



Readme for CiscoWorks Device Fault Manager 2.0.10 on Windows

This Readme is for CiscoWorks Device Fault Manager (DFM) 2.0.10 on Windows. It contains the following sections:

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Description

DFM 2.0.10 is a collection of updated files necessary to provide support for the devices listed in [New Device Support, page 2](#).



Caution

You cannot remove DFM 2.0.10 after installing it; to return to your original configuration, you will have to uninstall and reinstall DFM. Therefore, you should save your configuration before installing DFM 2.0.10 as described in [Installing DFM 2.0.10, page 4](#).



Note

DFM 2.0.10 contains only the updated files, not a complete DFM image.

CS 3.0.6 is a pre requisite to install DFM 2.0.10.



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Related Documentation

Information about DFM is available from Cisco.com. Go to http://www.cisco.com/en/US/products/sw/cscowork/ps2421/tsd_products_support_series_home.html.



Note

For the status of DFM bugs that are due to device-specific problems, refer to *Status of DFM Device Agent Bugs (DFM 1.x and 2.x)* on Cisco.com at this URL: http://www.cisco.com/en/US/products/sw/cscowork/ps2421/prod_release_notes_list.html.



Note

You should print out and read this document before installing DFM 2.0.10.

New Device Support

Table 1 lists the devices supported in Device Fault Manager 2.0.10.

For a list of all devices supported in Device Fault Manager 2.0.6, see the *Supported Devices Table for Device Fault Manager 2.0.6* on Cisco.com. To access this, go to:

http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_device_fault_manager/2.0_IDU_2.0.6/device_support/table/dfm2_0_6.html

Table 1 Device Support Provided in DFM 2.0.10

Device Type	Devices/ Modules Supported	sysObjectID	Class
Cisco Catalyst 2960 Series Switches	Cisco Catalyst 2960-24-S Switch	1.3.6.1.4.1.9.1.929	Switch
	Cisco Catalyst 2960-24TC-S Switch	1.3.6.1.4.1.9.1.928	Switch
	Cisco Catalyst 2960-48TC-S Switch	1.3.6.1.4.1.9.1.927	Switch
Cisco MDS 9000 Series Multilayer Fabric Switches	Cisco MDS 9513 Multilayer Director Switch	1.3.6.1.4.1.9.12.3.1.3.377	Switch
	Cisco MDS 9216i Multilayer Fabric Switch	1.3.6.1.4.1.9.12.3.1.3.472	Switch
Cisco Server Fabric Switches	Cisco SFS 3504 Multifabric Server Switch	1.3.6.1.4.1.6203.16	Switch
Cisco Catalyst 6500 Series Switches	Cisco Catalyst 6509 Switch (6582-2PA & WiSM - Card Support)	1.3.6.1.4.1.9.1.283	Switch
	Cisco Virtual Switching System (WS-C6513)	1.3.6.1.4.1.9.1.896	Switch
IBM BladeCenter InfiniBand Switch	Cisco BladeCenterH (BCH)	1.3.6.1.4.1.6203.15	Switch

Table 1 Device Support Provided in DFM 2.0.10

Device Type	Devices/ Modules Supported	sysObjectID	Class
Cisco ME 3400 Series Ethernet Access Switches	Cisco ME 3400G-2CS-A Switch	1.3.6.1.4.1.9.1.825	Switch
Cisco Catalyst 3560-E Series Switches	Cisco Catalyst 3560E-12D-S Switch	1.3.6.1.4.1.9.1.930	Switch
Cisco 7600 Series Routers	Cisco 7603-S Router	1.3.6.1.4.1.9.1.862	Router
	Cisco 7609-S Router	1.3.6.1.4.1.9.1.835	Router
Cisco Services Modules	Cisco ACE Application Control Engine Module (ACE10-6500-K9)	1.3.6.1.4.1.9.1.730	Router
Cisco 2800 Series Integrated Services Routers	Cisco 2821 Integrated Services Router (CUE5.0 - Card Support)	1.3.6.1.4.1.9.1.577	Router
Cisco Wide Area Application Engine (WAE) Appliances	Cisco WAE-612 Wide Area Application Engine	1.3.6.1.4.1.9.1.761	Host

Hardware and Software Requirements

DFM 2.0.10 can be installed on DFM 2.0.6, 2.0.7, 2.0.8, or 2.0.9. [Installing DFM 2.0.10, page 4](#), provides instructions on how to verify the DFM version that is on your system.

For information on installing DFM 2.0.6, refer to *Installing and Setting Up Device Fault Manager 2.0.6 on Windows*. You can view this document on Cisco.com by going to:

http://www.cisco.com/en/US/docs/net_mgmt/ciscoverks_device_fault_manager/2.0_IDU_2.0.6/installation_windows/guide/windows.html



Note

CS 3.0.6 is a pre requisite to install DFM 2.0.10.

Downloading DFM 2.0.10

DFM 2.0.10 files are downloaded in a compressed form. To prevent overwriting of files in existing directories as well as ensure that adequate disk space is available, you should download the files to a temporary working area of your server, and then uncompress the files.



Note

You can also use the Common Services Device Update function to download DFM 2.0.10. For more information, from the Common Services home page, select **Software Center > Software Update** and click **Help**.

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- Step 1** Make sure you have adequate free space, then, from the DFM download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm>, click the link to `cwdfm2_0_10_win.zip`, and follow the instructions to download the zip file to a temporary working area of your server.
- Step 2** Unzip all files into the temporary working area.
-

Installing DFM 2.0.10



Caution

You cannot remove DFM 2.0.10 after installing it; to return to your original configuration, you will have to uninstall and reinstall DFM. Therefore, you should save your configuration before installing DFM 2.0.10 as described in [Step 1](#).

- Step 1** Make sure that you have a backup of your configuration, in case you need to revert back to it. (DFM 2.0.10 cannot be uninstalled.)
- Step 2** Verify that DFM 2.0.6, 2.0.7, 2.0.8, or 2.0.9 is installed:
- From the Common Services home page, select **Software Center > Software Update**.
 - In the Products Installed table, verify that the Device Fault Manager row lists Version 2.0.6, 2.0.7, 2.0.8, or 2.0.9.
- Step 3** Move to the directory in which the unzipped DFM files reside, and run the installation script by double-clicking `cwdfm2_0_10_win.exe`.
- Step 4** Follow the prompts in the installation script. The options displayed by the installation script depend on your configuration.
- Step 5** When the installation is finished, click **Finish** to exit the installer.
- Step 6** Verify the installation:
- From the Common Services home page, select **Software Center > Software Update**.
 - In the Products Installed table, click Device Fault Manager.
 - In the Patches Installed table, verify that the version corresponding to Device Fault Manager is 2.0.10.

You may have to stop and restart the CiscoWorks daemon manager. This is required if you applied DFM 2.0.10 to the following scenario:

- You were running DFM 2.0.5 with the October 2006, January 2007, or June 2007 Device Support Patch, and then
- You upgraded to DFM 2.0.6.

If either of these scenarios apply to you, stop and restart the CiscoWorks daemon manager:

```
# /etc/init.d/dmgttd stop
# /etc/init.d/dmgttd start
```



Note

You must run these commands if these scenarios apply to you. Otherwise, some previously-supported devices may not be managed.

- Step 7** Rediscover any devices that are in the Unsupported state using **Device Management > Rediscover/Delete** from the DFM home page.
- Step 8** Remove the distribution files from the temporary working area on your server.

Known DFM 2.0.10 Problems

The following tables describe the known problems in DFM 2.0.10. Unless otherwise specified, there is no workaround for these problems.



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.)

For a list of known problems in Device Fault Manager 2.0.6, go to http://www.cisco.com/en/US/products/sw/cscowork/ps2421/prod_release_notes_list.html.



Note

For the status of other DFM bugs that are due to device-specific problems, refer to *Status of DFM Device Agent Bugs (DFM 1.x and 2.x)* on Cisco.com at this URL: http://www.cisco.com/en/US/products/sw/cscowork/ps2421/prod_release_notes_list.html.

Table 2 Known Problems in DFM 2.0.10

Bug ID	Summary	Explanation
CSCsk48219	Agent Unresponsive alarm not generated.	In DFM2.0.10, Agent Unresponsive alarm is not generated for the devices. When the community in the device with which the device is added is changed, in the next polling, Agent Unresponsive event should be generated. But it is taking a longer time to generate in some devices and in others, it is not generated at all.
CSCsk48224	2960-48TC-S:Device Unresponsive alarm not generated.	In DFM2.0.10, for the device 2960-48TC-S, Device Unresponsive Event is not generated. Restart the device using the reload command, after the connection to the host is lost, the Device Unresponsive event should be generated.
CSCsk48242	Repeated Restart alarm is not generated for the devices.	The devices are not generating repeated restart alarm when the device is reloaded once and the restart trap threshold is set to 1. Set the restart trap threshold to 1. Configure the device to send coldstart trap to the server and reload it once. Repeated Restart alarm should be generated.
CSCsk75935	Contained devices of MSFC is not shown in DCR & DFM after edit default value.	Contained devices of the MSFC is not shown in the DCR and DFM after changing the EnableContainedDevDisc as "True" in the InventoryConfig file. But the incharge is able to discover the contained devices and they can be seen in the incharge inventory level. But it is not reflecting in the DFM and DCR.
CSCsk82098	Managing status of memory and processor of device is not reflecting in DDV.	Using DDV or using the scripts in the NMSROOT/objects/smarts/utills change the managing state of memory and processor of the device and submit the changes and launch the DDV of that device. But the changes are not reflecting.

Table 2 *Known Problems in DFM 2.0.10 (continued)*

Bug ID	Summary	Explanation
CSCsI03848	High ErrorRate event is not generated for most of the devices.	Set appropriate values for ifInDiscards and ifInErrors and increment it by the same for every 30 seconds. High Error Rate alarm should be generated. It is not generated.
CSCsI03850	CISCO7603-S - Interface related alarms are not generated.	Set appropriate values for the mib variables and increment it by the same for every 30 seconds. CISCO7603-S - Interface related alarms like HighQueueDropRate, High DiscardRate, HighErrorRate, and HighCollisionRate should be generated. But the alarms are not generated.
CSCsI05635	DFM takes a longer time to discover WS-C6513 switch.	DFM takes a longer time (approximately 20 minutes) for a fresh discovery and a rediscovery of WS-C6513 - VSS Switch. Other devices like Cat6503 is dicovered in 2 minutes.

Resolved DFM Problems

The following tables describe DFM problems that are resolved in DFM 2.0.10.

Table 3 *Problems Resolved in DFM 2.0.10*

Bug ID	Summary	Explanation
CSCse68226	Buttons issues are not fixed in some screens.	Buttons are displayed as Links and not as UII buttons. This was observed on the following buttons: Annotate, Acknowledge, Refresh, Notify, Suspend, Resume, Close, Edit, Add, and Remove. All the pop up buttons in DFM now function as buttons and not as links.
CSCsb83127	Cannot edit customizable group by ifType.	Attempts to create custom group and filter interfaces based on ifType does not work. Introduced two attributes to enable a user to create customizable groups based on these two additional attributes.
CSCsg49773	Progress update for backup/backupRestore.	While running the perl utilities like backpRestore, the progress of operation was not shown to the user and it made him think that it is hanging. Now in DFM, when the restorebackup perl script is executed, the status of the execution and the percentage restored are shown during execution.
CSCsg94772	Email's Subject should include the default event name.	The requirement was to receive short emails, that contain specific information indicating the fault condition. The "Subject Only" email showed the following: "00000ZH ; nms-7606-a.rtp.cisco.com ; Fri 01-Dec-2006 06:46:22 EST ; Critical ; Active" Now the event's default name is appended to the "Subject" of the emails that are sent out by DFM and enable "Subject Only" option in email notification. An Email's subject line for an event now look like: Subject: 00003FO; 12.9.150.18; Tue 12-Dec-2006 16:56:24 PST; Informational; OperationallyDown; Cleared

Table 3 **Problems Resolved in DFM 2.0.10**

Bug ID	Summary	Explanation
CSCsb48643	Cannot disable ICMP polling in DFM 2.x.	In DFM 1.2 it was possible to disable ICMP polling which enabled the software to function across a firewall. That functionality has been lost in DFM 2.0. So user cannot disable polling for selected IP addresses. A perl script has been created in DFM to enable the user to selectively unmanage IP addresses.
CSCsi01030	Not possible to Disable All Threshold Settings for Interface group.	If in the Interface Group checkbox "Disable All Threshold Settings for this Group" is checked, Buttons like Save, OK, and Customize Settings are disabled and turned grey. So it is not possible to disable all threshold settings for the selected interface group. Now user can edit any customizable access or interface groups and disable the polling. Buttons are not disabled.
CSCsh62687	cenAlarmDescription contains Error in getting alert description.	DFM Notification service pupulating cenAlarmDescription varbind with "Error in getting event description" For example: cenAlarmDescription=HighUtilization::Error in getting event description Now, in the Notifications received there are no errors and the said error messages in nos.log are not found.
CSCsi09073	Interface ipAddress, adminstatus & operstatus shown as N/A.	Interfce IPAddress, AdminStatus & Operstatus are shown as N/A. The Status for all the cards now is shown in DDV window.
CSCsi34320	Auto discovery of contained devices should be switched off by default.	Customer do not want to automatically discover contained devices like MSFC. The default value of auto discovery flag is now changed to false for contained devices and in the Notifications received there are no errors.
CSCsh87069	DFM Data Purge fails by FHPurgeTask failure.	The scheduled DFM Data Purge failed and there were several errors in DSP.log regarding FHPurgeTask. Java exec call to start Fault History Purge Task was failing on Japanese Windows OS. Because pdexec.cmd called from exec function was not getting interpreted correctly on Japanese Windows OS. After replacing pdexec.cmd by binary call to exe, the issue is now resolved.
CSCsc87737	DFM-FH Unable to launch Event Window from the Alert Window.	During an alert ID search, using Alert Filtering option, throws a warning message "No results found" when events are existing and active. When the Alerts are searched now based on the Device type groups, Devices and by giving the Alert Ids, the Alerts are displayed properly. And when the Alert ID link is selected, the events corresponding to those alerts are also displayed.
CSCsg74857	Notification Services skip sending some events.	NOS debug log reveals that event 00007M3 is being processed later than 00007M2, 00007M4 and 00007M5. Notifications were sent for 00007M2, 00007M4 and 00007M5, but not for 00007M3 even though Event Set includes all events and all severities. Problem happens randomly but is persistent. It was a baseline DFM2.0 issue and has been resolved.

Table 3 *Problems Resolved in DFM 2.0.10*

Bug ID	Summary	Explanation
CSCsh74986	Notification device selector may be empty.	<p>The NOS device selector may appear empty when trying to create a notification subscription. This is typically caused by wireless devices such as WLSEs in the LMS inventory.</p> <p>This was fixed in Common Services code and now the subscription can be successfully created.</p>
CSCsh92799	Incharge not discovering NAM/MSFC's properly.	<p>It leads to a situation wherein MSFC could not be managed as a device.</p> <p>The mentioned devices are discovered properly.</p>
CSCsg61854	cwjava hogs CPU on Windows.	<p>cwjava hogs the CPU on a windows machine. It was consistently consuming more than 90% of CPU. This was observed for more than 12 hours upon which the machine was handed over to development team for analysis. The process id for cwjava is 9512 which is the same as that of process with name "1001" in pdshow.</p> <p>Now cwjava is not hogging the cpu.</p>
CSCsi10953	DFM need to show Insufficient Memory correctly for Modular IOS Switch.	<p>An ION switch is an IOS running on a new type of processor. The memory allocation is different. The "show memory" on an ION switch does not show the real memory usage. However, DFM is using the MIB to poll the exact info of "show memory" and report with the "Insufficient Memory" event.</p> <p>When the available memory space went below the threshold level, now the "InsufficientFreeMemory" alert is seen in AAD.</p>
CSCsh82299	DFM Collision Event can not be triggered.	<p>Set the Collision Threshold to 2% on Access Port in DFM and make sure that the 100M Fast Ethernet port on 2950SX-24 is in the Access Port group. Generate collision and sniffer capture showed the SNMP OIDs are being polled. Follow the calculation to make sure that the Collision has passed the threshold. DFM 2.0.7 does not generate the event.</p> <p>The DFM User Guide and Online Help have been updated.</p>
CSCsg85438	DFM 2.0.7 - No Sup SwitchOver event for Cat4k Sup5 10GE failover.	<p>When a supervisor failover occurs on Cat4500 platforms, a trap is sent to DFM by the standby supervisor when it becomes active. DFM should respond to this by creating a Supervisor SwitchOver event, but it does not. The failover is not reported and the end user is never aware that it occurred.</p> <p>It has been fixed to get a switch over trap on the cat 4k device.</p>
CSCsi22184	DFM reports wrong Speed and Duplex for CCM nodes.	<p>DFM reports wrong speed and duplex for CCM nic settings.</p> <p>This has been fixed in both idu dfm2.0.10 and dfm 3.0.2 releases.</p>
CSCsi56408	Stopping and starting the daemons sending email notification for all alerts.	<p>While starting and stopping daemons DFM is sending email notification for all alerts.</p> <p>It has been fixed and DFM no longer sends email notification while starting and stopping daemons.</p>

Table 3 **Problems Resolved in DFM 2.0.10**

Bug ID	Summary	Explanation
CSCsk79955	Need Online help for usage ofscripts in NMSROOT/objects/smart/utills.	The bug CSCsb48643 is fixed in the LMS 3.0 and has been merged with the DFM 2.0.10. Hence we need the online help document how to use these scripts in the location NMSROOT/objects/smart/utills for bulk manage and unmanage the interface, port, IP, memory and processor. The User Guide and Online Help are updated.
CSCsd67837	AAD Views alignment breaks after few views in AAD Page	AAD Views (cell/field) alignment breaks after few views in AAD Page. It has been resolved in DFM 2.0.10. The views are now properly displayed.

