



Readme for CiscoWorks Device Fault Manager 3.0.3 on Windows

This Readme is for CiscoWorks Device Fault Manager (DFM) 3.0.3 on Windows. It contains the following sections:

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Description

DFM 3.0.3 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 3.0.3 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 3.0.3 as described in [Installing DFM 3.0.3, page 5](#).

DFM 3.0.3 contains only the updated files, not a complete DFM image.



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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 3.0.3.

New Device Support

Table 1 lists the devices supported in Device Fault Manager 3.0.3.

For a list of all devices supported in Device Fault Manager 3.0.3, see the common LMS SDT, *Supported Devices Tables for LMS 3.0 December 2007 Update* on Cisco.com. To access this, go to:

http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_lan_management_solution/3.0.1/device_support/table/lms301sdt.html

Table 1 Device Support Provided in DFM 3.0.3

Device Type	Devices/ Modules Supported	sysObjectID	Class
Cisco Catalyst 2960 Series Switches	Cisco Catalyst 2960-24LT-L Switch	1.3.6.1.4.1.9.1.951	Switch
	Cisco Catalyst 2960PD-8TT-L Compact Switch	1.3.6.1.4.1.9.1.952	Switch
	Cisco Catalyst 2960-24PC-L Switch	1.3.6.1.4.1.9.1.950	Switch
Cisco ME 3400 Series Ethernet Access Switches	Cisco ME 3400-24FS-A Switch	1.3.6.1.4.1.9.1.873	Switch
Cisco Catalyst 3560-E Series Switches	Cisco Catalyst 3560E-12SD-E Switch, Cisco Catalyst 3560E-12SD-S Switch	1.3.6.1.4.1.9.1.956	Switch
Cisco Catalyst 3750 Series Switches	Cisco Catalyst 3750G-24WS Switch	1.3.6.1.4.1.9.1.778	Switch
	Cisco Catalyst 3750G-24WS Switch	1.3.6.1.4.1.9.1.779	Switch

Table 1 **Device Support Provided in DFM 3.0.3**

Device Type	Devices/ Modules Supported	sysObjectID	Class
Cisco Catalyst 4500 Series Switches	Cisco Catalyst 4506-E Switch	1.3.6.1.4.1.9.1.875	Switch
	Cisco Catalyst 4510R-E Switch	1.3.6.1.4.1.9.1.877	Switch
	Cisco Catalyst 4503-E Switch	1.3.6.1.4.1.9.1.874	Switch
	Cisco Catalyst 4507R-E Switch	1.3.6.1.4.1.9.1.876	Switch
Cisco Catalyst 4900 Series Switches	Cisco Catalyst 4900M Switch	1.3.6.1.4.1.9.1.917	Switch
Cisco Catalyst 6500 Series Switches	Cisco Catalyst 6509-V-E Switch	1.3.6.1.4.1.9.1.832	Switch
Cisco MDS 9000 Series Multilayer Fabric Switches	Cisco MDS 9124 Multilayer Fabric Switch	1.3.6.1.4.1.9.12.3.1.3.587	Switch
Cisco Wide Area Application Engine (WAE) Appliances	Cisco WAE-512 Wide Area Application Engine	1.3.6.1.4.1.9.1.776	Host
	Cisco WAE-612 Wide Area Application Engine	1.3.6.1.4.1.9.1.777	Host
	Cisco WAE-7326 Wide Area Application Engine	1.3.6.1.4.1.9.1.787	Host
	Cisco WAE-611 Wide Area Application Engine	1.3.6.1.4.1.9.1.786	Host
Cisco 600 Series Content Engines	Cisco 611 Content Engine	1.3.6.1.4.1.9.1.708	Host
Cisco 2100 Series Wireless LAN Controllers	Cisco 2106 Wireless LAN Controller	1.3.6.1.4.1.9.1.828	Host
Cisco PIX 500 Series Firewalls	Cisco PIX 535 Firewall Security Context	1.3.6.1.4.1.9.1.675	Firewall
	Cisco PIX 525 Firewall Security Context	1.3.6.1.4.1.9.1.676	Firewall
	Cisco PIX 515 Firewall Security Context	1.3.6.1.4.1.9.1.678	Firewall
Cisco 7600 Series Routers	Cisco 7609S Router	1.3.6.1.4.1.9.1.864	Router
	Cisco 7606-S Route	1.3.6.1.4.1.9.1.863	Router
Cisco 7200 Series Routers	Cisco 7201 Router	1.3.6.1.4.1.9.1.821	Router

Table 1 **Device Support Provided in DFM 3.0.3**

Device Type	Devices/ Modules Supported	sysObjectID	Class
Cisco Interfaces and Modules	Cisco 3205 Wireless Mobile Interface Card (WMIC)	1.3.6.1.4.1.9.1.819	Router
	Cisco 3202 Wireless Mobile Interface Card	1.3.6.1.4.1.9.1.667	Router
Cisco 1800 Series Routers	Cisco 1805 Integrated Services Router	1.3.6.1.4.1.9.1.981	Router
Cisco 3200 Series Mobile Access Routers	Cisco 3270 Rugged Router (C3271MARC-TP)	1.3.6.1.4.1.9.1.689	Router
Cisco ASR 1000 Series Aggregation Services Routers	Cisco ASR 1002 Router	1.3.6.1.4.1.9.1.923	Router
	Cisco ASR 1004 Router	1.3.6.1.4.1.9.1.924	Router
	Cisco ASR 1006 Router	1.3.6.1.4.1.9.1.925	Router
Cisco Network Modules	Cisco 2600,2800,3700,3800 Series 16-Port EtherSwitch Service Module (NME-16ES-1G)	1.3.6.1.4.1.9.1.702	Probe
	Cisco 2600,2800,3700,3800 Series 16-Port EtherSwitch Service Module (NME-16ES-1G-P)	1.3.6.1.4.1.9.1.663	Probe
	Cisco 2851,3800 Series 48-Port EtherSwitch Service Module	1.3.6.1.4.1.9.1.666	Probe
	Cisco 2800,3800 Series 23-Port EtherSwitch Service Module	1.3.6.1.4.1.9.1.664	Probe
	Cisco 2851,3800 Series 24-Port EtherSwitch (with Stackwise Connectors) Service Module	1.3.6.1.4.1.9.1.665	Probe
	Integrated service router series 2800,3800 with Wireless Lan Controller Network Module	1.3.6.1.4.1.9.1.818	Probe

Hardware and Software Requirements

DFM 3.0.3 can be installed on DFM 3.0.2. [Installing DFM 3.0.3, page 5](#), provides instructions on how to verify the DFM version that is on your system.

For information on installing DFM 3.0.2, refer to *Readme for CiscoWorks LAN Management Solution 3.0 December 2007 Update on Solaris*. To access this, go to:

http://www.cisco.com/en/US/docs/net_mgmt/ciscoverks_lan_management_solution/3.0.1/readme/solaris/guide/lms30_dec_2007_update_sol.html

Downloading DFM 3.0.3

DFM 3.0.3 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 3.0.3. 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 `cwdfm3_0_3_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.
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Installing DFM 3.0.3



Caution

You cannot remove DFM 3.0.3 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 3.0.3 as described in [Step 1](#).

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- Step 1** Make sure that you have a backup of your configuration, in case you need to revert back to it. (DFM 3.0.3 cannot be uninstalled.)
- Step 2** Verify that DFM 3.0.2 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 3.0.2.
- Step 3** Move to the directory in which the unzipped DFM files reside, and run the installation script by double-clicking `cwdfm3_0_3_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:
- a. From the Common Services home page, select **Software Center > Software Update**.
 - b. In the Products Installed table, click Device Fault Manager.
 - c. In the Patches Installed table, verify that the version corresponding to Device Fault Manager is 3.0.3.
You may have to stop and restart the CiscoWorks daemon manager. This is required if you applied DFM 3.0.3 to the following scenario:
 - a. You were running DFM 3.0 with Device Support Patch, and then
 - b. You upgraded to DFM 3.0.2

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

```
# net stop crmdmgtd  
# net start crmdmgtd
```

**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.
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Known DFM 3.0.3 Problems

The following tables describe the known problems in DFM 3.0.3. 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 3.0.2, go to http://www.cisco.com/en/US/docs/net_mgmt/cisworks_lan_management_solution/3.0.1/readme/solaris/guide/lms30_dec_2007_update_sol.html#wp1063075


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 3.0.3**

Bug ID	Summary	Explanation
CSCso55344	No email notifications for the Suspend/Resumed devices in DFM.	For all the resumed and suspended devices in DFM, alerts are displayed in AAD. But email notifications are not received for all the resumed and some of the suspended devices.
CSCso70605	IDU20: Alert is not generated for warning status of Card.	When the module status is set to 3 for the MIB variable 1.3.6.1.4.1.9.5.1.3.1.1.10, warning alert should be generated for the operationally down card. But it not generating any warning alert.
CSCso70635	IDU20: In Normal state, Critical alert is generated for Temperature.	1.3.6.1.4.1.9.5.1.2.13 is the MIB of chassis Temperature alarm status. When the value of this OID is 2 it is generating the event as critical. But it should not generate any alert and should be in normal state. When the value of OID is 1, DDV is showing normal state(OK). <ul style="list-style-type: none"> 2960-PD-8TT-L: 1.3.6.1.4.1.9.1.952 2960-24LT-L: 1.3.6.1.4.1.9.1.951
CSCso70840	IDU20: Warning alert is not coming up for disk component in OE devices.	In OE512, OE612, and OE7326 devices, the warning event is not showing up for disk component.
CSCso78315	IDU20: In OE device, the Excessive Fragmentation event cannot be generated.	In OE devices, the Excessive Fragmentation event cannot be generated because these devices do not support Ciscomemorypool mib. You need to query the alternative OIDs that are used for calculating the LargestFreeBuffer, so that the Excessive Fragmentation event can be generated for the devices.e
CSCso70617	IDU20: OperationallyDown Cards show two events instead of one.	When we generate a card operationallydown alarm, AAD is showing two events instead of one.

Table 2 *Known Problems in DFM 3.0.3 (continued)*

Bug ID	Summary	Explanation
CSCsq13830	Not discovering Interfaces if the IFDescrPattern is removed from tpmgr-param.conf	When you discover the device with sys Oid .1.3.6.1.4.1.9.1.436 and add IFDescrPattern-.1.3.6.1.4.1.9.1.436 ~Virtual* in tpmgr-param.conf file, the interfaces with Virtual description are no longer visible in DDV. But when the IFDescrPattern-.1.3.6.1.4.1.9.1.436 ~Virtual* is removed from tpmgr-param.conf file, the Interfaces with Virtual descriptions are not getting discovered. They should be discovered and displayed in DDV.

Resolved DFM Problems

The following tables describe DFM problems that are resolved in DFM 3.0.3.

Table 3 *Problems Resolved in DFM 3.0.3*

Bug ID	Summary	Explanation
CSCsl44298	DFM should support RTTMon mib traps	DFM 3.0.3 supports traps generated by device through RTTMon MIB.
CSCsh62755	Cat 3750: HighBackplaneUtilization event is not generated	In DFM 3.0.3, the support for generating HighBackplaneUtilization event for Cat 3750 is provided.
CSCsm07861	Need to support L2TPV3 traps for ISR Routers	DFM 3.0.3 supports L2TPv3 trap support using VPDN MIB.
CSCsm04957	Devices stuck at 10% and errors seen in event viewer	In DFM 3.0.3 all devices are managed without getting stuck at 10% and no errors are seen in the Windows Event Viewer.
CSCso28593	Notifications may not be sent	In DFM 3.0.3, notification services like emails and traps are functioning properly.
CSCsq09519	Interface gets discovered inspite of specifying it in tpmgr-param.conf	In DFM 3.0.3, discover the device with sys Oid .1.3.6.1.4.1.9.1.436 and add IFDescrPattern-.1.3.6.1.4.1.9.1.436 ~Virtual* in tpmgr-param.conf file. The interfaces with Virtual description are no longer visible in DDV.