<p>The Delete Device command fails if you use it on a remote server in the SSL mode.</p> <p>Workaround:</p> <p>None.</p>

Table 8 ANI Server Known Problems (continued)

Bug ID	Summary	Explanation
CSCdy31689	User Tracking Discovery hangs when you refresh discovery metrics page.	<p>In large networks, sometimes, when you refresh discovery metrics page, ANI hangs after partially completing device discovery, and does not display any high CPU usage.</p> <p>The is because of a known problem in JRE caching of DNS look ups.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Stop the Daemon Manager. 2. Edit the registry for: HKEY_LOCAL_MACHINE\SOFTWARE\Cisco\Resource Manager\CurrentVersion\Daemons\ANIServer\Args 3. Modify the value of: -cp:a C:\PROGRA~1\CSCOPx\lib\classpath\servlet.jar -Dvbroker.orb.gcTimeout=90 -mx512m com.cisco.nm.ani.server.frontend.AniMain 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 com.cisco.nm.ani.server.frontend.AniMain 4. Start Daemon Manager.

Table 8 **ANI Server Known Problems (continued)**

Bug ID	Summary	Explanation
CSCdw67129	Topology Services cannot resolve the hostname of newly discovered devices.	<p>If you add the DNS entry for the devices 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). Select: 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
CSCdt20329	ATM switches, for which Remote Monitoring (RMON) is enabled, are not highlighted when Show Enabled Devices is selected.	<p>This problem occurs when 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: None.</p>
CSCdr84799	Applications do not function across Network Address Translator (NAT).	<p>Applications do not function across Network Address Translator (NAT).</p> <p>Workaround: None</p>
CSCdp76410	Campus client cannot connect to server using proxies.	<p>Common Services does not support proxies.</p> <p>Workaround: None</p>
CSCdm58624	Campus reports VTP Disconnected Domain discrepancy when VTP Domain is configured across a LANE Trunk.	<p>Campus reports Disconnected Domain discrepancy even when VTP domain is configured across ATM cloud and the default ATM-VLAN is configured to carry VTP advertisements across the cloud.</p> <p>Workaround: Ignore the discrepancy.</p>
CSCdm48015	Campus displays an ATM trunk port as configured to a VLAN, even if there is no corresponding LANE client associated with that VLAN.	<p>In VLAN-to-port association, all ATM ports on switches (except the ATM switches) configured to the VLAN, appears.</p> <p>Workaround: Ignore ATM ports in VLAN-to-port association.</p>

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>A message appears that ANI upgrade has failed when upgrading ANI in machines with Common Services and Resource Manager Essentials installed.</p> <p>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 does not affect the functionality</p>
CSCdp00593	SNMP report displays wrong HwVersion and HwVersionMinor for Cisco LS1010 devices.	<p>This is because the image has reached EOE.</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.</p> <p>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
CSCin67286	Topology Services cannot populate PVLAN to port association, for ports that are inactive in Cisco Catalyst 4000 IOS devices.	<p>If the ports are inactive, Topology services does not show PVLAN to port association in Cisco Catalyst 4000 IOS devices.</p> <p>Workaround: None.</p>
CSCdw09818	Port Attribute in VLAN Port Assignment displays incorrect information.	<p>Port Attribute displays incorrect information only for the ports that are inactive in VLAN Port Assignment.</p> <p>This is because of a defect in SNMP agent of the device.</p> <p>Workaround: None.</p>

Spanning Tree Protocol Known Problems

Table 11 *Spanning Tree Protocol Known Problems*

Bug ID	Summary	Explanation
CSCsa12292	VLANs not loaded for STP Offline Computation.	<p>This problem occurs in STP when you:</p> <ol style="list-style-type: none"> 1. Launch STP Offline for PVST From the Topology Map. 2. Go to Reports > VLAN STP Recommendations > STP Offline 3. Click Select Instance <p>No VLANs are loaded.</p> <p>Devices not supporting CISCO-STP-EXTENSIONS-MIB will not support any STP related functionality.</p> <p>Workaround: None.</p>
CSCsa09288	STP protocol based indexing configuration applies to all instances.	<p>In STP, configuring Port STP instance parameters like Port Priority and Port Cost using STP protocol type indexing configures the values for all instances.</p> <p>Workaround: None.</p>

Table 11 *Spanning Tree Protocol Known Problems (continued)*

Bug ID	Summary	Explanation
CSCin67279	Community suffix support is not available for MST on Cisco IOS switches.	In STP, community suffix support is not available for MST and MISTP on Cisco IOS switches. Workaround: None.
CSCed72194	MST device report does not report CIST root correctly.	In STP, MST device report may not report the CIST root properly. This is because the dot1dStpDesignatedRootCost object corresponds to external root path cost. Hence the value of the object is 0 for all switches in the MST region, which contains CIST root. Workaround: None.

Resolved Problems

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

Table 12 *Resolved Problems*

Bug ID	Summary	Additional Information
CSCdw05781	Inconsistency existed in the map display of some of the switches (non-VTP aware ones) under the VTP domain category.	This problem has been resolved.
CSCin34586	Admin user could not recreate top level System Defined Group or User Defined Group but was allowed to delete these groups.	This problem has been resolved.

Table 12 **Resolved Problems (continued)**

Bug ID	Summary	Additional Information
CSCin22400	Campus could not add deleted members, after moving out of step 3 in the Topology Groups wizard.	This problem has been resolved.
CSCds81070	IP phone entries in User Tracking Main Table did not contain subnet information,	This problem has been resolved.
Topology Services		
CSCin34249	Write to startup config did not work for some devices running Cisco IOS release 11.2 in VLAN Port Assignment.	This problem has been resolved.
CSCin25679	The icon for Ether Channel was not available in Visio Stencil. Hence Campus displayed an error message, when a map containing Ethernet Channel links was exported and opened in Visio.	This problem has been resolved.
CSCdz82384	Java Console displayed an error message when you invoked Topology views from Topology Groups.	This problem has been resolved.
CSCsa11230	When a port was part of channel and configured as trunk, Campus Manager did not display the port as trunking for Catalyst 2950 Switches.	This problem has been resolved.
ANI Server		
CSCdu10180	Campus VC trace between devices over a VP tunnel resulted in an empty Trace Report.	This problem has been resolved.
CSCdw66262	Although sysName was defined, ANI did not display discovered devices.	This problem has been resolved.

Table 12 *Resolved Problems (continued)*

Bug ID	Summary	Additional Information
DEE		
CSCsa12341	Unable to get Campus data using DEE Servlet Interface Functionality. This problem occurred due to change in DEE servlet command.	This problem has been resolved.

Obtaining Documentation

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

Cisco.com

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

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

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

Cisco Technical Support Website

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

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

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

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

Submitting a Service Request

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

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

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

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

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

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

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

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

Definitions of Service Request Severity

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

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

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

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

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

Obtaining Additional Publications and Information

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
<http://www.cisco.com/go/marketplace/>
- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:
<http://cisco.com/univercd/cc/td/doc/pcat/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:
<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

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

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

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

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

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

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

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

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

CCVP, the Cisco logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, 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. (0709R)

Copyright © 2005, Cisco Systems, Inc.
All rights reserved.

