



# Release Notes for CiscoWorks Common Services 3.3

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## Contents

This Release Notes is for CiscoWorks Common Services 3.3 on Solaris and Windows platforms.

This document has the following sections:

- [Introduction](#)
- [What's New in This Release](#)
- [Time Zone and Offset Settings](#)
- [Multi-homed Machines](#)
- [Operating System Upgrade](#)
- [Server and Client Requirements](#)
- [Integrating with Third-party Vendors](#)
- [Known Problems in CiscoWorks Common Services 3.3](#)
- [Resolved Problems in CiscoWorks Common Services 3.3](#)
- [Product Documentation](#)
- [Related Documentation](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines](#)
- [Notices](#)



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# Introduction

CiscoWorks Common Services (Common Services) represents a common set of management services that are shared by CiscoWorks applications.

It also provides a common framework for all basic system-level operations. Some of these operations are:

- Installation
- Data management including Backup-Restore and Import-Export
- Event and message handling
- Job and process management

Common Services allows you to share critical information among the various products. It provides a new framework to support new devices. In addition, it supports new platforms, and provides enhanced security mechanisms.

Common Services 3.3 is available along with CiscoWorks LAN Management Solution (LMS) 3.2 solution and can be installed from LMS 3.2 Product DVD.

## What's New in This Release

The following are the new features and enhancements in Common Services 3.3:

- [Multiple Default Credentials Sets and Policies Configuration](#)
- [Detection of Unreachable Devices from DCR](#)
- [Import and Export of User-Defined Groups](#)
- [Support for 200 Groups in Grouping Services](#)
- [Limited IPv6 Support](#)
- [Export of Device Attributes Without Device Credentials from DCR](#)
- [Enhancements to Job Browser](#)
- [Enhancements to Log Space Usage and Critical Message Portlets](#)
- [10,000 Devices Support in Common Services Device Discovery](#)
- [Backup and Restore of System Configurations and Data](#)
- [Third-Party Software and Tool Changes](#)
- [SNMP Fallback in Device Discovery](#)
- [Support for ACS 5.0](#)

### **Multiple Default Credentials Sets and Policies Configuration**

Earlier, you could configure only one default credentials set at a time and apply the credentials to devices added or imported to Device and Credential Repository (DCR).

In this release, you can configure multiple default credentials sets. You can also create policies and associate a credential set to a range of devices.

You can apply multiple default credentials while adding, editing and importing devices.

**Detection of Unreachable Devices from DCR**

In the earlier releases, you could not detect devices that were not reachable for a specific period of time. You could not generate a report of unreachable devices and delete the unreachable devices from DCR.

In CS 3.3, you can configure Device Polling settings to verify whether the DCR devices are reachable. You can also generate a report of devices that are not reachable for a specific period of time and manually delete the selected devices.

**Import and Export of User-Defined Groups**

Earlier, you did not have the option to export or import user-defined groups to the same servers or to other remote servers.

In this release, you can export the user-defined groups to an output file and import user-defined groups to the same servers or to other remote servers from the input file.

Common Services Group Administration page allows you to do the import and export user-defined groups tasks.

**Support for 200 Groups in Grouping Services**

Earlier, you were allowed to create only 100 User-Defined Groups in Grouping Server.

In this release, you can create 200 User-Defined Groups in Common Services Grouping Server.

**Limited IPv6 Support**

In this release, Common Services Device Discovery allows you to discover devices from IPv6 networks, using CDP and Ping Sweep On IP Range Device Discovery modules.

DCR supports IPv6 and stores the expanded format of IPv6 Addresses that are discovered by the CDP and Ping Sweep On IP Range modules.

You can now create group rules based on IPv6 management addresses.

See *Installing and Getting Started With CiscoWorks LAN Management Solution 3.2* for more information.

**Export of Device Attributes Without Device Credentials from DCR**

In the earlier releases, you could export both the device attributes and credentials from DCR to an export format file. There was no option available to export only device attributes without device credentials.

In this release, you can opt to export only device attributes or all device attributes and credentials.

**Enhancements to Job Browser**

Earlier, the Job Browser displayed all jobs and there was no option to filter a group of jobs.

In this release, you can filter jobs, based on various filter types.

**Enhancements to Log Space Usage and Critical Message Portlets**

In this release, the Log Space Usage portlet is enhanced to display details of all log files, including the Tomcat and Apache log files.

The Critical Message portlet is enhanced to show the disk space utilization percentage for Windows and Solaris file systems.

See *User Guide for CiscoWorks LMS Portal 1.2* for detailed information on changes and enhancements.

**10,000 Devices Support in Common Services Device Discovery**

In this release, Common Services Device Discovery initiated from a CiscoWorks Server supports discovering 10,000 devices from the network.

In a multi-server setup, each CiscoWorks Server can discover 10,000 devices from a network at a single instance.

**Backup and Restore of System Configurations and Data**

Earlier, you were not allowed to back up the required system configurations and data. The Backup process backed up all configuration files from the application databases.

In this release, you can back up the required system configurations and data from Command Line Interface (CLI).

**Third-Party Software and Tool Changes**

The following are the changes in the third-party software and tools in this release:

- Support for Windows 2008 Standard Edition and Enterprise Edition
- WinPcap upgrade to 4.0.2
- Daylight Savings Timezone tool upgrade to 1.3.11
- Firefox 3.0 support on client systems
- Java Plug-in upgrade to 1.6.0\_11
- Apache upgrade to 2.2.10

**SNMP Fallback in Device Discovery**

In this release, SNMP fallback for Device Discovery is supported for the following:

- SNMPv2c to SNMPv1 fallback when devices cannot be reached using SNMPv2c protocol
- SNMPv3 to SNMPv2c fallback when devices cannot be reached using SNMPv3 AuthPriv, AuthNoPriv, or NoAuthNoPriv security levels

You must configure the respective protocols to enable the fallback options.

For example, to fallback to SNMPv2c from SNMPv3, you should have configured SNMPv2c settings.

The Device Discovery cycle may take a longer time to complete if you have enabled the fallback options.

**Support for ACS 5.0**

In this release, Common Services supports integration with Access Control Server (ACS) 5.0.

This allows to you the authentication services. However, the authorization services should be used from the local CiscoWorks Server.

**Additional Information Online**

You also see the new features and enhancements of the previous releases of Common Services on Cisco.com.

For details on new features and enhancements in Common Services 3.1, see:

[http://www.cisco.com/en/US/docs/net\\_mgmt/cisoworks\\_common\\_services\\_software/3.1/user/guide/cs31ug.html](http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.1/user/guide/cs31ug.html)

For details on new features and enhancements in Common Services 3.1.1, see:

[http://www.cisco.com/en/US/docs/net\\_mgmt/cisoworks\\_common\\_services\\_software/3.1.1/user/guide/cs311book.html](http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.1.1/user/guide/cs311book.html)

For details on new features and enhancements in Common Services 3.2, see:

[http://www.cisco.com/en/US/docs/net\\_mgmt/cisoworks\\_common\\_services\\_software/3.2/user/guide/cs32ug.html](http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.2/user/guide/cs32ug.html)

## Time Zone and Offset Settings

Common Services and associated CiscoWorks applications support many time zones. However, applications that have scheduling and reporting functions, and applications that produce or use time stamps vary based on:

- Server and client—Time stamps can differ between server and client if they are located in different time zones.
- Platforms—Windows and UNIX servers support different time zones and are not synchronized.

**Table 1** 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 1** also provides possible outputs 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:

- While 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 time zone 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.
- While 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 1 Supported Server Time Zones**

Time Zone Acronym Set- ting on Device	Definition	Area Covered (Country/City)	Offset from GMT	Time Zone Set- ting 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	Argentina Standard Time	Argentina/ Buenos Aires	-3:00	Buenos Aires, Georgetown	GMT -3:00	ART ARST (DST)
ARST	Argentina Daylight Saving Time	Argentina/ Buenos Aires	-2:00	Buenos Aires, Georgetown	GMT -2:00	ARST (DST) ART
AST	Arabic Egypt Standard Time	Africa/ Cairo	+2:00 +3:00 (DST)	Cairo	GMT +2:00 GMT +3:00 (DST)	AST
BRT	Brazil Standard Time	Brazil/ Brasilia	-3:00	Brasilia	GMT -3:00	BRT BRST (DST)
BRST	Brazil Daylight Saving Time	Brazil/ Brasilia	-2:00	Brasilia	GMT -2:00	BRST (DST) BRT
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

**Table 1** Supported Server Time Zones (continued)

Time Zone Acronym Set- ting on Device	Definition	Area Covered (Country/City)	Offset from GMT	Time Zone Set- ting on Server	Output in Report	
					GMT	Acronym
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/ Casablan- ca	None	Greenwich Mean Time	GMT +0	GMT
HST	Hawaiian Standard Time	Pacific/ Honolulu	-10:00	Hawaii	GMT -10:00	HST
IRDT	Iran Daylight Time	Iran/Tehran	+4:30	Tehran	GMT +4:30	IRDT (DST) IRST
IRST	Iran Standard Time	Iran/Tehran	+3:30	Tehran	GMT +3:30	IRST IRDT (DST)
IST	Indian Standard Time	India	+5:30	Chennai, Kolkata, Mumbai, New Delhi	GMT +5:30	IST
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 1** Supported Server Time Zones (continued)

Time Zone Acronym Set- ting on Device	Definition	Area Covered (Country/City)	Offset from GMT	Time Zone Set- ting 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
VET/VST	Venezuela Standard Time	Venezuela/ Caracas	-4:30	Caracas	GMT -4:30	VST
WDT	Western Daylight Time	Western Australia/ Perth	+9:00	Perth	GMT +9:00	WDT (DST) WST
WST	Western Standard Time	Western Australia/ Perth	+8:00	Perth	GMT +8:00	WST WDT (DST)
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, all IP addresses must be configured in DNS.

## Operating System Upgrade

While installing CiscoWorks Common Services, the installation process checks for required patches. You must install:

- Any missing required patches, recommended patches, and cluster patches on Solaris systems.
- Required service packs on Windows systems

For a list of prerequisites, see Chapter 2 of *Installing and Getting Started with CiscoWorks LAN Management Solution 3.2* 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).

If CiscoWorks does not operate properly after you install all necessary patches or service packs, check the permissions in the directory `install-directory\objects\dmgt\ready`. Local administrators group and casusers group must have full access.

If the permissions are incorrect, stop the Daemon Manager, change the permissions, and start the Daemon Manager again.

**Caution**

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

## Server and Client Requirements

For information on server and client requirements for the system and browser, see Chapter 2 of *Installing and Getting Started with CiscoWorks LAN Management Solution 3.2* 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).

## Integrating with Third-party Vendors

Use Integration Utility to integrate Cisco device information and Cisco applications into SNMP management platforms such as HP OpenView and NetView.

For information about supported Network Management Systems in Common Services 3.3, see Chapter 1 of *Installing and Getting Started with CiscoWorks LAN Management Solution 3.2* 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).

Integration Utility 1.9 is available along with CiscoWorks LAN Management Solution (LMS) 3.2 solution and can be installed from LMS 3.2 Product DVD.

You might need to run 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.

See the following documents:

- *Installing and Getting Started with CiscoWorks LAN Management Solution 3.2* for information on supported NMS and NMIDB versions for Integration Utility 1.9.
- *User Guide for CiscoWorks Integration Utility 1.7* for information on installing and using Integration Utility.
- *User Guide for CiscoWorks Common Services 3.3* and the Online help for information about importing devices from NMS.

# Known Problems in CiscoWorks Common Services 3.3

This section explains:

- [General Known Problems in CiscoWorks Common Services 3.3](#)
- [Integration Utility Known Problems](#)

## General Known Problems in CiscoWorks Common Services 3.3

Table 2 contains the known problems in Common Services 3.3.

**Table 2** *General Known Problems in Common Services 3.3*

Bug ID	Description	Additional Information
CSCsm34330	Discovered devices are added to a group during Discovery Settings configuration although you do not have permission to group-related tasks.	<p>During the Device Discovery Settings configuration, if you opted to add the discovered devices to a group, you must enter a new or existing group name.</p> <p>Discovered devices are added to a group that you have entered during Discovery Settings configuration although you do not have permissions to group-related tasks.</p> <p>This problem occurs when the CiscoWorks Server is in ACS mode.</p> <p>Workaround: None.</p>
CSCsk19197	Correct set of SNMP credentials are not updated in DCR after Device Discovery.	<p>Correct set of SNMP credentials are not updated in DCR even after a Device Discovery cycle has completed successfully.</p> <p>This happens if you:</p> <ol style="list-style-type: none"> <li>1. Configure incorrect SNMP credentials in DCR.</li> <li>2. Configure correct set of SNMP credentials in the Device Discovery Settings screen.</li> <li>3. Select the Use DCR As Seed List option for Seed Devices Settings.</li> </ol> <p>Owing to the incorrect SNMP credentials in DCR, CiscoWorks applications cannot perform the operations on network devices.</p> <p>Workaround: None.</p>

Table 2 General Known Problems in Common Services 3.3

Bug ID	Description	Additional Information
CSCsl13291	Some of the SNMP properties are not migrated from Campus Manager Device Discovery to Common Services Device Discovery.	<p>The following SNMP properties are not migrated from Campus Manager Device Discovery to Common Services Device Discovery.</p> <ul style="list-style-type: none"> <li>• snmp.getBulkSize</li> <li>• snmp.threadadmin</li> <li>• snmp.threadmax</li> </ul> <p>Workaround:</p> <p>Common Services Device Discovery already contains these properties and do not depend on Campus Manager for Discovery.</p> <p>Configure the values for these properties in the <code>NMSROOT\conf\csdiscovery\csdiscovery-config.xml</code> for better Discovery performance.</p>
CSCso62148	Found By Modules field in Discovery reports display incorrect entries for CDP and Routing Table modules.	<p>Found By Modules field in Discovery reports display incorrect entries for CDP and Routing Table modules.</p> <p>This problem occurs when you:</p> <ol style="list-style-type: none"> <li>1. Select CDP and Routing Table modules as Device Discovery modules.</li> <li>2. Specify a same seed device and the correct SNMP credentials for both modules.</li> </ol> <p>After Device Discovery is completed, the Found By Modules field in Discovery reports display <b>CDP</b> only.</p> <p>It does not display both CDP and Routing Table modules.</p> <p>Workaround:</p> <p>None.</p>
CSCsq52970	The <code>userdns</code> attribute is not migrated from LMS 2.6 or LMS 3.1 to Common Services.	<p>When you perform a data migration from LMS 2.6 or LMS 3.1 to Common Services 3.3, the <code>userdns</code> attribute is not migrated from Campus Manager.</p> <p>This causes problems during Device Discovery.</p> <p>Workaround:</p> <p>Use the <code>HostNameResolveType</code> attribute in Discovery Engine tag.</p>
CSCsk15483	Any error that occurs while configuring seed devices is not displayed in the user interface.	<p>Any error that occurs while configuring seed devices is not displayed in the user interface.</p> <p>This problem occurs when you selected the Seed Devices From a File option.</p> <p>Workaround:</p> <p>See the <code>csdiscovery.log</code> file to know about the details of the error.</p>

Table 2 General Known Problems in Common Services 3.3

Bug ID	Description	Additional Information
CSCsk17402	An error occurs on LMS server because the certificate has expired.	<p>The <code>CertificateExpiredException</code> error occurs on LMS servers when you click the Peer Server Certificate Setup page.</p> <p>This is because a third-party certificate has expired.</p> <p>Workaround:</p> <p>You must either:</p> <ul style="list-style-type: none"> <li>• Use another root certificate</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• Get a newer version of expired certificate</li> </ul> <p>Import the certificate to CiscoWorks Server using the SSL Utility Script.</p> <p>See the Uploading Third Party Security Certificates to CiscoWorks Server section in <i>User Guide for CiscoWorks Common Services 3.3</i>.</p>
CSCsk44387 (Solaris Only)	Logging into <code>dcrcli</code> fails when the username contains special characters.	<p>When you try to login into <code>dcrcli</code> using the login username with special characters, the login fails.</p> <p>This problem occurs because some of the Solaris shells may already use those special characters for shell commands and do not accept the special characters in the <code>dcrcli</code> username.</p> <p>Workaround:</p> <p>Either:</p> <ul style="list-style-type: none"> <li>• Set your <code>dcrcli</code> login username without special characters.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• Choose the appropriate shells to run the <code>dcrcli</code> commands.</li> </ul>
CSCsg97728	Jobs scheduled on March 11 between 12 AM to 1:30 AM are moved to Missed Start state or rescheduled for the next run.	<p>All jobs that are scheduled on March 11 between 12 AM to 1:30 AM do not run.</p> <p>They are either moved to the Missed Start state or rescheduled for the next run.</p> <p>This happens when the DST patch is installed on March 11 between 1 PM to 3 PM.</p> <p>Workaround:</p> <p>Install the DST Patch available on Cisco.com well before the DST observance.</p>

**Table 2**      **General Known Problems in Common Services 3.3**

<b>Bug ID</b>	<b>Description</b>	<b>Additional Information</b>
CSCsj82286	Devices added in DCR are not displayed in Device Selector although they are added in ACS.	<p>In ACS mode, devices added in DCR are not displayed in Device Selector although they are added in ACS.</p> <p>This is because you added the devices after restarting ACS services in ACS.</p> <p>This problem occurs only on ACS 4.0 servers.</p> <p>Workaround:</p> <p>Either:</p> <ul style="list-style-type: none"> <li>• Restart the Daemon Manager in CiscoWorks Server.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• Upgrade the ACS 4.0 software to later versions.</li> </ul>
CSCsk35018	Database engines supports broadcast clients and open UDP ports to listen for client broadcasts.	<p>CiscoWorks databases open UDP ports to listen for client broadcasts.</p> <p>This may result in a server response with information about the database port and engine name. However, the confidential information cannot be broadcast although the ports are open.</p> <p>This occurs with the default database configuration for all CiscoWorks databases.</p> <p>Workaround:</p> <p>Use access-lists or firewalls to restrict client access to the CiscoWorks Server.</p>
CSCsh36085	Tomcat logs are not rotated properly.	<p>The following Tomcat logs are not rotated properly.</p> <ul style="list-style-type: none"> <li>• stdout.log</li> <li>• stderr.log</li> </ul> <p>Some of the contents of log files are missing after the daemons are restarted.</p> <p>Workaround:</p> <p>None.</p>
CSCsk46142	The Job Details popup window for DCR jobs displays the wrong start time.	<p>In Common Services Job Browser page, when you select a DCR job to view the details, the Job Details popup window does not display the correct start time.</p> <p>This problem occurs when you schedule DCR jobs before installing the DST patch.</p> <p>Workaround:</p> <p>None.</p>
CSCsk55579	Problem occurs in daily job schedules before and after the DST patch installation.	<p>All daily jobs that are scheduled after applying the DST patch are advanced by an hour. The jobs that are scheduled before applying the patch, are postponed by an hour.</p> <p>Workaround:</p> <p>None.</p>

**Table 2**      **General Known Problems in Common Services 3.3**

<b>Bug ID</b>	<b>Description</b>	<b>Additional Information</b>
CSCsk57503	Daily jobs scheduled in the DST timings as the second instance, run as the first instance.	Daily jobs that are scheduled in the DST timings to run as the second instance do not run. Instead they run in the first instance.  Workaround: None
CSCsq31632 (Windows Only)	Close buttons and text fields do not work properly in the CiscoWorks installation window.	Close buttons and text fields do not work properly in the CiscoWorks installation window.  These problems occur in the CiscoWorks installation window because of base defects in InstallShield 2008.  Workaround: None.
CSCsm07813	Scheduled Software Download jobs deleted from Software Center Event logs are not deleted from Job and Resource Manager.	Scheduled Software Download jobs deleted from Software Center Event logs are not deleted from Job and Resource Manager (JRM).  Similarly, when you delete a Software Center job from JRM, it is not deleted from Software Center.  Workaround: Delete the job information from both Software Center and JRM.
CSCso84279	Proper error messages are not displayed in Object Finder portlet.	Proper error messages are not displayed in Object Finder portlet.  When a Slave server is not running in a Master-Slave setup and when you search a device in Object Finder portlet, it displays the managed applications list as None  Proper error messages are also not displayed when the System Identity User password is changed either on Master or on Slave servers.  This happens although the device is managed by some other application in other Slave servers of the same DCR Domain.  Workaround: None.
CSCsq52863	Long component names that do not contain spaces, are not wrapped within a HTML scrolling table.	Long component names that do not contain spaces, are not wrapped within a HTML scrolling table.  This problem occurs on Firefox browser.  Workaround: Use Internet Explorer browser to view the long names.
CSCsr18381	User assigned with the Export Data privileges cannot to export the device data.	User assigned with the Export Data privileges cannot export the device data, using the DCR Administration Export Devices feature.  Workaround: Assign the Network Administrator privileges to users so that they can use the Export Devices feature.

**Table 2**      **General Known Problems in Common Services 3.3**

<b>Bug ID</b>	<b>Description</b>	<b>Additional Information</b>
CSCsv67482	The Found By Modules for Global seed devices are displayed incorrectly.	<p>The Found by Modules for Global seed devices are displayed incorrectly.</p> <p>This problem occurs when you:</p> <ol style="list-style-type: none"> <li>1. Select the Discovery modules in the Device Discovery Settings wizard.</li> <li>2. Click <b>Next</b>.</li> <li>3. Enter the seed devices for the Global Seed devices option.</li> <li>4. Review the settings and click <b>Finish</b>.</li> <li>5. Run Device Discovery.</li> </ol> <p>The Discovered Devices report displays the Found By Modules as System although the seed devices are discovered first by other modules.</p> <p>Workaround: Configure the Module-specific seed devices instead of Global Seed devices.</p>
CSCsv97880	Sometimes popup windows are blank in Firefox 3.0	<p>Sometimes popup windows are blank in Firefox 3.0 browser.</p> <p>The buttons in the popup windows are also hidden.</p> <p>Workaround: None.</p>
CSCsw36484	The Groups Administration page is not refreshed after groups are imported.	<p>The Groups Administration page is not refreshed after import of groups.</p> <p>It does not show the imported groups immediately.</p> <p>Workaround: Launch the Groups Administration page after 15-20 seconds.</p>
CSCsw73069	Job and Resource Manager displays different status for scheduled jobs.	<p>Job and Resource Manager displays different status for scheduled jobs when authorization fails.</p> <p>Sometimes, it displays the status of scheduled jobs as Failed on Solaris and as Crashed on Windows.</p> <p>Workaround: None.</p>
CSCsw80572	The Log Space Portlet in Common Services view shrinks the browser window.	<p>When you click the Log Space Portlet title in Common Services view, the portlet opens in a new tab and shrinks the browser window. abnormally.</p> <p>This problem occurs on Firefox 2.0 and 3.0 browsers.</p> <p>Workaround: None.</p>

Table 2 General Known Problems in Common Services 3.3

Bug ID	Description	Additional Information
CSCsx17719	Menu navigation does not work for DCR Administration and AAA Mode Setup pages.	Menu navigation does not work for DCR Administration and AAA Mode Setup pages. Sometimes, the menus disappear. Workaround: None.
CSCsy03756	Device added with blank image icon in Device Selector.	Device added with blank image icon in Device Selector. This problem is found only in Master-Slave environment. It occurs when you: <ol style="list-style-type: none"> <li>1. Install the non-cisco MDF package in a Slave machine.</li> <li>2. Run Device Discovery as a seed device with non-cisco device.</li> </ol> The seed device is added with a blank image icon in the Device Management page in DCR Master. Workaround; None.
CSCsy19579	Discovery seed devices are added to wrong Device Discovery modules.	This problem occurs when you: <ol style="list-style-type: none"> <li>1. Select OSPF and BGP as the Discovery modules in the Device Discovery Settings wizard.</li> <li>2. Click <b>Next</b>.</li> <li>3. Enter the seed devices for OSPF and BGP modules</li> <li>4. Review the settings and click <b>Finish</b>.</li> <li>5. Go to the Seed Devices page in the Device Discovery Settings wizard.</li> </ol> The seed devices for OSPF module are added to the BGP module. The seed devices for BGP module are added to the OSPF module. This problem occurs when you select the seed devices for OSPF, HSRP and BGP Discovery modules. Workaround: None.
CSCsy23138	Cannot minimize the popup windows in Internet Explorer 6.0	Cannot minimize the CiscoWorks popup windows in Internet Explorer 6.0. Workaround: None.

**Table 2**      **General Known Problems in Common Services 3.3**

Bug ID	Description	Additional Information
CSCsy31948	CiscoWorks does not launch from Windows 2008 client.	<p>CiscoWorks does not launch from Windows 2008 client.</p> <p>This problem occurs when you:</p> <ol style="list-style-type: none"> <li>1. Launch CiscoWorks from Windows 2008 client</li> <li>2. Enter the credentials for CiscoWorks username and password.</li> </ol> <p>CiscoWorks home page is not loaded.</p> <p>This problem occurs only on Internet Explorer 7.0 browser.</p> <p>Workaround:</p> <p>Click the browser Back button and proceed.</p>
CSCsz07363 (Windows)	The LicenseServer process goes down and creates a hs_err file.	<p>The LicenseServer process goes down and creates a hs_err file.</p> <p>This problem occurs because of page fault error in Windows.</p> <p>Workaround:</p> <p>Restart the LicenseServer process.</p>
CSCsz18475	Text box alignments are not proper in the Device Polling page.	<p>Text box alignments are not proper in the Device Polling page.</p> <p>This problem occurs only on Solaris 9 or Solaris 10 clients with Firefox browsers.</p> <p>Workaround:</p> <p>None.</p>
CSCsh49922	Cannot use Telnet to connect to a device from the Device Center.	<p>The Telnet link in Device Center is not working.</p> <p>This problem occurs on:</p> <ul style="list-style-type: none"> <li>• Windows XP client systems with Internet Explorer 7 web browser.</li> <li>• Windows Vista client systems with Internet Explorer 7 or Firefox web browsers.</li> </ul> <p>Workaround:</p> <p>Follow any one of these workarounds, if you are using Windows XP client systems with Internet Explorer 7 browser:</p> <ul style="list-style-type: none"> <li>• Use Firefox as the Client browser</li> <li>Or</li> <li>• Use Internet Explorer 6</li> <li>Or</li> <li>• Add the following entry to registry and restart the browser: <ul style="list-style-type: none"> <li>[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Main\FeatureControl\FEATURE_DISABLE_TELNET_PROTOCOL] "iexplore.exe"=dword:00000000.</li> </ul> </li> </ul> <p>If you are using Windows Vista client systems with Internet Explorer 7 or Firefox browser, launch the telnet session from the command prompt.</p>

Table 2 General Known Problems in Common Services 3.3

Bug ID	Description	Additional Information
CSCsz30292	Device Center does not display warning or error messages for modules that do not support IPv6.	<p>Device Center does not display warning or error messages for modules that do not support IPv6.</p> <p>When you enter an IPv6 address in Device Center, the SNMPWalk and SNMPSet modules do not display any warning messages stating that they do not support IPv6 addresses.</p> <p>Workaround: None.</p>
CSCsw73745	<p>While running a selective backup from CLI, an Out of Memory occurs and the selective backup fails.</p> <p>Sometimes, the following error appears while running a selective backup: Invalid user ID or password</p>	<p>While running a selective backup from CLI, an Out of Memory occurs and the selective backup fails. This problem occurs when the system resource is low and the memory utilization is high.</p> <p>Sometimes, the following error appears while running a selective backup: Invalid user ID or password</p> <p>This is because the previous backup schedule has not been completed successfully or has been aborted.</p> <p>Workaround: We recommend you to run the selective backup in offline mode. To recover the Selective Backup related problems, do the following:</p> <ol style="list-style-type: none"> <li>1. Run the following command at the prompt to see if the temp database is running in the memory. On Solaris 9: <pre>ps -ef   grep -i "dbsrv10"   awk -F' ' '{print \$2}'   xargs pargs -c   grep -i "43438"</pre> On Solaris 10: <pre>ps -ef   grep -i "dbsrv10"   awk -F' ' '{print \$2}'   xargs pargs -l   grep -i "temp.db"</pre> <pre>kill -9 PID</pre> <i>PID</i> is the Process ID. If this command displays some processes as output, kill the processes and DB engines. To do so: <ol style="list-style-type: none"> <li>a. Run the command: <pre>ps -ef   grep -i "dbsrv10"   awk -F' ' '{print \$2}'</pre></li> <li>b. Run the command: <pre>pdshow -brief   grep -i "DbEngine"</pre></li> <li>c. Compare the PID from the output of the above two commands and kill the processes which are not on both the output lists: <pre>kill -9 PID</pre></li> </ol> </li> </ol>

Table 2 General Known Problems in Common Services 3.3

Bug ID	Description	Additional Information
CSCsw73745 (contd...)		<p>2. Run the following commands at the prompt:</p> <ol style="list-style-type: none"> <li><code>pdreg -u TempDBEngine</code></li> <li><code>rm -rf /opt/CSCOpX/backup/manifest/temp</code></li> <li><code>rm -rf /opt/CSCOpX/databases/temp</code></li> </ol> <p>3. Remove the [temp] section from the /opt/CSCOpX/.odbc.ini file.</p> <p>4. Run the following command at the prompt to see if the temp database is running in the memory.</p> <pre>ps -ef   grep "temp*.txt"</pre> <p>If this command displays some processes as output, kill the processes using the following command:</p> <pre>kill -9 PID</pre>
CSCsz89760	Online backup of data has failed occasionally.	<p>Online backup of data has failed occasionally.</p> <p>This problem occurs when the files to be backed up are being accessed internally at the time of backup.</p> <p>Because of this the tar file creation resulted in an error causing the backup to fail.</p> <p>Workaround:</p> <p>Try backing up the data after some time when the files are not accessed internally.</p>
CSCsz58246	<p>After you run the hostname change script, the browser title is not updated with the new hostname.</p> <p>Export of user-defined groups do not work as expected.</p>	<p>The following problems occur after you run the hostname change script:</p> <ul style="list-style-type: none"> <li>CiscoWorks home page does not display the new hostname in the browser title.</li> <li>Export of user-defined groups do not work as expected even after you restart the daemons.</li> </ul> <p>Workaround:</p> <ol style="list-style-type: none"> <li>Update the following files with the new hostname. <ul style="list-style-type: none"> <li>Set Hostname=<i>New_Host</i> in the file <code>NMSROOT/lib/classpath/uii-window.properties</code></li> <li>Set ServerName=<i>New_Host</i> in the file <code>NMSROOT/MDC/tomcat/webapps/cwhp/WEB-INF/resources/OgsProviderGroup.properties</code></li> </ul> </li> <li>Restart the Daemon Manager.</li> </ol>

Table 2 General Known Problems in Common Services 3.3

Bug ID	Description	Additional Information
CSCsw65064	Although the CiscoWorks users are not authorized to import the groups to other CiscoWorks applications, the groups are imported successfully.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> <li>1. Integrate CiscoWorks Server with ACS.</li> <li>2. Create a user in ACS</li> <li>3. Assign the Super Admin role privileges to the user account created in ACS for Common Services application tasks.</li> <li>4. Assign the Help Desk role privileges to the user account created in ACS for other CiscoWorks applications tasks.</li> <li>5. Log into the CiscoWorks Server with the username created in ACS.</li> <li>6. Go to the CiscoWorks home page and select <b>Common Services &gt; Groups &gt; Group Admin</b>. The Group Administration page appears.</li> <li>7. Click <b>Import</b>.</li> </ol> <p>Although the CiscoWorks users are not authorized to import the groups to other CiscoWorks applications, the groups are imported successfully.</p> <p>Workaround: None.</p>
CSCsw96615	The confirmation message on Export Devices to File task completion does not appear in the user interface.	<p>The confirmation message on Export Devices to File task completion does not appear in the user interface.</p> <p>This problem occurs in Internet Explorer 7.0 browsers with few patch versions.</p> <p>Workaround: Use Internet Explorer 7.0 with patch versions 7.0.5730.111C or 7.0.5730.131C on a Windows XP client system. There is no workaround for Windows 2003 client systems.</p>

Table 2 General Known Problems in Common Services 3.3

Bug ID	Description	Additional Information
CSCsx55534	An error message appears while the Immediate backup is running.	<p>While the Immediate backup is running, an error message appears.</p> <p>This problem occurs when you:</p> <ol style="list-style-type: none"> <li>1. Go to the CiscoWorks home page and select <b>Common Services &gt; Server &gt; Admin &gt; Backup</b>.</li> </ol> <p>The Backup page appears.</p> <ol style="list-style-type: none"> <li>2. Schedule an immediate backup.</li> <li>3. Navigate to Common Services Home page.</li> <li>4. Go to the Backup page again.</li> </ol> <p>The following error message appears in a popup dialog box:</p> <p>A backup job is already in running state. Schedule a new backup after the current one has completed.</p> <p>Workaround:</p> <p>None.</p>
CSCsz55511 (Solaris)	Logging to CiscoWorks Server fails for RADIUS upgrade.	<p>Logging to CiscoWorks Server fails for RADIUS upgrade.</p> <p>This problem occurs when you upgrade the Common Services Server that is integrated with the RADIUS pluggable authentication module, to CS 3.3.</p> <p>Login fails for both the RADIUS user account and the user account, designated as the Fallback user.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. Stop the Daemon Manager.</li> <li>2. Change <code>radius</code> to <b>RADIUS</b> in the <code>jaasConfigModule</code> file located under the <code>NMSROOT/www/classpath/com/cisco/nm/cm/security/jaas</code> directory.</li> </ol> <p><i>NMSROOT</i> is your CiscoWorks Installation directory.</p> <ol style="list-style-type: none"> <li>3. Start the Daemon Manager.</li> </ol>
CSCsz45041	During Discovery, the size of the DiscoveryStatusObj file grows bigger.	<p>The size of the DiscoveryStatusObj file increases abruptly. This could be because the file is corrupted.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. Stop the Daemon Manager.</li> <li>2. Delete the DiscoveryStatusObj file from the following locations: <ul style="list-style-type: none"> <li>– <code>NMSRoot\conf\csdiscovery\DiscoveryStatusObj</code></li> <li>– <code>NMSRoot\objects\csdiscovery\Job_ID\DiscoveryStatusObj</code></li> </ul> </li> <li>3. Start the Daemon Manager.</li> <li>4. Start Device Discovery.</li> </ol>

## Integration Utility Known Problems

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

Table 3 describes the known problems related to Integration Utility.

**Table 3** Integration Utility Known Problems in Common Services 3.3

Bug	Summary	Explanation
CSCsa51353	Network Management Information Center (NMIC) does not exit during integration.	<p>Network Management Information Center (NMIC) does not exit during integration although the Network Management System (NMS) is not installed on the system.</p> <p>This happens when the Hitachi NMS Adapter is selected for integration.</p> <p>Workaround: None.</p>
CSCsc38944	Problem occurs while integrating HPOV 7.5 with CiscoWorks applications.	<p>Integration Utility does not work for HP Open View Network Node Manager 7.5.</p> <p>When you right click on a Cisco device, the <b>CiscoView/RME/Traceroute</b> option is not available.</p> <p>This problem occurs only when you integrate HP Open View Network Node Manager 7.5, using the 2.1 Adapter and 1.0.086 nmldb.</p> <p>This does not occur with HP Open View Network Node Manager 7.1 or with earlier versions of NMS.</p> <p>Workaround: Use the Cisco Applications menu to select the CiscoView menu item.</p>
CSCin28182	The Integration Utility Adapter window does not display the description of the adapters properly.	<p>The Integration Utility Adapter window does not display the description of the adapters properly.</p> <p>This problem occurs only for NetView Adapters.</p> <p>Workaround: None.</p>
CSCin80600	Temporary files created while integrating CiscoWorks with NMS are not removed after integration	<p>The temporary files that were created during the integration of CiscoWorks with NMS are not removed completely after the integration has completed.</p> <p>Workaround: None.</p>
CSCs100295	Network Management Information Center application version displayed in HP Open View is incorrect.	<p>Network Management Information Center application version displayed in HP Open View is incorrect.</p> <p>Workaround: None.</p>

**Table 3** *Integration Utility Known Problems in Common Services 3.3*

<b>Bug</b>	<b>Summary</b>	<b>Explanation</b>
CSCsl60984	Some MIBs are not completely loaded while integrating CiscoWorks with NetView.	Some MIBs are not completely loaded while integrating CiscoWorks with NetView and an error occurs.  Workaround: None.
CSCdr24473	Cannot invoke Pathtool application from NMS for Integration Utility.	You cannot invoke Pathtool application from NMS for Integration Utility.  Workaround: None.
CSCdr41597	There is no support for device-specific application integration with NMS.	You cannot perform device-specific application integration and then invoke additional applications for some devices.  Workaround: None.
CSCsa57080 (Solaris Only)	Temporary files remain even after the Integration Utility is uninstalled.	Temporary files are not removed from the directory even after the Integration Utility is uninstalled.  Workaround: None.
CSCsb84839	No option to configure proxy server settings in Integration Utility.	Integration Utility does not provide an option to configure proxy server settings.  Owing to this, you cannot connect to Cisco.com through a proxy server and download the adapters and data bundles.  Workaround: None.

## Resolved Problems in CiscoWorks Common Services 3.3

Table 4 describes the resolved problems in Common Services 3.3.

**Table 4** *Resolved Problems in Common Services 3.3*

<b>Bug ID</b>	<b>Description</b>	<b>Additional Information</b>
CSCsg61414	Ping Sweep Discovery module did not discover all devices from the network.  This problem occurred when you provided networks that spanned many devices.	This problem has been resolved.
CSCsk88625	Device Discovery process took more time to run and finally hung.  This problem occurred when you had enabled the debugging option for Device Discovery components.	This problem has been resolved.

**Table 4**      **Resolved Problems in Common Services 3.3**

<b>Bug ID</b>	<b>Description</b>	<b>Additional Information</b>
CSCsq37833	Post filtering of devices did not work properly for IP Address-based Include or Exclude filters.  This problem occurred when the SNMP credentials are incorrect.	This problem has been resolved.
CSCsq02667	Common Services application portlets were displayed twice in Functional View of CiscoWorks LMS Portal after a remote data migration.  This was because the application templates were registered twice in Cisco Management Integration Center component	This problem has been resolved.
CSCso40294	Command Services failed while connecting to IOS-XR device using SSHv1 credentials.	This problem has been resolved.
CSCso95015	DomainInfo.properties file was created after restoring the data from: <ul style="list-style-type: none"> <li>• A DCR Master server to another Master/Slave/Standalone server</li> <li>• A DCR Slave server to another DCR Master server</li> </ul>	This problem has been resolved.
CSCsq35816	Duplicate headers were found in the exported PDF reports.	This problem has been resolved.
CSCsq54877	The resolver.pl tool did not properly resolve the IP Address to the hostname.  This problem occurred although the proper resolution path existed.	This problem has been resolved.
CSCsq76462	Command Services dumped two stack traces regularly when debugging was disabled.  This allowed the log files to grow quickly and fill up disk space.	This problem has been resolved.
CSCsu48696	Device Discovery used loopback IP Addresses that were not reachable.  Because of this, other CiscoWorks applications could not manage the cycle after the Discovery cycle was completed and DCR was updated with the details of discovered devices	This problem has been resolved.
CSCsv19851	The Java Virtual Machine that registered Command Services platforms crashed on an OutOfMemoryError, or did not authenticate with devices.  This occurred when TacacsPrompts.ini was used to provide a list of custom device prompts.	This problem has been resolved.
CSCsv95194	Command Services operations with WLC devices resulted in infinite loops.	This problem has been resolved.
CSCsw88378	SSHv2 operations did not complete and hung after the SSH credentials were sent to the device.	This problem has been resolved.
CSCsx42844	The logrot.conf configuration file was not backed up during the CiscoWorks Backup operation.	This problem has been resolved.

**Table 4**      **Resolved Problems in Common Services 3.3**

<b>Bug ID</b>	<b>Description</b>	<b>Additional Information</b>
CSCsg90927	Authentication from CiscoWorks Server to Microsoft Active Directory Server was not secure.  User name and password were sent to Microsoft Active Directory Server in clear text format.	This problem has been resolved.
CSCso40152	The Device managed by Application Reports launched from the Device Allocation Summary portlet, expanded when you clicked the Go, First, Previous, Next, or Last buttons in the Reports page.  This problem occurred on Firefox browsers.	This problem has been resolved.
CSCsr03758	In a Master-Slave setup, the Common Services Home Page in a Slave server displayed the DCR mode as <code>CiscoWorks local</code> .	This problem has been resolved.
CSCsr14149	DCR Device Export exported device credentials such as passwords in clear text format.	This problem has been resolved.
CSCsr15373	Common Services did not support all ASCII characters as the Shared Secret Key for CiscoSecure ACS, while setting up the login module as ACS.	This problem has been resolved.
CSCsr20655	Common Services Transport Mechanism considered local requests as coming from a remote host.  This problem occurred on multi-homed servers.	This problem has been resolved.
CSCsr20682	DCRServer process did not start properly.  This problem occurred on multi-homed servers.	This problem has been resolved
CSCsr50954	The CSDiscovery process was not started properly sometimes.	This problem has been resolved.
CSCsr65579	ActiveMQ could not start the message broker, when the hostname contained underscores.	This problem has been resolved.
CSCsu39222	Could not log into many platforms using SSHv2 protocol.	This problem has been resolved.
CSCsv03392	The jrm process did not start on CiscoWorks Server.  This was because the service name in <code>jrmuser.properties</code> file contained the Fully Qualified Domain Name instead of the hostname.	This problem has been resolved.
CSCsw33162	When you selected all the records in the Paging table, it displayed the current job details.	This problem has been resolved.
CSCsw48501	E-mail field validation was not done when you exported the devices from DCR after enabling the Send Device Export Report as an E-mail option.	This problem has been resolved.
CSCsw53202	Cross-launching the other application links which reside on remote servers, from a CiscoWorks application resulted in a Page Not Found error.	This problem has been resolved.

**Table 4**      **Resolved Problems in Common Services 3.3**

<b>Bug ID</b>	<b>Description</b>	<b>Additional Information</b>
CSCsw81113	Command Services failed while deploying or fetching multiline banner commands.  This problem occurred when deploying a command whose length is more than 1024 characters.	This problem has been resolved.
CSCsx08790	Testing SSH connectivity of a device failed while using the Management Station to Device troubleshooting tool in Device Center.  This problem occurred when the device did not sent a quick response.	This problem has been resolved.
CSCsx46808	The Run Status filter in the Common Services Job Browser page displayed Missed Start twice.	This problem has been resolved.
CSCsx46936 (Windows Only)	Restore of database failed in Japanese Operating System.	This problem has been resolved.
CSCsw68639	Device Export from DCR using the Get Device List from Groups option displayed the device count as 0.	This problem has been resolved.
CSCsx07208	Debug messages were printed on the screen although the debug flags were not enabled.  This problem occurred during the normal backup-restore and selective backup-restore operations.	This problem has been resolved.
CSCse40178	CiscoWorks applications required SCPServer from Common Services.  This was because the SCP client did not support archive extract commands for 3750 DSBU family.	This problem has been resolved.
CSCsk06097	CiscoWorks Common Services did not support Windows 2008 Operating System.  This was because Apache did not start as a service in Windows 2008.	This problem has been resolved.  Common Services 3.3 supports Windows 2008 Operating System.  Apache has been upgraded in this release to support installation on Windows 2008.
CSCsw79630	Warning or error messages are not displayed in IPv6 unsupported modules.	This problem has been resolved.  Now the warning messages and error messages are included in the modules which do not support IPv6.
CSCsx40598	Common Services Installer did not abort the installation if the primary regional settings is other than US-English and Japanese.  It allowed to proceed the installation after displaying a warning message.	This problem has been resolved.

**Table 4** Resolved Problems in Common Services 3.3

Bug ID	Description	Additional Information
CSCsu82153	<p>Common Services Device Discovery did not fallback to SNMPv1 if the device did not respond to SNMPv2c.</p> <p>It reported some devices as Unreachable.</p> <p>This problem occurred although the devices were polled using the SNMP credentials from the CiscoWorks Server.</p> <p>This problem occurred for:</p> <ul style="list-style-type: none"> <li>All devices that did not support SNMPv2c or SNMPv3 or both the protocols.</li> <li>All devices that supported only SNMPv1 protocol.</li> </ul>	This problem has been resolved.
CSCsv42110	<p>Device Discovery process hung.</p> <p>The problem could not be reproduced after the daemons are restarted.</p>	This problem has been resolved.
CSCsv65933	<p>Device Discovery did not update the new display name in DCR when there was a change in the display name.</p> <p>The old display name still existed in DCR.</p>	This problem has been resolved.
CSCsv67569	<p>Cluster member IP Addresses were added to DCR as separate devices along with the master devices. This resulted in the duplication of devices in DCR.</p>	This problem has been resolved.

## Product Documentation

Table 5 describes the product documentation that is available.

**Table 5** Product Documentation

Document Title	Available Formats
<i>User Guide for CiscoWorks Common Services 3.3</i>	<ul style="list-style-type: none"> <li>On Cisco.com at: <a href="http://www.cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html">http://www.cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html</a></li> <li>PDF version part of LMS Product DVD and Documentation CD.</li> </ul>
Context-sensitive online help	<ul style="list-style-type: none"> <li>Select an option from the navigation tree, then click <b>Help</b>.</li> <li>Click the Help button in the dialog box.</li> </ul>
<i>Release Notes for CiscoWorks Common Services 3.3 (this document)</i>	<ul style="list-style-type: none"> <li>On Cisco.com at: <a href="http://www.cisco.com/en/US/products/sw/cscowork/ps3996/prod_release_notes_list.html">http://www.cisco.com/en/US/products/sw/cscowork/ps3996/prod_release_notes_list.html</a></li> <li>PDF version part of LMS Product DVD and Documentation CD.</li> </ul>

**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.

## Related Documentation

Table 6 describes the additional documentation that is available.

**Table 6** *Related Documentation*

Document Title	Available Formats
<i>Installing and Getting Started With CiscoWorks LAN Management Solution 3.2</i>	<ul style="list-style-type: none"> <li>On Cisco.com: <a href="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</a></li> <li>PDF on the LMS 3.2 Product DVD and Documentation CD.</li> </ul>
<i>Data Migration Guide for CiscoWorks LAN Management Solution 3.2</i>	<ul style="list-style-type: none"> <li>On Cisco.com: <a href="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</a></li> <li>PDF on the LMS 3.2 Product DVD and Documentation CD.</li> </ul>



**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.

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

## Notices

The following notices pertain to this software license.

### OpenSSL/Open SSL Project

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>).

This product includes cryptographic software written by Eric Young (eay@cryptsoft.com).

This product includes software written by Tim Hudson (tjh@cryptsoft.com).

## License Issues

The OpenSSL toolkit stays under a dual license, i.e. both the conditions of the OpenSSL License and the original SSLeay license apply to the toolkit. See below for the actual license texts. Actually both licenses are BSD-style Open Source licenses. In case of any license issues related to OpenSSL please contact [openssl-core@openssl.org](mailto:openssl-core@openssl.org).

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This package is an SSL implementation written by Eric Young (eay@cryptsoft.com).

The implementation was written so as to conform with Netscapes SSL.

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