



Release Notes for Device Fault Manager 3.1

Revised: June 17, 2008

These release notes are for use with Device Fault Manager (DFM) 3.1 running on Windows and Solaris platforms.

DFM 3.1 contains the device support provided by DFM 3.0.3/IDU 20. DFM 3.1 Incremental Device Updates (IDUs) and service packs can be downloaded from Cisco.com as they become available. (See [Additional Information Online, page 3](#)).

These release notes provide:

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Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

New Features

DFM 3.1 provides the following new features and enhancements:

- Auto Allocation of Devices

It helps to define rules and automatically allocate the devices based on the rules. Allocate by Groups and Allocate All Devices are the two options of Auto Allocation of Devices.

- Clearing/Acknowledging Multiple Alerts

In DFM 3.0.2 you had to open each alert individually to clear or acknowledge it.

In DFM 3.1 you can clear or acknowledge multiple alerts with one click on the Alerts and Activities page. To do this, select multiple alerts using the checkboxes and click the Clear/Acknowledge button.

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.

Table 1 **Product Documentation**

Document Title	Available Formats
<i>User Guide for Device Fault Manager 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/ps2421/products_user_guide_list.html • In context-sensitive online help
<i>Release Notes for Device Fault Manager 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/ps2421/prod_release_notes_list.html
<i>Supported Devices Tables for LMS 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/ps2421/products_device_support_tables_list.html
<i>Supported Operating Systems for Cisco Switches in Device Fault Manager 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/ps2421/products_device_support_tables_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 3.1</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/ps2425/prod_installation_guides_list.html
<i>Data Migration Guide for LAN Management Solution 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/ps2425/prod_installation_guides_list.html
<i>User Guide for CiscoWorks Common Services 3.2</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
<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 3.1. 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.

Installing DFM 3.1

An LMS 3.1 Installation Kit is available on the LMS 3.1 product DVD. The Kit contains everything needed to install DFM 3.1. Refer to *Installing and Getting Started with CiscoWorks LAN Management Solution 3.1* for more information.

Known Problems in DFM 3.1

Table 3 and Table 4 describe problems known to exist in DFM 3.1 on Windows and Solaris respectively.

Table 3 Known Problems in DFM 3.1 (On Windows)

Bug ID	Summary	Additional Information
CSCsk34630	DFM discovers devices with wrong SNMP credentials	When SNMP credentials of a device are changed in DCR, DFM should not discover the device as it has wrong credentials. However, DFM discovers the device in spite of the wrong credentials. Workaround: None
CSCsk34741	DFM does not handle SNMP retries properly	DFM does not handle SNMP retries properly in spite of you having configured the device for 3 default retries. This problem occurs when you enter wrong SNMP credentials. Workaround: None
CSCsk38554	DFM does not support managing devices with SNMPv3 NoAuthNoPriv mode	DFM does not support managing devices with SNMPv3 NoAuthNoPriv mode. It displays a message that the credentials are insufficient. Workaround: None
CSCsk34633	NullPointerException in DFMOGSServer.log	When you upgrade to DFM 3.1 from DFM 3.0 after adding and populating devices in DFM 3.0, the NullPointerException should not be present in the DFMOGSServer.log. However, it is present in the DFMOGSServer.log. Workaround: None
CSCsm25795	DFM 3.1-Alerts are not displayed in AAD	When a server is loaded with 5k devices and the script for generating 5000 alerts is run, the alerts are generated and sent to DFM. However, they are displayed on the Alerts and Activities Detail page. Workaround: Restart the daemons.
CSCsm94364	Takes a long time for setting the filter in Auto Allocation Mode	DFM 3.1 takes a long time to set the filter when you select the Manage by Groups option in the Auto Allocation Mode. Workaround: None
CSCsq02974	Notifications are not sent for acknowledged alerts.	In DFM 3.1, the notification is not sent to you when you select and acknowledge an alert in the Alerts and Activities Detail page. Workaround: None
CSCsq09524	Clearing multiple alerts take a longer time	Clearing multiple alerts takes a longer time in DFM 3.1. Workaround: None

Table 3 Known Problems in DFM 3.1 (On Windows) (Continued)

Bug ID	Summary	Additional Information
CSCsl11291	DFM may not co-exist with Install Shield 2008 software	When InstallShield 2008 is installed on a DFM 3.0.2 Server, DfmServer process is up and running. However, it creates a blank DFM.log and the device addition hangs at 10%. If you uninstall InstallShield 2008, DFM will start functioning normally. Workaround: None
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. Workaround: None
CSCso68258	DFM polls ASA cpmCPUTotal5minRev but ASA only supports cpmCPUTotal5min	DFM polls for ASA cpmCPUTotal5minRev mib object. However, it supports only ASA cpmCPUTotal5min mib object. Workaround: None
CSCsq46143	In DFM Online Help, Component Event Codes need to be documented	DFM Online Help contains general event code for all events. However, Component Event Codes for alerts need to be documented in Online help. Workaround: None
CSCsq47527	Devices take 3 hours to get into Question state	When you cannot reach devices while querying, the devices should be quickly moved to the Question state, using the SNMP timeout. However it takes DFM 3 hours to move the devices to the Question state. Workaround: None
CSCsq31553	DFM does not support processing of SNMP V3 Traps	DFM does not support processing of SNMP V3 Traps. Workaround: None
CSCso55344	No email notification for the Suspend/Resumed devices in DFM	For all Resumed and Suspended devices in DFM, alerts are displayed in AAD. However, you do not get e-mail notifications for any of the Resumed devices and for some of the Suspended devices. Workaround: None
CSCsi65339	After Rediscovery Device status changes from Known to Questioned	After a manual or an automatic rediscovery, two 7206VXR routers sysObjectID 1.3.6.1.4.1.9.1.222, devices grnkr1.netge.wienkav.at and grnkr2.netge.wienkav.at, are moved to the Question state from the Known state. Workaround: <ol style="list-style-type: none">1. Disable Automatic DCR synchronization2. Delete affected devices from DFM and manually re-add them
CSCsq50033	Need to remove the severity "Warning" of the alert/event from the NOS group	In DFM, go to Notification Services > Notification Groups. "Warning" is displayed as one of the severities. Workaround: Since CSCsj35828 has been fixed in DFM 3.1, it can be removed from the option list in NOS.

Table 3 Known Problems in DFM 3.1 (On Windows) (Continued)

Bug ID	Summary	Additional Information
CSCsq55397	Notification trap community cannot be customized	<p>The community string used while sending notification traps is hard-coded to be Public. The users who need to customize the community strings, change the name of the strings from Public to a name of their choice. Hence, the SNMP managers cannot process the notification traps sent by DFM.</p> <p>Workaround: Restart the NOSServer after customizing the community strings for the change to take effect.</p>
CSCsq57830	Device based authorization does not work in AAD pages	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Generate alerts for all the devices with full permissions. 2. Unauthorize some devices and launch the AAD page using Campus Crosslaunch. <p>The alerts are also displayed for unauthorized devices and the Clear/Acknowledge buttons are enabled. They should not be enabled as some devices are unauthorized.</p> <p>Workaround: None</p>
CSCsq38505	The PDF and printer-friendly icons are not working for Portal AAD.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Launch Alerts and Activities page from the Portal homepage 2. Select the PDF and printer-friendly icons. <p>Errors are displayed.</p> <p>Workaround: None</p>
CSCsq70227	PIDM table is not getting updated during Inline Upgrade.	<p>When you perform an Inline Upgrade from LMS 3.0 to LMS 3.1, the PIDM table is not getting preserved. As a result, the DFM functions are lost in the Device Center and CiscoWorks Assistant. This is not an Upgrade issue. The issue was in DFM 3.0 and is carried over when you upgrade from LMS 3.0 to LMS 3.1.</p> <p>Workaround: Delete and add DFM devices.</p>

Table 4 *Known Problems in DFM 3.1 (On Solaris)*

Bug ID	Summary	Additional Information
CSCsk34630	DFM discovers devices with wrong SNMP credentials	When SNMP credentials of a device are changed in DCR, DFM should not discover the device as it has wrong credentials. However, DFM discovers the device in spite of the wrong credentials. Workaround: None
CSCsk34741	DFM does not handle SNMP retries properly	DFM does not handle SNMP retries properly in spite of you having configured the device for 3 default retries. This problem occurs when you enter wrong SNMP credentials. Workaround: None
CSCsk38554	DFM does not support managing devices with SNMPv3 NoAuthNoPriv mode	DFM does not support managing devices with SNMPv3 NoAuthNoPriv mode. It displays a message that the credentials are insufficient. Workaround: None
CSCsk34633	NullPointerException in DFMOGSServer.log	When you upgrade to DFM 3.1 from DFM 3.0 after adding and populating devices in DFM 3.0, the NullPointerException should not be present in the DFMOGSServer.log. However, it is present in the DFMOGSServer.log. Workaround: None
CSCsm25795	DFM 3.1-Alerts are not displayed in AAD	When a server is loaded with 5k devices and the script for generating 5000 alerts is run, the alerts are generated and sent to DFM. However, they are displayed on the Alerts and Activities Detail page. Workaround: Restart the daemons.
CSCsm94364	Takes a long time for setting the filter in Auto Allocation Mode	DFM 3.1 takes a long time to set the filter when you select the Manage by Groups option in the Auto Allocation Mode. Workaround: None
CSCsq02974	Notifications are not sent for acknowledged alerts.	In DFM 3.1, the notification is not sent to you when you select and acknowledge an alert on the Alerts and Activities Detail page. Workaround: None
CSCsq09524	Clearing multiple alerts take a longer time	Clearing multiple alerts takes a longer time in DFM 3.1. Workaround: None
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. Workaround: None
CSCsk36410	LMS5K: DFM Processes hog the CPU while performing fresh device import into DFM	When you import around 5000 devices into DFM, it hogs the CPU. The process takes approximately 3hours and 30minutes. Workaround: None
CSCso68258	DFM polls ASA cpmCPUTotal5minRev but ASA only supports cpmCPUTotal5min	DFM polls for ASA cpmCPUTotal5minRev mib object. However, it supports only ASA cpmCPUTotal5min mib object. Workaround: None

Table 4 Known Problems in DFM 3.1 (On Solaris) (Continued)

Bug ID	Summary	Additional Information
CSCsq46143	In DFM Online Help, Component Event Codes need to be documented	DFM Online Help contains general event code for all events. However, Component Event Codes for alerts need to be documented in Online help. Workaround: None
CSCsq47527	Devices takes 3 hours to get into the Question state	When you cannot reach devices while querying, the devices should be quickly moved to the Question state, using the SNMP timeout. However it takes DFM 3 hours to move the devices to the Question state. Workaround: None
CSCsq31553	DFM does not support processing of SNMP V3 Traps	DFM does not support processing of SNMP V3 Traps. Workaround: None
CSCso55344	No email notification for the Suspend/Resumed devices in DFM	For all Resumed and Suspended devices in DFM, alerts are displayed in AAD. However, you do not get e-mail notifications for any of the Resumed devices and for some of the Suspended devices. Workaround: None
CSCsi65339	After Rediscovery, Device status changes from Known to Questioned	After a manual or an automatic rediscovery, two 7206VXR routers sysObjectID 1.3.6.1.4.1.9.1.222, devices grnkr1.netge.wienkav.at and grnkr2.netge.wienkav.at, are moved to the Question state from the Known state. Workaround: <ol style="list-style-type: none"> 1. Disable Automatic DCR synchronization 2. Delete affected devices from DFM and manually re-add them
CSCsq50033	Need to remove the severity "Warning" of the alert/event from the NOS group	In DFM, go to Notification Services > Notification Groups. "Warning" is displayed as one of the severities. Workaround: Since CSCsj35828 has been fixed in DFM 3.1, it can be removed from the option list in NOS.
CSCsq55397	Notification trap community cannot be customized	The community string used while sending notification traps is hard-coded to be Public. The users who need to customize the community strings, change the name of the strings from Public to a name of their choice. Hence, the SNMP managers cannot process the notification traps sent by DFM. Workaround: Restart the NOSServer after customizing the community strings for the change to take effect.
CSCsq57830	Device based authorization does not work in AAD pages	This problem occurs when you: <ol style="list-style-type: none"> 1. Generate alerts for all the devices with full permissions. 2. Unauthorize some devices and launch the AAD page using Campus Crosslaunch. The alerts are also displayed for unauthorized devices and the Clear/Acknowledge buttons are enabled. They should not be enabled as some devices are unauthorized. Workaround: None

Table 4 **Known Problems in DFM 3.1 (On Solaris) (Continued)**

Bug ID	Summary	Additional Information
CSCsq38505	The PDF and printer-friendly icons are not working for Portal AAD.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Launch Alerts and Activities page from the Portal homepage 2. Select the PDF and printer-friendly icons. <p>Errors are displayed. Workaround: None</p>
CSCsq60817	DFM1server goes down unexpectedly	<p>DFM 1 server goes down unexpectedly when the server is up and running, and where some devices are in Known state. Workaround: None</p>
CSCsq60989	Check point and null pointer exceptions are in the daemons.log	<p>While running the Schedule ,Rediscovery job, DFM calls check points to check the databases. However this call goes into a loop and does not get completed. A Null pointer error is displayed. Workaround: None</p>
CSCsq70227	PIDM table is not getting updated during Inline Upgrade.	<p>When you perform an Inline Upgrade from LMS 3.0 to LMS 3.1, the PIDM table is not getting preserved. As a result, the DFM funtions are lost in the Device Center and CiscoWorks Assisstant. This is not an Updrade issue. The issue was in DFM 3.0 and is carried over when you upgrade from LMS 3.0 to LMS 3.1. Workaround: Delete and add DFM devices.</p>

Resolved Problems in DFM 3.1

Table 5 and Table 6 describe problems resolved since the last release of DFM on Windows and Solaris respectively.

Table 5 *Resolved Problems in DFM 3.1 (On Windows)*

Bug ID	Summary	Additional Information
CSCsl20205	Updated fault history tasks were not available for CiscoWorks roles in ACS. Group/Device Filtering and Alert/Event ID Filtering tasks were not included and SearchAlert, SearchDevice, SearchGroup, and SearchEvent tasks were not removed from Fault History. In Device Management, Device Selector task was not replaced with Device Import, and Device Reports task was not replaced with Device Details.	This problem has been resolved.
CSCsl45641	When you restored the backed up DFM data on a DFM 3.0.2 server, the following message was displayed: Failed to stop Daemon Manager. Try stopping from Command Line.	This problem has been resolved.
CSCso28593	Notification services such as emails and traps did not function properly.	This problem has been resolved.
CSCsm86515	You could not enable debugging for all instances through the GUI	This problem has been resolved.
CSCsm04957	Devices got stuck at 10% and errors appeared in Windows Event Viewer.	This problem has been resolved.
CSCsk28660	When you performed a fresh install of LMS3.0.1, the following error messages were seen in daemon.log: <ul style="list-style-type: none"> • ASA Error -193: Primary key for table 'epm_alarm' is not unique • ASA Error -193: Primary key for table 'FHDeleteDevice' is not unique • java.sql.SQLException: JZOC0: Connection is already closed. • In EPMOgsAdapter:EPMOgsadapter is sleeping. Waiting for OGSServer to come up com.cisco.nm.xml.ctm.common.CTMEException: URN_NOT_FOUND : urn "ogs_server_urn" : Not found 	This problem has been resolved.
CSCsh34642	During the inline upgrade from LMS 2.5.1 to LMS 3.0, the logging settings were not preserved.	This problem has been resolved.
CSCsg68884	Log4j errors appeared while you reinstalled DFM3.0.	This problem has been resolved.
CSCso58001	There was an error in the Installation.log of LMS 3.1.	This problem has been resolved.
CSCso15083	DfmServer Process was going down with errors in DFM*.log files.	This problem has been resolved.
CSCsm07861	DFM did not support L2TPv3 trap support using VPDN MIB.	This problem has been resolved.
CSCsl45733	In Inline upgrade, SNMP config settings were not preserved.	This problem has been resolved.

Table 5 *Resolved Problems in DFM 3.1 (On Windows) (Continued)*

Bug ID	Summary	Additional Information
CSCsi85221	IPCC Express device got into an Unsupported state in DFM with Qualified Access Address Not Found in CUOM. The device did not have any IP address in a Managed state. An EMC Smarts case was raised for this bug.	This problem has been resolved.
CSCsq37792	In 5k setup, the devices got stuck in DFM even after you deleted the devices from the DCR.	This problem has been resolved.
CSCsq48159	Sometimes, either during Discovery or during Rediscovery, the devices got stuck at 40 %.	This problem has been resolved.
CSCsi01966	LMS3K- 5K: SNMP Timeout on rediscovering the learning devices at 40%.	This problem has been resolved.
CSCsq48248	EPM session gets closed unexpectedly and alerts are not displayed in the AAD.	This problem has been resolved.

Table 6 *Resolved Problems in DFM 3.1 (On Solaris)*

Bug ID	Summary	Additional Information
CSCsi20205	Updated fault history tasks were not available for CiscoWorks roles in ACS. Group/Device Filtering and Alert/Event ID Filtering tasks were not included and SearchAlert, SearchDevice, SearchGroup, and SearchEvent tasks were not removed from Fault History. In Device Management, Device Selector task was not replaced with Device Import, and Device Reports task was not replaced with Device Details.	This problem has been resolved.
CSCsl45641	When you restored the backed up DFM data on a DFM 3.0.2 server, the following message was displayed: Failed to stop Daemon Manager. Try stopping from Command Line.	This problem has been resolved.
CSCso28593	Notification services such as emails and traps did not function properly.	This problem has been resolved.
CSCsm86515	You could not enable debugging for all instances through the GUI	This problem has been resolved.
CSCsk28660	When you performed a fresh install of LMS3.0.1, the following error messages were seen in daemon.log: <ul style="list-style-type: none"> ASA Error -193: Primary key for table 'epm_alarm' is not unique ASA Error -193: Primary key for table 'FHDeleteDevice' is not unique java.sql.SQLException: JZ0C0: Connection is already closed. In EPMOgsAdapter:EPMOgsadapter is sleeping. Waiting for OGSServer to come up com.cisco.nm.xms.ctm.common.CTMEException: URN_NOT_FOUND : urn "ogs_server_urn" : Not found	This problem has been resolved.

Table 6 *Resolved Problems in DFM 3.1 (On Solaris) (Continued)*

Bug ID	Summary	Additional Information
CSCsh34642	During the inline upgrade from LMS 2.5.1 to LMS 3.0, the logging settings were not preserved.	This problem has been resolved.
CSCsg68884	Log4j errors appeared while you reinstalled DFM3.0.	This problem has been resolved.
CSCso58001	There was an error in the Installation.log of LMS 3.1.	This problem has been resolved.
CSCso15083	DfmServer Process was going down with errors in DFM*.log files.	This problem has been resolved.
CSCsm07861	DFM did not support L2TPv3 trap support using VPDN MIB.	This problem has been resolved.
CSCsl45733	In Inline upgrade, SNMP config settings were not preserved.	This problem has been resolved.
CSCsq37792	In 5k setup, the devices got stuck in DFM even after you deleted the devices from the DCR.	This problem has been resolved.
CSCsq48159	Sometimes, either during Discovery or during Rediscovery, the devices got stuck at 40 %.	This problem has been resolved.
CSCsi01966	LMS3K- 5K: SNMP Timeout on rediscovering the learning devices at 40%.	This problem has been resolved.
CSCsq48248	EPM session gets closed unexpectedly and alerts are not displayed in the AAD.	This problem has been resolved.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

Notices

The following notices pertain to this software license.

OpenSSL/Open SSL Project

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>).

This product includes cryptographic software written by Eric Young (eay@cryptsoft.com).

This product includes software written by Tim Hudson (tjh@cryptsoft.com).

License Issues

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This product includes cryptographic software written by Eric Young (eay@cryptsoft.com). This product includes software written by Tim Hudson (tjh@cryptsoft.com).

Original SSLeay License:

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This package is an SSL implementation written by Eric Young (eay@cryptsoft.com).

The implementation was written so as to conform with Netscapes SSL.

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