



Release Notes for Device Fault Manager 3.0 on Windows

Revised: 12 June 2007

These release notes are for use with Device Fault Manager (DFM) 3.0 running on a Windows platform. Supported Windows versions are Windows Server 2003 Standard and Enterprise Editions, and Windows Server 2003 Standard and Enterprise R2 Editions, with SP2.

New features in DFM 3.0 are described in the *User Guide for Device Fault Manager* (see [Product Documentation, page 1](#)). DFM 3.0 contains the device support provided by DFM 2.0.8/IDU 17. DFM 3.0 Incremental Device Updates (IDUs) and service packs can be downloaded from Cisco.com as they become available (refer to [Additional Information Online, page 4](#)).

These release notes provide:

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Product Documentation



Note

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

[Table 1](#) describes the product documentation that is available.



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Table 1 **Product Documentation**

Document Title	Available Formats
<i>User Guide for Device Fault Manager 3.0</i>	<ul style="list-style-type: none"> PDF on the product CD-ROM On Cisco.com at http://www.cisco.com/en/US/products/sw/cscowork/ps2421/products_user_guide_list.html In context-sensitive online help
<i>Release Notes for Device Fault Manager 3.0 on Windows</i>	<ul style="list-style-type: none"> PDF on the product CD-ROM On Cisco.com at http://www.cisco.com/en/US/products/sw/cscowork/ps2421/prod_release_notes_list.html
<i>Release Notes for Device Fault Manager 3.0 on Solaris</i>	<ul style="list-style-type: none"> PDF on the product CD-ROM On Cisco.com at http://www.cisco.com/en/US/products/sw/cscowork/ps2421/prod_release_notes_list.html
<i>Supported Devices for Device Fault Manager 3.0</i>	On Cisco.com at http://www.cisco.com/en/US/products/sw/cscowork/ps2421/products_device_support_tables_list.html
Status of DFM Device Agent Bugs (DFM 1.x, 2.x, and 3.x)	On Cisco.com at http://www.cisco.com/en/US/products/sw/cscowork/ps2421/prod_release_notes_list.html
Context-sensitive online help	<ul style="list-style-type: none"> Select an option from the navigation tree, then click Help Click the Help button in the dialog box <p>Note Most DFM dialog boxes do not include a Help button.</p>

Related Documentation



Note

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

[Table 2](#) describes the additional documentation that is available.

Table 2 **Related Documentation**

Document Title	Description and Available Formats
<i>Installation and Getting Started Guide for LAN Management Solution 3.0 on Windows</i>	<ul style="list-style-type: none"> • Hardcopy in product kit • PDF on the product CD-ROM • On Cisco.com at http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html
<i>Installation and Getting Started Guide for LAN Management Solution 3.0 on Solaris</i>	<ul style="list-style-type: none"> • Hardcopy in product kit • PDF on the product CD-ROM • On Cisco.com at http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html
<i>Data Migration Guide for LAN Management Solution 3.0</i>	<ul style="list-style-type: none"> • PDF on the product CD-ROM • On Cisco.com at http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html
<i>User Guide for LMS Portal 1.0</i>	<ul style="list-style-type: none"> • PDF on the product CD-ROM • On Cisco.com at http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lms_portal/1.0/user/guide/CiscoWorksLMSPortal.html • In context-sensitive online help.
<i>Release Notes for LMS Portal 1.0</i>	<ul style="list-style-type: none"> • PDF on the product CD-ROM • On Cisco.com at http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lms_portal/1.0/release_solaris/notes/portalsrs.html
<i>User Guide for CiscoWorks Assistant 1.0</i>	<ul style="list-style-type: none"> • PDF on the product CD-ROM • On Cisco.com at http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_assistant/1.2/user/guide/cwa12.html • In context-sensitive online help.
<i>Release Notes for CiscoWorks Assistant 1.0</i>	<ul style="list-style-type: none"> • PDF on the product CD-ROM • On Cisco.com at http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_assistant/1.0/release/notes/cst_rel.html
<i>User Guide for CiscoWorks Common Services 3.1</i>	<ul style="list-style-type: none"> • PDF on the product CD-ROM • On Cisco.com at http://www.cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html • In context-sensitive online help

Table 2 **Related Documentation (Continued)**

Document Title	Description and Available Formats
<i>Release Notes for CiscoWorks Common Services 3.1 on Windows</i>	<ul style="list-style-type: none"> • PDF on the product CD-ROM • On Cisco.com at http://www.cisco.com/en/US/products/sw/cscowork/ps3996/prod_release_notes_list.html
<i>Release Notes for CiscoWorks Common Services 3.1 on Solaris</i>	<ul style="list-style-type: none"> • PDF on the product CD-ROM • On Cisco.com at http://www.cisco.com/en/US/products/sw/cscowork/ps3996/prod_release_notes_list.html
<i>User Guide for CiscoSecure Access Control Server</i>	<ul style="list-style-type: none"> • On Cisco.com at http://www.cisco.com/en/US/products/sw/secursw/ps2086/products_user_guide_list.html

Additional Information Online



Note

We have adopted a new system for naming and numbering our patch/IDUs. For all releases after DFM 2.0 Patch/IDU 2.0.1, we will use the following conventions: *Patch/IDUs* will be called *Service Packs*, and instead of version *x.y.z*, it will be called version *z*. For example, instead of DFM 2.0 Patch/IDU 2.0.2, a release would be called DFM 2.0 Service Pack 2.

Incremental Device Updates (IDUs) or service packs contain updated files necessary for the latest device support and fixes to known problems that are not available in DFM 3.0. If you are a registered user, you can download IDUs/service packs for DFM from:

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

To determine which packages are installed on your CiscoWorks Server, from the Common Services home page, select **Software Center > Software Updates**.

You can also obtain any published patches from the download site.

Upgrading DFM 3.0

An LMS 3.0 Installation/Upgrade Kit is available on the LMS 3.0 product DVD. The Upgrade Kit contains everything needed to upgrade DFM 3.0. Refer to *Installing and Getting Started with CiscoWorks LAN Management Solution 3.0* for more information.

Known and Resolved Problems

Table 3 describes problems known to exist in this release; Table 4 describes problems resolved since the last release of DFM.

For information on DFM bugs that result from device bugs, see *Status of DFM Device Agent Bugs* at http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/dfm/dev_sup/index.htm.



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.)

Table 3 **Known Problems in DFM 3.0**

Bug ID	Summary	Additional Information
CSCin86752	DFM does not discover 4604 Access Gateway card in Catalyst 4506	DFM 2.x did not discover 4604 Access Gateway cards in Catalyst 4506 switches. This was because the Catalyst 4506 supports the CISCO-ENTITY-FRU-CONTROL-MIB, which did not have an entry that contains the IP address of the module. Catalyst 4000 switches did not have this problem because those switches supported the CISCO-STACK-MIB, which does have the appropriate entry. The parent switch and card are also discovered correctly in DFM 2.0. However, no card details are displayed in the Detailed Device View. There is no workaround.
CSCin86753	Issue regarding Duplicate IP address	When different IP addresses belonging to the same device are added as separate devices, due to a timing issue, they are discovered and listed as separate devices. This is incorrect and causes invalid DuplicateIP alarms. There is no workaround.
CSCsa55788	DDV does not display other IP address for WLSE	When the user adds a WLSE to DFM, and the WLSE is part of a redundant group of WLSEs, the DFM Detailed Device View does not show the other members of the redundancy group. The workaround is to log onto the WLSE device and check for the other members of the redundancy group (by selecting Admin > Appliances > Redundancy on the WLSE).
CSCsa56586	Windows: Error when dfmimport used to import seedfile	When a user tries to import a seed file using the dfmimport utility on Windows, they may see the following error message: log4j:ERROR Could not connect to remote log4j server at [localhost]. We will try again later. This message is spurious and should be ignored. The import will proceed.
CSCsa89419	Netscape 7.1/Mozilla 1.7.1 on Windows: AAD and DDV resizing problem	For Windows clients using Netscape 7.1 or Mozilla 1.7.1, if a user reduces the size of either the Alerts and Activities Detail page or the Detailed Device View, the window will not expand to its original size. There is no workaround.
CSCsa90438	Windows/Netscape 7.1: Alerts and Activities Detail drop-down tools will not launch	For Windows clients using Netscape 7.1, if a user tries to launch any of the drop-down tools from the Alerts and Activities Details page, the tools are not launched. The workaround is to launch these tools from other CiscoWorks windows.

Table 3 Known Problems in DFM 3.0 (Continued)

Bug ID	Summary	Additional Information
CSCsa97997	Windows: DOS window for sm_authority.exe opens on starting HP OpenView	Whenever you start HP OpenView on a system with DFM 2.0, a DOS window opens for sm_authority.exe. This happens when you install HP OpenView before installing DFM 2.0. Either leave the window open or minimize it.
CSCsg28859	Search in the ACS device selector displays devices not in ACS	When the LMS server is integrated with ACS, a search in the DFM hierarchy lists all devices, those configured in ACS and also those not in ACS. There is no workaround.
CSCsg29309	sm_tpmgr does not show all the interfaces that are in a managed state	sm_tpmgr does not list all the interfaces that are in the managed state. There is no workaround.
CSCsg51571	DDV display is unavailable even when the Instrumented by field is populated and managed	DDV shows that the component is not being polled for its status and is not available. There is no workaround.
CSCsg68884	log4j errors are displayed when DFM 3.0 is reinstalled	log4j errors are seen when DFM 3.0 is reinstalled. These errors can be ignored.
CSCsg83309	Customizable group shows a device before priorities are set	A customizable group shows devices before the priorities are set to be higher than that of system defined groups When a customizable group with at least one device in the inventory is created, the device will be shown as part of the group even if it has a lower priority than system defined group. There is no workaround.
CSCsg85692	Data is not restored in a remote upgrade from LMS2.5 to LMS3.0	Configured data from LMS2.5 is not restored in LMS3.0. The Alert and Activities Defaults and the rediscovery schedule are missing after remote upgrade.
CSCsg99342	Errors are observed in the DFMOGSServer log file	Errors are observed in the DFMOGSServer log file. These errors are harmless and can be ignored. There is no workaround.
CSCsh06921	In bulk import, devices remain at the device selector	Devices will remain in the Device Selector tree even when synchronization is enabled. The workaround is to manually select all devices, then click Import to add these devices to DFM.
CSCsh39815	Job Description and Type fields got interchanged for DFM Jobs	In CS Job browser, DFM scheduled jobs will have their Job Description and Type fields interchanged. There is no workaround.
CSCsh50211	Unable to manage an interface with an 8-bit character description	When a managed device has an Interface description using International characters, for example, 8-bit character ASCII character set, the following error message is displayed when trying to change the managed state of the Port: "Cannot resume or suspend device components." The workaround is to change the interface description to 7-bit ASCII characters and rediscover the device.

Table 3 **Known Problems in DFM 3.0 (Continued)**

Bug ID	Summary	Additional Information
CSCsh54802	Scheduled Once job displays as Scheduled even after it has succeeded	The status of the rediscovery scheduled job with the type as "Once" remains as scheduled even after it has been executed. The workaround is to use the Common Services Job Browser to view the status of the job. This will be either succeeded or failed.
CSCsh65478	An error occurs during a DFMOGSServer IP address range search	In DFM 3.0, you can search using an IP range. If you specify a range including the third or fourth octet or both, for example 10.77.[0-255].[0-255].[0-255], DFM displays an Out of Memory error. The workaround is to refine your search to two octets, for example 10.77.[0-255].[0-255]
CSCsh67815	Two WAE devices do not progress past 40% during a scheduled rediscovery process	The scheduled rediscovery process of WAE devices stops at 40%.
CSCsh79259	Null pointer exception is displayed in the Restorebackup.log	This can occur during a restore from LMS3.0 on one machine to LMS 3.0 on another machine. If there are no managed devices in the backed up version of DFM, you may see this error after the restore. There is no workaround.
CSCsh87548	Firefox and IE: DDV values not getting changed in UI	If the underlying interface is in unmanaged state, changing the ip from false to true from DDV will not respect the change . The workaround is to navigate to the Interfaces component, change the corresponding interface managed state from false to true. Now changing the IP value from - false to true / true to false - will be reflected.
CSCsh91353	When an NOS group is edited the number of devices shown is incorrect	An incorrect number of devices is shown in the NOS Group window after the group is edited. Double the actual number of devices is displayed. This doubling of the number occurs whenever an edit is made. There is no loss of functionality because of this issue. There is no workaround.
CSCsi01966	LMS3K: SNMP Timeout on rediscovering the learning devices at 40%	After a backup restore/remote migration, when a rediscovery is attempted the devices goes to questioned state with "Data Collector timeout request" message in the Rediscover/Delete screen. The workaround is as follows: After a remote migration or a backup restore, stop the daemons. Delete the following two files, NMSRoot/objects/smarts/local/repos/icf/DFM.rps and NMSRoot/objects/smarts/local/repos/icf/DFM1.rps. If there are any other .rps file delete them as well. After restarting the daemons, rediscover all devices in DFM. Rediscovery will succeed and all devices will go into the Known state.
CSCsi02230	Synchronization with DCR takes time after the DFM daemon is restarted	If you restart the DFM daemons and immediately try to do operations on the Device Import window, you may get partial results or no results at all. The workaround is to wait a few minutes before attempting to import or search devices.
CSCsi18651	Filter settings are not preserved	Occasionally the filter settings are not preserved. This is not a consistent problem. The workaround is to manually import the selected devices into DFM.

Table 3 Known Problems in DFM 3.0 (Continued)

Bug ID	Summary	Additional Information
CSCsi22184	DFM reports the wrong speed and duplex for CCM nodes	DFM reports the wrong speed and duplex for CCM nic settings.
CSCsi23549	In LMS 3.0, the Duplicate IP event is not generated	Duplicate IP Events are not generated when the devices are managed by different instances of the DfmServer. For example, two devices are added in DFM 3.0, device D1 to DfmServer and device D2 to DfmServer1. Then another device, D3, with the same IP address as D2 is added to DfmServer. The duplicate IP event is not generated. There is no workaround.
CSCsi23666	In the Alerts and Activities Display the device type is shown as “Learning” for the Duplicate IP event,	In DFM 3.0, when the Duplicate IP event is generated, the device type displayed in the AAD under Device Type is “Learning”. This is incorrect and should be the name of the Device Type. The workaround is to navigate to DDV or the Rediscovery/Delete window to find the correct Device Type.
CSCsi23736	In DFM3.0, a Duplicate IP Event is not cleared, even after re-discovery	A Duplicate IP Event generated for a device is not cleared, even after the device has been redicovered. The workaround is to manually clear the event. This should change the state of the event in the Alerts and Activities Display.
CSCsi25903	Devices added to DCR and manually imported to DFM do not exist in DFM	In DFM 3.0, when the devices are added to DCR and imported to DFM manually, the devices are not found in DFM. This issue is not consistent.
CSCsi27527	A Severe error occurs when uninstalling LMS 3.0	A error message is displayed when LMS 3.0 is uninstalled. The errors can be viewed in the uninstall log file. The workaround is to manually delete the stale entries.
CSCsi30667	A CARD description for most devices are not shown in DDV	This problem will be fixed in DFM 2.0.9 and DFM 3.0.1 which are the IDU releases on DFM 2.0.6 and DFM 3.0. They will be available on Cisco.com (see Additional Information Online, page 4).
CSCsi32212	Device type groups are missing after an inline upgrade from DFM 2.0.6 to DFM 3.0	After an inline upgrade from LMS 2.6 to LMS 3.0 in SSL mode on Solaris, the Device Type groups that are displayed before the upgrade are not displayed after the upgrade. There is no workaround.
CSCsi32267	After an inline upgrade some interface and module devices are shown as suspended in DDV	After an inline upgrade on Solaris, some Cisco Interfaces and Modules devices which are in a known state are shown as Suspended in the DDV. There is no workaround.
CSCsi32294	In DFM 3.0, when an input is given to search, no results are displayed	No Results will be displayed when a search is carried out on some devices in the Rediscovery/Delete window. This is not a consistent issue and happens occasionally. There is no workaround.
CSCsi35962	ASL ERROR in displayed in the DFM1.log	There is no impact because of these errors. User can ignore these errors.
CSCsi43425	In the Alerts and Activities Display, there are no events displayed for the active alerts	For Universal Gateways and Access Servers type of devices no event was displayed for the active alert. This issue can be expected when the timestamp of the server is changed and then a reset is done to the current time. This issue is not consistent. When another event is generated for the device which displays an empty alert, the generated event is displayed in that alert.

Table 3 Known Problems in DFM 3.0 (Continued)

Bug ID	Summary	Additional Information
CSCsi48204	No details are displayed for selected devices in the Device Center	<p>No alert details are displayed for selected devices in the Device Center</p> <p>When the devices are selected from the Device Center, the summary of the device do not display the full details. The Device Alert Identifier, Alert Status, Alert Description, and Last Alert change time details are not displayed.</p> <p>The workaround is to navigate to the AAD Window to find the active alerts of the device, or navigate to Fault History to get all the alerts for the selected device.</p>
CSCsi50256	Devices displayed as Deleted Devices in Fault History might also be known devices	<p>When adding a deleted device back into DFM, it will appear in the device tree as well as in the deleted device tree in the Fault History Group/Device Filtering page.</p> <p>This problem will happen in Fault History when a user deletes a device and then adds it back into DFM.</p> <p>A device should either appear in the device tree or the deleted device tree for Fault History, not in both trees.</p>
CSCsi67159	Change in the certification of AP340 device	<p>The certification has been changed in the device AP340 (SysOID:.1.3.6.1.4.1.9.1.379).</p> <p>Up to DFM 2.0.6, the TYPE in the certification is shown as ROUTER, after DFM 2.0.6, the TYPE in the certification is shown as SWITCH. Because of this change, the health components discovery and monitoring are lost. There is no workaround.</p>
CSCsi67303	Memory Leak in FHDbEngine	<p>Memory leak occurs in the Fault History database.</p> <p>The workaround is to restart the daemons.</p>
CSCsi68981	In RemoteUpgrade from LMS 2.2 to LMS 3.0, the Email Recipients page includes junk data	<p>After a Remote Upgrade from LMS 2.2 to LMS3.0 there is some junk data in the Email Recipients Information page.</p> <p>This happens when the LMS 2.2 machine does not have any mail notifications configured.</p> <p>There is no workaround.</p>
CSCsi78447	Not able to launch DFM windows when 20 user sessions are running concurrently	<p>The Device Management window will be blank on an LMS3K bundle machine when 20 users are invoking the GUI concurrently.</p> <p>The workaround is to restart the daemons.</p>
CSCsi78874	Default re-discovery schedule date is less than the server date	<p>An incorrect rediscovery default schedule date and time are displayed. These dates are earlier than the Server date. There is no workaround.</p>
CSCsi80384	A Success message is displayed as a filter is set when autosync is disabled	<p>An incorrect popup message will be displayed when you apply the Filter changes. For example, in the Auto Import Filters screen, when the Device Type Groups are selected without enabling the automatic synchronization check box and Apply is clicked, the following message is displayed “Filter set successfully”.</p> <p>The workaround is to select the automatic synchronization check box before applying the changes. If you don't want automatic synchronization to be enabled, then you have to deselect the selected nodes from the Tree and click Apply.</p>

Table 3 Known Problems in DFM 3.0 (Continued)

Bug ID	Summary	Additional Information
CSCsi81776	The DFM Device portlet shows unauthorized devices	The DFM Device Status portlet shows unauthorized devices. There is no workaround.
CSCsi86801	DynAPIError occurs in the Alerts and Activities Display when the device name of an unidentifiedtrap is clicked	When the device name of an unidentified trap is clicked in AAD a DynAPIError occurs. This is observed after upgrading from DFM 2.0.8 to DFM 3.0. The workaround is to get the device details from the Detailed Device View.
CSCsi96350	Creating the Alerts and Activities Display view based on Customizable groups lists all devices	Creating the Alerts and Activities Display view based on Customizable Groups lists all the devices. There is no workaround.
CSCsj01279	License check should be done for DFM settings shown in the Setup Center	DFM specific links will appear in the Setup Center after the license expires. There is no workaround.
CSCsj01580	A user with a 300 SKU license cannot add more than 105 devices to DFM	A user with a 300 SKU license cannot add more than 105 devices to DFM. This type of license should allow 330 devices. This could be due to alias devices discovered by DFM. There is no workaround.
CSCsj03193	Success message is incorrect when the devices are imported into DFM	Manually importing devices shows an incorrect success message. Instead of the success message which should be displayed when the devices are imported successfully, it displays the following message, "Please select a device." There is no workaround.
CSCsj04791	An error is displayed in Polling and Thresholds when the View button is selected	The Polling and Threshold window displays an error message when the View button is clicked. There is no workaround.
CSCsj05751	DBConnection leak in dfmInv	DBConnection leak in dfmInv. There is no workaround.
CSCsj14020	RemoteUpgrade - DFM 1.2.X to DFM 3.0, devices are not imported into DFM	When remote migration from DFM1.2.x to DFM3.0 is attempted, devices will get stuck in DCR and will not be imported to DFM automatically. With DFM 3.0 installed fresh on a box, where Synchronize with Device Credentials Repository checkbox is not checked. The user attempts a remote migration from DFM1.2.x. Devices will be added to DCR but will not be added to DFM. The workaround is as follows: <ul style="list-style-type: none"> • Before attempting the remote migration, Click on DFM> Device Import > Auto Import Filters > Synchronize with Device Credentials Repository. Have the check box checked. • Check All Devices and then click Apply. Now perform a Data Migration. Devices will get added to DFM and data will be migrated.
CSCsj14171	Devices are getting struck at DCR level when doing bulk import	After Remote Migration, with AutoImport turned on, devices added in Bulk fail to be imported to DFM automatically. If device is found to be stuck after Bulk Import at DCR level, after a remote migration from DFM2.0.x, the workaround is to try clicking Apply in Device Group Filters. If it still fails to import to DFM, import the devices manually to DFM.

Table 4 describes problems resolved since the last release of DFM.

Table 4 Resolved Problems in DFM 3.0

Bug ID	Summary	Additional Information
CSCsa80715	Notification Services hangs after 2 weeks	<p>Trap recipients do not receive traps from Notification Services; also, there is no response when you click a link on the Notification Services tab. This happens after the NOSServer process has been running continuously for about two weeks.</p> <p>The workaround is to stop and restart the NOSServer process weekly. From the CiscoWorks home page, select Server > Admin > Process; the Process page opens. For more information, click Help in the upper right hand corner of the Process page.</p>
CSCsa97047	Remote upgrade completion message unclear	<p>When performing a remote upgrade using the DFMRestore.pl command from the Upgrade Kit, the upgrade appears to fail due to a problem with DM Broker:</p> <pre>dmquit: Cannot attach DM 'DFM': Domain Manager is not registered with the DM Broker Stopped DFM. Shutdown in process.....done! Shutdown of InCharge Broker at 'localhost:426' completed. Stopped Broker. >>> Exported files ICseed.txt, ICinventory.txt and ICptm.xml are located at /opt/CSCOpX/objects/smarts/conf >>> To complete this upgrade, run the /opt/CSCOpX/bin/DFM12x-DFM20-upgrade.pl after starting DFM2.0</pre> <p>The exported files are not actually created. This problem occurs when incorrect input has been provided to the DFMRestore.pl command.</p> <p>The workaround is to:</p> <ol style="list-style-type: none"> 1. Verify that the input path names to the DFMRestore.pl command are correct and that your copy of the DFM 1.2x DFM.rps file is in the location that you specified. 2. Run the DFMRestore.pl command again.
CSCsa97839	Fatal errors migrating polling/threshold data	<p>Fatal errors are sometimes displayed while running the DFM12x-DFM20-upgrade.pl command and migrating polling and threshold data. This seems to occur after migrating Resource Manager Essentials data. If you look in the ptm.log file, you see an error in connection between the PTMServer process and the DFM Object Grouping Service Server (DFMOGSServer).</p> <p>The workaround is to re-enter the polling and thresholds settings.</p>
CSCsa97928	Email and trap notifier data migrated but not displayed	<p>Although the email and trap notifier data is migrated from DFM 1.2.x to DFM 2.0, it is not displayed by DFM 2.0. This is because in the <i>NMSROOT/object/nos/config/nos.properties</i> file, TRAP_DEFAULT_FILE and EMAIL_DEFAULT_FILE are not defined.</p> <p>The workaround is to edit the nos.properties file (located in the <i>NMSROOT/object/nos/config</i> directory) and add the following two lines:</p> <pre>TRAP_DEFAULT_FILE=objects\\smarts\\conf\\notifier\\trap_notify.conf EMAIL_DEFAULT_FILE=objects\\smarts\\conf\\notifier\\mail_notify.conf</pre>

Table 4 **Resolved Problems in DFM 3.0 (Continued)**

Bug ID	Summary	Additional Information
CSCsa91950	restorebackup.pl displays incorrect instructions	<p>If you want to perform a remote upgrade to DFM 2.0 and you attempt to do so by running the restorebackup.pl command, the command displays upgrade instructions that are not up-to-date and not correct. If you use those instructions, some data does not get migrated.</p> <p>The workaround is to ignore the messages displayed by restorebackup.pl and perform a remote upgrade from DFM 1.2.x to DFM 2.0, as follows:</p> <ol style="list-style-type: none"> 1. Download the DFM 2.0 Upgrade Kit and Readme file for the DFM 2.0 Upgrade Kit. 2. Follow the instructions in the readme file for the DFM 2.0 Upgrade Kit.
CSCsa50868	Device takes too long to move to Known state	DFM sometimes requires up to 30 minutes to move a device from Learning to Known. This is due to the synchronization issues between two processes. This problem has been fixed in DFM 2.0 Patch/IDU 2.0.1 (or later), available on Cisco.com (see Additional Information Online, page 4).
CSCsa50314	DFM group administration windows should not show Common Services groups	DFM Group Administration allows users to create groups that contain Common Services groups, but users cannot perform any actions on those groups. The Common Services groups should therefore not be listed. This is due to a Common Services problem. A bug against Common Services has been opened (CSCsa50290). There is no workaround.
CSCef60937	Fault History and Notification Services do not list groups from other LMS applications	In the Fault History and Notification Services windows, DFM does not display groups from other LMS applications (such as Campus Manager and Resource Manager Essentials). This is due to a Common Services problem. A bug against Common Services has been opened (CSCef59702). There is no workaround.
CSCsa49406	Cannot launch drop-down tools from Alerts and Activities Detail page	When a remote instance of Cisco View or Campus Manager is registered with the CiscoWorks home page, and local versions of those applications are already registered, CiscoWorks cannot launch tools from the Alert and Activities Detail drop-down list. This is because CiscoWorks tries to open the remote link rather than the local link. This problem has been fixed in DFM 2.0 Patch/IDU 2.0.1 (or later), available on Cisco.com (see Additional Information Online, page 4).
CSCsa48916	Alerts and Activities Detail page only refreshes events when they are cleared or they recur	The Alerts and Activities Detail page only refreshes event status when the event is cleared or when the event surpasses a threshold. If the event already surpassed the threshold, it is not refreshed if the value (still above the threshold) changes again. There is no workaround.
CSCsa45329	DFM hogs CPU when DCR contains more than 5,000 devices	When the DCR contains more than 5,000 devices, the DFMOGSServer may hog CPU cycles due to processing issues. The CPU hogging may occur for four hours or more. This problem is less noticeable in dual CPU machines. This problem has been fixed in DFM 2.0 Patch/IDU 2.0.1 (or later), available on Cisco.com (see Additional Information Online, page 4).

Table 4 **Resolved Problems in DFM 3.0 (Continued)**

Bug ID	Summary	Additional Information
CSCeg34129	Sybase database error causes occasional lag in SNMP and e-mail notification delivery	A Sybase problem occasionally causes Notification Services to delay in delivering SNMP and e-mail notifications, with a delay up to five minutes. This occurs when the Solaris server is running in a heavy load environment (for example, when 50 events are received every polling cycle, and the polling cycle is every 4 minutes). It may be observed every 30 minutes. The Sybase database error that causes this problem is being tracked through a Common Services 3.0 defect (CSCef37746). There is currently no workaround.
CSCsa47936	Alerts and Activities Detail tools fail if SSL is enabled on DFM server	If SSL is enabled on the DFM server, any of the tools that are launched from the Tools drop-down list (on the Alerts and Activities Detail page) will fail. This is because the tools path is hard-coded to http, and if SSL is enabled, the proper path is https. This problem has been fixed in DFM 2.0 Service Pack 2 (or later), available on Cisco.com (see Additional Information Online, page 4).
CSCsa45235	Port analysis is provided even when analysis is disabled	If a port is connected to a layer 3 device (a router) and a user then disables analysis on the port, DFM will continue to analyze the port. This is due to an internal engine issue. This problem has been fixed in DFM 2.0 Patch/IDU 2.0.1 (or later), available on Cisco.com (see Additional Information Online, page 4).
CSCsa45801	DFM reports interface OperationallyDown events even when analysis is disabled	If a user disables all interface/port analysis (using the Disable All Threshold Settings check box), DFM may continue to provide interface fault information. This is because DFM applies Reachability settings after applying Connector port and interface settings. This problem has been fixed in DFM 2.0 Patch/IDU 2.0.1 (or later), available on Cisco.com (see Additional Information Online, page 4).
CSCsa50045	Memory ExcessiveFragmentation event not generated for some switches	By default, DFM generates memory ExcessiveFragmentation events for routers. For switches, the event is generated only when the enableFragmentAnalysis flag is set to true. In DFM 1.2.x, users could enable this flag using the UI, but there is no mechanism to do this in DFM 2.0. There is no workaround.
CSCsa61612	Need UI for bulk unmanage	DFM needs a function for performing bulk manage and unmanage operations, so that access ports (and other components) can be easily managed or unmanaged. The workaround is to manually manage or unmanage each component.
CSCsa49793	Need popup message to remind user when to select Apply Changes	When a device or device component is resumed (or managed) after being suspended (or unmanaged), users must select Configuration > Apply Changes to resume polling. Although this is explained in the documentation, DFM should also display a popup message that reminds users to do this.
CSCsa49933	Broken help links in Group Administration	In the Group Administration windows, some of the Help links were broken. This problem has been fixed in DFM 2.0 Patch/IDU 2.0.1 (or later), available on Cisco.com (see Additional Information Online, page 4).
CSCsa98634	Windows: sm_nv_fwd process does not run after DFM 2.0 is installed	The sm_nv_fwd process is not running after installing DFM 2.0 on a Windows machine with Netview 7.1. The process won't start even if tried manually. There is no workaround.

Table 4 Resolved Problems in DFM 3.0 (Continued)

Bug ID	Summary	Additional Information
CSCsa98010	sm_ov_fwd process does not run after remote HPOV-NetView adapters are installed	After installing HPOV-NetView adapters on a remote host, error messages indicate that sm_ov_fwd is not running. Trying to start sm_ov_fwd manually does not work. There is no workaround.
CSCsa97721	120 dpi font resolution renders Alerts & Activities Display unreadable	Setting font resolution to 120 dpi on a high resolution monitor renders the Alerts and Activities Display unreadable. To work around this problem, select the default font and resolution settings for monitors.
CSCsa96361	Device Update shows Device Fault Manager entry after DFM is uninstalled	After you uninstall DFM 2.0, DFM information is still displayed on the following Common Services windows: <ul style="list-style-type: none"> • Device Update • Licensing There is no workaround.
CSCsa59632	Uninstalling DFM does not remove all directories and files on Solaris and Windows	When DFM is uninstalled, the <i>NMSROOT/log/dfmdb</i> directory is not deleted. In addition, the following files and parent directory are not removed: <pre> NMSROOT/log/conf/aad.logConf NMSROOT/log/conf/ddv.logConf NMSROOT/log/conf/pm.logConf NMSROOT/log/conf/vgm.logConf NMSROOT/log/conf/adapters.logConf NMSROOT/log/conf/license.logConf </pre> The workaround is to manually delete the directories and files.

Obtaining Documentation, Obtaining Support, and Security Guidelines

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

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