



Readme for CiscoWorks LMS 2.2/LMS 1.3 Update 1

This document contains the following sections:

- [Description, page 2](#)
- [CiscoWorks LMS 2.2 Documentation, page 5](#)
- [Hardware and Software Requirements, page 6](#)
- [Prerequisites for CiscoWorks LMS 2.2/LMS 1.3 Update 1, page 16](#)
- [Downloading CiscoWorks LMS 2.2/LMS 1.3 Update 1, page 17](#)
- [Installing CiscoWorks LMS 2.2/LMS 1.3 Update 1, page 18](#)
- [Installing Real-Time Monitor SP 8, page 23](#)
- [Known Problems, page 25](#)
- [Resolved Problems, page 41](#)



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Description

CiscoWorks LMS 2.2/LMS 1.3 Update 1 contains the following updates:

- CiscoWorks Common Services 2.2 with Service Pack 2 (includes CiscoView 5.5 Update 1 and CiscoWorks Common Services 2.2 Service Pack 1)
- Resource Manager Essentials 3.5 Update 1
- Campus Manager 3.3 Update 1
- Device Fault Manager 1.2 Updated for Common Services Version 2.2
- Real-Time Monitor 1.4 Service Pack 8

CiscoWorks LMS 2.2/LMS 1.3 Update 1 provides new support for the following:

- Java Plug-in 1.4.1_02
- Windows 2000 Service Pack 4 (SP4) (client and server)
- Windows XP Service Pack 1a (SP1a) (client)
- Netscape Navigator 7.0 (Solaris)
- Netscape Navigator 7.1 (Windows)
- Secure Shell 1.99

[Table 1](#) describes the content of each update.

CiscoWorks LMS 2.2/LMS 1.3 Update 1 also provides resolutions to known problems for individual applications (see the [“Resolved Problems” section on page 41](#)).

This Update is cumulative for all applications in the LAN Management Solution (LMS), Release 2.2 bundle that use the CiscoWorks Common Services 2.2 framework. It is provided as a single installable and contains updates for the following applications:

- CiscoWorks Common Services 2.2 (includes CiscoView 5.5)
- Resource Manager Essentials 3.5
- Campus Manager 3.3 Update 1
- Device Fault Manager 1.2 Updated for Common Services Version 2.2

If you are using more than one bundled product (e.g., you use LMS and RWAN), you must install the Update for each bundled product on all servers where that bundled product or any part of it is installed. This will ensure that all applications work properly. You may install the bundle Updates in any order.

Changes for NetScout nGenius Real-Time Monitor 1.4 Service Pack 8 (RTM) are part of this update. However, the RTM upgrade is located in a different directory and will not install with the Update 1 installation. To install RTM Service Pack 8, see the [“Installing Real-Time Monitor SP 8” section on page 23](#).

Table 1 CiscoWorks LMS 2.2/LMS 1.3 Update 1 Contents

Update	Contents
CiscoWorks Common Services 2.2 Service Pack 2 (Includes CiscoView 5.5 Update 1 and CiscoWorks Common Services 2.2 Service Pack 1)	<ul style="list-style-type: none"> • Java Plug-in 1.4.1_02 support • Netscape Navigator 7.x support (Netscape Navigator 7.0 on Solaris and Netscape Navigator 7.1 on Windows) • Windows 2000 SP4 support (client and server) • Windows XP SP1a support (client) • Fixes for problems in CiscoWorks Common Services 2.2.
Resource Manager Essentials 3.5 Update 1(RME)	<ul style="list-style-type: none"> • Java Plug-in 1.4.1_02 support • Netscape Navigator 7.x support (Netscape Navigator 7.0 on Solaris and Netscape Navigator 7.1 on Windows) • Windows 2000 SP4 support (client and server) • Windows XP SP1a support (client).
Campus Manager 3.3 Update 1 (Campus)	<ul style="list-style-type: none"> • Java Plug-in 1.4.1_02 support • Netscape Navigator 7.x support (Netscape Navigator 7.0 on Solaris and Netscape Navigator 7.1 on Windows.) • Windows 2000 SP4 support (client and server) • Windows XP SP1a support (client).

Table 1 *CiscoWorks LMS 2.2/LMS 1.3 Update 1 Contents (continued)*

Update	Contents
Device Fault Manager 1.2 Updated for Common Services Version 2.2 (DFM)	<ul style="list-style-type: none"> • Java Plug-in 1.4.1_02 support • Netscape Navigator 7.x support (Netscape Navigator 7.0 on Solaris and Netscape Navigator 7.1 on Windows.) • Windows 2000 SP4 support (client and server) • Windows XP SP1a support (client) • Fixes for DFM-specific problems.
Real-Time Monitor 1.4 Service Pack 8	<ul style="list-style-type: none"> • Java Plug-in 1.4.1_02 support • Netscape Navigator 7.x support (Netscape Navigator 7.0 on Solaris and Netscape Navigator 7.1 on Windows) • Windows 2000 SP4 support (client and server) • Windows XP SP1a support (client).

CiscoWorks LMS 2.2 Documentation

For information about installing, troubleshooting, and using the LMS 2.2 products, consult the documentation described in [Table 2](#).



Note

We sometimes update printed and online product documentation after the original publication. For this reason, you should always review the documentation on Cisco.com for any updates.

Table 2 *LMS 2.2 Documentation*

Document Title	Available Formats
<i>Quick Start Guide for LAN Management Solution, Release 2.2</i>	<ul style="list-style-type: none"> • Printed document included with the product. • On Cisco.com: <ol style="list-style-type: none"> a. Log in to Cisco.com b. Select Products and Services > Network Management CiscoWork > CiscoWorks LAN Management Solution Software > Technical Documentation > Quick Start > Quick Start Guide for LAN Management Solution, Release 2.2.

Hardware and Software Requirements

Hardware and software requirements for CiscoWorks LMS 2.2/LMS 1.3 Update 1 are the same as those for initial installation of CiscoWorks LMS 2.2, except for the following:

- Specific updates to browser support (see the [“Changes in Browser Support” section on page 6](#))
- Specific updates to Java support (see the [“Changes in Java Support” section on page 7](#))

For a listing of the basic hardware and software requirements, see the *Quick Start Guide* listed in the [“CiscoWorks LMS 2.2 Documentation” section on page 5](#).

Changes in Browser Support

CiscoWorks LMS 2.2/LMS 1.3 Update 1 supports the following browsers:

- On Solaris:
 - Netscape Navigator 7.0
 - Netscape Navigator 4.76
- On Windows:
 - Internet Explorer 6.0 and 6.0 SP1
 - Netscape Navigator 7.1, 4.78, and 4.79



Note

Do not select the option **Edit > Preferences > Advanced > Enable Java Plug-in** in Netscape Navigator 4.7x, if available. Some CiscoWorks applets may not load properly if this option is selected.

Changes in Java Support

Since the Microsoft Virtual Machine (VM) has been removed from new Microsoft products going into distribution, CiscoWorks Common Services 2.2 SP2 provides Java Plug-in 1.4.1_02 support to users who prefer to continue using Internet Explorer as their browser.

This support is provided as an alternative to the Microsoft VM, not as a replacement for it. If the Microsoft VM is still present in the version of Internet Explorer you use, you can continue using it. If no browser VM is present, CiscoWorks applets will use Java Plug-in 1.4.1_02 as the default.

Providing support for Java Plug-in 1.4.1_02 ensures that CiscoWorks Common Services and the applications it supports remain stable across all current browsers, browser versions, and operating systems. It affects only those CiscoWorks applications that use Java applets, such as CiscoView and NetConfig.

You may see special behaviors the first time you run the updated version of CiscoWorks Common Services 2.2 on Internet Explorer or Netscape Navigator. These behaviors will vary with the operating system, browser, browser version, and Java VM you are currently using.

[Table 3](#) summarizes the conditions under which you will see these behaviors and the actions you should take in each case. See also the “[General Recommendations on Java Plug-in 1.4.1_02](#)” section on page 10.

Sun has issued an Alert Notification for Java Plug-in 1.4.1_02. For details, see <http://sunsolve.sun.com>. Customers who are concerned about this Alert Notification should see the “[Using Sun Java Plug-in 1.4.1_05](#)” section on page 13.



Note

In Internet Explorer, a dummy applet is loaded before the login page in order to detect whether the browser has a Java VM. This may cause a slight delay in getting to the login page.

Table 3 *Java Plug-in First-Time Setup Behaviors*

Browser	Symptom	Recommended Action
Any supported browser	The first time you run ACL Manager or IPM, a message appears, prompting you to download the file vbjorb.jar.	<ol style="list-style-type: none"> 1. Click OK to download the file. 2. Close and restart your browser.
Internet Explorer with an unsupported Java Plug-in (e.g., 1.4.1_03) as your default Java VM	If you use an unsupported Java Plug-in and chose the Internet Explorer option Use < JPI version > for < applet > , a message appears, indicating that you are using an unsupported Java Plug-in.	<ol style="list-style-type: none"> 1. Click OK. You are directed to a help page. 2. Follow the instructions given in the help page.
Internet Explorer with Microsoft VM	You are prompted to install Java Plug-in 1.4.1_02 only when you run a Plug-in application, such as CiscoView or NetConfig.	<p>Follow the recommended installation instructions.</p> <p>You may check or uncheck Tools > Internet Options > Advanced > Use Java 2 v 1.4.1_02 for <applet>.</p> <p>If you check it, all CiscoWorks applets will run in Java Plug-in 1.4.1_02.</p> <p>If you uncheck it, only CiscoWorks applications that require it (e.g., CiscoView, NetConfig) will use Java Plug-in 1.4.1_02. Others will use the Microsoft VM.</p>

Table 3 Java Plug-in First-Time Setup Behaviors (continued)

Browser	Symptom	Recommended Action
Internet Explorer without Microsoft VM (on Windows XP)	Instructions to install Java Plug-in 1.4.1_02 appear as soon as you run CiscoWorks Common Services 2.2.	<p>Follow the recommended installation instructions.</p> <p>If you have the Internet Explorer option Install on demand (on Windows XP) enabled, you are prompted to download the Java VM.</p> <ol style="list-style-type: none"> 1. Click Cancel (<i>not OK</i>). 2. Follow the recommended installation instructions.
Netscape Navigator 4.76 on Solaris, Netscape Navigator 4.78 or 4.79 on Windows	You are prompted to install Java Plug-in 1.4.1_02 only when you run a plug-in application, such as CiscoView, NetConfig, etc.	Follow the installation instructions.
Netscape Navigator 7.x with an unsupported Java Plug-in installed (e.g., 1.4.1_03)	A message appears, indicating that you are using an unsupported Java Plug-in.	<ol style="list-style-type: none"> 1. Click OK. <p>You are directed to a help page.</p> <ol style="list-style-type: none"> 2. Follow the instructions given in the help page.
Netscape Navigator 7.x with no Java Plug-in installed	Instructions to install Java Plug-in 1.4.1_02 appear when you run CiscoWorks Common Services 2.2.	Follow the installation instructions.

General Recommendations on Java Plug-in 1.4.1_02

The following sections give general recommendations and procedures to follow when installing and using the Java Plug-in (JPI):

- [Installing and Using Java Plug-in 1.4.1_02 on Windows, page 10](#)
- [Before Using Java Plug-in 1.4.1_02 on Solaris, page 11](#)
- [Installing and Uninstalling Java Plug-in 1.4.1_02 on Solaris, page 12](#)
- [Using Sun Java Plug-in 1.4.1_05, page 13](#)

Installing and Using Java Plug-in 1.4.1_02 on Windows

See the help pages for instructions on installing or using Java Plug-in 1.4.1_02 on Windows. You should also be aware of the following:

- Uninstall any older or later Java Plug-in versions and install only the supported Java Plug-in version (1.4.1_02). If you do not follow the uninstall/reinstall sequence, it may cause some co-existence issues.
- In some cases, uninstalling Java Plug-in 1.4.1_02 disables the Microsoft VM in Internet Explorer. To enable the Microsoft VM again, you must install Java Plug-in 1.4.1_02 again.
- If you are using Internet Explorer, we recommend that you set the Security Settings (**Tools > Internet Options > Security**) to the default level for security zones such as **Internet** and **Local Intranet**. If you customize the options, some of the functionality may not work as expected.
- Java Plug-in 1.4.1_02 has some co-existence issues with Java Plug-in 1.3.1, as given below:
 - In the same browser session, if one of the applets uses JPI 1.4.1_02 and another tries to use JPI 1.3.1, the browser crashes.
 - If you run an applet using JPI 1.3.1 first, and then try to run another applet using JPI 1.4.1_02, the server displays the error message `Attachment to a running Virtual Machine failed. Sun JPIs do not support multiple VMs in the same browser session.`

In general, avoid using applets with different Java Plug-in versions in the same browser session.

- Select **Yes** for all the Java Plug-in dialog boxes. If you select **No** in any of the Java Plug-in dialog boxes, exceptions appear on the Java Console. In such a case, close the browser session and start the Java Plug-in again.

When you run CiscoWorks Server in SSL mode, a dialog box prompts you to accept or deny the Certificate. The certificate gives the details about the hostname mismatch, certificate validity and so on.

Select **Yes** and accept these certificates to get the login Panel. Do not select **No** in the Certificate dialog boxes.

- Do not resize the browser windows after starting the applet.

While using Internet Explorer 6.0 with Service Pack 1 and Java Plug-in 1.4.1_02, if you run an applet and resize Internet Explorer, only part of the applet is displayed.

If you resize the window to full screen, part of the applet that was not covered will not be displayed properly. To correct this, start the applet again.

You must do the same if you are using Netscape.

- If you are using Netscape 7.1 on Windows: Some CiscoWorks applications that are launched in new browser windows may not start properly if you have the following option enabled: **Edit > Preferences > Privacy & Security > Pop-up Windows > Block unrequested pop-up windows**.

We recommend that you leave this option disabled. It is possible to enable this option and still allow popups for CiscoWorks only; see the Netscape Help for details on how to do this.

Before Using Java Plug-in 1.4.1_02 on Solaris

When installing or using Java Plug-in 1.4.1_02 on Solaris, we recommend:

- Be sure to install only the version of Netscape available from the Sun site: <http://www.sun.com/software/solaris/netscape/get.html>.
- Install all the recommended and required Solaris patches for Netscape and Java Plug-in 1.4.1_02. If you do not install the operating system patches, you may experience browser crashes, core dumps, bus errors, or other abnormal behavior when you access CiscoWorks.

- Be sure to install Java Plug-in 1.4.1_02 using the wrapper script provided with CiscoWorks (*pam.sh*). This script sets up the environment required to access CiscoWorks through Netscape. Do not download and install the Java Plug-in directly.
- If you are using Netscape 7.0, ensure that you have write access to the Netscape 7.0 directory, as you need to configure it to work with Java Plug-in 1.4.1_02.
- If you have installed Java Plug-in 1.4.1_02 using *pam.sh*, it will overwrite the previous configurations of Java Plug-in 1.3.1.
- Do not access CiscoWorks through ReflectionX. You should access CiscoWorks directly from Solaris systems. Otherwise, the browser may crash if you do not have the required Solaris patches.

Installing and Uninstalling Java Plug-in 1.4.1_02 on Solaris

When you access an application that requires Java Plug-in 1.4.1_02, you will be redirected to a help page. This page contains instructions to install the Plug-in.

From the help page, download the installable image of the Java Plug-in. You must uncompress and untar the installable image. When you untar the image, you get the plug-in installation script (*pam.sh*), a directory named *plugin*, and a *README* file.

To install Java Plug-in 1.4.1_02 on Solaris:

Step 1 Run *pam.sh*.

Step 2 Select Option 1.

Step 3 Configure Java Plug-in with Netscape 4.76 or Netscape 7.0.

To use CiscoWorks, you must configure the Java Plug-in to work with at least one of the Netscape versions mentioned in this document.

You can also modify the configurations with Netscape later by choosing Option 3 in the *pam.sh* script.

Step 4 Before accessing CiscoWorks, source the corresponding file (*/jpi.cshrc* or */jpi.profile*) before restarting your browser, to get the correct environment.

To uninstall Java Plug-in 1.4.1_02 on Solaris:

-
- Step 1** Run `pam.sh`.
- Step 2** Select Option 2.
- The Plug-in is uninstalled from your system.
-

Using Sun Java Plug-in 1.4.1_05

Sun Alert Notification 56380 concerns a security vulnerability in Java Plug-in 1.4.1_02. Customers using LMS' SSL features should review the Sun Alert and determine their level of risk. If you are not using SSL with LMS, you should use the Java Plug-in 1.4.1_02, which is installed with CiscoWorks LMS 2.2/LMS 1.3 Update 1.

At the time of this release (October 2003), Java Plug-in 1.4.1_02 was the only version tested and recommended for use with CiscoWorks LMS 2.2/LMS 1.3 Update 1. Cisco will examine additional alternatives, including Sun Java Plug-in 1.4.1_05. Information released after this print about supported versions of the Java Plug-in will be posted on the CiscoWorks Server software download page on Cisco's web site: <http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-cd-one>.

Customers who want to use Sun's Java Plug-in 1.4.1_05 instead of the one provided in CiscoWorks LMS 2.2/LMS 1.3 Update 1 can apply the plug-in manually using the procedure given below.

If you change to Java Plug-in 1.4.1_05 on the server and one client, you must change to version 1.4.1_05 on all of your clients. You cannot run the updated version of LMS using clients with a mix of different Java Plug-in versions.

Also, since Cisco has not fully tested LMS with Java Plug-in 1.4.1_05, you may encounter problems.

To modify your CiscoWorks installation to use Sun Java Plug-in 1.4.1_05:

-
- Step 1** Install CiscoWorks CiscoWorks LMS 2.2/LMS 1.3 Update 1 normally. This includes installation of Java Plug-in 1.4.1_02 on Solaris and Windows clients the first time you run CiscoWorks.
- Step 2** On the updated CiscoWorks Server (either Solaris or Windows): Locate the Java Plug-in properties file `/NMSROOT/lib/classpath/javaplugin.properties` (where `NMSROOT` is the path to the CiscoWorks Server directory)
- Step 3** Change the following entries in the `javaplugin.properties` file to reflect the new Java Plug-in version:

- Existing entries for Java Plug-in 1.4.1_02:

```
WIN_IE_VERSION=clsid:CAFEEFAC-0014-0001-0002-ABCDEFEDCBA
WIN_NS_VERSION=application/x-java-applet;jpi-version=1.4.1_02
SOL_VERSION=application/x-java-applet;jpi-version=1.4.1_02
```

- Modified entries for Java Plug-in 1.4.1_05:

```
WIN_IE_VERSION=clsid:CAFEEFAC-0014-0001-0005-ABCDEFEDCBA
WIN_NS_VERSION=application/x-java-applet;jpi-version=1.4.1_05
SOL_VERSION=application/x-java-applet;jpi-version=1.4.1_05
```



Note Do *not* change the following entry:

```
IE_PLUGINS_PAGE=/plugin/j2re-1_4_1_02-windows-i586-i.exe
```

- Step 4** Save the modified `javaplugin.properties` file
- Step 5** Restart the CiscoWorks Common Services Daemon Manager.
- Step 6** Update each Windows client as follows:
- a. Download Java Plug-in 1.4.1_05 for Windows.
 - b. Install the Java Plug-in on the client according to Sun's instructions.
 - c. Close any running browser instances and start them again.
- Step 7** Update each Solaris client as follows:
- a. Download Java Plug-in 1.4.1_05 for Solaris
 - b. Install the Java Plug-in on the client according to Sun's instructions.

- c. Locate the `jpi.profile` and `jpi.cshrc` files on the client and change the `MOZ_PLUGIN_PATH`, `NPX_PLUGIN_PATH`, `NPX_JRE_PATH`, and similar variables in these files to reflect the path to Java Plug-in 1.4.1_05. For example, assuming that 1.4.1_02 was installed in `/opt/jre14102`, and that 1.4.1_05 is installed in `/opt/jre14105`:

Change:

```
MOZ_PLUGIN_PATH=/opt/jre14102/j2re1.4.1_02/plugin/sparc/ns610
```

To:

```
MOZ_PLUGIN_PATH=/opt/jre14105/j2re1.4.1_05/plugin/sparc/ns610.
```

- d. Close any running browser instances and start them again.

Step 8 Update each Solaris client using Netscape 7.0 as follows:

- a. Modify the links to point to the links for Java Plug-in 1.4.1_05:

Change: `"NS7_HOME"/plugins/libjavaplugin_oji.so`

To: `"JPI1.4.1_05_HOME"/plugin/sparc/ns610/libjavaplugin_oji.so`

- b. Source `/jpi.cshrc` or `/jpi.profile`.
 - c. Close any running browser instances and start them again.
-

Prerequisites for CiscoWorks LMS 2.2/LMS 1.3 Update 1

Ensure that you have completed the following tasks before installing CiscoWorks LMS 2.2/LMS 1.3 Update 1. After you have completed these tasks, you can install this Update using the instructions in the [“Installing CiscoWorks LMS 2.2/LMS 1.3 Update 1” section on page 18.](#)

Install CiscoWorks Common Services 2.2 and the LMS applications to be updated. For details, see the *Quick Start Guide* for your LMS bundle listed in the [“CiscoWorks LMS 2.2 Documentation” section on page 5.](#)

Please note:

- If you decide *not* to install one or more of the LMS applications at this point, then install them later, you *must remember to reapply* CiscoWorks LMS 2.2/LMS 1.3 Update 1 after you install the missing applications.
- If you have installed Resource Manager Essentials (RME), you must also install Incremental Device Update (IDU) 5.0 for Resource Manager Essentials 3.5 before you attempt to install CiscoWorks LMS 2.2/LMS 1.3 Update 1. The IDU 5.0 for RME 3.5 and the accompanying README explaining how to install it are available:
 - On the IDU Prerequisite CD in your product package. For the Solaris version, see the folder /Solaris/IDU for Resource Manager Essentials. For the Windows version, see the folder \Windows\IDU for Resource Manager Essentials.
 - Through download from Cisco.com at the following URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-rme>.
- If you have installed Campus Manager (CM), you must also install Incremental Device Update (IDU) 5.0 for Campus Manager 3.3 before you attempt to install CiscoWorks LMS 2.2/LMS 1.3 Update 1. The IDU 5.0 for CM 3.3 and the accompanying README explaining how to install it are available:
 - On the IDU Prerequisite CD in your product package.
For the Solaris version, see the folder /Solaris/IDU for Campus Manager.
For the Windows version, see the folder \Windows\IDU for Campus Manager.

- Through download from Cisco.com at the following URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus>.
- If you have installed Device Fault Manager (DFM), you must also install *either* the DFM 1.2 Patch/Incremental Device Update (IDU) 1.2.5, *or* the latest DFM patch/IDU, *before* you attempt to install CiscoWorks LMS 2.2/LMS 1.3 Update 1.
 - The DFM 1.2 Patch/IDU 1.2.5 and the accompanying README explaining how to install it are available on the IDU Prerequisite CD in your product package.

 For the Solaris version, see the folder /Solaris/IDU for Device Fault Manager.

 For the Windows version, see the folder \Windows\IDU for Device Fault Manager.
 - The latest DFM 1.2 patch/IDU and the accompanying README explaining how to install it are available through download from Cisco.com at the following URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm>.
- If you have received the OpenSSL 0.9.7c patch for CiscoWorks Common Services 2.2 (see bug ID CSCec43722), be sure to install it *after* you install CiscoWorks LMS 2.2/LMS 1.3 Update 1.

 If you have already installed the OpenSSL patch, you must *reinstall* it after you install CiscoWorks LMS 2.2/LMS 1.3 Update 1.
- RTM 1.4 must be installed before you upgrade to Real-Time Monitor 1.4 Service Pack 8.

Downloading CiscoWorks LMS 2.2/LMS 1.3 Update 1

CiscoWorks LMS 2.2/LMS 1.3 Update 1 is available for download from the Cisco.com Software Center site:

1. Log into Cisco.com.
2. Go to www.cisco.com/kobayashi/sw-center/cw2000/lan-planner.shtml

Installing CiscoWorks LMS 2.2/LMS 1.3 Update 1

Before installing this Update on either platform, make sure you have completed the tasks listed in the [“Prerequisites for CiscoWorks LMS 2.2/LMS 1.3 Update 1” section on page 16](#).

CiscoWorks LMS 2.2/LMS 1.3 Update 1 is provided as a single installable. Use the appropriate procedure to install it:

- [Installing CiscoWorks LMS 2.2/LMS 1.3 Update 1 on Solaris](#)
- [Installing CiscoWorks LMS 2.2/LMS 1.3 Update 1 on Windows, page 21](#)

**Note**

You cannot uninstall CiscoWorks LMS 2.2/LMS 1.3 Update 1 after you install it.

Installing CiscoWorks LMS 2.2/LMS 1.3 Update 1 on Solaris

If you have downloaded the Update for Solaris, you must first extract the installable files from `CiscoWorks-LMS-2.2-LMS-1.3-Update-1-k9.tar`.

To install the Update on Solaris:

-
- Step 1** Log in as root on the system on which you installed Common Services. To install the Update, you must have superuser privileges on the system being updated.
- Step 2** Mount the Update CD-ROM using one of the following methods:
- Mount the CD-ROM on the CiscoWorks Server system.
 - or
 - Copy the file `setup.sh` to the appropriate directory.

Step 3 Start the installation using one of the following methods:

- For a local installation, enter:

```
# cd /cdrom/cdrom0/
```

```
# sh ./setup.sh
```

- For a remote installation, enter:

```
# cd remotedir
```

```
# sh ./setup.sh
```

where *remotedir* is the remote location where the CD-ROM is mounted.

The Software License Agreement (SLA) appears.

Step 4 Accept the SLA to continue.

The setup script displays a list of the updates to be installed or reinstalled.

Step 5 Press any key to install or reinstall all of the updates, or enter **q** to cancel installation.

If the system you are updating has had some, but not all, of these updates previously installed, the install script will list the new updates *and* those it will reinstall:

- Enter **1** to install only the new updates not yet present on the system.
- Enter **2** to install all new updates and reinstall all old updates.

When you press **Enter**, files are copied and applications are configured. Installation takes approximately 15 minutes.

After the installation is completed, the setup script exits.

After you install the Update on Solaris, you must verify the installation. To do this:

Step 1 Launch CiscoWorks.

Step 2 Select **Server Configuration > About the Server > Applications and Versions**.

The About the Server page appears.

For each application you have chosen to install: If Update installation was successful, you will see the following entries in the Packages Installed table on this page:

Update	Columns in the Packages Installed Table		
	Name	Version	Installed Patches
CiscoWorks Common Services 2.2 with SP2	CiscoWorks Common Services with SP2	2.2	2
Resource Manager Essentials with Update 1	Resource Manager Essentials with Update 1	3.5	3
Campus Manager with Update 1	Campus Manager with Update 1	3.3	3
Device Fault Manager with Update 1	DFMSD	1.2	5 ¹

1. If you installed a later DFM 1.2 Patch/IDU, this number should match the last number of the patch/IDU version—for example, 6 for 1.2.6, 7 for 1.2.7, and so forth.

Installing CiscoWorks LMS 2.2/LMS 1.3 Update 1 on Windows

To install the Update on Windows:

-
- Step 1** Start the Update installation using either of the following methods:
- If you have the Update on CD-ROM and autorun is enabled on your system, place the CD-ROM in the CD-ROM drive.
 - If autorun is not enabled on your system or you are using a downloaded copy of the Update:

- Run the installation setup script by double-clicking the file CiscoWorks-LMS-2.2-LMS-1.3-Update-1-k9.exe.

or

- Select **Start > Run**, navigate to the location of the file CiscoWorks-LMS-2.2-LMS-1.3-Update-1-k9.exe, and click **OK**.

The CiscoWorks LMS 2.2/LMS 1.3 Update 1 confirmation screen appears.

- Step 2** Click **Yes**.

The Welcome screen appears.

- Step 3** Click **Next** to continue.

The Software License Agreement window appears. You must accept this agreement to install CiscoWorks LMS 2.2/LMS 1.3 Update 1.

- Step 4** Click **Yes** to continue.

The installation program checks dependencies and system requirements. The System Requirements window appears.

The System Requirements window displays the system requirements, available space in the disk drive and temp directory, and available memory in megabytes.

- Step 5** Click **Next** to continue.

The Summary window appears, displaying the updates that will be installed and the settings for the installation.

Step 6 Click **Next** to continue.

The Setup window appears, displaying installation progress while files are copied and applications are configured. Installation takes approximately 15 minutes.

After the installation is complete, the Setup Complete window appears.

Step 7 Click **Finish**.

After you install the Update on Windows, you must verify the installation. To do this:

Step 1 Launch CiscoWorks.

Step 2 Select **Server Configuration > About the Server > Applications and Versions**.

The About the Server page appears.

For each application you have chosen to install: If Update installation was successful, you will see the following entries in the Packages Installed table on this page:

Update	Columns in the Packages Installed Table		
	Name	Version	Installed Patches
CiscoWorks Common Services 2.2 with SP2	CiscoWorks Common Services with SP2	2.2	2
Resource Manager Essentials with Update 1	Resource Manager Essentials with Update 1	3.5	3
Campus Manager with Update 1	Campus Manager with Update 1	3.3	3
Device Fault Manager with Update 1	DFMSD	1.2	5 ¹

1. If you installed a later DFM 1.2 Patch/IDU, this number should match the last number of the patch/IDU version—for example, 6 for 1.2.6, 7 for 1.2.7, and so forth.

Installing Real-Time Monitor SP 8

Before you begin:

Ensure that you install Real Time Monitor 1.4 before upgrading to Real Time Monitor SP 8.

Installing Real-Time Monitor SP 8 on Solaris

To install the Update on Solaris:

-
- Step 1** Close all client browsers.
 - Step 2** Enter */RTM installation root directory*/**rtm/bin/stop** to stop the nGenius Server.
For example, */opt/NetScout/rtm/bin/stop*.
 - Step 3** Wait until all processes shut down.
 - Step 4** Log in as root.
 - Step 5** Copy **rtm140-sp8-unix.sh** to *\$NSHOME*.
\$NSHOME is the RTM home directory
 - Step 6** Execute **rtm140-sp8-unix.sh** available at *\$NSHOME*.
 - Step 7** Enter */RTM installation root directory*/**rtm/bin/start** to restart the nGenius Server:
 - Step 8** Clear the jar cache on every client system.
-

Installing Real-Time Monitor SP 8 on Windows

To install the Update on Windows:

-
- Step 1** Close all client browsers.
 - Step 2** Select **Start > Programs > NetScout nGenius Server > Stop nGenius Server** to stop the nGenius Server

- Step 3** Wait until all processes shut down.
- Step 4** Execute `rtm140-sp8-win.exe` available at the following directory in the LMS Update 1 CD:
- RTM1.4_SP8/
- Step 5** Select **Start > Programs > NetScout nGenius Server > Start nGenius Server** to restart the nGenius Server.
- Step 6** Clear the jar cache on every client system.
-

Known Problems

The following topics describe known problems in this Update:

- [CiscoWorks Common Services SP2: Known Problems, page 26](#)
- [Java Plug-in 1.4.1_02: Known Problems, page 34](#)
- [Resource Manager Essentials 3.5 Update 1: Known Problems, page 35](#)
- [Campus Manager 3.3 Update 1: Known Problems, page 37](#)
- [Device Fault Manager 1.2: Known Problems, page 40](#)



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 in to Cisco.com.

CiscoWorks Common Services SP2: Known Problems

Table 4 lists problems that affect CiscoWorks Common Services 2.2 with Service Pack 2 (including CiscoView 5.5 Update 1) on Solaris.

Table 4 *CiscoWorks Common Services 2.2 SP2: Known Problems on Solaris*

Bug ID	Summary	Explanation
None	Nessus reports false TRACE/TRACK vulnerability	<p>TRACE / TRACK vulnerability reported by Nessus on CiscoWorks Common Services 2.2 web server ports is a false positive in CiscoWorks Common Services 2.2 Service Pack 1.</p> <p>It is caused by a flaw in the NASL script that Nessus uses to test this vulnerability. Since TRACK is not implemented in Apache web server, Apache replies to TRACK requests with a <code>Method Not Implemented</code> message. The NASL script fails to handle this reply properly, and signals a false positive.</p> <p>Workaround: You can ignore these false reports.</p>
CSCsa01906	On Solaris, Netscape 4.76 crashes inconsistently while starting online help.	<p>Netscape crashes while you run help from a plug-in applet such as a CiscoView, or a Resource Manager Essentials application like NetConfig or Config Editor.</p> <p>Workaround: Start online help by clicking Help in the main CiscoWorks Desktop (next to Logout).</p> <p>You can browse through the contents from the help page.</p>

Table 4 CiscoWorks Common Services 2.2 SP2: Known Problems on Solaris (continued)

Bug ID	Summary	Explanation
CSCsa01571 (CiscoView)	Unable to specify host name of device list import source.	<p>This occurs on Solaris clients running Netscape 7.0 when you:</p> <ol style="list-style-type: none"> 1. Start Common Services 2.2. 2. Select Device Manager > Administration > CiscoView Server > CiscoView Device List > Import Device List. 3. Update the Host Name field with the correct information while the Campus or RME radio button is selected. <p>You cannot select or modify the field's contents.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Click the window of any other open application. <p>You must open another application if one is not open already.</p> <ol style="list-style-type: none"> 2. Return to the CiscoView Import Device List window to specify a host name.
CSCin54021	While executing pam.sh to install Java Plug-in 1.4.1_02, you reject the Sun license agreement and the installation proceeds, but the Java Plug-in is not installed.	<p>The Java Plug-in does not get installed, although a message confirms it.</p> <p>Workaround:</p> <p>Accept the License agreement to install the Java Plug-in properly.</p>
CSCin50966	While backing up data using VPN/Security Management Solution > Administration > Common Services > Backup database, the popup Progress Bar applet displays incorrectly.	<p>The Progress Bar applet flickers during the backup process and the bar may not display consistently.</p> <p>Workaround:</p> <p>You can ignore this behavior. It does not affect the backup functionality.</p>

Table 4 CiscoWorks Common Services 2.2 SP2: Known Problems on Solaris (continued)

Bug ID	Summary	Explanation
CSCin50174	You see exceptions in the Java Console while accessing the options in the dropdown list boxes in MAAS applets or in RME applications.	Exceptions sometimes appear when you use MAAS applets or RME applications. Workaround: You can ignore these exceptions.
CSCec35611 (CiscoView)	Unable to launch Telnet on Windows XP.	This problem occurs when you do the following on a Windows XP client that uses either Netscape 4.78 or Netscape 7.1 or Internet Explorer 6.0: <ol style="list-style-type: none"> 1. Click Device Manager > Cisco View CiscoView window appears. 2. Select any device from the menu. 3. Click the Telnet button. Telnet does not launch. Workaround: None.
CSCeb62374 (CiscoView)	Unable to print chassis view.	This problem occurs on Solaris clients. When you click the printer icon in the lower the right-hand corner of the CiscoView screen to print the chassis view, the view sometimes may not be printed. Workaround: Select File > Print from the browser's Main Menu.

Table 5 lists problems that affect CiscoWorks Common Services 2.2 with Service Pack 2 (including CiscoView 5.5 Update 1) on Windows.

Table 5 CiscoWorks Common Services 2.2 SP2: Known Problems on Windows

Bug ID	Summary	Explanation
None	Nessus reports false TRACE/TRACK vulnerability.	<p>TRACE / TRACK vulnerability reported by Nessus on CiscoWorks Common Services 2.2 web server ports is a false positive in CiscoWorks Common Services 2.2 Service Pack 1.</p> <p>It is caused by a flaw in the NASL script that Nessus uses to test this vulnerability. Since TRACK is not implemented in Apache web server, Apache replies to TRACK requests with a Method Not Implemented message. The NASL script fails to handle this reply properly, and signals a false positive.</p> <p>Workaround: You can ignore these false reports.</p>
CSCin50359 (related bug)	You are using Internet Explorer to run CiscoWorks, do not have the Microsoft VM installed, and are prompted to install the Java Plug-in. However, you cannot download the Java Plug-in.	<p>If you have enabled the Internet Explorer Install on demand option, you will see dialogs prompting you to download the Java Plug-in. However, you cannot download it from these links.</p> <p>Workaround: Click Cancel on these dialogs. You are redirected to a help page that instructs you to download the Java Plug-in for CiscoWorks.</p> <p>If you do not have Install on demand enabled, you are redirected to the help page while starting CiscoWorks.</p>
CSCin53036	Selecting different JRE versions to be used for Java Plugin 1.4.1_02, other than the default JRE (through the Plug-in Control Panel) results in unexpected behavior.	<p>If you use the Plug-in Control Panel to select a different JRE version, unexpected results occur.</p> <p>Workaround: Use only the default JRE for the Plug-in. Other JRE versions are <i>not</i> recommended.</p>

Table 5 CiscoWorks Common Services 2.2 SP2: Known Problems on Windows (continued)

Bug ID	Summary	Explanation
CSCin51984	You see Java exceptions while using Resource Manager Essentials applications like Hardware Report and Device Center.	<p>The exceptions appear in the Java Console and include <code>java.lang.IllegalArgumentException: null source</code>.</p> <p>Workaround:</p> <p>You can ignore this behavior. It does not affect functionality.</p>
CSCin53880	The Contents and Index panels in the online help appear blank.	<p>This happens when you use Internet Explorer 6.0.26 on Windows 2000 Professional or Server with Service Pack 4 and Java Plug-in 1.4.1_02.</p> <p>Workaround:</p> <p>Use Internet Explorer 6.0 with Service Pack 1 on Windows 2000 Professional or Server with Service Pack 4.</p>
CSCin57604	The Contents and Index panels in the Online help appear blank.	<p>This happens when you use Internet Explorer 6.0 with Service Pack 1 and the Internet Explorer patch Q822925 on Windows 2000 Professional or Server with Service Pack 3.</p> <p>Workaround:</p> <p>Use Internet Explorer 6.0 with Service Pack 1 on Windows 2000 Professional or Server with Service Pack 4.</p>

Table 5 CiscoWorks Common Services 2.2 SP2: Known Problems on Windows (continued)

Bug ID	Summary	Explanation
CSCec03791	On Netscape 7.1: Closing the Help window throws Java Exceptions.	When using Netscape 7.1 on Windows clients, you see Java Exceptions when you close the Help window. Workaround: You can ignore this behavior. It does not affect functionality.
	On Netscape 7.1: The first element in the Help Contents tree appears empty.	When using Netscape 7.1 on Windows clients, the first element appears to be blank. Workaround: 1. Click on the Index tab. 2. Click on the Contents tab. All elements in the Contents tree will be displayed.
CSCin50966	While backing up data using VPN/Security Management Solution > Administration > Common Services > Backup database, the popup Progress Bar applet displays incorrectly.	The Progress Bar applet flickers during the backup process and the bar may not display consistently. Workaround: You can ignore this behavior. It does not affect functionality.
CSCeb73291	While backing up data using VPN/Security Management Solution > Administration > Common Services > Backup database, the popup Progress Bar applet's text Backup Job progress status is not visible.	This sometimes occurs when using a Windows XP client. Workaround: Resize the popup up window to display the text properly.

Table 5 CiscoWorks Common Services 2.2 SP2: Known Problems on Windows (continued)

Bug ID	Summary	Explanation
CSCin51794	While backing up data using VPN/Security Management Solution > Administration > Common Services > Backup database, the popup Progress Bar applet hangs and you cannot exit from the applet.	This problem occurs only on Windows 2000 with Service Pack 4 as client and Netscape 4.78 as the browser. Workaround: Restart the browser.
CSCdz34376	During installation of updates, the message <code>files locked</code> appears.	This occurs when: <ul style="list-style-type: none"> • Server and client are running on the same system. • A browser session which uses the Java Plug-in is open. • You have started reinstallation. The reinstallation may abort after displaying the <code>files locked</code> messages for the files <code>jpishare.dll</code> and <code>jpins32.dll</code> . Workaround: Close all browser sessions and any plug-in applets before the installation starts.
CSCin53790	You cannot use the Tab key to select components.	This occurs in some applets running in the plug-in environment. Workaround: If this occurs, use the mouse to navigate among components.
CSCeb60816 (CiscoView)	Printout of chassis view is sometimes grayed out.	This occurs on Windows clients. When you click the Printer icon in the lower right-hand corner of the CiscoView screen to print the chassis view, in some instances, the resulting printout is grayed out. Workaround: None.

Table 5 CiscoWorks Common Services 2.2 SP2: Known Problems on Windows (continued)

Bug ID	Summary	Explanation
CSCin51727	Java Plugin 1.4.1_02 installation on Windows hangs with 100 percent CPU usage if the Netscape 7.x browser is open.	<p>This problem also occurs if Netscape 7.x Quick Launch is running in the system tray.</p> <p>Workaround:</p> <p>Close all running Netscape 7.x instances <i>and</i> Netscape 7x Quick Launch before installing Java Plugin 1.4.1_02.</p> <p>If installation hangs with 100 percent CPU usage and you use Task Manager to kill the process IKernel.exe (Doing this is <i>not</i> recommended), recover and reinstall the Plug-in as follows:</p> <ol style="list-style-type: none"> 1. Access the Windows registry. 2. Backup the registry contents. 3. Delete the key HKEY_LOCAL_MACHINE/Software/JavaSoft (Check the contents for JRE 1.4.1_02 before deleting). 4. Delete the uninstall key that mentions j2re/1.4.1_02 / Java run time (HKEY_LOCAL_MACHINE/Software/Microsoft/Windows/CurrentVersion/Uninstall). 5. Find the uninstall directory (The values in the uninstall Registry keys will say where it is) and delete it. <p>For example: In C:\Program Files\InstallShield Installation Information\{registry id}, check the Setup.ini file content for values like j2re/jre/1.4.1_02 before deleting.</p>

Java Plug-in 1.4.1_02: Known Problems

Table 6 lists problems that affect Java Plug-in 1.4.1_02.

Table 6 Java Plug-in 1.4.1_02: Known Problems

Bug ID	Summary	Explanation
None.	JPI 1.4.1_02 does not coexist with Java Plug-in 1.3.1.	<p>The following problems occur:</p> <ul style="list-style-type: none"> The browser crashes if, in the same browser session, one of the applets uses Java Plug-in 1.4.1_02 and the other tries to use Java Plug-in 1.3.1. The error message <code>Attachment to a running Virtual Machine failed</code> is displayed if you start an applet using Java Plug-in 1.3.1 and then start an applet using Java Plug-in 1.4.1_02. <p>Workaround:</p> <p>Uninstall all previous versions of the Java Plug-in and install only Java Plug-in 1.4.1_02.</p>
None	Uninstalling 1.4.1_02 disables Internet Explorer JVM.	<p>Uninstalling Java Plug-in 1.4.1_02 disables Microsoft VM in Internet Explorer.</p> <p>Workaround:</p> <p>Install Java Plug-in 1.4.1_02 again to re-enable the Microsoft VM.</p>
None	SSL mode requires certificate acceptance.	<p>When you run CiscoWorks server in SSL mode, a Plug-in dialog box appears. This dialog box prompts you to accept or deny a certificate.</p> <p>Accept the certificate to continue working. If you click No in the dialog box, a series of exceptions appears in the Java console.</p> <p>Workaround:</p> <p>Close the browser, start CiscoWorks again, and this time choose to accept the certificate.</p>

Resource Manager Essentials 3.5 Update 1: Known Problems

Table 7 lists problems that affect RME 3.5 Update 1.

Table 7 Resource Manager Essentials 3.5 Update 1: Known Problems

Bug ID	Summary	Explanation
None	On Windows only: RME Reports get minimized when Java Plug-in 1.4.1_02 is in use.	<p>When you try to generate an RME report, the report gets minimized. For example, if you:</p> <ol style="list-style-type: none"> 1. Click on Resource Manager Essentials > Administration > Inventory > Check Device Attributes. 2. Select the devices whose device information you want to view. 3. Click Finish. <p>The Check Device Attributes Report window will be minimized as a taskbar icon.</p> <p>Workaround: Use the browser VM, if your browser has VM.</p>
CSCsa01609	On Windows only: Some buttons are not aligned properly on the Distribution Sequence Window of Software Management.	<p>This problem occurs on Netscape 7.1 when you perform any one of the following tasks using Software Management:</p> <ul style="list-style-type: none"> • Distribute by Devices. • Distribute by Images. • Remote Staging and Distribution. <p>On the software Distribution Sequence window, the buttons Back, Next, Details, and Help are not aligned properly.</p> <p>Workaround: Use either of these browsers:</p> <ul style="list-style-type: none"> • Internet Explorer 6.0 or 6.0 SP1. • Netscape Navigator 4.78 or 4.79.

Table 7 Resource Manager Essentials 3.5 Update 1: Known Problems (continued)

Bug ID	Summary	Explanation
CSCin57076	On Solaris only: Netscape 7.0 does not resize the NetConfig window properly.	<p>This problem occurs when you start NetConfig (Resource Manager Essentials > Configuration Management). A part of the screen is not visible and prevents you from proceeding to the next step in the job creation panes.</p> <p>Workaround:</p> <p>This problem has no consistent workaround. However, you can close NetConfig and then restart NetConfig again.</p>
CSCin49900	On Solaris only: Netscape 7.0 crashes randomly.	<p>This problem occurs when you try to perform a task while another task is still processing. For example, Netscape may crash if you:</p> <ol style="list-style-type: none"> 1. Click on Resource Manager Essentials > Administration > Inventory > Custom Reports. 2. Click Create. 3. Select View by launching the device selector. 4. Select Report Type before the Device Selection screen appears. <p>Workaround:</p> <p>Wait until the previous task is completed.</p>

Campus Manager 3.3 Update 1: Known Problems

Table 8 lists the problems known to affect Campus Manager 3.3 Update 1.

Table 8 *Campus Manager 3.3 Update 1 Known Problems*

Bug ID	Summary	Explanation
CSCin57957	Campus OGSServer fails to start in the LMS or RWAN bundle when Fault History (FH) is installed. (Solaris with Netscape 7.0)	<p>The problem occurs when you install FH on a server that has the LMS or RWAN installed. Campus OGSServer uses xerces.jar located in <i>NMSROOT/MDC/tomcat/lib/apps/</i> directory for document traversal.</p> <p>FH extracts the Sun XML parser jar file onto the <i>NMSROOT/lib/classpath</i> directory. This XML parser does not support document traversal that the Campus OGSServer requires.</p> <p>Workaround:</p> <p>Reorder the classpath of Campus OGSServer as follows:</p> <p>On Solaris:</p> <ol style="list-style-type: none"> 1. Open <i>dmgtd.conf</i> in the edit mode. The file is available at the following location: <i>NMSROOT/objects/dmgt/dmgtd.conf</i>

Table 8 Campus Manager 3.3 Update 1 Known Problems (continued)

Bug ID	Summary	Explanation
		<p>2. Change the launch path of the CMFOGSServer to the following:</p> <pre>CampusOGSServer y CmfdBMonitor,ESS /opt/CSCOpX/bin/ cwjava -cpNMSROOT/MDC/tomcat/webapps/ campus/WEB-INF/classes:NMSROOT/MDC/ tomcat/webapps/campus/WEB-INF/lib/ ctm.jar:NMSROOT/MDC/tomcat/webapps/ campus/WEB-INF/lib/ ogs-server1.0.jar:NMSROOT/MDC/tomcat/ webapps/campus/WEB-INF/lib/ ogs-sharedasa1.0.jar:NMSROOT/MDC/ tomcat/webapps/campus/WEB-INF/lib/ ogs-sqlasa1.0.jar:NMSROOT/MDC/tomcat/ webapps/campus/WEB-INF/lib/ ogs-util1.0.jar:NMSROOT/MDC/tomcat/ webapps/campus/WEB-INF/ lib/ogs-client1.0.jar:NMSROOT/MDC/ tomcat/webapps/campus/WEB-INF/lib/ ogs-cmasa1.0.jar:NMSROOT/MDC/tomcat/ webapps/campus/WEB-INF/ lib/ogs-cmclient1.0.jar:NMSROOT/MDC/ tomcat/lib/apps/xerces.jar:NMSROOT/MDC/tom cat/lib/apps/log4j.jar:NMSROOT/MDC/ tomcat/webapps/campus/WEB-INF/lib/ jconnect5.2.jar:NMSROOT/lib/ classpath:NMSROOT/www/ classpath:NMSROOT/MDC/tomcat/lib/ appscom.cisco.nm.xms.ogs.server.OGSServer</pre> <p>In the above line, the variable, <i>NMSROOT</i> should be replaced with the CiscoWorks installation directory.</p> <p>Restart the daemon manager by typing <code>/etc/init.d/dmgttd stop</code> and <code>/etc/init.d/dmgttd start</code>.</p>

Table 8 Campus Manager 3.3 Update 1 Known Problems (continued)

Bug ID	Summary	Explanation
		<p>On Windows:</p> <ol style="list-style-type: none"> 1. Click Start > Run 2. Enter <code>regedit</code> The registry editor appears. 3. Click Edit > Find 4. Enter keyword <code>CampusOGSServer</code>. This search will yield the key with this name. 5. Right click on value <code>Args</code> and choose <code>Modify</code> 6. Copy the following line: <pre>-DNMSROOT=NMSROOT -cp MDC\tomcat\webapps\campus\WEB-INF\lib\ctm.jar;MDC\tomcat\lib\apps\xerces.jar;MDC\tomcat\webapps\campus\WEB-INF\lib\ogs-server1.0.jar;MDC\tomcat\webapps\campus\WEB-INF\lib\ogs-sharedasa1.0.jar;MDC\tomcat\webapps\campus\WEB-INF\lib\ogs-sqlasa1.0.jar;MDC\tomcat\webapps\campus\WEB-INF\lib\ogs-util1.0.jar;MDC\tomcat\webapps\campus\WEB-INF\lib\ogs-client1.0.jar;MDC\tomcat\webapps\campus\WEB-INF\lib\ogs-cmasa1.0.jar;MDC\tomcat\webapps\campus\WEB-INF\lib\ogs-cmclient1.0.jar;MDC\tomcat\webapps\campus\WEB-INF\lib\jconnect5.2.jar;MDC\tomcat\lib\apps\log4j.jar;MDC\tomcat\webapps\campus\WEB-INF\classes;www\classpath;lib\classpathcom.cisco.nm.xml.ogs.server.OGSServer</pre> <p>In the above line, the variable, <i>NMSROOT</i> should be replaced with the CiscoWorks installation directory.</p> <ol style="list-style-type: none"> 7. Restart the daemon manager by typing <code>net stop crmdmgt</code> and then <code>net start crmdmgt</code>.

Device Fault Manager 1.2: Known Problems

Table 9 lists the problems known to affect Device Fault Manager Update 1.

Table 9 Device Fault Manager 1.2 Known Problems

Bug ID	Summary	Explanation
CSCec31624	DFM update information is not provided in the Selected Component Screen of the LMS 2.2/LMS 1.3 Update 1.	<p>The problem occurs when you do the following:</p> <ol style="list-style-type: none"> 1. Install Common Services 2.2, RME 3.5, CM 3.3, DFM 1.2 Updated for Common Services 2.2 and Fault History 2. Install LMS 2.2/ LMS 1.3 Update 1 <p>In the Summary window, the current settings field does not list DFM as part of the Selected Components although DFM 1.2 Update 1 is installed.</p> <p>Workaround: None.</p>
CSCed48695	LMS 2.2 Update 1: Resizing Monitoring Console does not resize the columns	<p>When LMS 2.2 Update 1 is installed on a DFM server, Solaris clients may experience browser problems when resizing the Monitoring Console. If the Monitoring Console is resized, columns and rows do not adjust to fit the expanded/compressed window. (Scrolling bars may disappear after compressing the window, and when the window is expanded, black patches may appear on the vertical and horizontal sides.) This problem has only been observed on Netscape 7.0 when Java Plugin 1.4.1_02 is installed.</p> <p>Workaround: None. Contact the Technical Assistance Center for the availability of a patch.</p>

Resolved Problems

The following topics describe previously reported problems resolved by installing CiscoWorks LMS 2.2/LMS 1.3 Update 1:

- [CiscoWorks Common Services SP2: Resolved Problems, page 41](#)
- [Device Fault Manager 1.2: Resolved Problems, page 42](#)
- [Real Time Monitor 1.4: Resolved Problems, page 43](#)

CiscoWorks Common Services SP2: Resolved Problems

[Table 10](#) lists reported problems with CiscoWorks Common Services 2.2 which this Update resolves.

Table 10 *CiscoWorks Common Services 2.2 SP2: Resolved Problems*

Bug ID	Summary	Additional Information
CSCin50393	CiscoWorks Common Services 2.2 SSH package should support SSH version 1.99.	CiscoWorks Common Services 2.2 SP2 supports secure shell 1.99.
CSCin44573	Solaris Restore DB after password change failed.	This problem has been resolved.
CSCin43722	SqlcoreDB terminated before dependent daemons shut down.	This problem has been resolved.
CSCeb49238	Increased default tomcat heap size for Solaris.	This problem has been resolved.
CSCeb46559	MICE/CAM to communicate via HTTPS with ACS3.2.	This problem has been resolved.
CSCeb45532	Apache child process crashed and Apache parent process restarted the child process.	This problem has been resolved.
CSCeb44684	Unnecessary jars were set to the CLASSPATH in tomcat.sh.	This problem has been resolved.
CSCeb37909	Temporary directories are not removed after installation.	Remove files with sensitive data, and, possible leftovers from previous installations.
CSCeb15620	PixMC backup failed even after 50 tries.	This problem has been resolved.

Table 10 *CiscoWorks Common Services 2.2 SP2: Resolved Problems (continued)*

Bug ID	Summary	Additional Information
CSCeb08489	Login panel showed the username of the previous user and inherited privileges of this user.	These problems have been resolved.
CSCeb08436	The CiscoWorks ESS process broadcast on UDP port 42350.	This problem has been resolved.
CSCeb06767	Consolidated bug to track a patch for Apache and security fix (consolidates CSCea72180, CSCea91777, CSCeb15839, CSCeb13529).	These problems have been resolved.
CSCea56786	String size change in License.dll corrupted system memory.	This problem has been resolved.
CSCdx74061	Two steps needed to schedule backups and compacts.	This problem has been resolved.

Device Fault Manager 1.2: Resolved Problems

[Table 11](#) lists previously reported DFM problems which this Update resolves.

Table 11 *Device Fault Manager 1.2 Resolved Problems*

Bug ID	Summary	Additional Information
CSCdz09238	Unable to resize the Monitoring Console columns	This problem has been resolved.

Real Time Monitor 1.4: Resolved Problems

[Table 12](#) lists previously reported RTM problems which this Update resolves.

Table 12 *Device Fault Manager 1.2 Resolved Problems*

Bug ID	Summary	Additional Information
CSCea73863	Unable to add Cat4k IOS switch access for port-channel configuration.	This problem has been resolved.
CSCdz90082	SMON Monitor menu is not disabled for NetFlow interface	This problem has been resolved.

