



Release Notes for Device Fault Manager 3.2 (With LMS 3.2)

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These release notes are for use with Device Fault Manager (DFM) 3.2 running on Windows and Solaris platforms.

DFM 3.2 Incremental Device Updates (IDUs) and service packs can be downloaded from Cisco.com as they become available. (See [Additional Information Online, page 4](#)).

These Release Notes contain:

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New Features

In this release, DFM provides the following new features and enhancements:

- Supports devices with SNMPv3 NoAuthNoPriv and SNMPv3 AuthPriv credentials
DFM allows you to import devices with SNMPv3 credentials from DCR. It discovers the devices successfully and groups them under All Known Devices in Inventory Group.
- E-Mail Subject Customization
You can use the E-Mail Subject Customization page to customize the e-mail subject for forwarded alerts and events notifications.
- 10GE Interface Support
This feature helps you to configure and manage the 10 GE interfaces through the Polling and Threshold Settings page. It is applicable to all devices that support 10 GE and you will be notified if there is any fault on the 10 GE interfaces.
- Enhancement in Polling and Threshold Configurations
Preview buttons are provided in Polling Parameters and Managing Thresholds pages. These buttons help you to see the edited polling and threshold parameters before you apply the changes.



Note Preview is supported only for Device Type Groups.

- Enhancement in Discovery Status page
The discovery status of the devices in the Discovery Status page were previously displayed in a scrolling table. In DFM 3.2 it is displayed in a more user-friendly Paging table.
- New Trap support—DFM supports the POWER-ETHERNET-MIB(POE) traps.
- Event Severity Customization
The event severity can be customized using the New Event Severity feature. You can select either Critical or Informational from the drop-down list.



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

Product Documentation

Table 1 describes the product documentation that is available.

Table 1 **Product Documentation**

Document Title	Available Formats
<i>User Guide for Device Fault Manager 3.2</i>	<ul style="list-style-type: none"> PDF on the product DVD On Cisco.com at http://www.cisco.com/en/US/docs/net_mgmt/ciscoverks_device_fault_manager/3.2/user/guide/dfm32ug_Book.html In context-sensitive online help
<i>Release Notes for Device Fault Manager 3.2</i>	<ul style="list-style-type: none"> PDF on the product DVD On Cisco.com at http://www.cisco.com/en/US/docs/net_mgmt/ciscoverks_device_fault_manager/3.2/release_notes/dfm32rn.html
<i>Supported Devices Tables for LMS 3.2</i>	<ul style="list-style-type: none"> PDF on the product DVD On Cisco.com at http://www.cisco.com/en/US/docs/net_mgmt/ciscoverks_lan_management_solution/3.2/device_support/table/lms32sdt.html
<i>Supported Operating Systems for Cisco Switches in Device Fault Manager 3.2</i>	<ul style="list-style-type: none"> PDF on the product DVD On Cisco.com at http://www.cisco.com/en/US/docs/net_mgmt/ciscoverks_device_fault_manager/3.2/device_support/table/dfm3_2os.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 3.2</i>	<ul style="list-style-type: none"> • PDF on the product DVD • On Cisco.com at http://cisco.com/en/US/docs/net_mgmt/ciscoverks_lan_management_solution/3.2/install/guide/lmsigsg.html
<i>Data Migration Guide for LAN Management Solution 3.2</i>	<ul style="list-style-type: none"> • PDF on the product DVD • On Cisco.com at http://www.cisco.com/en/US/docs/net_mgmt/ciscoverks_lan_management_solution/3.2/data_migration/guide/lms32_dmg.html
<i>User Guide for CiscoWorks Common Services 3.3</i>	<ul style="list-style-type: none"> • PDF on the product DVD • On Cisco.com at http://cisco.com/en/US/docs/net_mgmt/ciscoverks_common_services_software/3.3/user/guide/cs_33_ug.html • In context-sensitive Online help
<i>User Guides 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 3.2. 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 3.2

An LMS 3.2 Installation Kit is available on the LMS 3.2 product DVD. The Kit contains everything needed to install DFM 3.2. Refer to *Installing and Getting Started with CiscoWorks LAN Management Solution 3.2* for more information.

Known Problems in DFM 3.2

Table 3 and Table 4 describe problems known to exist in DFM 3.2 on Windows and Solaris respectively.

Table 3 Known Problems in DFM 3.2 (On Windows)

Bug ID	Summary	Additional Information
CSCsk34741	DFM does not handle SNMP retries properly	DFM does not handle SNMP retries properly even if you have configured the device for three default retries. This problem occurs when you enter wrong SNMP credentials. Workaround: None
CSCsw90690	Error message regarding the licence limit in DFM is not displayed when the number of the imported devices exceeds the limit.	DFM has a licence that limits the number of the devices. When you import devices more than the license limit into DFM, an error message is not displayed. Such a message should give details such as the total number of devices that can be managed by the existing license. There should also be a link in the error message that allows you to go the licence page and update the licence. Workaround: None
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 and Acknowledge buttons are wrongly enabled. They should not be enabled because some devices are unauthorized. Workaround: None
CSCsq31553	DFM does not support processing of SNMP V3 Traps	DFM does not support processing of SNMP V3 Traps. Workaround: None

Table 3 Known Problems in DFM 3.2 (On Windows) (Continued)

Bug ID	Summary	Additional Information
CSCs111291	DFM does not co-exist with Install Shield 2008 software	<p>When Install Shield 2008 is installed on a DFM 3.0.2 server, the DfmServer process continues to run. However, it creates a blank DFM.log and the device addition hangs at 10%.</p> <p>Workaround: Uninstall Install Shield 2008</p>
CSCsz07447	Errors are found in the Incharge Engine's log files during Reconfiguration.	<p>During the process of Reconfiguration, errors related to Configuration settings are logged in the Incharge Engine's log files. That is, they are logged in the DFM.log and DFM1.log files.</p> <p>Workaround: None</p>
CSCsx72359	In DFM with 1500 SNMPv3 devices, SNMP requests are skipped when polling interval is set as 60 seconds.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Manage 1500 SNMPv3 devices in DFM. 2. Change Polling settings to 60 seconds for all components 3. Apply the changes <p>SNMP requests do not appear every 60 seconds. Also, there is a delay between any two polling cycles for SNMP requests. This occurs although the ICMP communication occur correctly.</p> <p>Workaround: None</p>
CSCsw98735	After a rediscovery of devices, DFM Incharge Engine polls the SNMP timed out devices.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Import devices into DFM 2. Wait for the devices to be moved to Known state 3. Rediscover all the devices. <p>During Rediscovery, the devices are SNMP timed out. However, Incharge Engine polls the devices with the old data which was collected during the first discovery.</p> <p>Workaround: None</p>

Table 3 Known Problems in DFM 3.2 (On Windows) (Continued)

Bug ID	Summary	Additional Information
CSCsw98711	In DFM, when devices are not reachable, ICMP and SNMP requests are found during Rediscovery.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Add a real device into DFM and wait till polling happens 2. Rediscover the device when it is down <p>Discovery stops at 40% but Incharge Engine completes the discovery and logs a discovery error.</p> <p>However, Incharge Engine continues to send ICMP and SNMP requests to the unreachable device.</p> <p>If you Rediscover the device when it is reachable, the device goes to the SNMP Timed Out state and Polling continues.</p> <p>If you Rediscover the device again, it is pushed to a Known state.</p> <p>Workaround:</p> <p>None</p>
CSCsk36410	LMS5K: DFM Processes block the CPU while performing Fresh Device Import into DFM	<p>If you import around 5000 devices into DFM, it overloads the CPU. The process takes approximately 3hours and 30minutes.</p> <p>Workaround:</p> <p>None</p>
CSCsq70227	PIDM table does not get updated during Inline Upgrade.	<p>When you perform an Inline Upgrade from LMS 3.0 to LMS 3.1, the PIDM table is not preserved. As a result, the DFM functions are lost in the Device Center and CiscoWorks Assistant.</p> <p>This is not an Upgrade problem. It existed in DFM 3.0 and is carried over when you upgrade from LMS 3.0 to LMS 3.1.</p> <p>Workaround:</p> <p>Delete and add DFM devices.</p>
CSCsw90699	In DFM, devices go to Data Collector timed out state after the Incharge Engine has completed Discovery.	<p>During the Discovery of 5000 devices in DFM, some devices go to the Data Collector Timed Out state after the Incharge Engine has completed Discovery.</p> <p>Workaround:</p> <p>None</p>
CSCsy34104	In DFM, during E-mail configurations, e-mail IDs are not properly validated.	<p>During E-mail Configurations, DFM wrongly accepts special characters in the e-mail ID.</p> <p>Ideally, it should not allow the special characters and should have a standard format for the e-mail IDs.</p> <p>Workaround:</p> <p>None</p>

Table 3 Known Problems in DFM 3.2 (On Windows) (Continued)

Bug ID	Summary	Additional Information
CSCsy79554	PIDM updates are not done for DFM after remote migration.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Install LMS 3.2 2. Restore the backup of LMS 3.1+IPv6 dropin <p>After the restore, PIDM entries for DFM are not updated. Devices are shown as associated with the server from which backup is taken. Hence the cross launches associated with DFM do not work.</p> <p>You cannot launch DFM alerts for devices managed by DFM without alerts from N Hop view portlet and CM Topo.</p> <p>Also CiscoWorks Assistant shows the devices as being managed by DFM of the backup server and not by the current server.</p> <p>Workaround: None</p>
CSCsy84087	In a DFM server with 5000 devices, Delete button is not enabled immediately.	<p>This problem occurs in a DFM server with 5000 devices. If you:</p> <ol style="list-style-type: none"> 1. Disable the Auto Import option in the Device Import page, 2. Select the Rediscover/Delete option in Device Management page, <p>The Delete button is disabled. It takes more than three minutes for it to be enabled again.</p> <p>The Delete button works well if you have only a few devices.</p> <p>Workaround: None</p>
CSCsz13696	The report printed using the Print Friendly button in the Device Details page displays only 2000 records.	<p>In DFM, if you click Print Friendly button in Device Details page, the following message is displayed:</p> <p>Your Report resulted in 5002 records for printing. However, only 2000 records are displayed in the report.</p> <p>Workaround: None</p>
CSCsz21403	Cannot create User-defined groups if DFM has Voice and Telephony devices.	<p>You cannot create any User-defined groups in DFM, if there are any Voice and Telephony devices. An error message appears if you try to create these user-defined groups.</p> <p>Workaround: Delete the Voice and Telephony devices from DFM</p>

Table 3 **Known Problems in DFM 3.2 (On Windows) (Continued)**

Bug ID	Summary	Additional Information
CSCsz21440	Auto allocation settings in DFM are sometimes not preserved.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. From DFM, go to Device Management > Device Import > Auto Allocation. 2. Check the Enable Auto Mode check box. 3. Select Manage By Groups and check the System Defined Groups check box. All the sub groups are selected. 4. Uncheck some of the sub groups, such as Routers and Wireless. 5. Apply the changes. 6. Browse through other pages and return back to the same page. Manage All Devices option is selected instead of Manage By Groups. <p>Workaround: None</p>
CSCsz28940	In DFM, the Detailed Device View page displays the MSFC device as Suspended when its parent device is deleted.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Manage a Cat6509 parent device and an MSFC child device. 2. Delete the parent device from DFM. The Detailed Device View page displays the MSFC device as Suspended with no polling. <p>Workaround: Rediscover the device.</p>
CSCsz21918	In DFM, an invalid alert is generated for the VSS device.	<p>In DFM, the entSensorStatus value is displayed as UNKNOWN for the VSS switch and an invalid alert is generated.</p> <p>Workaround: None</p>
CSCsy21759	DLL conflicts occur after DFM is installed.	<p>After installing DFM from the LMS bundle on a Windows Server 2003 Enterprise Edition (SP2), you cannot launch services such as ping, ipconfig, net stop/start, etc.</p> <p>This is caused by a conflict of DLLs used by DFM with other versions of the DLLs. These similar DLLs are used by another application on the server.</p> <p>Workaround: Search for and remove the conflicting DLLs. They are usually located under C:\WINNT\WinSxS\.</p>

Table 3 Known Problems in DFM 3.2 (On Windows) (Continued)

Bug ID	Summary	Additional Information
CSCsu01718	In DFM, devices get stuck at 70% Learning state.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Schedule a daily Rediscovery job for 5000 devices 2. Start a Rediscovery for all 5000 devices <p>Some devices are moved to the Known state and others get stuck at 70% Learning state.</p> <p>Workaround:</p> <p>Rediscover the devices stuck at 70%. They are moved to the Known state.</p>
CSCsz71786	LMS 3.2: PIDM entries are not removed in Slave server after deleting devices.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Manage 1500 devices in DFM. 2. Configure the server as slave in a multi-server setup. 3. Delete the devices from DFM. <p>Devices are not displayed in DFM UI.</p> <p>However, the PIDM table lists all the devices as being managed. So, Device Center and CiscoWorks Assistant incorrectly show the devices as being managed by DFM.</p> <p>Workaround:</p> <p>Before adding devices into DFM, run the following perl script to clean up the PIDM entries for DFM: <i>NMSROOT/etc/tis/scripts > perl DropPIDMentries.pl</i></p>
CSCsx23656	DFM3.2: sm_server does not stop when daemons are stopped.	<p>sm_server processes are not stopped when you stop the daemons. This issue occurs frequently when you manage a bulk of devices.</p> <p>Workaround:</p> <ul style="list-style-type: none"> • During Uninstallation of DFM3.2, when you access any file under <i>NMSROOT\objects\smarts\</i>, if a popup displays the following error message “Access is denied”, then kill all sm_server.exe processes from Task Manager. The maximum number of processes is four. • Click OK. <ul style="list-style-type: none"> Uninstallation continues. • During Reinstallation of DFM 3.2, if any files are listed as locked, then kill all sm_server.exe processes from Task Manager. The maximum number of processes is four. • Click Retry. <ul style="list-style-type: none"> Reinstallation continues.

Table 3 **Known Problems in DFM 3.2 (On Windows) (Continued)**

Bug ID	Summary	Additional Information
CSCsz77616	DFM3.2: After restoring the system backup, Alerts and Activities Detail View and Event Severity are not displayed.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Take a selective System Backup in DFM 3.2. 2. Restore in a different DFM 3.2 server. <p>Alerts and Activities Detail View is not restored. In Notification Customization, current Event Severity is not restored.</p> <p>Workaround: None</p>
CSCsz77669	When you are editing a Notification Group, Device Selection does not appear.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Select all devices. 2. Create a Notification Group. 3. Log into CiscoWorks again 4. Select the created Notification Group and click the Edit. 5. Expand All Devices. <p>The Device Selection is not displayed. However, the Device Type groups display the selected devices.</p> <p>Workaround: Refresh or launch the page again. Device selection is displayed.</p>
CSCsz79389	DFM Goups are not created or updated when devices are deleted and added again.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Import a device into DFM. It is listed under Device Type Groups. 2. Delete the device. 3. Immediately re-import the device. <p>The Device Type Group does not appear and polling for the device does not occur.</p> <p>Workaround: After you delete a device, wait for two or three minutes before adding it or attempting to rediscover it.</p>

Table 3 *Known Problems in DFM 3.2 (On Windows) (Continued)*

Bug ID	Summary	Additional Information
CSCta11852	Discovery not working when VPN concentrator devices are added	<p>VPN Concentrator devices responds to SNMP V1 Get requests and not to SNMP GetBulk requests. If VPN Concentrator devices are added to DFM 3.1.2, DFM 3.1.3 and DFM 3.2, discovery will fail as there is no fall back from Get Bulk to Get Next requests.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Modify the file NMSROOT/objects/smarts/conf/discovery/discovery.conf and set SNMPGetBulkEnabled =FALSE. 2. Restart the DFM processes by running the following commands: <ul style="list-style-type: none"> - pdterm DfmServer DfmServer1 - pdexec DfmServer DfmServer1 3. Rediscover the device.

Table 4 *Known Problems in DFM 3.2 (On Solaris)*

Bug ID	Summary	Additional Information
CSCsq60989	Check point and null pointer exceptions are in the daemons.log	<p>While running the scheduled Rediscovery job, DFM calls check points to check the databases.</p> <p>However this call goes into a loop and does not get completed. A Null pointer error is displayed.</p> <p>Workaround:</p> <p>None</p>
CSCsz13416	Performance issues occur with 200 OGS Groups	<p>When OGS group contains 200 groups, the following OGS functionalities takes a longer time:</p> <ul style="list-style-type: none"> • Creating a new group • Editing a user-defined group <p>During the above operations INVDbEngine uses almost 60-80% of CPU.</p> <ul style="list-style-type: none"> • Editing the NOS group • Launching PTM pages and Group Administration pages <p>Workaround:</p> <p>None</p>
CSCsk34741	DFM does not handle SNMP retries properly	<p>DFM does not handle SNMP retries properly even if you have configured the device for three default retries. This problem occurs when you enter wrong SNMP credentials.</p> <p>Workaround:</p> <p>None</p>

Table 4 **Known Problems in DFM 3.2 (On Solaris) (Continued)**

Bug ID	Summary	Additional Information
CSCsw90690	Error message regarding the licence limit in DFM is not displayed when the number of the imported devices exceeds the limit.	<p>DFM has a licence that limits the number of the devices. When you import devices more than the license limit into DFM, an error message is not displayed.</p> <p>Such a message should give details such as the total number of devices that can be managed by the existing license.</p> <p>There should also be a link in the error message that allows you to go the licence page and update the licence.</p> <p>Workaround: None</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 and Acknowledge buttons are wrongly enabled. They should not be enabled because some devices are unauthorized.</p> <p>Workaround: None</p>
CSCsq31553	DFM does not support processing of SNMP V3 Traps	<p>DFM does not support processing of SNMP V3 Traps.</p> <p>Workaround: None</p>
CSCsz07447	Errors are found in the Incharge Engine's log files during Reconfiguration.	<p>During the process of Reconfiguration, errors related to Configuration settings are logged in the Incharge Engine's log files. That is, they are logged in the DFM.log and DFM1.log files.</p> <p>Workaround: None</p>
CSCsx72359	In DFM with 1500 SNMPv3 devices, SNMP requests are skipped when polling interval is set as 60 seconds.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Manage 1500 SNMPv3 devices in DFM. 2. Change Polling settings to 60 seconds for all components 3. Apply the changes <p>SNMP requests do not appear every 60 seconds. Also, there is a delay between any two polling cycles for SNMP requests. This occurs although the ICMP communication occur correctly.</p> <p>Workaround: None</p>

Table 4 Known Problems in DFM 3.2 (On Solaris) (Continued)

Bug ID	Summary	Additional Information
CSCsw98735	After a rediscovery of devices, DFM Incharge Engine polls the SNMP timed out devices.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Import devices into DFM 2. Wait for the devices to be moved to Known state 3. Rediscover all the devices. <p>During Rediscovery, the devices are SNMP timed out. However, Incharge Engine polls the devices with the old data which was collected during the first discovery.</p> <p>Workaround: None</p>
CSCsw98711	In DFM, when devices are not reachable, ICMP and SNMP requests are found during Rediscovery.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Add a real device into DFM and wait till polling happens 2. Rediscover the device when it is down <p>Discovery stops at 40% but Incharge Engine completes the discovery and logs a discovery error.</p> <p>However, Incharge Engine continues to send ICMP and SNMP requests to the unreachable device.</p> <p>If you Rediscover the device when it is reachable, the device goes to the SNMP Timed Out state and Polling continues.</p> <p>If you Rediscover the device again, it is pushed to a Known state.</p> <p>Workaround: None</p>
CSCsk36410	LMS5K: DFM Processes block the CPU while performing Fresh Device Import into DFM	<p>If you import around 5000 devices into DFM, it overloads the CPU. The process takes approximately 3hours and 30minutes.</p> <p>Workaround: None</p>
CSCsq70227	PIDM table does not get updated during Inline Upgrade.	<p>When you perform an Inline Upgrade from LMS 3.0 to LMS 3.1, the PIDM table is not preserved. As a result, the DFM functions are lost in the Device Center and CiscoWorks Assistant.</p> <p>This is not an Upgrade problem. It existed 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>
CSCsw90699	In DFM, devices go to Data Collector timed out state after the Incharge Engine has completed Discovery.	<p>During the Discovery of 5000 devices in DFM, some devices go to the Data Collector Timed Out state after the Incharge Engine has completed Discovery.</p> <p>Workaround: None</p>

Table 4 Known Problems in DFM 3.2 (On Solaris) (Continued)

Bug ID	Summary	Additional Information
CSCsy34104	In DFM, during E-mail configurations, e-mail IDs are not properly validated.	<p>During E-mail Configurations, DFM wrongly accepts special characters in the e-mail ID.</p> <p>Ideally, it should not allow the special characters and should have a standard format for the e-mail IDs.</p> <p>Workaround: None</p>
CSCsy79554	PIDM updates are not done for DFM after remote migration.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Install LMS 3.2 2. Restore the backup of LMS 3.1+IPv6 dropin <p>After the restore, PIDM entries for DFM are not updated. Devices are shown as associated with the server from which backup is taken. Hence the cross launches associated with DFM do not work.</p> <p>You cannot launch DFM alerts for devices managed by DFM without alerts from N Hop view portlet and CM Topo.</p> <p>Also CiscoWorks Assistant shows the devices as being managed by DFM of the backup server and not by the current server.</p> <p>Workaround: None</p>
CSCsy84087	In a DFM server with 5000 devices, Delete button is not enabled immediately.	<p>This problem occurs in a DFM server with 5000 devices. If you:</p> <ol style="list-style-type: none"> 1. Disable the Auto Import option in the Device Import page, 2. Select the Rediscover/Delete option in Device Management page, <p>The Delete button is disabled. It takes more than three minutes for it to be enabled again.</p> <p>The Delete button works well if you have only a few devices.</p> <p>Workaround: None</p>
CSCsz13696	The report printed using the Print Friendly button in the Device Details page displays only 2000 records.	<p>In DFM, if you click Print Friendly button in Device Details page, the following message is displayed:</p> <p>Your Report resulted in 5002 records for printing.</p> <p>However, only 2000 records are displayed in the report.</p> <p>Workaround: None</p>
CSCsz21403	Cannot create User-defined groups if DFM has Voice and Telephony devices.	<p>You cannot create any User-defined groups in DFM, if there are any Voice and Telephony devices. An error message appears if you try to create these user-defined groups.</p> <p>Workaround: Delete the Voice and Telephony devices from DFM</p>

Table 4 Known Problems in DFM 3.2 (On Solaris) (Continued)

Bug ID	Summary	Additional Information
CSCsz21440	Auto allocation settings in DFM are sometimes not preserved.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. From DFM, go to Device Management > Device Import > Auto Allocation. 2. Check the Enable Auto Mode check box. 3. Select Manage By Groups and check the System Defined Groups check box. All the sub groups are selected. 4. Uncheck some of the sub groups, such as Routers and Wireless. 5. Apply the changes. 6. Browse through other pages and return back to the same page. Manage All Devices option is selected instead of Manage By Groups. <p>Workaround: None</p>
CSCsz28940	In DFM, the Detailed Device View page displays the MSFC device as Suspended when its parent device is deleted.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Manage a Cat6509 parent device and an MSFC child device. 2. Delete the parent device from DFM. <p>The Detailed Device View page displays the MSFC device as Suspended with no polling.</p> <p>Workaround: Rediscover the device.</p>
CSCsz21918	In DFM, an invalid alert is generated for the VSS device.	<p>In DFM, the entSensorStatus value is displayed as UNKNOWN for the VSS switch and an invalid alert is generated.</p> <p>Workaround: None</p>
CSCsu01718	In DFM, devices get stuck at 70% Learning state.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Schedule a daily Rediscovery job for 5000 devices 2. Start a Rediscovery for all 5000 devices <p>Some devices are moved to the Known state and others get stuck at 70% Learning state.</p> <p>Workaround: Rediscover the devices stuck at 70%. They are moved to the Known state.</p>
CSCsz30972	LMS5K: Unable to create Notification Groups in a Solaris server with 5000 devices.	<p>In a Solaris 5K server, you are not able to create Notification groups. The validation of the group takes a long time and this causes the GUI to slow down.</p> <p>Workaround: None</p>

Table 4 Known Problems in DFM 3.2 (On Solaris) (Continued)

Bug ID	Summary	Additional Information
CSCsz71786	LMS 3.2: PIDM entries are not removed in Slave server after deleting devices.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Manage 1500 devices in DFM. 2. Configure the server as slave in a multi-server setup. 3. Delete the devices from DFM. <p>Devices are not displayed in DFM UI.</p> <p>However, the PIDM table lists all the devices as being managed. So, Device Center and CiscoWorks Assistant incorrectly show the devices as being managed by DFM.</p> <p>Workaround: None</p>
CSCsz77616	DFM3.2: After restoring the system backup, Alerts and Activities Detail View and Event Severity are not displayed.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Take a selective System Backup in DFM 3.2. 2. Restore in a different DFM 3.2 server. <p>Alerts and Activities Detail View is not restored.</p> <p>In Notification Customization, current Event Severity is not restored.</p> <p>Workaround: None</p>
CSCsz77669	When you are editing a Notification Group, Device Selection does not appear.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Select all devices. 2. Create a Notification Group. 3. Log into CiscoWorks again 4. Select the created Notification Group and click the Edit. 5. Expand All Devices. <p>The Device Selection is not displayed. However, the Device Type groups display the selected devices.</p> <p>Workaround: Refresh or launch the page again. Device selection is displayed.</p>
CSCsz79389	DFM Goups are not created or updated when devices are deleted and added again.	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Import a device into DFM. <p>It is listed under Device Type Groups.</p> <ol style="list-style-type: none"> 2. Delete the device. 3. Immediately re-import the device. <p>The Device Type Group does not appear and polling for the device does not occur.</p> <p>Workaround: After you delete a device, wait for two or three minutes before adding it or attempting to rediscover it.</p>

Table 4 Known Problems in DFM 3.2 (On Solaris) (Continued)

Bug ID	Summary	Additional Information
CSCta11852	Discovery not working when VPN concentrator devices are added	<p>VPN Concentrator devices responds to SNMP V1 Get requests and not to SNMP GetBulk requests. If VPN Concentrator devices are added to DFM 3.1.2, DFM 3.1.3 and DFM 3.2, discovery will fail as there is no fall back from Get Bulk to Get Next requests.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Modify the file NMSROOT/objects/smarts/conf/discovery/discovery.conf and set SNMPGetBulkEnabled =FALSE. 2. Restart the DFM processes by running the following commands: <ul style="list-style-type: none"> - pdterm DfmServer DfmServer1 - pdexec DfmServer DfmServer1 3. Rediscover the device.

Resolved Problems in DFM 3.2

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 3.2 (On Windows)*

Bug ID	Summary	Additional Information
CSCsq02974	In DFM 3.1, Notifications were not sent when you selected and acknowledged an alert in the Alerts and Activities Detail page.	This problem has been resolved.
CSCso68258	DFM was polling for ASA cpmCPUTotal5minRev mib object. However, it supported only ASA cpmCPUTotal5min mib objects.	This problem has been resolved.
CSCsq46143	DFM Online Help contained general event code for all events. However, Component Event Codes for alerts were not documented in Online help.	This problem has been resolved.
CSCso55344	For all Resumed and Suspended devices in DFM, alerts were displayed in AAD. However, e-mail notifications were not sent for any of the Resumed devices and for some of the Suspended devices.	This problem has been resolved.
CSCsm89472	DFM did not support Power Over Ethernet (PoE) fault management.	This problem has been resolved.
CSCsk34630	When SNMP credentials of a device were changed in DCR, DFM discovered the device although it had wrong credentials.	This problem has been resolved.
CSCsq38090	For a switch interface, CUOM was displaying an incorrect High Utilization event value.	This problem has been resolved.
CSCsq55397	The community string used while sending notification traps needs to be hard-coded as Public. The users who need to customize the community strings, changed the name of the strings from Public to a name of their choice. Hence, the SNMP managers did not process the notification traps sent by DFM.	This problem has been resolved.
CSCsq67843	DFM did not support 10 Gigabit devices.	This problem has been resolved.
CSCsv21221	DFM could not recognize a trunk between two devices that were managed by DFM and DFM 1 servers.	This problem has been resolved.
CSCsx65722	The 6509 MSFC devices were discovered and pushed to a Known state by DFM. However, they went to Suspended state and were not monitored anymore. When you clicked the Resume button, the card went into Questioned state.	This problem has been resolved.
CSCsy90443	When you changed the host name of CiscoWorks Server, the option Manage By Groups did not work.	This problem has been resolved.
CSCsz08953	Unmanaged Interfaces used to revert to a Managed state after Device Rediscovery.	This problem has been resolved.
CSCsb05350	You could not customize the subjects of e-mail notifications.	This problem has been resolved.
CSCsv13865	DFM 3.x upgrades added new local host entries to trapd.conf file.	This problem has been resolved.
CSCsv16566	DFM did not display Alerts and Events in GUI and Device Management page was not launched.	This problem has been resolved.

Table 5 *Resolved Problems in DFM 3.2 (On Windows) (Continued)*

Bug ID	Summary	Additional Information
CSCsz45181	In DFM, for CE devices, the Managed state was not preserved after Rediscovery.	This problem has been resolved.

Table 6 *Resolved Problems in DFM 3.2 (On Solaris)*

Bug ID	Summary	Additional Information
CSCsi32212	Device type groups were missing after an inline upgrade from LMS 2.6 to LMS 3.0 in SSL mode on Solaris. The Device Type groups that were displayed before the upgrade were not displayed after the upgrade.	This problem has been resolved.
CSCsq02974	In DFM 3.1, Notifications were not sent when you selected and acknowledged an alert in the Alerts and Activities Detail page.	This problem has been resolved.
CSCso68258	DFM was polling for ASA cpmCPUTotal5minRev mib object. However, it supported only ASA cpmCPUTotal5min mib objects.	This problem has been resolved.
CSCsq46143	DFM Online Help contained general event code for all events. However, Component Event Codes for alerts were not documented in Online help.	This problem has been resolved.
CSCso55344	For all Resumed and Suspended devices in DFM, alerts were displayed in AAD. However, e-mail notifications were not sent for any of the Resumed devices and for some of the Suspended devices.	This problem has been resolved.
CSCsm89472	DFM did not support Power Over Ethernet (PoE) fault management.	This problem has been resolved.
CSCsk34630	When SNMP credentials of a device were changed in DCR, DFM discovered the device although it had wrong credentials.	This problem has been resolved.
CSCsq38090	For a switch interface, CUOM was displaying an incorrect High Utilization event value.	This problem has been resolved.
CSCsq55397	The community string used while sending notification traps needs to be hard-coded as Public. The users who need to customize the community strings, changed the name of the strings from Public to a name of their choice. Hence, the SNMP managers did not process the notification traps sent by DFM.	This problem has been resolved.
CSCsq67843	DFM did not support 10 Gigabit devices.	This problem has been resolved.
CSCsv21221	DFM could not recognize a trunk between two devices that were managed by DFM and DFM 1 servers.	This problem has been resolved.
CSCsx65722	The 6509 MSFC devices were discovered and pushed to a Known state by DFM. However, they went to Suspended state and were not monitored anymore. When you clicked the Resume button, the card went into Questioned state.	This problem has been resolved.
CSCsy90443	When you changed the host name of CiscoWorks Server, the option Manage By Groups did not work.	This problem has been resolved.
CSCsz08953	Unmanaged Interfaces used to revert to a Managed state after Device Rediscovery.	This problem has been resolved.

Table 6 **Resolved Problems in DFM 3.2 (On Solaris) (Continued)**

Bug ID	Summary	Additional Information
CSCsb05350	You could not customize the subjects of e-mail notifications.	This problem has been resolved.
CSCsz45181	In DFM, for CE devices, the Managed state was not preserved after Rediscovery.	This problem has been resolved.

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