



Release Notes for CiscoWorks Common Services 3.1 on Solaris

This release notes is for CiscoWorks Common Services 3.1 running on a Solaris platform.

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New Features

The new features in CiscoWorks Common Services 3.1 are:

- Installation Changes

The Common Services installation framework is enhanced to support installation of multiple applications in one solution bundle. You can install Common Services 3.1 or upgrade the earlier versions to Common Services 3.1, using the single installable bundle image packaged in the LMS 3.0 product DVD.

Common Services 3.1 now provides a cleanup script for both Solaris and Windows. If an installation fails, this script clears the files from the installation directory.

- New Default Credentials

You can configure a default credential set comprising primary, secondary, SNMP, HTTP and RxBoot Mode credentials, and store them in DCR. You can also add or import devices into DCR with the default credentials.

- Secondary Access Credentials in DCR

DCR allows the applications to store primary device credentials such as Primary Username, Password, and Enable Password. The primary device credentials allows the applications to access the devices and operate on them.

In this release, DCR allows you to add a secondary set of credentials. The secondary credentials serve as an alternative to primary device credentials.

Applications such as Resource Manager Essentials can use the configured secondary credentials as a fallback, if they cannot access the devices using the primary credentials.

- Enhancements to DCR CLI and Delete Devices Option

The earlier DCR command line (CLI) utility allowed you to delete devices using their device ID.

With the enhanced DCR CLI delete devices option, in both shell and batch modes, you can delete the devices using their own identifiers such as hostname and domain name combination, and display name.

You can also delete devices from DCR as specified in the input CSV file, using the enhanced DCR CLI utility.

The DCR CLI now provides an option to export the device information from DCR to ACS Server.

- Security Enhancements

Common Services 3.1 has the following security related changes:

- ACS Support

Common Services supports integration of ACS 3.3.4 for Windows Server and Appliance (except ACS 3.3.4 Appliance), and ACS 4.1 for Windows Server and Appliance with CiscoWorks server, in addition to the support for ACS 3.3.3 and ACS 4.0 versions.

This security related enhancement requires the role and task definitions to be revisited. You should register the revised role and task definitions with ACS Server in the ACS mode.

- Enhancements to Permissions Report

In the enhanced Permissions Report, the tasks are grouped based on applications and displayed in a tabular form. This allows you to quickly locate a particular task in the report.

You can also sort the display of tasks in alphabetical order or in reverse alphabetical order within a task group.

- Super Admin Role in ACS Mode

This is a predefined role introduced in this release. This role has full access rights to perform any task including the administration and approval tasks in CiscoWorks.

You can assign this role to a user only on ACS Server and only when your login module is set to ACS. This role is not available in CiscoWorks local mode and during the local user setup in CiscoWorks Server. The Permissions report does not display information about this role.

- CiscoWorks and Microsoft Active Directory Server Integration Changes

Earlier, CiscoWorks supported only distinguished name based authentication to Microsoft Active Directory Server.

In this release, the integration of CiscoWorks Server with Microsoft Active Directory Server is made more flexible.

CiscoWorks now also supports User Principal Name (UPN) based authentication, domain name based authentication, and Security Account Manager (SAM) account based authentication to the Microsoft Active Directory server.

- Bulk Addition of Local Users Through CLI

In the earlier releases, Common Services allowed you to add local users to CiscoWorks Server only through the user interface. Common Services did not support bulk addition of local users.

With the introduction of a script for adding local users, you can add bulk local users through CLI. You can also import the local user information from remote servers of similar version through CLI.

- Enhancements to CiscoWorks Home Page

CiscoWorks home page and the application windows that are launched from CiscoWorks home page now contain the name of the CiscoWorks Server along with the browser title.

This feature helps you to identify the server in which the applications are installed. This is particularly useful in a multi-server setup and Single Sign-On (SSO) based setup.

- Changes to Device Center Connectivity Tools

Common Services 3.1 provides an enhanced user interface to select a specific SSH protocol version (SSHv1 or SSHv2) for a device using the Management Station to Device tool. This is used to test the protocol connectivity against the chosen device.

- Logging Configuration

The new Logging Configuration user interface allows you to enable debug modules in Common Services such as DCR, Software Center, CiscoWorks home page and so on.

You do not need to restart the daemon manager after you have enabled the debugging option for a particular module.

- Disk Space Monitoring and Threshold Configuration

You can monitor the disk space availability in your CiscoWorks Server and configure the threshold level of disk space utilization. You can also set an option to notify end users through e-mail when the disk space exceeds the selected threshold level.

- Backup-Restore Changes

The Backup-Restore component is enhanced to send you an e-mail on the status of immediate or scheduled backup jobs when they complete.

The e-mail notification is also sent when you schedule a backup job or remove a scheduled backup job.

You should configure one or more e-mail addresses if you want to receive the email notification.

- Hostname Change Script

Earlier when you changed the hostname of the CiscoWorks Server, you needed to manually change the hostname related entries in the CiscoWorks directories and files, registry entries, and databases.

Common Services 3.1 provides a script to automatically update the CiscoWorks directories and files, registry entries, and databases, after you have changed your hostname.

- IP Address Range Based Device Grouping

Earlier, you could not create a device group for devices within a specified IP Address range.

With the introduction of new range operator, you can group devices within a range of IP Addresses. You can also perform an advanced search of devices within a specified IP Address range.

- Support for CiscoWorks LMS Portal and CiscoWorks Assistant

Common Services 3.1 supports new LMS applications namely CiscoWorks LMS Portal and CiscoWorks Assistant that help to improve the usability of existing applications in the LMS bundle.

CiscoWorks LMS Portal helps you to set up a customized home page. The status summary of Common Services jobs, security configurations and other information are available as portlets in the LMS Portal application.

CiscoWorks Assistant is a web-based tool that provides workflows to help you to overcome network management and LMS deployment challenges. Using CiscoWorks Assistant you can easily deploy multiple LMS server and maintain device credentials.

See the *User Guide for CiscoWorks LMS Portal 1.0* and *User Guide for CiscoWorks Assistant 1.0* for more information.

- Support for MDF 1.18

Meta Data Framework (MDF) Package defines device types in a uniform way across CiscoWorks applications. This package contains new device types, new device type definitions, new device icons, and solutions to some problems in earlier MDF packages.

This package contains new device types, new device type definitions, new device icons, and solutions to some problems in earlier MDF packages.

The MDF package version 1.18 contains the following new device types:

- Cisco 5720 Integrated Encryption Router (1.3.6.1.4.1.9.1.820)
- Cisco 5740 Integrated Encryption Router (1.3.6.1.4.1.9.1.833)
- Cisco 5750 Integrated Encryption Router (1.3.6.1.4.1.9.1.731)
- Cisco 7855I Media Convergence Server (1.3.6.1.4.1.9.1.588)
- Cisco 7865I Media Convergence Server (1.3.6.1.4.1.9.1.589).

When you add new device types through MDF Package, it does not guarantee support for these device types in all the CiscoWorks applications.

Device support has to be provided by individual applications, such as DFM, RME and Campus Manager. For a list of supported device types, see the relevant Product Documentation at the following URLs:

http://www.cisco.com/en/US/products/sw/cscowork/ps2421/products_device_support_tables_list.html

http://www.cisco.com/en/US/products/sw/cscowork/ps2073/products_device_support_tables_list.html

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

For details on Common Services 3.1 features, see:

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

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 CiscoWorks Common Services documentation that is available.

Table 1 **Product Documentation**

Document Title	Available Formats
<i>Release Notes for CiscoWorks Common Services 3.1 on Solaris (this document)</i>	<ul style="list-style-type: none"> • PDF on: <ul style="list-style-type: none"> – Product DVD – LMS 3.0 Documentation CD-ROM. • On Cisco.com at: <p>http://www.cisco.com/en/US/products/sw/cscowork/ps3996/prod_release_notes_list.html (part number OL-11780-01)</p>
<i>User Guide for CiscoWorks Common Services 3.1</i>	<ul style="list-style-type: none"> • PDF on: <ul style="list-style-type: none"> – Product DVD – LMS 3.0 Documentation CD-ROM. • On Cisco.com at: <p>http://cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html (part number OL-11776-01)</p>
<i>User Guide for CiscoWorks Integration Utility 1.7</i>	<ul style="list-style-type: none"> • PDF on: <ul style="list-style-type: none"> – Product DVD – LMS 3.0 Documentation CD-ROM. • On Cisco.com at: <p>http://cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html (part number OL-13627-01)</p>
<i>Context-sensitive Online help</i>	<ul style="list-style-type: none"> • Click Help from the page you are on for context-sensitive help.

Time Zone Acronyms and Offset Settings

Table 2 shows time zone acronyms supported in the CiscoWorks applications that use the time zone feature.

- Column 1—Alphabetically lists the supported CiscoWorks time zone acronyms. Change Audit reports may display time zone information differently.
- Column 2—Lists the spelled out time zone definition.
- Column 3—Lists the area covered by the time zone.
- Column 4—Lists the column's offsets from Greenwich Mean Time (GMT).
- Column 5—Lists the time zone setting for that zone's server.
- Column 6—Lists the resulting output in reports.

If you generate reports, the output will vary depending on whether the data has been processed through Perl or Java. Table 2 also provides possible output for either case scenario.

To ensure that time zones are translated correctly—especially when your devices, servers, and clients are in different time zones—follow these guidelines:

- When configuring time zones on managed devices, use the acronyms listed in the *Time Zone Acronym Setting on Device* column. To set time zones on devices, use the command described in the device-specific Command Reference documentation.
- The device should be configured to send Syslogs with the appropriate timezone acronym that indicates whether daylight savings is in effect at the time of sending the Syslog. This is to ensure that the Syslog analyzer or Essentials uses the correct acronym for time conversion.
- When configuring time zones on CiscoWorks servers, use the supported values in the *Time Zone Setting on Server* column.

Changes made to the system time zone from outside CiscoWorks applications might not be reflected in already-running CiscoWorks applications. After changing the time zone, restart all CiscoWorks applications.

Table 2 Supported Server Time Zones

Time Zone Acronym Setting on Device	Definition	Area Covered (Country/City)	Offset from GMT	Time Zone Setting on Server	Output in Report	
					GMT	Acronym
ACT	Australia Central Time	Australia/Darwin	+9:30	Adelaide	GMT +9:30	ACT
AEST	Australia Eastern Standard Time	Australia/Sydney	+10:00 +11:00 (DST)	Brisbane	GMT +10:00 GMT +11:00 (DST)	AEST
AET	Australia Eastern Time	Australia/Sydney	+10:00	Brisbane	GMT +10:00 GMT +11:00 (DST)	AET
AHST	Alaska-Hawaii Standard Time	Hawaii/Honolulu	-10:00	Hawaii	GMT -10:00	HST
ART	Arabic Egypt Standard Time	Africa/Cairo	+2:00 +3:00 (DST)	Cairo	GMT +2:00 GMT +3:00 (DST)	ART

Table 2 Supported Server Time Zones (continued)

Time Zone Acronym Setting on Device	Definition	Area Covered (Country/City)	Offset from GMT	Time Zone Setting on Server	Output in Report	
					GMT	Acronym
CCT	China Coast Time	Asia/Shanghai	+8:00	Beijing	GMT +8:00	CST
CDT	Central Daylight Time	United States/Chicago	-5:00	Central Time	GMT -5:00	CDT (DST) CST
CET	Central European Time	Spain/Madrid	+1:00 +2:00 (DST)	Madrid	GMT +1:00 GMT +2:00 (DST)	CEST
CST	Central Standard Time	United States/Chicago	-6:00	Central Time	GMT -6:00	CST CDT (DST)
CTT	China Taiwan Time	Asia/Shanghai	+8:00	Beijing	GMT +8:00	CST
EAST	East Australian Standard Time	Australia/Queens Island	+10:00	Brisbane	GMT +10:00	EAST
ECT	European Central Time	Europe/Paris	+1:00 +2:00 (DST)	Paris	GMT +1:00 GMT +2:00 (DST)	CEST
EDT	Eastern Daylight Time	United States/New York	-4:00	Eastern Time	GMT -4:00	EST EDT (DST)
EST	Eastern Standard Time	United States/New York	-5:00	Eastern Time	GMT -5:00	EST EDT (DST)
FWT	French Winter Time	France/Paris	+1:00 +2:00 (DST)	Paris	GMT +1:00 GMT +2:00 (DST)	CEST
GMT	GMT Standard Time	Africa/Casablanca	None	Greenwich Mean Time	GMT +0	GMT
HST	Hawaiian Standard Time	Pacific/Honolulu	-10:00	Hawaii	GMT -10:00	HST
JST	Japan Standard Time	Asia/Tokyo	+9:00	Tokyo	GMT +9:00	JST
MDT	Mountain Daylight Time	United States/Denver	-6:00	Mountain Time	GMT -6:00	MDT (DST) MST
MET	Middle European Time	Spain/Madrid	+1:00 +2:00 (DST)	Madrid	GMT +1:00 GMT +2:00 (DST)	CEST
MEWT	Middle European Winter Time	Spain/Madrid	+1:00	Madrid	GMT +1:00 GMT +2:00 (DST)	CEST
MST	Mountain Standard Time	United States/Denver	-7:00	Mountain Time	GMT -7:00	MST MDT (DST)

Table 2 Supported Server Time Zones (continued)

Time Zone Acronym Setting on Device	Definition	Area Covered (Country/City)	Offset from GMT	Time Zone Setting on Server	Output in Report	
					GMT	Acronym
PDT	Pacific Daylight Time	United States/ Los Angeles	-7:00	Pacific Time	GMT -7:00	PDT (DST) PST
PST	Pacific Standard Time	United States/ Los Angeles	-8:00	Pacific Time	GMT -8:00	PST PDT (DST)
UTC	GMT Standard Time	Great Britain/ London	None	Greenwich Mean Time	GMT +0	GMT
ZP4	Zone 3	Russia/ Moscow	+4:00	Not Supported	GMT +4:00	ZP4

Multi-homed Machines

A multi-homed machine is a machine that has multiple NIC cards, each configured with different IP addresses. To run CiscoWorks Common Services on a multi-homed machine, there are two requirements.

- All IP addresses must be configured in DNS.
- Owing to restrictions in CORBA, only one IP address can be used by the client or browser to access the server. You must select one IP address as the external address, with which the client will login to the CiscoWorks server.

To select an IP address:

-
- Step 1** Modify the gatekeeper file located in `/opt/CSCOPx/lib/vbroker/gatekeeper.cfg`.
- Step 2** Replace every instance of *external-IP-address* with the external IP address you choose, and remove the “#” character, from the following:
- `#vbroker.gatekeeper.backcompat.callback.host=external-IP-address`
 - `#vbroker.se.exterior.host=external-IP-address`
 - `#vbroker.se.iiop_tp.host=external-IP-address`
 - `#vbroker.se.interior.host=external-IP-address`
- Step 3** After modifying the gatekeeper file, restart the Daemon Manager by entering
- ```
/etc/init.d/dmgttd start
```
-

# Operating System Upgrade

While installing CiscoWorks Common Services, the installation process checks for required patches. Install any missing solaris patches and cluster patches.

For a list of required patches, see Chapter 2 of *Installing and Getting Started with CiscoWorks LAN Management Solution 3.0* at:

[http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html).

**Caution**

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If CiscoWorks Common Services is run without the required patches, it will not function properly.

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## Server and Client Information

For information on server and client requirements for the system and browser, see the Prerequisites chapter of *Installing and Getting Started With CiscoWorks LAN Management Solution 3.0*.

## Integrating with Third-party Vendors

Use the Integration Utility to integrate Cisco device information and Cisco applications into SNMP management platforms such as:

- HP OpenView Network Node Manager 7.5 (on Windows and Solaris 9 only)
- NetView 7.1.5 (on both Windows and Solaris)

**Note**

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HP OpenView Network Node Manager is not supported on a Solaris 10 platform.

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See *User Guide for CiscoWorks Common Services 3.1* and the online help for information about importing devices.

You might need to run the Integration Utility to:

- Change your Cisco.com login information.
- Change your CiscoWorks server location.
- Register a new application.
- Change the NMS with which you wish to integrate your Cisco applications.

For more information on Integration Utility, see *User Guide for CiscoWorks Integration Utility 1.7*.

# Known and Resolved Problems

Tables 3 to 10 describe the problems known to exist in this release; Tables 11 and 12 describe the problems resolved from Common Services 3.0 onwards.


**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 onto Cisco.com.).

The CiscoWorks Common Services known problems are broken down into the following sections:

- [Installation Known Problems, page 10](#)
- [CiscoWorks Home Page Known Problems, page 11](#)
- [Software Center Known Problems, page 13](#)
- [Integration Utility Known Problems, page 15](#)
- [Browser Known Problems, page 18](#)
- [DCR Known Problems, page 19](#)
- [Grouping Services Known Problems, page 20](#)
- [General Known Problems, page 21](#)
- [Internally-Found Resolved Problems, page 29](#)
- [Customer-Found Resolved Problems, page 30](#)

## Installation Known Problems

Table 3 describes the known problems related to the installation of Common Services.

**Table 3**      *Installation Known Problems*

| Bug ID     | Summary                                                                                 | Explanation                                                                                                                                                                                                                                                                        |
|------------|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsi10791 | On Solaris, install setup hangs in LMS 3.0 after you input "yes" in the user agreement. | This happens due to the DHCP check failure without prompting any error message.<br><br>Workaround:<br>Reboot your system and try again.                                                                                                                                            |
| CSCin30836 | CiscoWorks Common Services installation hangs on Solaris.                               | This happens when you reinstall or upgrade over a broken installation.<br><br>Workaround:<br>Clean up the broken installation and then install CiscoWorks Common Services.                                                                                                         |
| CSCin26986 | Reference to point patches exists even after upgrade.                                   | Even after you upgrade to the newer version of the product, the patches that were applied to previous version are listed when you select the product in the Software Centre page.<br><br>Workaround:<br>The information though misleading, does not impact the proper functioning. |

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

| Bug ID     | Summary                                                                                         | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsj05415 | The peer server certificates information is not preserved after an upgrade.                     | <p>This happens when you perform an inline upgrade from CS 3.0.5 to CS 3.1.</p> <p>Workaround:</p> <p>Import the peer certificates.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| CSCin21594 | Installation hangs or slows down when you install CiscoWorks Common Services on a mounted path. | <p>Installation on a mounted path may slow down or hang because of the slow response of the remote server.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. Stop the installation.</li> <li>2. Create a directory where you want to copy the contents of the network image by entering:           <br/><b>mkdir /opt/image dir</b> <br/>           Make sure that this directory has enough space to hold the entire contents of the image.         </li> <li>3. Enter:           <br/><b>tar cpf - .   (cd /opt/image dir &amp;&amp; tar -xpf -)</b> <br/>           This command preserves all attributes including the timestamp.         </li> <li>4. Re-start installation.</li> </ol> |
| CSCsc36054 | Installing certain patches on Solaris 9 causes LMS applications to fail.                        | <p>This occurs after installing patch 112963-24 for Solaris 9.</p> <p>Workaround:</p> <p>Downgrade to patch 112963-23 (or earlier) on Solaris 9.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

## CiscoWorks Home Page Known Problems

[Table 4](#) describes the known problems related to CiscoWorks homepage.

Table 4 CiscoWorks Home Page Known Problems

| Bug ID     | Summary                                                                                | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsj04871 | Common Services portlet appears twice in the Functional View of the LMS 3.0 home page. | <p>This happens when the hostname contains capital letters or when the upgrade from Common Services 3.0 to Common Services 3.0.3 is done using the Common Services 3.0.3 full build.</p> <p>Workaround:</p> <p>Run the following command:</p> <pre>\$NMSROOT/MDC/bin/java -cp \$NMSROOT/MDC/tomcat/shared/lib/xerces .jar: \$NMSROOT/objects/log4j/1.1.3/log4j.jar:\$NMSROOT/ MDC/tomcat/shared/lib/MICE.jar\$NMSROOT/MDC/tomcat/ shared/lib/NATIVE .jar: \$NMSROOT/lib/classpath/cmhc.jar: \$NMSROOT/MDC/tomcat/webapps/cwhp/ WEB-INF/lib/cwhp.jar: \$NMSROOT/lib/classpath com.cisco.nm.cmf.cmhc.registry.CMHCApplicationRegistr y administration.1.0 0 unregistermanually self</pre> <p>where \$NMSROOT is the CiscoWorks installed directory.</p> |
| CSCdw11344 | Connectivity Tools > Management Station reports that Telnet succeeds when TCP fails.   | <p>The commands <code>tcp/udp small servers</code> work only for IOS and they are disabled by default for the IOS version 12.0M or higher.</p> <p>Workaround:</p> <p>None.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| CSCdw61688 | JOS:Character circle-c corrupted with Japanese font.                                   | <p>In all platforms, at the bottom of each Help window, the statement,</p> <pre>Copyright (c) 2005, Cisco Systems, Inc. All rights reserved.</pre> <p>has a corrupted character for (c).</p> <p>Workaround:</p> <p>Display the correct character by selecting the English encoding of the browser.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| CSCeh72568 | Cannot launch the CiscoWorks home page when machine has no network connection.         | <p>Cannot login to the CiscoWorks home page after the machine's network connection is unplugged.</p> <p>Workaround:</p> <p>Restart the Daemon Manager after the network connectivity is lost or disabled.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

**Table 4** CiscoWorks Home Page Known Problems (continued)

| Bug ID     | Summary                                           | Explanation                                                                                                                                                                                                                                      |
|------------|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCin22157 | The DiskWatcher popup message does not appear.    | The DiskWatcher popup message does not appear when the free disk space goes below 10 percent.<br><br>Workaround:<br>None.                                                                                                                        |
| CSCsa03383 | Collect Server Info shows errors in PACKAGE INFO. | Collect Server Info shows pkgchk errors in PACKAGE INFO section. This happens when the directory/file characteristics (such as checksum, permissions) change during runtime.<br><br>Workaround:<br>None. This does not affect the functionality. |

## Software Center Known Problems

Table 5 describes the known problems that you might encounter while working with Software Center.

**Table 5** Software Center Known Problems

| Bug ID     | Summary                                                                                     | Explanation                                                                                                                                                                                                            |
|------------|---------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsh37902 | Cannot download packages on Solaris, from Cisco.com even with correct credentials entered.  | This happens when the PSU operation cannot be performed because it fails to connect to the Cisco.com server where CiscoWorks is installed.<br><br>Workaround:<br>Ensure that the server is registered to a DNS server. |
| CSCdt04070 | No error message appears when network connection is lost while downloading device packages. | An error message does not appear if the network connection is lost when you download device packages from Cisco.com.<br><br>Workaround:<br>None.                                                                       |
| CSCin66811 | Inaccurate scheduling occurs if Time Zone is not set.                                       | This occurs when the environment Time Zone is not set properly.<br><br>Workaround:<br>Ensure that the TZ environment is accurate.                                                                                      |

**Table 5**      **Software Center Known Problems (continued)**

| Bug ID     | Summary                                                                                                                                                                                               | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsa22443 | <p>Cannot stop downloading the Software Center device package headers to temporary folder when you click <b>Cancel</b>.</p>                                                                           | <p>This problem occurs when you:</p> <ol style="list-style-type: none"> <li>1. Go to Device Updates &gt; Get Updates.</li> <li>2. Click <b>Next</b> in the first screen of the wizard.</li> <li>3. Click <b>Cancel</b> in the second screen.                             <ul style="list-style-type: none"> <li>- In Netscape, the list of available packages appears.</li> <li>- In Internet Explorer, the default screen appears.</li> </ul> </li> </ol> <p>The device package headers are downloaded to a temporary folder.</p> <p>Workaround:</p> <p>To clean up the temporary download location explicitly:</p> <ol style="list-style-type: none"> <li>1. Stop the Daemon Manager by entering <code>/etc/init.d/dmgt d stop</code>.</li> <li>2. Remove the contents of the directory under <code>NMSROOT/temp/psu</code>.</li> <li>3. Restart the Daemon Manager by entering <code>/etc/init.d/dmgt d start</code>.</li> </ol> |
| CSCsa30580 | <p>Software Center does not accept Cisco.com login credentials with spaces between characters, lesser than symbol(&lt;), greater than symbol(&gt;), comma(,) and hyphen(-).</p>                       | <p>Software Center does not accept the customer's Cisco.com password if it contains spaces between characters or even if it contains any special characters.</p> <p>Workaround:</p> <p>Change the Cisco.com password.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| CSCsb34780 | <p>When you download Device Updates or Software Updates, the GUI screens show operation was successful.</p> <p>However, the destination directory does not show that any updates were downloaded.</p> | <p>The destination directory does not have sufficient disk space to hold the downloaded updates.</p> <p>Workaround:</p> <p>Change the destination folder that has more space or clear space in selected folder.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| CSCsc06486 | <p>Blank screen appears when you download a small device package (approximately 4 KB).</p>                                                                                                            | <p>When you download a small device package from Software Center, the progress bar is not displayed. Instead, a blank screen appears.</p> <p>This screen does not close after the download has completed.</p> <p>Workaround:</p> <p>Click the Close button to terminate the blank screen.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

## Integration Utility Known Problems

The file `NMIDBOptions.properties` contains Cisco.com passwords, in an encoded form, and is accessible only to root users. Root access to the host needs to be restricted if Cisco.com password security is a concern.

Table 6 describes the known problems related to Integration Utility.

**Table 6**      *Integration Utility Known Problems*

| Bug ID     | Summary                                                                                                                                                                         | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsd75232 | Cannot find Cisco related traps in the event configuration window after integrating LMS with HPOV.<br><br>Also, the Cisco alarm category is not listed in the OV alarm browser. | The affected NMIDB Version is 1.0.087. The additional traps added as part of NMIDB 1.0.087 version were the probable cause for the trap conflicts.<br><br>Workaround:<br>Please contact Cisco TAC.                                                                                                                                                                                                                                                      |
| CSCdm61980 | Cannot launch CiscoView by double-clicking device icons in NMS after integration.                                                                                               | Some NMS adapters do not support double-clicking device icons from the topology map, even if CiscoView is set as default application (using Change Integration Options).<br><br>Workaround:<br>To change this behaviour from NNM:<br><ol style="list-style-type: none"><li>1. Right-click and select symbol properties.</li><li>2. Change the action from <b>Expand</b> to <b>Execute</b>.</li><li>3. Choose CVWEB application for execution.</li></ol> |
| CSCdm91445 | If you run the utility to change only application registration information (such as browser, server, and port number), a full integration occurs.                               | If you change only the application registration information, only an application integration should occur. Instead, a full integration occurs.<br><br>Workaround:<br>None.                                                                                                                                                                                                                                                                              |
| CSCdp89704 | Uninstallation of Integration Utility does not restore completely.                                                                                                              | Uninstallation of Integration Utility does not restore Cisco device icons to generic device icons.<br><br>Workaround:<br>None.                                                                                                                                                                                                                                                                                                                          |
| CSCdp90728 | When you run the Update Cisco Device Support task from the Network Node Manager (NNM), generated messages do not appear.                                                        | If you run the Update Cisco Device Support task from any Network Node Manager (for example, HP OpenView NNM), generated messages do not appear.<br><br>Workaround:<br>View the generated messages in the windows where you started HP Openview.                                                                                                                                                                                                         |

Table 6 Integration Utility Known Problems (continued)

| Bug ID     | Summary                                                                                                     | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------|-------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCdr38931 | Error messages may appear when running Change Integration Options on a system with insufficient disk space. | After integration, when you run Change Integration Options, the system extracts NMIDB. If there is not enough disk space to extract NMIDB, the extraction fails.<br><br>Workaround:<br><br>Free up some disk space and relaunch Change Integration Options. Make sure you have at least 25 MB of free disk space.                                                                                                                                                  |
| CSCef04708 | In NIS+ server, CiscoWorks Integration Utility installation fails if casuser(s) do not exist.               | Integration Utility fails and displays the following errors:<br><br>> ERROR: The /etc/group is not used by the system.<br>> ERROR: Add casusers entry in /etc/group won't take effect.<br>> ERROR: Either add files entry in /etc/nsswitch.conf,<br>> ERROR: or add casusers entry in NIS/NIS+ database.<br>> ERROR: Contact your system administrator for detail.<br><br>Workaround:<br><br>Create user casuser and group casusers, and add casuser in the group. |
| CSCin08471 | Integration with third party NMS should be performed after installing CiscoWorks in a specific scenario.    | If you enable CiscoWorks server for SSL mode after installation, integration with third party NMS should be performed later.<br><br>Workaround:<br><br>If SSL mode is enabled for the CiscoWorks server, we recommend that you perform integration with a third-party NMS after installing CiscoWorks.<br><br>This is necessary because any change in protocol requires a reintegration.                                                                           |
| CSCin08472 | Cannot launch CiscoWorks applications from third-party NMS after enabling or disabling SSL.                 | After you enable or disable SSL in CiscoWorks server, you cannot launch CiscoWorks applications from a third-party NMS, such as HP OpenView Network Node Manager and Netview.<br><br>Workaround:<br><br>You must perform the integration whenever you enable or disable SSL in the CiscoWorks server. This is required to update the application registration in NMS.                                                                                              |
| CSCin08716 | Cannot launch CiscoWorks applications from third-party NMS after reinstalling CD One.                       | Third-party NMS application links do not reflect changes made to SSL settings after reinstalling CD One.<br><br>Workaround:<br><br>Perform the integration again. This is required to update the application registration in NMS.                                                                                                                                                                                                                                  |

**Table 6**      **Integration Utility Known Problems (continued)**

| <b>Bug ID</b> | <b>Summary</b>                                                                                                                                      | <b>Explanation</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCin23798    | Cannot upgrade to latest NMIDB by clicking <b>Get NMIDB</b> in Integration Utility GUI, in rare scenarios.                                          | <p>This problem occurs if the Integration Utility process was terminated or the local machine was rebooted during the previous NMIDB extraction.</p> <p>If you click <b>Get NMIDB</b> in the Integration Utility GUI, this message appears erroneously:</p> <p>NMIDB is up to date</p> <p>Workaround:</p> <p>Remove VersionInfo.properties file from the following directory:</p> <p><i>CiscoWorks installation directory\nmim\</i></p>                                                                                                                                                                                                                |
| CSCsb21911    | Two entries of CiscoView (CiscoView 5.x and CiscoView) are seen following an integration with later version of NMIDB. That is, after NMIDB 1.0.084. | <p>Consider this scenario:</p> <p>Assume you have already integrated using NMIDB version 1.0.084.</p> <p>If you download and integrate with new NMIDB, the menu entry CiscoView5.x is not removed since the new registry file name in the new NMIDB is different.</p> <p>As a result, both menu items (one for CiscoView and another for CiscoView 5.x ) appear.</p> <p>Workaround:</p> <p>To see the correct CiscoView entry after integration:</p> <ol style="list-style-type: none"> <li>1. Unintegrate ('nmic -u' which would do application unregistration).</li> <li>2. Download the latest NMIDB version to do an integration again.</li> </ol> |

## Browser Known Problems

Table 7 describes the known problems that you might encounter with web browsers.

**Table 7** *Browser Known Problems*

| Bug ID     | Summary                                                                                      | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------|----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsh21917 | In the PSU device download operation, the Close button in the Job Details URL does not work. | <p>When Mozilla is used as the Client browser, the window launched for the Job Details URL during the PSU device download operation does not close.</p> <p>Workaround:</p> <p>Either:</p> <ul style="list-style-type: none"> <li>Use supported Internet Explorer browsers such as IE 6 or 7.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>In Mozilla Install location\all.js where Mozilla Install location is the Mozilla installed location, change <code>pref("dom.allow_scripts_to_close_windows", false)</code> into <code>pref("dom.allow_scripts_to_close_windows", true)</code></li> </ul> |
| CSCsh49922 | Cannot use Telnet to connect to a device from Ciscoworks > DeviceCenter > Telnet.            | <p>This occurs when Internet Explorer 7 is used as the Client browser.</p> <p>Workaround:</p> <p>The following can be done:</p> <ul style="list-style-type: none"> <li>Use Firefox as the Client browser</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>Use Internet Explorer 6</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>Add the following entry to registry:<br/> <pre>[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Main\FeatureControl\FEATURE_DISABLE_TELNET_PROTOCOL]</pre> <code>"iexplore.exe"=dword:00000000</code> and then restart the browser.</li> </ul>   |
| CSCdt11838 | While launching an application, you are not prompted to install the Java Plug-in.            | <p>If you install RealJukeBox Netscape Plug-in before you install Java Plug-in, you are not prompted to install Java Plug-in software when you launch an application. A blank screen appears.</p> <p>Workaround:</p> <p>Install Java Plug-in manually. For more information regarding the Java Plug-in, see the <a href="#">Server and Client Information, page 9</a>.</p>                                                                                                                                                                                                                                        |

**Table 7** *Browser Known Problems (continued)*

| Bug ID     | Summary                                                                                                                                | Explanation                                                                                                                                                                                                              |
|------------|----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsa31202 | Tooltips in UII get truncated in Netscape and Mozilla browsers.                                                                        | If the tooltip for the data cell within HTML scrolling table is large, Netscape and Mozilla browsers truncate the last few characters.<br><br>This does not occur for Internet Explorer 6.0.<br><br>Workaround:<br>None. |
| CSCsc19380 | Cannot select the contents of certain pages.<br><br>For example, you cannot select the contents of Results page after a PSU operation. | Copying the contents of a page is not possible when using Netscape/Mozilla browsers.<br><br>Workaround:<br>Use IE when the contents of a page need to be copied.                                                         |
| None.      | If you have a popup-blocker enabled in your browser, popups do not appear.                                                             | Popups do not appear<br><br>Workaround<br>Disable the popup-blocker, if you have installed any.                                                                                                                          |

## DCR Known Problems

Table 8 describes the known problems that you might encounter while working with DCR.

**Table 8** *DCR Known Problems*

| Bug ID     | Summary                                                                                                        | Explanation                                                                                                                                                                                                                                                                                                 |
|------------|----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCed10462 | Import Devices from Access Control Server (ACS) feature adds non-Cisco devices into DCR.                       | This occurs when ACS has non-Cisco devices in its list.<br><br>Workaround:<br>Delete the non-Cisco devices from DCR after importing.                                                                                                                                                                        |
| CSCsa21220 | During DCR Slave configuration no error messages appear when you duplicate devices.                            | When a Standalone DCR server is configured to be Slave with <b>Add current devices to master</b> , it does not display duplicate devices error messages similar to device import/export screen.<br><br>Workaround:<br>None.<br><br>A warning message appears before you do the actual configuration change. |
| CSCsa32420 | Errors occur when you include some special characters and JavaScripts in the User Defined Fields (UDF) labels. | When RME reports display these UDF labels, the JavaScripts causes problems.<br><br>Workaround:<br>Do not include JavaScripts and special characters in the UDF labels.                                                                                                                                      |

**Table 8** DCR Known Problems (continued)

| Bug ID     | Summary                                                                                                                                  | Explanation                                                                                                                                                                                                                                                                                                                                                                                        |
|------------|------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsa37597 | Wrong error messages appear when you create groups with User Defined Fields (UDF) names with some special characters, in DCR Admin page. | <p>Wrong error messages appear if the UDF labels:</p> <ul style="list-style-type: none"> <li>Contain two consecutive periods.<br/>For example, <i>udf..attribute</i>.</li> <li>Begin with a period.<br/>For example, <i>.udf_attribute</i>.</li> <li>End with a period.<br/>For example, <i>udf_attribute.</i></li> </ul> <p>Workaround:<br/>Do not enter special characters in the UDF names.</p> |
| CSCsa45024 | Deleting a large number of devices in the DCR GUI takes a long time.                                                                     | <p>It takes a long time to delete a large number of devices (&gt; = 5000) in the DCR GUI.</p> <p>Workaround:<br/>Delete devices in batches of 1000 or 2000.</p>                                                                                                                                                                                                                                    |

## Grouping Services Known Problems

[Table 9](#) describes the known problems associated with managing groups of devices.

**Table 9** Grouping Services Known Problems

| Bug ID     | Summary                                                    | Explanation                                                                                                                                                                                                              |
|------------|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsa23339 | Two users cannot create private groups with the same name. | <p>Error messages appear when two different users create private groups with the same name in User Defined Groups.</p> <p>Workaround:<br/>Create a separate folder with any name and then create the private groups.</p> |

**Table 9**      **Grouping Services Known Problems (continued)**

| Bug ID     | Summary                                                                | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsa43873 | In LMS 2.5, groups are copied in backup-restore from Master to Master. | <p>Additional shared groups appear after you backup or restore from a Master of one domain to a Master of another domain.</p> <p>This problem appears only where a common Slave exists for two different Masters.</p> <p>For example:</p> <p>There are two DCR domains, M1 with Slaves S11 and S12, and M2 with slaves S21 and S22.</p> <p>If you restore after you take a backup in M1 and make S12 a slave of M2, S12 will become the common slave of M1's backup and M2.</p> <p>The groups of M1 and S11 remain in M2 instead of being removed.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. Change the mode of Master to Standalone. This will remove all the remote shared groups (groups from other machines) in M2's DCR domain.</li> <li>2. Reconfigure the Master/Slave in DCR UI.</li> </ol> |

## General Known Problems

[Table 10](#) describes the miscellaneous known problems associated with Common Services (not specific to any module in Common Services).

**Table 10**      **General Known Problems**

| Bug ID     | Summary                                                                                                                 | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsi66749 | Device authorization fails in ACS mode though the devices are displayed in DCR Administration and in application pages. | <p>When CiscoWorks is in ACS mode, device authorization fails for some of the IP addresses of devices.</p> <p>This happens when you enter multiple IP addresses of devices with the total length exceeding 4096 characters, during AAA client configuration in ACS.</p> <p>This is because ACS does not support more than 4096 characters in the IP Address field for a AAA client configuration.</p> <p>Device authorization fails for devices whose IP addresses are entered after the 4096<sup>th</sup> character.</p> <p>Workaround:</p> <p>Add multiple IP Addresses with the total length not exceeding 4096 characters.</p> |

Table 10 General Known Problems (continued)

| Bug ID     | Summary                                                                              | Explanation                                                                                                                                                                                                                                                                                                                              |
|------------|--------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsi87682 | Cannot launch LMS 3.0 on Internet Explorer 6.x after LMS 3.0 is installed.           | When LMS 3.0 is uninstalled and then installed again on an LMS configured server using Internet Explorer 6.x, the product does not launch.<br><br>Workaround:<br><br>In Internet Explorer 6.x, enable the Use TLS1.0 option in Tools > Internet Options > Advanced > Security.                                                           |
| CSCsh24651 | Improper connection to database caused by no disk space leads to indefinite waiting. | When there is no free space available in the <i>NMSROOT</i> drive, the database server will be slow as it performs operations on the temporary files created by Sybase.<br><br>Workaround:<br><br>Restart Daemon Manager after freeing up some disk space.                                                                               |
| CSCsa63026 | Page not found error appears when installing new device packages.                    | When adding new device packages through RME > Software Center > Device Update, the Daemon Manager script, <i>dmgt.d</i> restarts.<br><br>The browser attempts to access a URL on the server but the page does not load because <i>dmgt.d</i> has restarted. Instead, it displays a Page Not Found error.<br><br>Workaround:<br><br>None. |
| CSCsg84927 | Error or warning messages opens in a new tab.                                        | Any notification window (error or a warning message) opens in a new tab instead of a new window.<br><br>Workaround:<br><br>Launch the application links using <code>&lt;a href=[url] /&gt;</code> .                                                                                                                                      |
| CSCsg84924 | In Firefox 2.0, any link opens in a new tab instead of a new page.                   | If you select an item from the Table of Contents items for an application in the CiscoWorks page, it opens in a new tab instead of a new page.<br><br>Workaround:<br><br>Use Options > Tabs > Use Options > Tabs > Open in a new window, to activate this option.                                                                        |
| CSCsg84938 | In Firefox 2.0, the minimise button should be disabled for all notification windows. | A notification window that requires an action from you, must not have an option to minimize it. However, such an option is available in Firefox 2.0.<br><br>Workaround:<br><br>None.                                                                                                                                                     |
| CSCsi01719 | On Solaris 10, authentication fails while configuring AAA server setup.              | This happens while creating and logging in the local user for the AAA server setup mode using local Unix system as a login module.<br><br>Workaround:<br><br>None.                                                                                                                                                                       |

Table 10 General Known Problems (continued)

| Bug ID     | Summary                                                                                                    | Explanation                                                                                                                                                                                                                                                                                                                                                                                         |
|------------|------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCse01118 | Registration of any application from a remote server fails.                                                | <p>If you add a remote server's certificate in the peer server certificate setup, the registration fails and an error message appears.</p> <p>Workaround:<br/>None.</p>                                                                                                                                                                                                                             |
| CSCsg76235 | Portlets do not appear if you launch the server before some application is registered.                     | <p>This problem occurs when the Portal engine is not started and ready. However, Tomcat and other daemons are started.</p> <p>When Tomcat or the daemons are restarted, the application will get registered with the portal engine and if you try to launch the server before this then the application will not appear.</p> <p>Workaround:<br/>Wait for sometime and the portlets will appear.</p> |
| CSCsi52867 | Cannot access some portlets until you refresh the screen.                                                  | <p>Some portlets display messages such as<br/>You do not have the required role to access this portlet<br/>although you may have System Administrator privileges.</p> <p>This problem could occur when you have opened multiple sessions.</p> <p>Workaround:<br/>Refresh the screen to view the details.</p>                                                                                        |
| CSCsg54946 | If you configure mail.yahoo.com or http:// in IFrame and click <b>Back</b> , it launches in a full window. | <p>After configuring the URL, if you click <b>Back</b>, the screen occupies the entire window.</p> <p>Workaround:<br/>Use the following URL to remove all the IFrame portlets in the view<br/>protocol://servername:portno/cwportal/c/portal/RemoveIFrame.</p>                                                                                                                                      |
| CSCsh94522 | Portlet menu options may not appear correctly                                                              | <p>In this case even if the portlets appear, the submenu options may not appear.</p> <p>This can occur if the browser's cache has stale data for the server in question.</p> <p>Since the portal web pages do not specify any caching pragmas, the browsers will cache the content.</p> <p>Workaround:<br/>Clear the browser cache.</p>                                                             |

Table 10 General Known Problems (continued)

| Bug ID     | Summary                                                                                                          | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsi96540 | Some portlets are missing in Functional view after Remote Migration.                                             | <p>After you migrate, some portlets do not appear in the Functional View.</p> <p>For instance, if you have installed an application, some portlets will not appear in the Functional View.</p> <p>Workaround:</p> <p>Unregister the missing application and re-register the application.</p> <p>To re-register the application do the following:</p> <p><b>Go to CS &gt; Server&gt; Home page Admin &gt;Application Register &gt; Register.</b></p>                                                                                                      |
| CSCsh27565 | When Syslog is more than 4 GB, the crmlog service does not start.                                                | <p>During start-up when the crmlog process loads the syslog.log for writing, if the file is more than 4GB, the file loading fails.</p> <p>Workaround:</p> <p>The syslog needs to be cleared or rotated when it is more than 4 GB.</p>                                                                                                                                                                                                                                                                                                                    |
| CSCsa38716 | Management Statement To Device picks up the altered port value from the etc/services file.                       | <p>This occurs when the third-party SNMP agent changes the standard SNMP port value. The Management Statement To Device picks up this altered port value, queries the device and fails.</p> <p>Workaround:</p> <p>Make sure that the SNMP port value is 161.</p>                                                                                                                                                                                                                                                                                         |
| CSCec82508 | When multiple community string support is enabled on Campus Manager, the devices become unreachable in topology. | <p>This problem is caused by the way IOS responds when it has a community defined with no view for it.</p> <p>Workarounds:</p> <ul style="list-style-type: none"> <li>• If a separate community string is used for traps from RO/RW communities, manually add the trap community to the config with an ACL to deny all.</li> <li>• Use the same community strings for traps already configured in the router for RO access.</li> <li>• Do not include the trap community string in the list for multiple community strings in Campus Manager.</li> </ul> |
| CSCin07838 | Cannot invoke CiscoWorks if you start Daemon immediately.                                                        | <p>Cannot invoke CiscoWorks if you stop the Daemon Manager and restart it immediately.</p> <p>Workaround:</p> <p>Do not restart the Daemon Manager immediately after stopping it. You must wait for some time for the ports to be released.</p>                                                                                                                                                                                                                                                                                                          |

Table 10 General Known Problems (continued)

| Bug ID     | Summary                                                                                           | Explanation                                                                                                                                                                                                                                                                                                                                                                                        |
|------------|---------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCin16992 | EDS displays errors when you change the hostname.                                                 | The errors appear if you change the hostname without restarting the daemons.<br>Workaround:<br>See the following link:<br><a href="http://cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html">http://cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html</a>                                                                                          |
| CSCin22086 | JRM does not schedule jobs properly when you change the system time manually.                     | JRM time does not reset when you change the system time manually.<br>Workaround:<br>Restart Daemon Manager by entering <code>/etc/init.d/dmgt d start</code>                                                                                                                                                                                                                                       |
| CSCin41971 | Authentication from NMS fails for valid users.                                                    | This problem occurs when: <ul style="list-style-type: none"> <li>• CWCS is installed in a multi-homed device.</li> <li>• ACS/TACACS+ server is configured as login module (through Pluggable Authentication Modules).</li> <li>• The primary IP address of the NMS is not configured as a client in ACS.</li> </ul> Workaround:<br>Configure the primary IP address of the NMS as a client in ACS. |
| CSCin59328 | CatOS returns the engine parameters only when you initiate two requests.                          | CatOS returns the SNMP engine ID, boots, and time values only when you initiate two requests.<br>Workaround:<br>None.                                                                                                                                                                                                                                                                              |
| CSCsa03997 | Shortcuts to links are not preserved after upgrade.                                               | The shortcuts that you create in the earlier version of CS are not preserved when you upgrade to CS 3.1.<br>Workaround:<br>None.                                                                                                                                                                                                                                                                   |
| CSCsa04366 | If you send two SNMP queries when there is congestion, the response for the second request fails. | This occurs when the device is flooded with heavy traffic or when it is busy.<br>Workaround:<br>None.                                                                                                                                                                                                                                                                                              |

**Table 10** General Known Problems (continued)

| Bug ID     | Summary                                                                                | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsa12204 | Cannot perform Restore if you take a backup on a mounted directory from GUI.           | <p>Restore displays the following error:</p> <p>Cannot find the generation in the backup directory [backup Directory].<br/>Verify the backup directory and the generation.</p> <p>This occurs under the following conditions:</p> <ol style="list-style-type: none"> <li>1. When a backup is taken on one server (Server A).</li> <li>2. Restore on another server (Server B).</li> <li>3. Backup directory of Server A is mounted on Server B, which is used for Restore.</li> </ol> <p>Workaround:</p> <p>Give read permission to Backup Director for <b>Others</b> in the Backup Server (Server A).</p> |
| CSCsa24015 | Evaluation license expires few hours before the default 90 days period.                | <p>This problem occurs when the Time Zone TZ value in /etc/TIMEZONE is set as GMT+5 then CiscoWorks applications installed in Evaluation mode will expire 5 hours before 90 days.</p> <p>Workaround:</p> <p>Set the time zone opposite to the one that is actually required and restart the machine.</p> <p>For example, if GMT+5 is the required time zone then set the time zone to GMT-5.</p>                                                                                                                                                                                                           |
| CSCsa24624 | Apache does not start after installation, if the kernel parameters are not configured, | <p>If the kernel parameters are not configured, Apache process does not start and results in a core dump.</p> <p>This occurs when the <code>shmget system call</code> fails.</p> <p>Workaround:</p> <p>Configure the semaphore and shared memory-related kernel parameters in /etc/system file.</p>                                                                                                                                                                                                                                                                                                        |
| CSCsa24921 | Packet Capture status displays wrong messages if the Packet Capture time is short.     | <p>When device IP is not reachable, the Packet Capture status window displays wrong messages. This occurs if Packet Capture time is short.</p> <p>Workaround:</p> <p>Perform Packet Capture for a longer time.</p>                                                                                                                                                                                                                                                                                                                                                                                         |
| CSCsa26875 | Error messages appear when you stop jobs.                                              | <p>When you stop jobs before their completion, some error messages with codes appear such as:</p> <p>Cannot stop job 1064.14.</p> <p>The problem occurs when the you try to stop the job just milliseconds before the job completes.</p> <p>Workaround:</p> <p>Stop the job again to see the proper error message.</p>                                                                                                                                                                                                                                                                                     |

Table 10 General Known Problems (continued)

| Bug ID     | Summary                                                                                                                                        | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsa29023 | If you enter wrong SNMPv3 credentials when Multiple Community String (MCS) is enabled, SNMPv1/v2 credentials are not taken into consideration. | Multiple community string is not applicable only to SNMPv3. This is available only for SNMPv1/v2.<br>Workaround:<br>None.                                                                                                                                                                                                                                                                                                                                                                       |
| CSCsa38647 | Event Services Software (ESS) does not start.                                                                                                  | This problem can occur when a machine is configured to access NIS.<br>Workaround:<br>Remove the NIS entry for services in the /etc/nsswitch.conf file.<br>Modify the services entry to <b>services: files</b>                                                                                                                                                                                                                                                                                   |
| CSCsa83440 | Cannot resize the columns in HTML scrolling tables.                                                                                            | This is the UI behavior.<br>Workaround:<br>Place the cursor on top of the text (do not click). The entire text present in the column will be displayed.                                                                                                                                                                                                                                                                                                                                         |
| CSCsb54879 | The format in which the document appears after PDF export in a report is improper.                                                             | When you export data to a PDF file in a report, the following inconsistencies appear: <ul style="list-style-type: none"> <li>• If the last row in a table appears on a new page, the table header does not appear for that row.</li> <li>• In some of the tables, even if there is enough blank space on a page, only the table header appears. The body rows do not appear.</li> <li>• In some of the tables, the table header appears twice on the same page.</li> </ul> Workaround:<br>None. |
| CSCsb71591 | Application links appear after upgrading to CS 3.0.3 from CS 3.0.                                                                              | Applications are not disabled during an upgrade from CS 3.0 to a higher version. So, application links appear.<br>Workaround:<br>Upgrade all applications to the latest available version for proper functionality.                                                                                                                                                                                                                                                                             |
| CSCsc24337 | RME uses send mail application interface of CS for sending mails.<br>All RME jobs fail with a message<br>Unable to Send Mail.                  | This happens because the port (25) is blocked.<br>Workaround:<br>Set the option given below:<br>Start > Network Associates ><br>VirusScan Console > Access Protection > Uncheck the Prevent Mass Mailing Worm From Sending Mail checkbox.                                                                                                                                                                                                                                                       |

Table 10 General Known Problems (continued)

| Bug ID     | Summary                                                                                                                                                                                        | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsc38627 | JRM failed to run, JRM core dump created under <i>NMSROOT</i> .                                                                                                                                | <p>While creating jobs in RME, JRM fails to run and JRM core dump is created.</p> <p>This is not consistent.</p> <p>Workaround:</p> <p>Restart the Daemons.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| CSCsd21327 | <p>CMF database does not run and displays the following Sybase Assertion error message:</p> <pre>*** ERROR *** Assertion failed: 100909 (9.0.0.1383).</pre> <p>100909 is the Assertion ID.</p> | <p>The following are the scenarios where Assertion Error might appear:</p> <ol style="list-style-type: none"> <li>1. If you use any third-party backup software to back up a live, running database, the Assertion Error might be thrown. <p>This is because some of the database pages that have been modified will be in the database server cache, so the database file will be in an inconsistent state.</p> </li> <li>2. If you use any anti-virus software. <p>This is because Adaptive Server Anywhere performs many reads and writes other than the normal I/O operations, which contribute to the good performance of Adaptive Server Anywhere.</p> <p>However, anti-virus software might detect this as a potential problem and quarantine the file. This becomes hazardous if the .log or temporary files are quarantined, and it may cause corruption by interfering with the normal functions of the database.</p> <p>Poor performance can also occur if the anti-virus software is checking all I/O operations performed by the database server.</p> </li> </ol> <p>Workaround:</p> <p>We recommend that you do not use third-party backup software for backing up a running database.</p> <p>We also recommend that you configure your anti-virus software so that it must not scan the <i>NMSROOT</i>/databases directory.</p> <p><i>NMSROOT</i> is the directory where you have installed CiscoWorks.</p> |
| CSCsd79317 | PSU screens in the Summary window allow you to edit values while installing device packages.                                                                                                   | <p>The Summary window allows you to right-click and select the window contents for cut, paste, and delete operations after you select the products for which you want to check for device updates.</p> <p>Workaround:</p> <p>Use Mozilla or Netscape family of browser.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

## Internally-Found Resolved Problems

Table 11 lists the problems that were found internally and have been resolved since the last release of Common Services.

**Table 11** Internally-Found Resolved Problems

| Bug ID     | Summary                                                                                                                                                                | Additional Information          |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| CSCsc02058 | You could not see the contents using the Dual Column Selector in the Internet Explorer, if you had to scroll down.                                                     | This problem has been resolved. |
| CSCsd50385 | The Selector component did not display names clearly when the name was very long.                                                                                      | This problem has been resolved. |
| CSCsa37988 | In DCR, the IP address field accepted broadcast and multicast address.                                                                                                 | This problem has been resolved. |
| CSCsa43396 | DSBU cluster did not retain parent-child relationship if there was a duplicate device.                                                                                 | This problem has been resolved. |
| CSCsb07791 | Could not modify history entry on Catalyst 2916MXL device.                                                                                                             | This problem has been resolved. |
| CSCsb87463 | Installation of a Device Package did not succeed. A message appeared,<br>Base package check failed.<br>although the base package was available in the source location. | This problem has been resolved. |
| CSCsb90144 | Importing devices from ACS failed, if the ACS server HTTPS protocol entered in AAA mode setup was different from the ACS server used for import.                       | This problem has been resolved. |
| CSCsc38669 | While running backup.pl and restorebackup.pl, the following error appeared:<br><i>ERROR: Please specify the full path name of this script.</i>                         | This problem has been resolved. |
| CSCsc43429 | PSU adapter package did not get installed.                                                                                                                             | This problem has been resolved. |
| CSCsc66462 | The Event Log displayed device package install failure as an error, without giving the exact cause.                                                                    | This problem has been resolved. |
| CSCsc69758 | Changing login mode to Non-ACS Pluggable Authentication Modules (PAM) after restore from CS 3.0 displayed Internal Server Error.                                       | This problem has been resolved. |
| CSCsc71272 | Internal server error appeared when re-registering applications with ACS when AAA Mode was ACS.                                                                        | This problem has been resolved. |
| CSCsf13735 | Some buttons displayed in CiscoWorks resized when you moved your mouse over them.                                                                                      | This problem has been resolved. |
| CSCef86829 | In DCR, Export from File took longer time than Export from Device Selector.                                                                                            | This problem has been resolved. |
| CSCsa30660 | Deleting a large number of devices in the Master took a long time.                                                                                                     | This problem has been resolved. |

**Table 11 Internally-Found Resolved Problems (continued)**

| Bug ID     | Summary                                                                                                                                                                                         | Additional Information          |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| CSCsc71565 | In CS 3.0, while registering a Test Application, the wrong port number was used.<br><br>When you upgraded to CS 3.0.3, the Test Application had not appeared under the registered applications. | This problem has been resolved. |
| CSCse90398 | Extra gray spaces appeared in some application screens (for example SWIM workflows), if the number of rows in a table was less than 10.                                                         | This problem has been resolved. |

## Customer-Found Resolved Problems

Table 12 lists the customer-found problems that have been fixed since the last release of Common Services.

**Table 12 Customer-Found Resolved Problems**

| Bug ID     | Summary                                                                                                                                                                                                                                                             | Additional Information          |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| CSCsa66596 | Information on how to change the hostname or IP address of the CiscoWorks Server was incorrect in the CiscoWorks Common Services 2.2 User Guide.                                                                                                                    | This problem has been resolved. |
| CSCsa86468 | When you generated the Detailed Device Inventory report using the Report Generator of RME and exported the generated report to a PDF file, some of the tabular output was unreadable.                                                                               | This problem has been resolved. |
| CSCsa98068 | E-mail option was not available for configuration in a device export job.                                                                                                                                                                                           | This problem has been resolved. |
| CSCsb16407 | Since creating groups based on SystemLocation and SystemContact was case-sensitive in Campus Manager, groups configured with a combination of uppercase and lowercase names became invalid.                                                                         | This problem has been resolved. |
| CSCsb62366 | In CS 3.0, if you entered only the filename and did not specify the complete path when you exported device credentials from DCR to a file, the export file was not saved in the intended directory.                                                                 | This problem has been resolved. |
| CSCsc61067 | In CS 3.0.2, when you selected or downloaded updates from Software Center, the list of available Software Updates for a selected product took a long time to appear.<br><br>This occurred regardless of the application or the number of applications you selected. | This problem has been resolved. |
| CSCsc94079 | The value of the CrmDnsResolution registry key could not be modified, using either CLI or GUI.                                                                                                                                                                      | This problem has been resolved. |
| CSCsd65784 | Export using CLI failed in a busy network when the response from ACS server was slower than that expected by the CiscoWorks Server.                                                                                                                                 | This problem has been resolved. |

**Table 12** *Customer-Found Resolved Problems (continued)*

| <b>Bug ID</b> | <b>Summary</b>                                                                                                                                                                                                                                         | <b>Additional Information</b>   |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| CSCsd72563    | When you created a new User Defined Group, CS allowed you to choose a parent group that the user had no access to.                                                                                                                                     | This problem has been resolved. |
| CSCsd84314    | An error message was displayed when you saved the SMTP server name from the System Preferences dialog box.                                                                                                                                             | This problem has been resolved. |
| CSCsd91126    | The jobs requiring TFTP might have failed because the TFTP (Trivial File Transfer Protocol) daemon shipped by CiscoWorks Common Services supported TCP (Transmission Control Protocol) Wrappers.                                                       | This problem has been resolved. |
| CSCsd97403    | In CS 3.0.4, an error message was displayed when you scheduled a DCR import job for importing devices in bulk mode using Local NMS and Remote NMS options using the DCR interface.                                                                     | This problem has been resolved. |
| CSCse06918    | When you selected multiple devices in DCR to edit common credentials, it was difficult to determine whether the changes occurred for all selected devices.                                                                                             | This problem has been resolved. |
| CSCse07757    | The verification message displayed when you installed any of the LMS applications needed to be modified.                                                                                                                                               | This problem has been resolved. |
| CSCse08594    | In Solaris 2.9, system-defined or user-defined groups were not seen in DCR. This was after CS 3.0 SP4 was installed.                                                                                                                                   | This problem has been resolved. |
| CSCse27951    | The Activity Log page did not appear when the name of the product was null.                                                                                                                                                                            | This problem has been resolved. |
| CSCse42607    | CiscoWorks granted access to users when the Radius server was configured to reply with Access-Challenge. This happened even if the password field was left blank.                                                                                      | This problem has been resolved. |
| CSCse46363    | When you sorted the Event Log page by date, the entries spanning over months did not appear in the correct chronological order.                                                                                                                        | This problem has been resolved. |
| CSCse52206    | The rules on CiscoWorks usernames and passwords did not allow uniform usernames to be configured across the different enterprise elements, such as Active Directory, ACS, and so on.                                                                   | This problem has been resolved. |
| CSCse54091    | From the Software Updates page, when you clicked the product name links to view the Applications and Packages Installed with the Product page, Internal Server Error appeared.                                                                         | This problem has been resolved. |
| CSCse56727    | Internal Server Error appeared when you launched the Software Updates page if Network Management Integration Module (NMIM) was installed.                                                                                                              | This problem has been resolved. |
| CSCse64662    | In SNMP Peer Manager, if an SNMP engine ID for a peer was configured with an improper length or an improper ID sequence, an exception occurred.<br><br>Any SNMP operation hung because the SNMP library queried the device with an invalid IP address. | This problem has been resolved. |

**Table 12** Customer-Found Resolved Problems (continued)

| Bug ID     | Summary                                                                                                       | Additional Information          |
|------------|---------------------------------------------------------------------------------------------------------------|---------------------------------|
| CSCse75855 | Adding device IP address and username using the <b>crmrsh</b> <b>addrhost</b> command failed for casusers.    | This problem has been resolved. |
| CSCea20284 | Scheduled Backup failed.                                                                                      | This problem has been resolved. |
| CSCsb97406 | Could not launch the Cisco Works screen (e.g <a href="http://server_name:1741">http://server_name:1741</a> ). | This problem has been resolved. |

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New* in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

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