



Release Notes for Campus Manager 5.0 on Solaris

These release notes are for Campus Manager 5.0, which is a part of the CiscoWorks family of products, running on a Solaris platform.

These release notes provide:

- [New Features, page 1](#)
- [Product Documentation, page 5](#)
- [Related Documentation, page 6](#)
- [Additional Information Online, page 7](#)
- [Support Information, page 7](#)
- [Caveats, page 7](#)
- [Known Problems, page 7](#)
- [Resolved Problems in Campus Manager 5.0, page 43](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page -46](#)
- [Open Source License Acknowledgements, page 47](#)

New Features

This section describes the new features and enhancements available in Campus Manager 5.0. An overview of the new features and enhancements is provided here. For complete details on them, see *User Guide for Campus Manager 5.0*.

This section explains:

- [Dynamic User Tracking](#)
- [User Tracking History Reports](#)
- [Enhanced User Tracking to Discover End hosts on Trunk Ports](#)
- [Enhanced Switch Port Usage Reports](#)
- [Enhancements to DNS Resolution](#)



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- [Enhanced Discrepancy Reports](#)
- [New Workflow for VLAN Management Tasks](#)
- [Handling Duplicate MAC Address](#)
- [Enhanced Topology Services](#)
- [Critical Device Poller](#)
- [N-Hop View Portlet](#)
- [Improved Device Management](#)
- [Improved Integration with Other LMS Applications](#)

Dynamic User Tracking

User Tracking Dynamic Updates track changes of the end hosts and users in the network with minimal time delay. In addition to polling the network at regular intervals, Campus Manager tracks the changes in the network whenever they occur.

Dynamic updates are asynchronous updates that are based on SNMP MAC notification traps. When a host is connected to the network, an SNMP MAC notification trap is immediately sent from the switch to the Campus Manager server.

These traps enable Campus Manager to provide accurate information about the VLAN, port etc. to which the end host is connected. Traps are generated when a host is connected to the network, disconnected from the network or when it moves between VLANs in the network.

Dynamic updates also report immediately when a user connects to the network, with the help of UTLite scripts. For example, if you have an user named Joe, you can accurately track which switch port he is connected to in real-time.

Thus Dynamic updates provide real-time tracking where there is high user mobility or frequent changes to VLAN information.

User Tracking Major Acquisition tracks a maximum of 250,000 entries (End hosts and IP phones). 2,500,000 end host history records can be maintained in the Campus Manager database.



Note

Campus Manager Data Collection discovers and tracks a maximum of 150,000 Switch Ports.

User Tracking History Reports

History Report provides details of the end hosts that were connected to or disconnected from a specific switch port for a period of time.

You can generate History reports based on the IP address and the MAC Address of endhosts, users logged into the endhosts and the devices to which endhosts are connected.

You can generate History reports for Switchport utilization to view the duration for which, the ports in a switch have been used.

You can generate History reports for Switch ports. This report contains details of the host connected to the port, the time at which the host was connected and disconnected, and the VLAN associated to the port.

Enhanced User Tracking to Discover End hosts on Trunk Ports

Campus Manager User Tracking is now enhanced to discover end hosts connected to Trunk ports.

From the available non-link trunk ports, select the ports for end host discovery. End hosts connected to the selected non-link trunk ports will get discovered during next UT Major Acquisition cycle.

Enhanced Switch Port Usage Reports

Switch Port usage reports are enhanced to show the Port Utilization percentage and unused up/down ports for specified period. These reports are:

- *Switch Port Utilization Report:*

Switch Port percentage Utilization report lists the switches that crossed utilization threshold limits along with the value of percentage port utilization. This report enables you to do capacity planning for network growth.

You can schedule these reports as jobs, to get the list of switches that cross the threshold limits at regular intervals

- *Reclaim Unused Up Report:*

You can generate reports for ports that have been in Up state (Administratively Up and Operationally Down) for a specified interval of time.

- *Reclaim Unused Down Report:*

You can generate reports for ports that have been in Down state (Administratively Down and Operationally Down) for a specified interval of time.

- *Report on Recently Down ports:*

You can generate reports for Recently Down ports.

Access ports that were connected to an end host in the last UT Major Acquisition cycle, but were found unconnected in the current Data Collection cycle are listed as Recently Down ports.

- *Switch Port Summary Report:*

This report gives the number of Connected, Free, and Free Down ports in each switch. The ports are classified as follows:

- Ports that are administratively up but are not connected to endhost are Free ports.
- Ports that are administratively down and are not connected to endhost are Free Down ports.

This report also provides the sum total of Connected, Free and Free Down ports in each switch.

Enhancements to DNS Resolution

Enhancements have been made in DNS resolution by implementing the time-outs and threading for reverse lookups. This results in quick time-outs for the non-existent DNS entries, and reduced time for DNS resolution for all hosts.

If your DNS server supports multiple threads, you can configure User Tracking to use multiple threads, up to a maximum of 12 threads, so that DNS resolution time is faster.

Enhanced Discrepancy Reports

Discrepancies are now classified as Network Discrepancies and Best Practice Deviations.

- Network Discrepancies — Those that have a severe impact on the network connectivity.
- Best Practices Deviations — Best practices that has been recommended by Cisco but not implemented in the network.

Network Discrepancies/Best Practices Deviations reports have been enhanced to enable you to fix the issue from the UI (currently not available for all types of discrepancies).

The Acknowledge/ Unacknowledged feature allows you to view only the required Discrepancy/Best Practices Deviation.

- Discrepancies and User Tracking

User Tracking end host reports now show the Discrepancies and Best Practices Deviations associated with each end host port. It also provides a link to launch these reports from User Tracking end host report.

New Workflow for VLAN Management Tasks

New wizard based User Interface (UI) workflow with enhanced Device selector search facility, that helps you to:

- Create and delete VLANs
- Create, delete PVLAN and configure Promiscuous ports
- Create and modify Trunk attributes
- Assign ports to VLANs

You can do the following with the improved workflow:

- Create and delete VLANs on multiple devices irrespective of VTP domain
- Assign access link ports to a desired VLAN
- Move ports to temporary VLAN while deleting the associated VLAN
- Configure Trunks and modify Trunk attributes.

Creating Trunks through the new UI gives a better user experience than configuring through Topology maps, where you needed to wait for the map to load and then do the configuration.

Handling Duplicate MAC Address

You can specify the list of Switches, Switchports, Subnets and VLANs for which Duplicate MAC addresses can either be included or excluded.

Enhanced Topology Services

The following are the enhancements in Topology Services:

- Java Web Start Support

Topology Services and Path Analysis will now be launched in Web Start.

This eliminates conflicts between multiple Java Plug-ins on the client machine and the applications are loaded faster.
- Utilization Statistics in Topology Maps

Topology Services categorizes links in your network according to the percentage of bandwidth utilization. It displays the links using different colors in Topology Maps.

You can customize the percentage of utilization and the color of the links, so that Topology Map displays the links accordingly.

Topology Services computes bandwidth utilization only for Ethernet links and uses Remote Monitoring (RMON) to compute bandwidth utilization.
- Switch Cluster Support

Campus Manager is now enhanced to discover Commander and member devices of a Switch Cluster. You can create and delete VLANs in these switches.
- PoE Capable Devices

Campus Manager Topology Services now provides a filter to view PoE capable devices in present in your network.

Critical Device Poller

This is a new feature to frequently poll a critical set of devices in your network. The default time at which the critical poller runs is five minutes but it allows you to set the timings. Devices can be added to the Critical Device Poller from Topology views and N-Hop view portlet.

N-Hop View Portlet

N-Hop View portlet is a HTML based light weight feature and is available as part of CiscoWorks Portal. This is much faster than the regular Campus Manger Topology services.

When you enter the root device and number of hops, the portlet displays a N-hop view from the specified root device.

The portlet refreshes the topology map every five minutes and the data is fetched from the last polling cycle of the critical device poller. You can monitor critical devices using this feature, since the changes are reflected immediately in the portlet. This feature should be used to view a limited set of devices.

Improved Device Management

You can manually add devices from DCR to Campus Manager or delete devices that are being managed in Campus. This Manual mode of adding or deleting devices to and from Campus can work together with the Data Collection filter policies set in Auto mode.

Improved Integration with Other LMS Applications

You can launch the following LMS applications from CM:

- RME — NetConfig, Software Management
- DFM — Fault History Report, Real-time fault Display (not device specific)
- CiscoWorks Assistant — Device Troubleshooting Report

RME CWCLI feature is used by Campus Manager for:

- Trap configurations on switches.
- Fixing discrepancies in the network.

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>User Guide for Campus Manager 5.0</i>	<ul style="list-style-type: none"> • PDF on the LMS Documentation CD-ROM. • On Cisco.com at: http://cisco.com/en/US/products/sw/cscowork/ps563/products_user_guide_list.html

Table 1 *Product Documentation (continued)*

Document Title	Available Formats
<i>Supported Devices Table for Campus Manager 5.0</i>	On Cisco.com at this URL: http://cisco.com/en/US/products/sw/cscowork/ps563/products_device_support_tables_list.html
<i>Context-sensitive Online help</i>	<ul style="list-style-type: none"> • Select an option from the navigation tree, then click Help. • Click the Help button in the dialog box.

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	Available Formats
<i>Release Notes for CiscoWorks Common Services 3.1</i>	<ul style="list-style-type: none"> • PDF on the LMS Documentation CD-ROM. • On Cisco.com at: http://cisco.com/en/US/products/sw/cscowork/ps3996/prod_release_notes_list.html
<i>Installing and Getting Started with LAN Management Solution 3.0</i>	<ul style="list-style-type: none"> • Printed document that was included with the product. • PDF on the LMS Documentation CD-ROM. • On Cisco.com: http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html
<i>User Guide for CiscoWorks Common Services 3.1</i>	<ul style="list-style-type: none"> • PDF on the LMS Documentation CD-ROM. • On Cisco.com at: http://cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html
Data Migration Guide for LAN Management Solution 3.0 (for Maintenance Customers)	<ul style="list-style-type: none"> • PDF on the LMS Documentation CD-ROM. • On Cisco.com: http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html

Additional Information Online

The following product specific information is available online:

Service Packs (SP) contain updated files necessary for the latest device support and fixes to known problems that are not available in Campus Manager 5.0. If you are a registered user, you can download SP for Campus Manager from:

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

Support Information

Campus Manager 5.0 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.

Caveats

Note the following:

- Campus Manager requires a DNS server to function properly. Many commands operate erratically or not at all, if there is no DNS server on the network.
- You cannot run Campus Manager from a browser invoked from an X-Window System since this is not supported. Install a browser on the client from which you wish to connect.
- You can upgrade your operating system (OS) either before or after you upgrade Campus Manager. However, if you upgrade the OS after upgrading Campus Manager, 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.
- Do not export an entire topology map to Visio. Instead, select and export particular devices or a segment of the network and export it.

Known Problems

This section describes the known problems in this release:

- [General Known Problems, page 8](#)
- [Browser Known Problems, page 13](#)
- [Path Analysis Known Problems, page 13](#)
- [User Tracking Known Problems, page 18](#)
- [Topology Services Known Problems, page 24](#)
- [ANI Server Known Problems, page 34](#)

- [VLAN Configuration Known Problems, page 39](#)
- [Spanning Tree Protocol Known Problems, page 41](#)

**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 Known Problems

The table below lists the known problems that are not specific to any module in Campus Manager.

Table 3 **General Known Problems**

Bug ID	Summary	Explanation
CSCse39112	Rules created for Groups in Campus Manager do not work properly.	<p>In the Campus Manager 4.0.4 Rules creation screen, DiscoveryStatus operator is changed from "=" to "equals".</p> <p>If you have created a rule with "=" operator in the earlier versions of Campus Manager and upgrade it to Campus Manager 4.0.4 or above, the rule will not work.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Open the rule created in the older version of Campus. 2. Change "=" to "equals" 3. Save the rule.
CSCsi44992	Switch Port Reports for Unused Up and Unused Down ports are migrated from LMS 2.6 to LMS 3.0.	<p>Switch Port Reports for Unused Up and Unused Down ports are available in LMS 2.6 but not in LMS 3.0.</p> <p>These reports are migrated, when you do local or remote data migration from LMS 2.6 to LMS 3.0.</p> <p>If you have scheduled jobs for these reports, they do not run in LMS 3.0.</p> <p>Workaround:</p> <p>After upgrading to LMS 3.0, delete the scheduled jobs for Switch Port Reports on Unused Up/ Unused Down ports.</p>

Table 3 General Known Problems (continued)

Bug ID	Summary	Explanation
CSCsb86066	Campus Manager does not work properly when NAT or firewall are configured.	<p>The following problems occur if Campus Manager is installed in a server with NAT or firewall:</p> <ul style="list-style-type: none"> • You cannot launch some of the Campus Manager User Interfaces. • You cannot generate Discrepancies report and Best Practices Deviation report <p>In the above cases, following error message is displayed:</p> <p>Error in loading properties from the server</p> <ul style="list-style-type: none"> • You cannot launch: <ul style="list-style-type: none"> – Topology Services – Path Analysis <p>In the above case, the following message appears:</p> <p>Cant connect to ANI Sever</p> <p>Workaround:</p> <p>For Campus Manager working inside a Firewall:</p> <p>Enable the ports supported by Common Services, Topology and Path Analysis work in a firewall setup.</p> <p>For details on these ports, see http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html</p> <p>There is no workaround for the above issues, if Campus Manager is installed in a server with NAT.</p>
CSCsj16376	Purging in Campus jobs does not work properly.	<p>When you delete jobs older than a day, jobs that were completed on the current day are also deleted.</p> <p>Workaround:</p> <ul style="list-style-type: none"> • You can see the deleted jobs in Report Archives. • <i>To delete jobs that are two days old, specify the purge settings as Delete Jobs Older than One Day.</i>

Table 3 General Known Problems (continued)

Bug ID	Summary	Explanation
CSCsi76700	Multiple Hostname Mismatch Java alert windows appear when you launch Topology services or Path Analysis applications.	<p>This is a bug in Java Webstart. It occurs when you:</p> <ol style="list-style-type: none"> 1. Run the CiscoWorks Server in the Non SSL mode and work with Topology Services or Path applications. 2. Change the mode to SSL. 3. Launch Topology services or Path Analysis <p>Workaround:</p> <p>Clear jar cache from java plug in and launch Topology services or Path Analysis.</p>
CSCsc24255	Improper error message while configuring IVR.	<p>This problem occurs in the following scenario:</p> <p>If you do not enter proper SNMP or Telnet credentials for a device in DCR, RME does not fetch Config details from that device.</p> <p>When you try to configure IVR for that device in Campus Manager, the following error message appears:</p> <pre>Configuration failed. Archive does not exist.</pre> <p>Workaround:</p> <ul style="list-style-type: none"> • Enter proper SNMP and Telnet credentials for the device in DCR. • Make sure that the device is managed by RME and Config archive details are available.
CSCsb28190	Campus Manager applications do not start in ACS mode.	<p>Topology Services, Path Analysis, VLAN Port Assignment, and Discrepancy Report tasks do not start when you login to CiscoWorks in ACS mode.</p> <p>This problem occurs if you select Assign a Ciscoworks on a per Network Device Group Basis in ACS server, but in the selected device group, you do not add the CiscoWorks server IP address.</p> <p>Workaround:</p> <p>When you assign a user to a specific group, ensure that you also add the device group that contains the CiscoWorks server.</p> <p>For example, assume that the user is added to group X and Cisco Works belongs to device group Y, add the device group Y also to group X.</p>

Table 3 General Known Problems (continued)

Bug ID	Summary	Explanation
CSCsa44629	Campus Manager does not restore Topology Map settings after you take a back up and restore the data on another machine, that has Campus Manager 4.0.	<p>Campus Manager does not save the changes to layout style and background colors in Topology Map settings, that were backed up in another machine.</p> <p>This occurs when you:</p> <ol style="list-style-type: none"> 1. Modify Topology Map settings on a machine with Campus Manager 3.3. 2. Back up and restore the files on another machine, which has Campus Manager 4.0. 3. Run Data Collection. 4. Start Topology Services. <p>Workaround:</p> <ol style="list-style-type: none"> 1. Run <code>NMSROOT/campus/conf/upgrade/cm/topo/2cm31maplayout.pl</code> on the machine with Campus Manager 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: <code>NMSROOT/campus/etc/users/username/</code> 3. Upgrade Topology Map by selecting File > Upgrade View Layouts from Topology Services.
CSCsa22708	Campus Manager does not manage existing devices when you upgrade from higher device limit to lower device limit.	<p>This problem occurs because Campus Manager performs a fresh discovery of the network to obtain the devices and does not import them from the earlier versions.</p> <p>Workaround:</p> <p>None.</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
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.</p> <p>Scanning consumes a lot of memory and results in disk paging on most systems.</p> <p>Hence, 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>
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. <p>A dialog box appears.</p> <ol style="list-style-type: none"> 4. Enter appropriate community strings, and CiscoView attempts to launch. <p>An error message appears.</p> <p>Workaround:</p> <p>Launch CiscoView on IGX series devices via Cisco WAN Manager.</p>
CSCdm83204	Campus Manager 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 Manager suite of applications will not work.</p> <p>Workaround:</p> <p>Use full DNS name or IP address of server, even when accessing it locally.</p>

Browser Known Problems

The table below lists the browser related known problems existing in Campus Manager.

Table 4 *Browser Known Problems*

Bug ID	Summary	Explanation
CSCsi21974	Exporting port attributes report crashes the browser.	<p>This occurs if you:</p> <ol style="list-style-type: none"> 1. Launch port attributes report with more than 65,000 records. 2. Export the report in PDF format. <p>The browser crashes after 3 minutes.</p> <p>Workaround:</p> <p>None.</p>
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 Manager that require user action between applications. <p>For example, highlighting a device in Topology Services using Path Analysis.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Close all Campus Manager applications. 2. Login into CiscoWorks. 3. Launch Campus Manager applications.
CSCdp43999	Maps and configuration dialogs display offset menus and list boxes in Netscape on a Solaris client.	<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

The table below lists the Path Analysis related known problems in Campus Manager.

Table 5 Path Analysis Known Problems

Bug ID	Summary	Explanation
CSCsa22380	Layer 2 Path Trace is not seen between IPv6 End host as source and its first hop IPv6 router.	In Path Analysis, when you run a Path Trace using IPv6 address of the End host and some other IPv6 destination (say router), Layer 3 Trace is observed. However, Layer 2 Trace (switches if any) between End host and First hop router is not shown in Path Trace. Workaround: None.
CSCin37960	VLAN-to-Subnet mapping information is not available for Phone Traces.	Path Analysis does not provide VLAN-to-Subnet mapping information, when you run Path Trace between two IP phones. Workaround: None.
CSCin37938	Interface Type displays <i>Unknown</i> 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 Campus Manager, 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 sometimes 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.

Table 5 Path Analysis Known Problems (continued)

Bug ID	Summary	Explanation
CSCin00624	Path trace involving HSRP router results in an empty If Index entry in the Path Analysis table.	<p>This problem occurs when you run a Path trace that includes the IP address of an HSRP router in the From field of a path trace.</p> <p>Workaround: None.</p>
CSCdw15555	Voice trace does not 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 check 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, Path Analysis cannot obtain information on cluster membership and cannot retrieve CDRs.</p> <p>Workaround: 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 Manager 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 Analysis Voice Trace 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 (voicemail, conference, etc.) <p>This is a very complex issue, and may require new instrumentation from telephony servers, etc.</p> <p>Workaround: None.</p>
CSCdt42600	To and From fields may not function properly after selecting Print in Path Analysis.	<p>This problem is caused by Java Virtual Machine bug. After 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: Resize the Java console window. If the problem persists, close the Path Analysis window and open another window.</p>

Table 5 Path Analysis Known Problems (continued)

Bug ID	Summary	Explanation
CSCdt42404	Trace tab displays GMT as time zone, 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, 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, specially if 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>
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:</p> <p>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 your 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:</p> <p>None.</p>

Table 5 *Path Analysis Known Problems (continued)*

Bug ID	Summary	Explanation
CSCds77438	Path Analysis Map tab does not refresh properly.	<p>This problem occurs when running both the client and the server on the same machine. It occurs after running a large number of Path traces on the client browser.</p> <p>Workaround:</p> <p>Close browser and relaunch Campus Manager.</p> <p>We recommend that you run the client and server on different machines.</p> <p>Although this does not prevent this problem, it reduces its frequency because you need to run a large number of traces before the problem occurs.</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.

The table below lists other User Tracking related known problems in Campus Manager.

Table 6 **User Tracking Known Problems**

Bug ID	Summary	Explanation
CSCse03980	User Tracking Custom Report does not work properly for User Defined Groups.	<p>This occurs in the following scenarios:</p> <p>Scenario 1:</p> <ol style="list-style-type: none"> 1. Select the User Defined Groups checkbox, with no User Defined Groups under it. 2. Create Custom Report. <p>Report is generated for all the devices managed in Campus Manager. This is the case with Immediate Reports as well as Scheduled Jobs.</p> <p>Scenario 2:</p> <ol style="list-style-type: none"> 1. Create an User Defined Group. 2. Create a custom report for that User Defined Group. 3. Delete that User Defined Group. 4. Launch End host Immediate report using the above custom report. <p>Report launches for devices that were a part of the deleted User Defined Group.</p> <p>The scheduled job for the above report completes successfully. However, the report does not display any records.</p> <p>Scenario 3:</p> <ol style="list-style-type: none"> 1. Create an User Defined group with a query that results in zero devices. 2. Create a custom report for that User Defined group. 3. Launch End host Immediate report using the above custom report. <p>Report launches for all devices managed by Campus Manager.</p> <p>The scheduled job for the above report completes successfully. However, the report does not display any records.</p> <p>Workaround: None.</p>

Table 6 User Tracking Known Problems (continued)

Bug ID	Summary	Explanation
CSCsg74451	End Host Report should have the latest count of Best Practices Deviation.	<p>This occurs if you:</p> <ol style="list-style-type: none"> 1. Launch End host Report. 2. Launch Unacknowledged Best Practices Deviations report by clicking the Best Practice Deviation count. 3. Select a Best Practice Deviation and click Acknowledge. <p>The selected Best Practice Deviation is removed from the report, but the Endhost report still displays the old count.</p> <p>Workaround: None.</p>
CSCsj17921	<i>Discover End hosts on Trunk ports</i> option in User Tracking does not work properly, if there is only one Trunk port in the device.	<p>This occurs if:</p> <ul style="list-style-type: none"> • The device has only one end host connected to it. • The end host is connected to the Trunk port in the device. • No end hosts are connected to any other port in the device. <p>Workaround:</p> <ol style="list-style-type: none"> 1. Assign a port in the device as access port. 2. Assign this access port to the default VLAN. 3. Run Data collection and User Tracking Major Acquisition. <p>The end host connected to the trunk port is discovered now.</p>
CSCsh85533	Exporting User Tracking data through Data Extraction Engine results in Out of Memory error.	<p>When you export 250,000 User Tracking records through Data Extraction Engine, it displays an Out of Memory error. It is logged in <i>NMSROOT/MDC/tomcat/logs/stdout.log</i>.</p> <p>Workaround: None.</p>

Table 6 *User Tracking Known Problems (continued)*

Bug ID	Summary	Explanation
CSCsi54994	Launching printer friendly format of End host report takes a long time.	<p>This occurs when you:</p> <ol style="list-style-type: none"> 1. Launch Endhost report. 2. Click the Printer option. 3. Enter the range as 1-30000 in printer dialog box. <p>To launch the printer friendly format for 30000 records, it takes around 15 minutes.</p> <p>To launch the printer friendly format for History reports with 30000 records, it takes around 12 minutes.</p> <p>Workaround: None.</p>
CSCsb17074	User Tracking does not discover hosts connected to devices with SNMPv3 credentials.	<p>This occurs if:</p> <ul style="list-style-type: none"> • You manage the following devices with SNMPv3 Credentials <ul style="list-style-type: none"> – Cisco Catalyst 2900XL – Cisco Catalyst 3500XL – Cisco Catalyst 3750 – Cisco Catalyst 4000 <p>And</p> <ul style="list-style-type: none"> • If there are end hosts connected to these devices <p>Workaround:</p> <ul style="list-style-type: none"> • Either manage the devices with SNMPv2 credentials <p>Or</p> <ul style="list-style-type: none"> • Upgrade the Operating System in the devices to Cisco IOS 12.2(25)SEE.
CSCsc49155	User Tracking report generator displays error for some Custom queries.	<p>If you run a custom query on User Tracking reports after remote migration, an error message appears.</p> <p>Campus Manager 3.x allows you to create some queries that are not supported by CM 4.0.x. Hence, an error is displayed when you run the queries.</p> <p>Workaround:</p> <p>Delete the old queries created in Campus Manager 3.x, and create new queries.</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.	User Tracking Report displays Port State as Static when an end host is connected to the switch port, that is configured for dot1x authentication. This is because the device populates vmVlanType as Static for dot1x authenticated ports. Workaround: None
CSCsa20659	Purge Job is created although you delete it from User Tracking Report Jobs.	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. It gets deleted and then recreated immediately. There is no functionality loss because of this. Workaround: None.
CSCsa14652	NAM and IDS Modules appear as end hosts in User Tracking.	Cisco Catalyst 6000 devices running native IOS service modules appear as end hosts in User Tracking. This is caused by a problem on the device. Workaround: None.
CSCin00363	End host does not appear if obsolete device IP address is assigned.	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. Workaround: 1. Delete the specific device. 2. Perform Data Collection for the neighboring devices. 3. Perform User Tracking discovery for that device.
CSCin00181	Last Seen field gets updated for disconnected IP phones.	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. Workaround: None.

Table 6 *User Tracking Known Problems (continued)*

Bug ID	Summary	Explanation
CSCdw04499	End hosts are not discovered with Catalyst 3550 running Cisco IOS Release 12.1(6)EA1 or earlier.	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. Workaround: This problem has been fixed in Cisco IOS release 12.1(6)EA1a. Upgrade to this version.
CSCdw04486	End hosts not discovered with Catalyst 2950 running a software release earlier than Cisco IOS Release 12.0(5)WC2.	End hosts not discovered with Catalyst 2950 running a software release earlier than Cisco IOS Release 12.0(5)WC2. Workaround: This problem has been fixed in Cisco IOS Release 12.0(5)WC2. Upgrade to this version.
CSCdt25525	User Tracking Main Table sometimes displays CDP-enabled devices that are outside the ANI discovery boundary.	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. Workaround: None.
CSCdt06183	User Tracking Main Table may not display all entries that are displayed in the phone table.	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. 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. Workaround: Ensure that the switch to which the IP Phones are connected, is managed by Campus Manager.
CSCdr85384	Phone entries displayed by User Tracking differ from entries displayed by Cisco CallManager.	User Tracking phone entries acquired through SNMP for each Cisco CallManager may be different from entries in Cisco CallManager. The Cisco CallManager database displays a historical record of all phones registered to Cisco CallManager. The SNMP agent retains only records of phones registered since the agent was started. This accounts for any differences. Workaround: None.

Table 6 *User Tracking Known Problems (continued)*

Bug ID	Summary	Explanation
CSCsd58215	DNS resolution for end user entries takes inordinate amount of time.	<p>DNS resolution, which occurs for end hosts discovered in user tracking, takes a lot of time to timeout if the DNS resolution for the corresponding IP address is not available in the DNS Server.</p> <p>This is because Campus Manager waits for a response from the DNS Server before exiting.</p> <p>Workaround:</p> <p>Set the property <code>Ani.resolve=false</code> in <code>ANIServer.properties</code>.</p>
CSCse79161	User Tracking does not discover endhosts using SNMPv3 if the endhosts are connected to some of the Catalyst IOS devices such as Catalyst 2900, Catalyst 4000 and Catalyst 6000.	<p>This problem is caused by insufficient support for SNMPv3 - VLAN based context names in Catalyst IOS devices.</p> <p>Workaround:</p> <p>This problem has been fixed in recent Catalyst IOS image versions 12.2 and above for some devices. So ensure that the devices are running these versions of Catalyst IOS.</p> <p>Also, check whether the image supports SNMPv3 - VLAN based indexing for those device types.</p> <p>If the device does not have support for SNMPv3 - VLAN based context names in Catalyst IOS, remove SNMPv3 credentials from DCR and manage the device using SNMPv2.</p>

Topology Services Known Problems

The table below lists the Topology Services related known problems in Campus Manager.

Table 7 *Topology Services Known Problems*

Bug ID	Summary	Explanation
CSCsh20449	RMON configuration fails in Cluster member switches.	<p>When you try to do RMON configuration in a Cluster member switch, it fails and displays a message <i>SNMP credentials required</i>.</p> <p>This happens although the credentials are available in DCR.</p> <p>Workaround:</p> <p>None.</p>

Table 7 *Topology Services Known Problems (continued)*

Bug ID	Summary	Explanation
CSCsh41208	Topology Services does not support deleting 1000 devices at a time.	<p>When you try to delete 1000 or more devices at a time from Topology maps, nothing happens.</p> <p>No error message is displayed. No errors are recorded in the ANI log file.</p> <p>Workaround:</p> <ul style="list-style-type: none"> • Delete in batches of 500 devices. • If you are managing 1000 devices in Campus Manager and need to delete all of them, reinitialize the database instead of deleting the devices from Topology Services. <p>For details on reinitializing the database, see <i>User Guide for Campus Manager 5.0</i>.</p>
CSCsi11610	Background image cannot be set if the image name has spaces in it.	<p>In Topology views, background image cannot be set if the image name contains spaces.</p> <p>If you drag the devices in that view, the device icons get cluttered.</p> <p>Example: Hello World.jpg</p> <p>Workaround:</p> <p>Set a background image where the image name does not have spaces.</p>
CSCse26688	Cannot launch Device Attributes report for more than 3000 devices.	<p>This occurs if you:</p> <ol style="list-style-type: none"> 1. Select 3000 devices or more from Layer 2 view in Topology Services. 2. Launch Device Attributes report. <p>Out of Memory error is displayed in the Java Console.</p> <p>Workaround:</p> <p>None.</p>
CSCsh18809	Launching Topology Services after performing Single Device Data Collection, displays errors.	<p>This occurs if you:</p> <ol style="list-style-type: none"> 1. Make some changes in the device, like changing the VTP Domain. 2. Run Data Collection for that device. 3. Close Topology Services and launch it again. <p>Errors are displayed in the Java Console. This issue does not occur consistently.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Log out of CiscoWorks and log in again. 2. Launch Topology Services. <p>It launches without any errors.</p>

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

Bug ID	Summary	Explanation
CSCsg67273	Changes are not reflected in Topology Services after doing Single Device Data Collection.	<p>This occurs if you:</p> <ol style="list-style-type: none"> 1. Launch Topology Services. 2. Select a domain which has only one device in it. 3. Use Telnet to connect to that device and change the VTP domain to any other name. 4. Perform a single device data collection from Topology Services. 5. Collapse the tree view in the left pane of Topology Services window. 6. Select View -> Reload from the menu. 7. Select View -> Refresh Summary from the menu. 8. Open the VTP view in which the device was present. <p>The view still displays the old VTP domain name.</p> <p>Workaround:</p> <p>Close Topology Services and launch it again.</p>
CSCsh71141	N-Hop View Portlet shows wrong device icon for MSFC Switch.	<p>N-Hop View Portlet shows wrong device icon for MSFC Switch if:</p> <ul style="list-style-type: none"> • The device is on the edge of the network. • The device is on the edge of the topology map displayed in the N-Hop view portlet <p>In this case, no options are displayed when you select the device. You cannot use Telnet to connect to the device or launch other applications.</p> <p>Workaround:</p> <p>None.</p>
CSCdr28017	Topology Services does not support clusters of devices.	<p>Clusters of devices, that is, sets of devices grouped together under the same IP management address, are not supported in Topology Services</p> <p>Workaround:</p> <p>None.</p>

Table 7 Topology Services Known Problems (continued)

Bug ID	Summary	Explanation
CSCsa27318	Topology Services displays an <code>OutOfMemoryError</code> , while working with 3000 devices.	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: <code>java.lang.OutOfMemoryError.</code> Workaround: 1. Go to the Java Plugin Control panel and select the Advanced tab. 2. Add <code>-Xmx512m</code> to the existing Java Runtime Parameters.
CSCsa25203	Campus Manager does not generate Time Domain Reflectometry (TDR) Report for Cisco 3750 and Cisco 4000 series switches.	Campus Manager displays a blank report when you run TDR test on Cisco 3750 and Cisco 4000 series switches. This is because MIBs are not available to support TDR feature on these devices. Workaround: None.
CSCsa22699	Inter-VLAN Routing configuration user interface (UI) does not differentiate primary and secondary IP addresses.	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. The UI does not clearly differentiate the primary and secondary IP addresses. Workaround: This problem does not occur in Cisco IOS Release 12.1(20)E3 or later.
CSCsa18405	In PVLAN configuration, the secondary VLAN creation and association to Primary VLAN fail on Cisco Catalyst Operating System version 8.1.	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. Workaround: Either: <ul style="list-style-type: none"> Upgrade to Cisco Catalyst Operating System version 8.2. Or <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
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 that do not support CISCO-STP-EXTENSIONS-MIB will not support any STP related functionality.</p> <p>Workaround: None</p>
CSCsa11888	Channel or Trunk cannot be configured because of 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>
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 problem occurs only with some of the Cisco Catalyst platforms such as C4506, C3750G, C2900.</p> <p>Workaround: None.</p>
CSCsa04026	Link line or connection between two devices gets warped, if one device is moved.	<p>This problem is seen in Topology services display map.</p> <p>When there is a long line between devices and you drag a device to a different location on the map, a kink in the line develops. The link line connecting these two devices gets warped.</p> <p>The line appears jagged, instead of being straight.</p> <p>Workaround: Keep the devices closer to one another.</p>

Table 7 *Topology Services Known Problems (continued)*

Bug ID	Summary	Explanation
CSCin68983	Cannot configure Trunk between Catalyst 2900XL and Catalyst 3500XL devices.	Trunk configuration fails between Catalyst 2900XL and Catalyst 3548XL series switches. This is caused by lack of MIB support. Workaround: None.
CSCin48159	Cannot launch IDSM from Service Modules launch point for IDSM2 card of Cisco Catalyst 6000 device.	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. Workaround: None.
CSCin46641	Campus Manager does not calculate Trunk mode related discrepancies.	Topology Services does not report the following discrepancies for Cisco Catalyst 2900 series, 3500 series, and 4000 IOS devices, in Trunk mode. <ul style="list-style-type: none"> • AutoTrunk • NoTrunk • TrunkNegotiationEnabled This is because of the lack of MIB support in the devices. Workaround: None.
CSCin46405	Campus Manager does not report Spanning Tree discrepancies for some devices.	Campus Manager does not report the following Spanning Tree discrepancies for some devices: <ul style="list-style-type: none"> • BackboneFastDisabled • UplinkFastDisabled • BPDUGuarDisabled • STPEnabledOnAccessPorts This is because of lack of MIB support in the devices. Workaround: None.
CSCin46370	Trunk Negotiation Enabled Discrepancy Report does not show the Trunk mode details of the ports of some devices.	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. This is because of a defect in SNMP agent of the device. Workaround: None.

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

Bug ID	Summary	Explanation
CSCin45496	Campus Manager 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>
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>
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 appears:</p> <pre>Failed to compute utilization for some or all rows</pre> <p>Workaround: None.</p>

Table 7 Topology Services Known Problems (continued)

Bug ID	Summary	Explanation
CSCin36950	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>
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>
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: 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.

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

Bug ID	Summary	Explanation
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: Re-open the Custom View window.</p>
CSCin01977	Position of devices connected to Switch Cloud change after upgrade.	<p>Switch clouds and fabrics represent the collection of LAN switches and ATM switches, respectively. These logical entities are very specific to the currently discovered network. That is, if a new switch is discovered, you cannot uniquely identify a switch cloud or fabric across ANI databases.</p> <p>Workaround: None.</p>
CSCef67937	Campus Manager 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 Manager does not display the port as trunking for Cisco Catalyst 3750 switches.</p> <p>Workaround: Upgrade Cisco Catalyst 3750 device to 12.2(18)SE1 or later.</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: 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 Manager cannot draw the map for the devices, as the routers are connected through a UB hub.</p> <p>Workaround: None.</p>
CSCdw49136	Campus Manager 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, 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>
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 appear under all transparent devices.</p> <p>Workaround: Run Find Ports query and enter only device name/address to view ports for a particular device.</p>

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

Bug ID	Summary	Explanation
CSCdt18293	Visio drawing does not 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

The table below lists the ANI Server related known problems in Campus Manager.

Table 8 ANI Server Known Problems

Bug ID	Summary	Explanation
CSCsf24921	Campus Manager does not load the DeviceDiscovery.properties file.	<p>This occurs if you:</p> <ul style="list-style-type: none"> Repeatedly change Device Discovery settings Upgrade from a previous version of Campus Manager <p>It corrupts the DeviceDiscovery.properties file. After this, you cannot start Device Discovery and it remains in idle state.</p> <p>Workaround:</p> <ol style="list-style-type: none"> Delete the corrupted file. Rename <i>NMSROOT/campus/etc/cwsi/DeviceDiscovery.properties.orig</i> file to <i>NMSROOT/campus/etc/cwsi/DeviceDiscovery.properties</i> Use Campus Manager UI to re-enter the parameters.
CSCsi34231	Cannot start Device Discovery or Data Collection, after upgrading from earlier version of LMS to LMS 3.0.	<p>This occurs if you:</p> <ol style="list-style-type: none"> Install LMS 2.5.1 + Service Packs + LMS 2.6 + Service Packs. Populate data and upgrade to LMS3.0. If there is a space crunch in the server, reboot the server. <p>After that, Device Discovery or Data Collection cannot be started from the Campus Manager home page.</p> <p>It displays the error <code>Cannot connect to ANI Server since it is down</code>, although <code>ANIServer</code> is up.</p> <p>However, you can run Device Discovery from Campus Manager Admin page.</p> <p>If you run <code>pdshow ANIServer</code> command from the CLI, it displays <code>Auto Generated Reply</code> instead of <code>ANIServer started</code>.</p> <p>Workaround:</p> <p>Restarting <code>ANIServer</code> will solve the issue.</p>
CSCsi56555	PVLAN is not created after ANI server restart.	<p>After restarting <code>ANIServer</code>, you cannot create PVLANS.</p> <p>Workaround:</p> <p>After restarting <code>ANIServer</code>, run Data Collection. After completion of Data Collection, configure PVLAN.</p>

Table 8 ANI Server Known Problems (continued)

Bug ID	Summary	Explanation
CSCsc43106	Device not discovered if SysUpTime is masked.	<p>If the SysUpTime is masked in v1default view, Device Discovery does not discover the device.</p> <p>Workaround:</p> <ul style="list-style-type: none"> Manually add the devices to DCR. <p>Or</p> <ul style="list-style-type: none"> Remove the mask in v1 default view.
CSCsa20827	Subnet based groups are not deleted from Campus Manager 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 Manager 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>
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"> Discover some devices by specifying seed devices in Campus Manager. The DCR is updated with those devices. Run data collection on those devices. 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:</p> <p>None.</p>
CSCin74855	Device not managed in Campus Manager if management IP is not in ACS.	<p>If a device has multiple IP addresses, Campus Manager automatically determines the management IP address of the device.</p> <p>If the management IP address is not ACS (that is, the device is added in ACS with a different address), 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 the same.</p>

Table 8 ANI Server Known Problems (continued)

Bug ID	Summary	Explanation
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: None.</p>
CSCdz11668	ANI Discovery causes interfaces to go down.	<p>If you install Campus Manager on Solaris 2.8, the database interfaces go down shortly after beginning discovery.</p> <p>This causes the browsers to stop communicating with the CiscoWorks server. The interfaces while being displayed as <i>UP</i> in ifconfig, do not appear when you enter netstat -rn.</p> <p>This problem is caused by a Solaris bug; Sun Alert ID: 48601: Solaris 8 and Solaris 9 Network Interface may Stop Responding to TCP Traffic.</p> <p>This problem occurs in the following releases:</p> <ul style="list-style-type: none"> • Solaris 8 with patch 108528-16, or • Solaris 8 with patch 108528-17 but without patch 113652-01 <p>Workaround:</p> <ul style="list-style-type: none"> • Downgrade to kernel patch 108528-15 or earlier and restart the system. <p>Or</p> <ul style="list-style-type: none"> • Disable the ANIServer process allows CiscoWorks to continue functioning without Campus Manager applications. <p>The Sun bug mentioned above is resolved in Solaris 8 with patch 108528-17 and patch 113652-01 (for use with patch 108528-17 only).</p>

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> <ol 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 Device Discovery again. Stop and start the ANIServer. If you require Campus Manager 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>
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"> Select Topology Services. Highlight an ATM fabric under Managed Domains/ATM Domains Select Display View. Select devices, and click Tools > RMON Data Collection > Show Enabled Devices <p>Workaround:</p> <p>None.</p>
CSCdp76410	Campus Manager client cannot connect to server using proxies.	<p>Campus Manager does not support proxies.</p> <p>Workaround:</p> <p>None</p>

Table 8 ANI Server Known Problems (continued)

Bug ID	Summary	Explanation
CSCdm58624	Campus Manager reports VTP Disconnected Domain discrepancy when VTP Domain is configured across a LANE Trunk.	Campus Manager 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. Workaround: Ignore the discrepancy.
CSCdm48015	An ATM trunk port is shown as belonging to a VLAN, even if there is no corresponding LANE client associated with that VLAN.	In VLAN-to-port association, all ATM ports on switches (except ATM switches) belonging to VLAN appear. Workaround: Ignore ATM ports in VLAN-to-port association.
CSCdp00593	SNMP report displays wrong HwVersion and HwVersionMinor for Cisco LS1010 devices.	This is because the image has reached EOE. Workaround: Enter show hardware in the command line interface of Cisco LS1010 devices.
CSCdm91634	In Campus Manager device report, number of ports in a device's ATM module are incorrectly displayed as zero.	This problem occurs in Catalyst 5000 devices running Catalyst operating system software release 4.3(1a). It is caused by missing ifEntry for device ATM module. ANI Server depends on ifEntry to determine number of ports in a particular module. Workaround: None.

VLAN Configuration Known Problems

The table below lists the VLAN Configuration related known problems in Campus Manager.

Table 9 *VLAN Configuration Known Problems*

Bug ID	Summary	Explanation
CSCsi30755	Ports are not listed properly when shared VLANs are deleted.	<p>This problem occurs in this condition:</p> <p>Assume that a VLAN is present in the all the transparent devices in the VTP domain (shared VLAN).</p> <p>If you:</p> <ol style="list-style-type: none"> 1. Go to the VLAN Configuration page 2. Select a shared VLAN from VTP server and delete it. 3. Navigate to the Move affected ports to new VLAN page: <p>Along with the ports associated with the VTP server is shown, the ports associated with Client and the Transparent switches in the domain are also listed.</p> <p>You can move the ports of the deleted shared VLAN only to other shared VLANs.</p> <p>Workaround:</p> <p>None.</p>
CSCsi85533	Wrong error message displayed when you try to create VLANs in VTPv3 server.	<p>VLAN creation on VTPv3 servers are not supported. When you try to do this, Campus Manager displays the following error message:</p> <p>There has occurred some error during configuration. The device may be snmp unreachabe.Pls check the device.</p> <p>/var/adm/CSCOPx/log/ani.log records the following error:</p> <pre>SNMP illegal value is set.</pre> <p>Workaround:</p> <p>None.</p>

Table 9 *VLAN Configuration Known Problems (continued)*

Bug ID	Summary	Explanation
CSCsc24275	VLAN interfaces created through IVR are not shown in the existing interface list for that device.	<p>If the corresponding VLAN on which the new VLAN interface is being created does not already exist in the device, the interface is not shown in the list.</p> <p>Workaround:</p> <ul style="list-style-type: none"> • Create a VLAN in the device before you create VLAN interfaces. <p>Or</p> <ul style="list-style-type: none"> • Create interfaces for existing VLANs in the device.
CSCdw09818	Port Attribute in VLAN Port Assignment displays incorrect information.	<p>This problem is observed only on inactive ports. The MIB values returned by the devices latch on to the previous speed and duplex properties.</p> <p>This is because of a defect in SNMP agent of the device.</p> <p>Workaround:</p> <p>None.</p>

Spanning Tree Protocol Known Problems

The table below lists the Spanning Tree Protocol related known problems in Campus Manager.

Table 10 *Spanning Tree Protocol Known Problems*

Bug ID	Summary	Explanation
CSCsg92439	Campus Manager does not compute the correct number of instances, when there are redundant links between switches.	<p>This occurs if you:</p> <ol style="list-style-type: none"> 1. Configure redundant links between switches. 2. Invoke MISTP or MST recommendations for a switch cloud that has redundant links. 3. Choose Max Instances for better link utilization and click Compute. <p>Campus Manager does not compute the correct number of instances for better link utilization.</p> <p>However, the above computation works well when Ether channel is configured on switches with redundant links.</p> <p>Workaround: None.</p>
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 that do not support CISCO-STP-EXTENSIONS-MIB will not support any STP related functionality.</p> <p>Workaround: None.</p>
CSCsa09287	Cannot map VLANs to instance if the device runs MISTP.	<p>In STP, if the device is running STP type as MIST, configuring the instance to VLAN mapping from STPConfigurationReport > InstanceTab is not applied on the device.</p> <p>This is caused by an SNMP Agent problem.</p> <p>Workaround: None.</p>

Table 10 *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 that contains the CIST root. Workaround: None.

Resolved Problems in Campus Manager 5.0

The following table lists the problems that have been fixed in Campus Manager 5.0.

Table 11 *Resolved Problems in Campus Manager 5.0*

Bug ID	Summary	Additional Information
CSCsa83185	Campus Manager did not support backup and restore of User Tracking data.	This problem has been resolved.
CSCsa83204	Migration from Campus Manager 3.3 to Campus Manager 4.0 did not retain User Tracking data.	This problem has been resolved.
CSCsb16402	Campus Manager did not support running discrepancy reports as scheduled jobs.	This problem has been resolved.
CSCsb22576	Campus Manager did not support Port Utilization Report which lists the ratio between number of connected ports and the total number of ports.	This problem has been resolved.
CSCsc34746	User Tracking Duplicate reports displayed large number incorrect entries, when the network had mobile users.	This problem has been resolved.
CSCsc43340	Campus Manager did not support sorting based on subnets in End host report.	This problem has been resolved.

Table 11 **Resolved Problems in Campus Manager 5.0 (continued)**

Bug ID	Summary	Additional Information
CSCsc67741	User Tracking Acquisition page took a long time to load, even though the ANIServer process was running normally.	This problem has been resolved.
CSCsc97040	ANI database password was not displayed to the user during typical installation.	This problem has been resolved. To see the password, click the Yes option in the installation screen.
CSCsd66335	Topology maps did not display links in the following scenario: Switches that have IP address with a subnet mask of 31 or 32 and are connected via point-to-point link.	This problem has been resolved.
CSCse97191	Neighbors column in Device Discovery report got truncated, if the device had too many neighbors.	This problem has been resolved.
CSCsf16486	End host report supported string sort for the following columns: <ul style="list-style-type: none"> • VLAN ID • Port • Port speed However, when you export the reports, number sort was supported for exported reports.	This problem has been resolved. The following is supported in End host report now: <ul style="list-style-type: none"> • Custom sort for Port column • Number sort for VLAN ID column • String sort for Port speed column The above is supported for exported reports also.
CSCsf21018	User Tracking did not discover End hosts that are not ICMP reachable. When an End host has multiple IP addresses for the same MAC address, then User Tracking discovered only the IP addresses that were ICMP reachable.	This problem has been resolved.
CSCsg01956	Campus Manager reported <code>BPDUGuard</code> disabled on access ports discrepancies if: <ul style="list-style-type: none"> • Catalyst 2950 series switches had BPDUGuard and BPDU Filter features enabled globally but not explicitly configured on per-port basis and <ul style="list-style-type: none"> • Port Fast feature enabled on per port basis 	This problem has been resolved.

Table 11 *Resolved Problems in Campus Manager 5.0 (continued)*

Bug ID	Summary	Additional Information
CSCsg28657	You could not edit an existing schedule or add a new one to UT Major Acquisition.	This problem has been resolved.
CSCsg45903	UTDebug command did not perform debugging operations, if Encrypt Community Strings property is enabled for Device Discovery.	This problem has been resolved.
CSCsg66351	When there were a lot of completed report jobs in Campus Manager, launching the home page hung and displayed a blank page.	This problem has been resolved.
CSCsg70320	While assigning ports to VLANs: <ul style="list-style-type: none"> If you selected multiple ports to assign to a specific VLAN And <ul style="list-style-type: none"> Selected the option to save the running-configuration to startup-configuration Only the first selected port was saved to the startup-configuration.	This problem has been resolved.
CSCsh12120	If you: <ul style="list-style-type: none"> Deleted a device from DCR And <ul style="list-style-type: none"> Added a new device (of a different device family) with the IP address of the deleted device The new device was not displayed in Topology maps and was not properly managed in Campus Manager.	This problem has been resolved.
CSCsh46715	End host reports did not contain host name and IP address information, if the connected switch and the associated router were in different VTP domains.	This problem has been resolved. For the end host reports to have all information, set the property <code>UTExcludeDomainMatch = true</code> in <code>NMSROOT/campus/etc/cwsi/ut.properties</code>
CSCsh87332	The help for SNMP settings in Device Discovery did not explain the timeout and retry settings properly.	This problem has been resolved.
CSCsh99080	User Tracking cmexport command throws Out of memory error while exporting 63,000 records.	This problem has been resolved.

Table 11 Resolved Problems in Campus Manager 5.0 (continued)

Bug ID	Summary	Additional Information
CSCsf21023	When an End host had multiple IP addresses for the same MAC address, User Tracking did not delete inactive IP addresses until all IP addresses became inactive.	This problem has been resolved.
CSCsg60187	Campus Manager Port Attributes report did not display the correct duplex state, for the ports on ATM devices	This problem has been resolved.
CSCsh67850	Device Discovery got into an infinite loop if: <ul style="list-style-type: none"> • Resolve by Sysname option was enabled in discovery settings And <ul style="list-style-type: none"> • IP address of the device was present in the exclude filter list 	This problem has been resolved.
CSCsi34246	Path Analysis did not trace the full Layer 2 path for L2L3 switches.	This problem has been resolved.
CSCsi42738	Subnet based User Tracking Acquisition did not detect end hosts associated with VLANs present in transparent mode devices.	This problem has been resolved.
CSCsi65585	User Tracking reports did not support multiple email addresses while scheduling reports.	This problem has been resolved.

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