



Release Notes for Device Fault Manager 1.2 Updated for Common Services Version 2.2 on Solaris

Revised: March 15, 2005

These release notes are for use with the Solaris version of CiscoWorks Device Fault Manager 1.2 Updated for Common Services Version 2.2. Supported Solaris platforms are 2.7 and 2.8.

These release notes provide:

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New Features

DFM 1.2 Updated for Common Services Version 2.2 contains all bug fixes and device support provided by the DFM 1.2 Incremental Device Update (IDU) 1.2.3. These include:

- The bug fixes listed in the [“Problems Resolved in DFM 1.2 Updated for Common Services Version 2.2”](#) section on page 15
- Support for the following devices (which were not supported when DFM 1.2 was released):
 - Cisco Interfaces and Modules: IGX-URM-2FE, IGX-URM-2FE-2V Network Modules
 - Cisco Routers:
 - Cisco 1700 Series Access Routers: 1760(V)
 - Cisco 2600 Series: 2610XM, 2610XM-DC, 2610XM-RP5, 2620XM, 2620XM-DC, 2620XM-RP5, 2621XM, 2621XM-DC, 2621XM-RP5, 2650, 2650XM, 2650XM-DC, 2650XM-RP5, 2651, 2651XM, 2651XM-DC, 2651XM-RP5
 - Cisco 3600: 3662Ac, 3662Dc, 3662AcCo, 3662DcCo
 - Cisco 3700: 3745
 - Cisco 10000 Series Internet Router: 10005 ESR, 10008 ESR
 - Cisco 12000 Series (Gigabit Switch Routers): 12404 GSR, 12406 GSR, 12410 GSR, 12416 GSR
 - Cisco Switches:
 - Cisco Catalyst 2950-12, 2950-24, 2950C-24, 2950G-12, 2950G-24, 2950G-48, 2950G-24-DC, 2950T-24 (running IOS)
 - Cisco Catalyst 3548XL (running IOS)
 - Cisco Catalyst 3550-12G, 3550-12T, 3550-24, 3550-24Dc, 3550-24Mmf, 3550-48 (running IOS)

Cisco Catalyst 6009 (running IOS)

Cisco Catalyst 6509, 6513 (running IOS)

Cisco 7600 Series Internet Router 7600 OSR

Cisco CSS 11000 Content Services Switches 11050, 11150, 11503, 11506

- Cisco Wireless LAN devices: Cisco Aironet 1200 Series Access Point AP1200
- Cisco Firewalls: Cisco PIX Firewall Series 501, 506, 506E, 515, 515E, 520, 525
- Cisco IP Telephony Devices: Cisco VG248 FXS Port Voice Gateway

DFM 1.2 Updated for Common Services 2.2 also contains a new license checking feature. This feature is only visible to users who are installing or upgrading DFM using the DFM Maintenance Kit CD for LAN Management Solution 2.2. If you are updating DFM using the Maintenance CD, you will be prompted to validate your DFM image by inserting a DFM 1.2 (or earlier) CD into the CD-ROM drive. This feature is fully documented in the installation guides.

Documentation for DFM 1.2 Updated for Common Services Version 2.2



Note

Although every effort has been made to validate the accuracy of the information in the printed and electronic documentation, you should also review product documentation on Cisco.com for any updates.

The following documents are provided in PDF on your product CD:

- *Installation and Setup Guide for Device Fault Manager on Solaris*
- *Installation and Setup Guide for Device Fault Manager on Windows*
- *User Guide for Device Fault Manager*



Note

Adobe Acrobat Reader 4.0 or later is required.

Use these publications to learn how to install and use DFM 1.2 Updated for Common Services Version 2.2:

- *Installation and Setup Guide for Device Fault Manager on Solaris* (DOC-7814966=)—Provides instructions for installing DFM on a Solaris system, and offers quick-start steps for using DFM. This publication is available on the CD-ROM in PDF format. The filename is `dfm12_solaris_install_and_setup.pdf`.
- *User Guide for Device Fault Manager* (DOC-7814967=)—Describes DFM, provides instructions for configuring, administering, and operating it, and answers DFM frequently asked questions. This publication is available on the CD-ROM in PDF format. The filename is `dfm12_user_guide.pdf`.
- *Status of DFM Device Agent Bugs (DFM 1.x and 2.x)*—Describes the status of DFM bugs that are due to device-specific bugs. This publication, which is updated whenever a patch/IDU is released, is available on Cisco.com at this URL:
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/dfm/dev_sup/index.htm.
- Device Fault Manager online help—Contains all of the information available in *User Guide for Device Fault Manager*. This ensures you have complete information even if you do not have the manual readily available while using DFM 1.2 Updated for Common Services Version 2.2.

Additional Information Online

The following document is also available online:

- DFM Frequently Asked Questions—Answers common questions asked by DFM users, available from Cisco.com at:
http://www.cisco.com/en/US/products/sw/cscowork/ps2421/prod_troubleshooting_guides_list.html

Use these publications to learn how to install and use CiscoWorks Common Services 2.2 (which replaces CD One):

- *Release Notes for CiscoWorks Common Services (Includes CiscoView 5.5) on Solaris* (DOC-7815520=)—Describes CiscoWorks Common Services 2.2 known problems, explains how Common Services handles time zone issues,

and provides sources for additional general information. Available at:
http://www.cisco.com/en/US/products/sw/cscowork/ps3996/prod_release_notes_list.html

- *Installation and Setup Guide for CiscoWorks Common Services 2.2 (Includes CiscoView 5.5) on Solaris* (DOC-7815431=)—Describes installing and preparing to use CiscoWorks Common Services 2.2, and troubleshooting Common Services 2.2 installations. Available at:
http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/2.2/cd_one/installation/solaris/guide/comser22.html
- *User Guide for CiscoWorks Common Services 2.2* (DOC-7815301=)—Provides an overview of the administrative functions provided by the CiscoWorks Common Services server, which is used by DFM and all CiscoWorks applications. Available at:
http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/2.2/cd_one/installation/solaris/guide/comser22.html
- Quick Start guides for the LAN Management Solution—These documents describe the basic requirements and procedures for installing, upgrading, and setting up the LAN Management Solution. This document is available at:
http://www.cisco.com/en/US/products/sw/cscowork/ps2425/products_quick_start_list.html

You can download device packages for new devices from Cisco.com and find information about all supported devices by logging into Cisco.com at:
http://www.cisco.com/en/US/products/sw/cscowork/ps2421/products_device_support_tables_list.html

Device packages are released cumulatively; that is, new device packages contain the contents of any previous packages. To determine which packages are installed on your CiscoWorks Server, select **Server Configuration > About the Server > Applications and Versions**.

You can also obtain any published patches and Incremental Device Updates (IDUs) from the download site:

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

Java Support

CiscoWorks uses two types of Java. Certain applications use the browser's native Java Virtual Machine (JVM), while others use Sun Microsystems's Java Plug-in. In order for CiscoWorks to function correctly, you must be using the correct version of java.

The supported native JVM version on Microsoft Internet Explorer 6.0 is JVM 5.1.3182 or later. As part of the Microsoft settlement agreement with Sun Microsystems, Microsoft will stop include the Microsoft VM in new releases of Windows. Refer to the following URL for more information:

<http://www.microsoft.com/windowsxp/pro/evaluation/news/jre.asp>

This has an impact on CiscoWorks because it requires a Java environment in order to operate. If your Windows clients have not been upgraded, CiscoWorks will continue to work. Windows XP clients with Service Pack 1A or later will not work. However, Windows XP clients with Service Pack 1 are not affected. Cisco is investigating alternate solutions for inclusion in future releases.

For more information on Java support, refer to the *Release Notes for CiscoWorks Common Services (Includes CiscoView 5.5) on Solaris*.

Known Problems

Refer to these sections for information on known and resolved problems in this release:

- [Known Problems in DFM 1.2 Updated for Common Services Version 2.2, page 7](#)
- [Known Problems Inherited from DFM 1.2, page 8](#)
- [Known Problems Under Investigation, page 14](#)

**Note**

To obtain more information about known problems, access the Cisco Software Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. (You will be prompted to log into Cisco.com.)

Known Problems in DFM 1.2 Updated for Common Services Version 2.2

[Table 1](#) lists all problems that are specific to DFM 1.2 Updated for Common Services Version 2.2 (as opposed to being general DFM problems). Note that known bugs from DFM 1.2.1 and DFM 1.2.2 have been “rolled in” to this release.

Table 1 Known Problems in DFM 1.2 Updated for Common Services Version 2.2

Bug ID	Summary	Explanation
CSCea30379 (2)	DFM incorrectly reports CSS 11506 Free Memory	<p>DFM was reporting insufficient memory alarms for the blades of some Content Switches because the cards are internal and have no memory on them.</p> <p>DFM will not report these errors (by unmanaging the cards) if it finds that no memory is configured in the module. This applies to modules 7 and 8 on the CSS-11506 and module 4 on the CSS-11503. This fix is available in the latest DFM 1.2 IDU. To download the IDU log in to Cisco.com and point your browser to: http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm</p>
CSCdy27270 (3)	DFM 1.2.1 shows false PowerSupplyException for Cat 3550	<p>DFM 1.2 with IDU 1.2.1 was displaying a power supply OperationalException for the Catalyst 3550, even though running the “sh env all” command confirms that the power supply does not have any problems. This fix is available in the latest DFM 1.2 IDU. To download the IDU log in to Cisco.com and point your browser to: http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm</p>

Known Problems Inherited from DFM 1.2

Table 2 lists all known problems that are inherited from the DFM 1.2 release.

Table 2 Known Problems Inherited from DFM 1.2

Bug ID	Summary	Explanation
CSCdz20699	Mail notifier should function like trap notifier	<p>The Mail Notifier Adapter should function like the Trap Notifier Adapter. The Trap Notifier Adapter sends one unique trap when an alarm condition occurs, and another unique trap when the alarm condition clears. On the other hand, the Mail Notifier Adapter sends an email when an alarm condition first occurs, continues to send emails at a hard-coded interval, and does not send email when the alarm condition clears.</p> <p>The latest DFM 1.2 IDU provides changes that make the Mail Notifier Adapter function like the Trap Notifier Adapter (that is, sending one e-mail when the alarm condition occurs, and one e-mail when the alarm condition clears). To download the IDU, log in to Cisco.com and point your browser to: http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm</p>
CSCdv89796	Error when executing MailAction (com.smarts.mailexception)	<p>When sending a mail notification using the IIS 4.0 mail server running on a remote Windows machine, users may encounter errors and see this message:</p> <pre>error sending mail:com.smarts.store.SmStoreException</pre> <p>This occurs if the network is using a relay restriction access list and the user is not on the access list.</p> <p>The workaround is to have the administrator remove the access list.</p>
CSCdv50871	Getting duplicate IP address alarm even after the problem is fixed	<p>DFM displays DuplicateIP alarms even after the problem is fixed and the duplicate IP address is no longer in the network.</p> <p>The latest DFM 1.2 IDU fixes this problem. To download the IDU, log in to Cisco.com and point your browser to: http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm</p>

Table 2 Known Problems Inherited from DFM 1.2 (continued)

Bug ID	Summary	Explanation
CSCdv88878	Problem with PPP interface identification in DFM	<p>DFM always classifies the PPP interfaces as Dial-on-Demand and thus generates a maximumUptime event. The latest DFM IDU provides a new GUI feature through which users can disable interface and port analysis, thus suppressing event generation. This new feature is described in the IDU online help and Readme file.</p> <p>To download the IDU, log in to Cisco.com and point your browser to: http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm</p>
CSCdy77106	DFM needs to add support for Layer 3 Cat4006-SUP3 (WS-X4014)	<p>Support for the Supervisor Engine III for the Catalyst 4006 was added in the latest IDU, available from http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm.</p>
CSCdx27739	DFM allows adding same device with two IP addresses	<p>If a device is in the Undiscovered class, it is possible to add the same device to DFM using two different IP addresses. This can occur if SNMP is not running on the device when the device is first added.</p> <p>The latest DFM 1.2 IDU fixes this problem. To download the IDU, log in to Cisco.com and point your browser to: http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm</p>

Table 2 Known Problems Inherited from DFM 1.2 (continued)

Bug ID	Summary	Explanation
CSCdx17574	DFM manages Layer 2 ports on any devices it classifies as routers	<p>On any devices DFM classifies as routers—such as the Catalyst 4224 and Cisco 3700—DFM creates interface objects for all Layer 2 ports on the device. This is because DFM manages all router interfaces by default. (For example, on the Catalyst 4224, DFM creates interface objects for all FXS card ports.) This could create performance problems on enterprise systems.</p> <p>The workaround is to create a special group that does not manage these interfaces:</p> <ol style="list-style-type: none"> 1. From the Polling and Thresholds Console, select the Polling tab. 2. Click on the DFM domain to display the groups. 3. Right-click the Interface group and select New Group. 4. In the column on the right, select the Matching Criteria tab. 5. In the Value column, change Type and Mode to whatever value is appropriate. 6. Click Apply and Reconfigure. 7. From the Administration Console, select Inventory > Save Inventory.
CSCdw19930	DFM reports HSRP implementation as DuplicateIP	<p>HSRP virtual IP addresses are no longer reported as duplicate IP addresses when the latest DFM 1.2 IDU is installed.</p> <p>To download the IDU, log in to Cisco.com and point your browser to: http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm</p>

Table 2 Known Problems Inherited from DFM 1.2 (continued)

Bug ID	Summary	Explanation
CSCdv28234	DFM shows incorrect OperStatus for FXS and FXO interfaces	<p>An SNMP query on the FXS and FXO interfaces verifies that the ifOperStatus is “dormant” (and the ifAdminStatus is “up”), which is expected when a call is not in progress. However, DFM reports the OperStatus as “other,” which is incorrect and does not conform to the Description field definition (“Reflects the current operational status of the interface as reported by the instrumentation”). This problem was observed on DFM 1.1.</p> <p>There is currently no workaround.</p>
CSCdw91367	Monitoring Console reporting wrong event for ISDN status	<p>When an ISDN interface was configured to back up a primary link, the physical interface was up and the two B-channels are down (which is the correct behavior). However, because DFM interpreted ISDN interfaces to be set to BACKUP mode by default, DFM interpreted the physical interface backup as being activated, and the two B-channels (which are DS0) as operationally down (which was not correct).</p> <p>The latest DFM 1.2 IDU provides changes that correct the modeling. The changes are described in the IDU online help and Readme file. To download the IDU, log in to Cisco.com and point your browser to: http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm</p>

Table 2 Known Problems Inherited from DFM 1.2 (continued)

Bug ID	Summary	Explanation
CSCdx56957	Cat IOS devices: interfaces shown in both port and interfaces	<p>After adding a Catalyst device running IOS, Gigabit Ethernet GE1/1 and GE1/2 interfaces are displayed in both the Interface and Port groups.</p> <p>This behavior occurs because when you assign an IP address to a port on a Catalyst switch, and the Catalyst switch is running the IOS operating system, DFM creates an object in both the Port and Interface classes. The object in the Interface class represents a logical entity that DFM uses to maintain connectivity information. You should check the object in the Port class for expected fault and performance information.</p> <p>The latest DFM 1.2 IDU fixes this behavior. If the IDU is installed, when a port has an IP address assigned to it, DFM will only display it in the interface group. It will not be displayed in the ports group. To download the IDU, log in to Cisco.com and point your browser to: http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm</p>
CSCdx54862	Inserting card doesn't clear alarm	<p>After removing a device module from DFM, DFM generates an SNMP trap, but does not clear the alarm when the module is reinserted.</p> <p>DFM does not clear the event because, for some Cisco devices, when the card is reinserted, the device generates a new index. To properly manage and monitor the card with its new index, users must rediscover the device. DFM will continue to generate the alarms until the device is rediscovered.</p> <p>The workaround is to rediscover the device from the Administration Console by selecting the device and right-clicking Rediscover.</p>

Table 2 Known Problems Inherited from DFM 1.2 (continued)

Bug ID	Summary	Explanation
CSCdx30038	Error message does not report when broker passwords don't match	<p>When a remote VHM user attempts to attach to a DFM domain, and the user enters an incorrect username or password, this error message is displayed:</p> <pre>Could not connect with the broker named :172.20.121.31:9002. Is it running ?</pre> <p>This error message should be changed to something more helpful.</p> <p>If you encounter this message, do the following:</p> <ol style="list-style-type: none"> 1. Verify whether the broker is down; if it is, bring it up. 2. Verify whether the username and password are correct, and change them if necessary: <ol style="list-style-type: none"> a. On the DFM server, display the username and password: <pre>DFMConnect.pl -s -show</pre> b. On the remote VHM machine, display the current username and password: <pre>DFMConnect.pl -c -show</pre> c. On the remote VHM machine, change the username and password to match those of the DFM server: <pre>DFMConnect.pl -c -r username password</pre> d. On the remote VHM machine, restart the CiscoWorks Server: <pre>net stop crmdmgt net start crmdmgt</pre>

Table 2 *Known Problems Inherited from DFM 1.2 (continued)*

Bug ID	Summary	Explanation
CSCdw23386	BRI if/subif Mode change made in Admin Console does not persist	<p>Changes made to interface modeling would not persist after the DFM inventory was rediscovered. This has been fixed in the latest DFM 1.2 IDU by improving the interface modeling for IDSN interfaces. The new modeling is explained in the IDU online help and Readme file.</p> <p>To download the IDU, log in to Cisco.com and point your browser to: http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm</p>

Known Problems Under Investigation

This section previously contained a table of DFM bugs that were due to device-specific problems. This table has been moved to a Cisco.co document called *Status of DFM Device Agent Bugs (DFM 1.x and 2.x)*. That publication, which is updated whenever a patch/IDU is released, is available at this URL: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/dfm/dev_sup/index.htm.

Resolved Problems

These sections contain tables that list the problems resolved in this release:

- [Problems Resolved in DFM 1.2 Updated for Common Services Version 2.2, page 15](#)
- [Resolved Problems Inherited from DFM 1.2, page 18](#)

Problems Resolved in DFM 1.2 Updated for Common Services Version 2.2

Table 3 lists all problems that are resolved in DFM 1.2 Updated for Common Services Version 2.2 (as opposed to being resolved in the DFM 1.2 release).

Table 3 Resolved Problems in DFM 1.2 Updated for Common Services Version 2.2

Bug ID	Summary	Additional Information
CSCdy10948	DFM 1.2 upgrade takes several hours if CiscoWorks installed in nondefault directory	If CiscoWorks was installed in a nondefault directory on Solaris (such as /u01/apps/CSCOpX), an upgrade from DFM 1.1 to DFM 1.2 could take several hours. This problem no longer occurs.
CSCdt76949	DFM occasionally reported erroneous HighUtilization events on interfaces	When using DFM to view details of a HighUtilization event, the utilization shown was sometimes abnormally high (sometimes much higher than 100%). Additional support for determining utilization has been added. If problems are still encountered, it is likely due to the reasons documented in CSCdx18579.
CSCdx81905	The SNMP Trap Notifier MIB should include the IP address of device	The agentIpAddress in the DFM SNMP Trap Notifier MIB contained the IP address of DFM, not the IP address of the device. The device name of the impacted device is now available from the Description field of the varbind.
CSCdx55823	DFM domain went down when restarted after January 2004	If the date on the DFM server machine was changed to the year 2004 and the machine was restarted, the DFM domain manager would go down. This problem no longer occurs.
CSCdw43543	Card description should show module type and module number	In DFM, the card description field was empty. (Voice Health Monitor requires the card module type and module number so it can display these values in the Real-Time Dashboard.) This problem no longer occurs (unless the device does not support the CISCO-STACK-MIB).

Table 3 *Resolved Problems in DFM 1.2 Updated for Common Services Version 2.2 (continued)*

Bug ID	Summary	Additional Information
CSCdw64867	DFM periodically stops forwarding traps to HPOV/NNM after a few days	DFM no longer stops forwarding traps to HP OpenView or NetView after a few days of normal operation. This happened when subscription profile information was lost due to a lag between when the Trap Notifier Adapter process started, and when the adapter actually connected to the server. This lag occurred when: <ul style="list-style-type: none"> • The Trap Notifier Adapter was configured to start upon system reboot. • The Trap Notifier Adapter was configured to start upon system reboot AND the DFM server had a large repository to restore.
CSCdw78953	DfmFileNotifier periodically stops writing log file	The DFM File Notifier Adapter no longer stops writing to the alarm log file. This happened when subscription profile information was lost due to a lag between when the File Notifier Adapter process started, and when the adapter actually connected to the server. This lag occurred when: <ul style="list-style-type: none"> • The File Notifier Adapter was configured to start upon system reboot. • The File Notifier Adapter was configured to start upon system reboot AND the DFM server had a large repository to restore.
CSCdx51688	CurrentUtilization attributes are not displayed	DFM no longer fails to display CurrentUtilization for many serial interfaces, even though the interfaces were managed and operational.
CSCdx57088	Rediscovery on unresponsive Media Gateway Host deletes SNMPAgent	After rediscovery of an unresponsive Host device, DFM no longer deletes the SNMP Agent object. If deleted, it caused applications that depend on DFM (such as Voice Health Monitor) to fail because DFM no longer provided the agent address and community string.

Table 3 *Resolved Problems in DFM 1.2 Updated for Common Services Version 2.2 (continued)*

Bug ID	Summary	Additional Information
CSCdv56654	DFM 1.0/1.1 does not support Cat6000 running native IOS	Support is now provided for these Catalyst 6000 switches running IOS: <ul style="list-style-type: none"> • Cisco Catalyst 6009 • Cisco Catalyst 6509 • Cisco Catalyst 6513
CSCdt57822	Cat3548XL Memory/Processor support?	Full IOS support is now provided for the Catalyst 3548XL.
CSCdx11891	DFM 1.1 with IDS 1.1.2 does not support Cat2950 switches	Full IOS support is now provided for these Catalyst 2950 switches: <ul style="list-style-type: none"> • Cisco Catalyst 2950-12, 2950-24 • Cisco Catalyst 2950C-24 • Cisco Catalyst 2950G-12, 2950G-24, 2950G-48, 2950G-24-DC • Cisco Catalyst 2950T-24
CSCdx48442	Component that is pulled out is not deleted from DFM when rediscovered	DFM no longer fails to delete the module object when a module (such as a power supply) was removed from a Catalyst 6000 switch, and the device was rediscovered.

Resolved Problems Inherited from DFM 1.2

Table 4 lists all problems that were resolved in the DFM 1.2 release.

Table 4 *Resolved Problems Inherited from DFM 1.2*

Bug ID	Summary	Additional Information
CSCdv53955	DFM shows InsufficientFreeMemory for not having enough free flash space	DFM no longer shows InsufficientFreeMemory for Catalyst switches (running CatOS) when switches have minimal flash space left.
CSCdv25412	RSM interfaces generate erroneous collision information	DFM no longer generates erroneous collision information for RSM interfaces (DFM no longer classifies them incorrectly as “ETHERNETCSMACD”).
CSCdu56631	DFM shows bogus memory ExcessiveFragmentation faults for Catalyst switches	DFM no longer shows bogus memory ExcessiveFragmentation faults on Catalyst switches.
CSCdt95564	DNS name not displayed for Media Servers in the Inventory tree	DNS name is now displayed when Media Server is added to DFM (using Add Agent) and the user supplies the device's DNS name.
CSCdv56968	Fast memory is not a problem and should not be reported	DFM no longer reports a problem when an RSM running 11.2(15)P code is low in Fast memory. Fast refers to the 128 KB SRAM portion of MEMD for faster access, where MEMD is a two-port shared memory that stores the packet data and data structures used to control interface processors and packet buffers. Users have no control over the use of Fast and need not concern themselves with these numbers—a low number indicates an effective use of SRAM by the system.
CSCdu61181	Devices aren't imported to DFM using domain name	When Resource Manager Essentials devices are added to DFM, all devices are now reported with their Fully Qualified Domain Name (FQDN).

Table 4 *Resolved Problems Inherited from DFM 1.2 (continued)*

Bug ID	Summary	Additional Information
CSCdv06863	DFM 1.1 install fails to find HPOV NNM6.2 with space in directory	When installing DFM 1.1 and HPOV NNM6.2 on the same machine, the installation would display an error if the HP OpenView NNM6.2 installation directory name contained a space (for example, "F:\HP Openview"). This error is no longer displayed.
CSCdw57971	DFM Trap Forwarding GUI settings don't take effect	Changes to the SNMP Trap Adapter for trap forwarding were not taking effect if the user did not restart the DfmServer process. The GUI has been enhanced with a "Restart DFM Server" checkbox so this step is not overlooked.
CSCdw57968	Trap receiving settings don't work in the DFM GUI	If trap receiving settings were changed in a DFM 1.1 system also using HP OpenView and/or NetView, changes to trap receiving would not automatically take effect because the appropriate HP OpenView and NetView processes were not restarted. Now, when the user activates the "Restart DFM Server" checkbox (from the DFM Trap Receiving window), the appropriate HP OpenView and/or NetView processes are restarted, and the changes take effect.
CSCdw25330	AS5300 shows as Certified	The AS5350 and AS5400 devices were being displayed with a "Certified" device level, rather than a "Validated" level. These devices now show as "Validated."
CSCdx06128	Stopping/starting the NMS Adapter through Trap Receiving UI not working	Users could not use the DFM GUI to start and stop HP OpenView and/or NetView trap receiving due to file permission problems. This problem has been fixed.

Table 4 *Resolved Problems Inherited from DFM 1.2 (continued)*

Bug ID	Summary	Additional Information
CSCdt76654	Cannot add a job after removing it	For DFM 1.1 running with VHM 1.0, when a VHM job was removed, subsequent VHM jobs, such as inventory collection and device rediscovery, could not be added. This problem no longer occurs.
CSCdt76715	Multiple instances of job are created	For DFM 1.1 running with VHM 1.0, when a user would schedule VHM inventory collection and subsequently reschedule the collection, DFM created multiple jobs instead of modifying the schedule of the original job. This problem no longer occurs.

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco web sites can be accessed from this URL:

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

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Registered Cisco.com users can order the Documentation CD-ROM (product number DOC-CONDOCCD=) through the online Subscription Store:

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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Registered Cisco.com users can order the Documentation CD-ROM (Customer Order Number DOC-CONDOCCD=) through the online Subscription Store:

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

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can email your comments to bug-doc@cisco.com.

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) Website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The avenue of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Cisco TAC Website

You can use the Cisco TAC website to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC website, go to this URL:

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

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

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

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

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

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website so that you can describe the situation in your own words and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

Obtaining Additional Publications and Information

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

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

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

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco monthly periodical that provides industry professionals with the latest information about the field of networking. You can access *Packet* magazine at this URL:
http://www.cisco.com/en/US/about/ac123/ac114/about_cisco_packet_magazine.html
- *iQ Magazine* is the Cisco monthly periodical that provides business leaders and decision makers with the latest information about the networking industry. You can access *iQ Magazine* at this URL:
http://business.cisco.com/prod/tree.taf%3fasset_id=44699&public_view=true&kbns=1.html
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in the design, development, and operation of public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:
http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html
- Training—Cisco offers world-class networking training, with current offerings in network training listed at this URL:
http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html

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