



Readme for CiscoWorks Device Fault Manager 3.1.1 on Windows

This Readme is for CiscoWorks Device Fault Manager (DFM) 3.1.1 on Windows. It contains the following sections:

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Description

DFM 3.1.1 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 3.1.1 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 3.1.1 as described in [Installing DFM 3.1.1, page 5](#).

DFM 3.1.1 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

You should print out and read this document before installing DFM 3.1.1.

New Device Support

Table 1 lists the devices supported in Device Fault Manager 3.1.1.

For a list of all devices supported in Device Fault Manager 3.1, see the common LMS SDT, *Supported Devices Tables for LMS 3.1* on Cisco.com. To access this, go to:

http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_lan_management_solution/3.1/device_support/table/lms31sdt.html

Table 1 Device Support Provided in DFM 3.1.1

Device Type	Devices/ Modules Supported	sysObjectID	Class
Cisco Carrier Routing System	Cisco CRS-1 4-Slot Single-Shelf System	1.3.6.1.4.1.9.1.822	Router
Cisco Carrier Routing System	Cisco CRS-1 16-Slot Single-Shelf System	1.3.6.1.4.1.9.1.613	Router
Cisco 800 Series Routers	Cisco 866 Router	1.3.6.1.4.1.9.1.835	Router
Cisco 1800 Series Routers	Cisco 1861 Integrated Services Router (CISCO1861-UC-2BRI-K9)	1.3.6.1.4.1.9.1.902	Router
Cisco 1800 Series Routers	Cisco 1861 Integrated Services Router (CISCO1861-UC-4F-K9)	1.3.6.1.4.1.9.1.903	Router
Cisco 1800 Series Routers	Cisco 1861 Integrated Services Router (CISCO1861-SRST-2B/K9)	1.3.6.1.4.1.9.1.904	Router
Cisco 1800 Series Routers	Cisco 1861 Integrated Services Router (CISCO1861-SRST-4F/K9)	1.3.6.1.4.1.9.1.905	Router
Cisco 1800 Series Routers	Cisco 1861 Integrated Services Router (CISCO1861-SRST-CUE-2BK9)	1.3.6.1.4.1.9.1.939	Router
Cisco 1800 Series Routers	Cisco 1861 Integrated Services Router (CISCO1861-SRST-CUE-4FK9)	1.3.6.1.4.1.9.1.940	Router
Cisco 1800 Series Routers	Cisco 1861 Integrated Services Router (CISCO1861W-SRST-CUE-4FK9)	1.3.6.1.4.1.9.1.990	Router
Cisco 1800 Series Routers	Cisco 1861 Integrated Services Router (CISCO1861W-SRST-CUE-2BK9)	1.3.6.1.4.1.9.1.991	Router
Cisco 1800 Series Routers	Cisco 1861 Integrated Services Router (CISCO1861W-SRST-4FK9)	1.3.6.1.4.1.9.1.992	Router
Cisco 1800 Series Routers	Cisco 1861 Integrated Services Router (CISCO1861W-SRST-2BK9)	1.3.6.1.4.1.9.1.993	Router

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Device Type	Devices/ Modules Supported	sysObjectID	Class
Cisco 1800 Series Routers	Cisco 1861 Integrated Services Router (CISCO1861W-UC-4FXO-K9)	1.3.6.1.4.1.9.1.994	Router
Cisco 1800 Series Routers	Cisco 1861 Integrated Services Router (CISCO1861W-UC-2BK9)	1.3.6.1.4.1.9.1.995	Router
Cisco 800 Series Routers	Cisco 861,861W Integrated Services Router	1.3.6.1.4.1.9.1.834	Router
Cisco 800 Series Routers	Cisco 867 Integrated Services Router	1.3.6.1.4.1.9.1.836	Router
Cisco 800 Series Routers	Cisco 881 Integrated Services Router	1.3.6.1.4.1.9.1.837	Router
Cisco 800 Series Routers	Cisco 881 Integrated Services Router (881SRST)	1.3.6.1.4.1.9.1.840	Router
Cisco 800 Series Routers	Cisco 886 Integrated Services Router	1.3.6.1.4.1.9.1.842	Router
Cisco 800 Series Routers	Cisco 887 Integrated Services Router	1.3.6.1.4.1.9.1.847	Router
Cisco 800 Series Routers	Cisco 888 Integrated Services Router	1.3.6.1.4.1.9.1.852	Router
Cisco 800 Series Routers	Cisco 888 Integrated Services Router (888SRST)	1.3.6.1.4.1.9.1.856	Router
Cisco 800 Series Routers	Cisco 885 Integrated Services Router (885-D-3)	1.3.6.1.4.1.9.1.859	Router
Cisco 800 Series Routers	Cisco 885 Integrated Services Router (885-E/J-3)	1.3.6.1.4.1.9.1.861	Router
Cisco Services Modules	Cisco ACE 4710 Application Control Engine	1.3.6.1.4.1.9.1.824	Router
Cisco 7800 Series Media Convergence Servers	Cisco 7855I Media Convergence Server	1.3.6.1.4.1.9.1.588	Host
Cisco 7800 Series Media Convergence Servers	Cisco 7865I Media Convergence Server	1.3.6.1.4.1.9.1.589	Host
Cisco 7800 Series Media Convergence Servers	Cisco 7825I Media Convergence Server	1.3.6.1.4.1.9.1.746	Host
Cisco 7800 Series Media Convergence Servers	Cisco 7816I Media Convergence Server (IBM)	1.3.6.1.4.1.9.1.898	Host
Cisco 7800 Series Media Convergence Servers	Cisco 7828I Media Convergence Server (IBM)	1.3.6.1.4.1.9.1.899	Host
Cisco 7800 Series Media Convergence Servers	Cisco 7816H Media Convergence Server (HP)	1.3.6.1.4.1.9.1.900	Host
Cisco 7800 Series Media Convergence Servers	Cisco 7828H Media Convergence Server (HP)	1.3.6.1.4.1.9.1.901	Host
Cisco Catalyst Blade Switch 3000 Series	Cisco Catalyst Switch Module 3110G for IBM BladeCenter (WS-CBS3110G-S)	1.3.6.1.4.1.9.1.909	Switch
Cisco Catalyst Blade Switch 3000 Series	Cisco Catalyst Switch Module 3110G for IBM BladeCenter (WS-CBS3110G-ST)	1.3.6.1.4.1.9.1.910	Switch
Cisco Catalyst Blade Switch 3000 Series	Cisco Catalyst Switch Module 3110X for IBM BladeCenter (WS-CBS3110X-S)	1.3.6.1.4.1.9.1.911	Switch
Cisco Catalyst Blade Switch 3000 Series	Cisco Catalyst Switch Module 3110X for IBM BladeCenter (WS-CBS311X-ST)	1.3.6.1.4.1.9.1.912	Switch
Cisco Catalyst Blade Switch 3000 Series	Cisco Catalyst Switch Module 3110X for IBM BladeCenter (CBS3110-STACK)	1.3.6.1.4.1.9.1.947	Switch

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Device Type	Devices/ Modules Supported	sysObjectID	Class
Cisco Catalyst Blade Switch 3000 Series	Cisco Catalyst Switch Module 3012 (WS-CBS3012-IBM)	1.3.6.1.4.1.9.1.999	Switch
Cisco Catalyst Blade Switch 3000 Series	Cisco Catalyst Switch Module 3012 for IBM BladeCenter	1.3.6.1.4.1.9.1.1000	Switch
Cisco Catalyst Blade Switch 3000 Series	Cisco Catalyst Blade Switch 3125G for HP (WS-CBS3012-IBM-I)	1.3.6.1.4.1.9.1.1001	Switch
Cisco Catalyst Blade Switch 3000 Series	Cisco Catalyst Blade Switch 3120G for HP (WS-CBS3120G-S)	1.3.6.1.4.1.9.1.918	Switch
Cisco Catalyst Blade Switch 3000 Series	Cisco Catalyst Blade Switch 3125X for HP (WS-CBS3125-X)	1.3.6.1.4.1.9.1.1002	Switch
Cisco Catalyst Blade Switch 3000 Series	Cisco Catalyst Blade Switch 3120X for HP (WS-CBS3120X-S)	1.3.6.1.4.1.9.1.919	Switch
Cisco Catalyst Blade Switch 3000 Series	Cisco Catalyst Blade Switch 3120X for HP (CBS3120-STACK)	1.3.6.1.4.1.9.1.948	Switch
Cisco Catalyst Blade Switch 3000 Series	Cisco Catalyst Blade Switch 3130G for Dell M1000E (WS-CBS3130G-S)	1.3.6.1.4.1.9.1.921	Switch
Cisco Catalyst Blade Switch 3000 Series	Cisco Catalyst Blade Switch 3130X for Dell M1000E (WS-CBS3130X-S)	1.3.6.1.4.1.9.1.922	Switch
Cisco Catalyst Blade Switch 3000 Series	Cisco Catalyst Blade Switch 3130X for Dell M1000E (CBS3130-STACK)	1.3.6.1.4.1.9.1.949	Switch
Cisco Catalyst Blade Switch 3000 Series	Cisco Catalyst Blade Switch 3032 for Dell M1000E (WS-CBS3032-DEL)	1.3.6.1.4.1.9.1.920	Switch
Cisco IE 3000 Series Switches	Cisco IE 3000-4TC Industrial Ethernet Switch	1.3.6.1.4.1.9.1.958	Switch
Cisco IE 3000 Series Switches	Cisco IE 3000-8TC Industrial Ethernet Switch	1.3.6.1.4.1.9.1.959	Switch
Cisco IE 3000 Series Switches	Cisco Rockwell 1783-MS10T Industrial Ethernet Switch	1.3.6.1.4.1.9.1.961	Switch
Cisco ME 4900 Series Ethernet Switches	Cisco ME 4924-10GE Switch	1.3.6.1.4.1.9.1.788	Switch
Cisco MDS 9000 Series Multi-layer Switches	Cisco MDS 9222i Multiservice Modular Switch	1.3.6.1.4.1.9.12.3.1.3.651	Switch
Cisco MDS 9000 Series Multi-layer Switches	Cisco MDS 9124e Multiservice Modular Switch	1.3.6.1.4.1.9.12.3.1.3.606	Switch
Rockwell Stratix 8000 Series Switches	Rockwell Stratix MS06T	1.3.6.1.4.1.9.1.960	Switch
Cisco ASA-5500 Series Adaptive Security Appliances	Cisco ASA-5580 Adaptive Security Appliance	1.3.6.1.4.1.9.1.914	Firewall
Cisco ASA-5500 Series Adaptive Security Appliances	Cisco ASA-5580 Adaptive Security Appliance Security Context	1.3.6.1.4.1.9.1.915	Firewall
Cisco ASA-5500 Series Adaptive Security Appliances	Cisco ASA-5580 Adaptive Security Appliance System Context	1.3.6.1.4.1.9.1.916	Firewall

Hardware and Software Requirements

DFM 3.1.1 can be installed on DFM 3.1. [Installing DFM 3.1.1, page 5](#), provides instructions on how to verify the DFM version that is on your system.

For information on installing DFM, refer to the documents on Cisco.com at the URL:

http://www.cisco.com/en/US/products/sw/cscowork/ps2421/prod_installation_guides_list.html

Downloading DFM 3.1.1

DFM 3.1.1 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 3.1.1. 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_1_1_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 3.1.1



Caution

You cannot remove DFM 3.1.1 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 3.1.1 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 3.1.1 cannot be uninstalled.)
- Step 2** Verify that DFM 3.1 is installed:
- a. From the Common Services home page, select **Software Center > Software Update**.
 - b. In the Products Installed table, verify that the Device Fault Manager row lists Version 3.1.
- Step 3** Move to the directory in which the unzipped DFM files reside, and run the installation script by double-clicking `cwdfm3_1_1_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 3.1.1.
You may have to stop and restart the CiscoWorks daemon manager. This is required if you applied DFM 3.1.1 to the following scenario:
 - a. You were running DFM 3.0.2 with Device Support Patch, and then
 - b. You upgraded to DFM 3.1

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.

Known DFM 3.1.1 Problems

The following table describe the known problems in DFM 3.1.1. Unless otherwise specified, there is no workaround for these problems.

For a list of known problems in Device Fault Manager 3.1, refer to the Release Notes. You can view them on Cisco.com by going to:

http://www.cisco.com/en/US/products/sw/cscowork/ps2421/prod_installation_guides_list.html

For the status of other DFM bugs that are due to device-specific problems, refer the documents 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 3.1.1**

Bug ID	Summary	Explanation
CSCso70605	IDU20 and IDU21: Warning alert is not generated for Operationally Down Card.	When the Module Status is set to 3 for 1.3.6.1.4.1.9.5.1.3.1.1.10, Warning alert should be generated for an Operationally Down Card as per the Syntax of the MIB. It is not generated. But a Critical alarm is generated when the Module Status is set to 4.
CSCso70635	IDU20: In Normal state, a Critical alert is generated for Temperature.	When the value for chassisTempAlarm is set as 2 for this OID, Critical alert is generated for the following devices: <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 Alerts must not be generated and the status must be Normal.
CSCso70617	IDU20: Card Operationally Down alarm is displaying two events instead of one.	When a card operationallydown alarm is generated for 1.3.6.1.4.1.9.9.117.1.2.1.1.2, AAD is displaying two events instead of one.
CSCso52084	Support for revised MIB values should be provided.	Alerts are not generated for the Environment components like temperature, power, fan, and voltage of some revised Mib values. Warning alert is not generated for Fan in IDU21. Support for revised MIB values should be provided.
CSCsv07021	IDU21: While migrating to DFM311 oid2type_Cisco.conf file is being overwritten.	During the restoration of the backup from DFM2.0.10 or DFM3.0.1 or DFM3.1 to DFM 3.1.1, oid2type_Cisco.conf is being overwritten in DFM3.1.1. As a result, all the IDU21 supported devices go to Unknown state.

Resolved DFM Problems

The following tables describe DFM problems that are resolved in DFM 3.1.1.

Table 3 *Problems Resolved in DFM 3.1.1*

Bug ID	Summary	Explanation
CSCsq55397	Notification trap community cannot be customized.	This problem has been resolved.
CSCsq46143	In DFM Component Event Codes needs to document	This problem has been resolved.
CSCsq80950	Editing Notification Groups makes the Java Process run; but Notification Group Edit window is not displayed.	This problem has been resolved.
CSCsq88500	DFM Traps are not generated for Cleared Alerts in LMS 3.0.	This problem has been resolved.
CSCsr25953	DFM is unable to manage ATM interfaces.	This problem has been resolved.