



Release Notes for Internetwork Performance Monitor 2.5

These release notes describe caveats for installing and using Internetwork Performance Monitor (IPM) Software Release 2.5.

These release notes are for use with the CiscoWorks family of products running on Solaris and Windows platforms. Supported Solaris versions are 2.7 and 2.8. Supported Windows versions are Windows 2000 Professional, Windows 2000 Server, Windows 2000 Advanced Server, and Windows XP Professional (Client only).

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New Features

IPM Release 2.5 implements the following new features:

- Support to specify DHCP server for DHCP operations. You can specify a DHCP server name or address to be used for DHCP operations. This resolves the issue of any router (rather than a specific DHCP router) responding when you have different DHCP servers configured in different subnets connected to different source router interfaces.
- Support for performance measurement of FTP operations. In addition to the support for operations such as echo, pathecho, and DLSw, IPM allows you to configure FTP operations on a router. It also allows you to find out the time it takes to complete the FTP operation.

In this operation, you will be able to choose the mode of FTP session (active/passive) as well as the packet priority.

- Source interface: When you define an SAA test, you can specify the IP address of the source. This address will be used by the targets when they respond to the source device.

IPM operates in either of the following modes:

- Mode 1: In this mode, IPM does not set the source IP address. This is the default mode of operation.
- Mode 2: In this mode, IPM sets the source IP address to the address of the interface known to it.

In Mode 1, IPM configures the collectors on the source devices without the source address. The source uses the standard routing mechanisms to identify the outgoing interface and uses its address as the source address.

You can change the default behavior (Mode 1), and switch to Mode 2 by changing the configuration file and restarting IPM. For more details on changing the configuration file, refer to the *User Guide for Internetwork Performance Monitor 2.5*.

- Support for migration of HTML reports for inline and remote upgrade. When you upgrade to IPM 2.5 from IPM 2.3 or 2.4, in addition to the database, environmental variables, seed files, the HTML reports would also be preserved.
- HTTP Proxy Server support: IPM allows you to specify a proxy server for HTTP operations.

- **SSL Compliance:** You can install IPM 2.5 on a machine that is running SSL-enabled CiscoWorks applications. IPM is not SSL-compliant, but it can co-exist with other SSL-compliant CiscoWorks applications.

Note that even when you enable SSL in CiscoWorks, IPM webserver still works through HTTP. So, when you click on an IPM link on the CiscoWorks desktop, a plain text HTTP request containing the session ID (created in the secure SSL mode) is sent to the IPM application.

- **Support for Firewall, and support for multi-homed systems:** IPM 2.5 is tested with firewalls, and also with multi-homed systems. For details see the FAQ section in the *User Guide for Internetwork Performance Monitor 2.5*.
- **Network Address Translation Support:** An IPM server that is inside the Network Address Translation (NAT) boundary, can configure collectors and collect its statistics from routers outside the NAT boundary.

IPM Documentation

**Note**

Although every effort has been made to validate the accuracy of the information in the printed and electronic documentation, you should also review the Internetwork Performance Monitor 2.5 documentation on Cisco.com for any updates.

The following documents are provided in PDF on your product CD:

- Installation Guide for Internetwork Performance Monitor, Software Release 2.5.
- User Guide for Internetwork Performance Monitor, Software Release 2.5.

**Note**

Adobe Acrobat Reader 4.0 or later is required.

Use these publications to learn how to install and use IPM 2.5:

- *Installation Guide for Internetwork Performance Monitor, Software Release 2.5* (DOC-7815209=)—This guide provides instructions for installing and configuring IPM product.
- *User Guide for Internetwork Performance Monitor, Software Release 2.5* (DOC-7815208=)—This guide describes how to use IPM, a software to monitor the performance of multi-protocol networks.

IPM includes a browser-based online help system that provides overviews, related information, procedures, and glossary terms for IPM. You can select underlined text to access additional help topics that provide related information.

You can access the help in two ways:

- Select an option from the navigation tree, then click Help.
- Click the Help button in the dialog box.

When you access online help for IPM for the first time, there might be a slight pause while your client browser loads the online help.

Caveats for Using IPM

This section lists all the caveats for using IPM.

Uninstalling IPM and CiscoWorks CD One, and Upgrading Issues

If you have IPM 2.4 or 2.3, and you want to upgrade from CD One, 5th or 4th Edition to Common Services 2.2, you must do the following:

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- Step 1** Run the command `ipm cw2ksetup uninstall` at the IPM MSDOS prompt (**Start > Programs > Internetwork Performance Monitor > IPM MSDOS**).
- The integration between IPM and CD One is removed.
- Step 2** Upgrade to Common Services 2.2 using the procedures given in the *Installation and Setup Guide for Common Services 2.2*.
- Step 3** Upgrade IPM.
- IPM is automatically integrated with Common Services 2.2.

Delay while Downloading Java Applet on Windows 2000

On some Windows 2000 systems, the initial download of large Java applets (or subsequent downloads of the same applets that are not cached locally) might take longer than expected.

After the applet has been loaded and cached locally, this problem no longer occurs. The delay is caused by client side filtering mechanisms such as virus scanning. Some virus scanners are configured to automatically scan content downloaded by browsers. Scanning consumes a lot of memory and results in disk paging on most systems. Downloading is significantly slower than expected, because of this. (The effect is less on systems with large amounts of RAM and virtual memory.)

To resolve this problem:

Disable the automatic scanning of all downloaded files, and instead, enable the scanning of program files only (specified by file extension). Exact instructions vary depending on the virus scanner installed on your system.

For more information, see the following article:

<http://support.microsoft.com/support/kb/articles/q240/3/09.asp>

[Bug ID: CSCdt22462]

Using Shortcut Keys on Internet Explorer Web Clients

To use the IPM menu shortcut keys, you should first activate the IPM Main Menu by clicking on any of the menu options using the mouse.

To use the IPM menu shortcut keys consecutively, activate the IPM Main Window by clicking anywhere within the IPM Main Window (gray box) using the mouse, every time you use the IPM shortcut keys.

[Bug ID: CSCin07293]

Known and Resolved Problems

Known and resolved problems (bugs) in IPM 2.5 are graded according to severity level. These release notes contain descriptions of:

- All severity level 1 or 2 bugs.
- Significant severity level 3 or 4 bugs.
- All customer-found bugs (regardless of severity level).

You can search for problems using the Cisco Software Bug Toolkit. To access the Software Bug Toolkit:

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- Step 1** Log into Cisco.com.
- Step 2** Select **Service & Support > Technical Support Help—Cisco TAC > Tool Index**.
- Step 3** In the Jump to: links at the top of the page, click the letter **S**, then select **Software Bug Toolkit**.
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You can also access Bug Navigator by entering the following URL in your web browser: <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>.

Table 1 describes the problems known to exist in this release.

Table 1 IPM 2.5 Known Problems

Bug ID (Severity)	Summary	Explanation
CSCin00904 (4)	Exception while moving from IPM server homepage to CiscoWorks desktop	<p>This problem occurs when you:</p> <ol style="list-style-type: none"> 1. Launch the IPM Server Homepage from IPM non-web client. 2. Launch CiscoWorks desktop by changing the port number to 1741 from 1744 in the browser navigation bar. <p>IPM displays the Java Exception message. This is observed only on an IPM 2.5 Solaris installation, and only on Netscape Navigator.</p> <p>You can disregard this exception message.</p> <p>Workaround: None</p>
CSCin33232 (4)	Applications and Versions display shows IPM as SSL enabled.	<p>Though IPM is not SSL-enabled, the Applications and Versions page shows IPM as SSL-enabled.</p> <p>Note that even when you enable SSL in CiscoWorks, IPM webserver still works through HTTP.</p> <p>So, when you click on an IPM link on the CiscoWorks desktop, a plaintext HTTP request containing the session ID (created in the secure SSL mode) is sent to the IPM application.</p> <p>Workaround: None.</p> <p>IPM is not SSL-compliant. However, it can co-exist with other SSL-compliant CiscoWorks applications.</p>

Table 1 IPM 2.5 Known Problems (continued)

Bug ID (Severity)	Summary	Explanation
CSCdy83489 (4)	The IPM Web client may not work if it goes through a proxy server.	<p>This may occur if you have selected the Use a Proxy Server option check box in the IPM client browser (Internet Explorer > Tools >Internet Options >Connections >LAN Settings).</p> <p>If you have selected this check box, this error will appear when you launch the IPM web client:</p> <pre>Error closing applet window.java.net.MalformedURLException: java.lang.NumberFormatException: webServerPort.</pre> <p>Workaround:</p> <p>Clear the Use a Proxy Server option check box (IE > Tools > Internet Options > Connections > LAN Settings).</p>
CSCea79669 (4)	A Cisco router may sometimes report spurious accesses when IPM is creating a collector.	<p>Under some conditions, when IPM is creating a Monitor Type collector, the Cisco router running an IOS 12.2 (12) may report spurious memory access errors. The router then crashes.</p> <p>Workaround:</p> <p>Upgrade the IOS version. For details, see the bug id CSCdz05488.</p>
None	IPM does not support Network Address Translation (NAT) between client and server.	<p>You cannot access an IPM server which is inside the NAT boundary from a client that is outside the NAT boundary. This feature is not supported in IPM.</p> <p>IPM supports NAT only if the server and the IPM client are within the same NAT boundary.</p> <p>Workaround:</p> <p>None.</p>

Table 1 IPM 2.5 Known Problems (continued)

Bug ID (Severity)	Summary	Explanation
None	For an FTP collector, the router reboots if the hostname specified is not DNS-resolvable.	<p>While defining a collector for an FTP operation on a router, you must specify the hostname/ip address of the FTP server. The hostname you specify must be DNS resolvable. If not, the router reboots.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. While configuring the collector, enter the IP address of the FTP server instead of the DNS name. 2. Upgrade the IOS version. For details, see the bug id CSCin19616.
None	HTTP operation fails if proxy server port is other than 80.	<p>When defining an HTTP operation, you can only specify a port number 80 for a proxy server. Otherwise, the HTTP operation fails.</p> <p>Workaround</p> <p>None.</p>

Table 2 describes the problems resolved since the last release of IPM.

Table 2 *IPM 2.5 Resolved Problems*

Bug ID (Severity)	Summary	Additional Information
CSCin18357 (3)	Start and Kill scripts should not be at same run level.	Earlier, the Start and Kill scripts were at the same run level. This resulted in the Kill script being run ahead of the Start script. Because of this, the IPM server took a longer time to boot. This problem has been resolved in IPM 2.5.
CSCdz17741 (3)	IPM uninstall utility needed to add an uninstall IPM client option.	Earlier, if both the IPM server and client were installed on the same machine (Windows), the IPM Uninstall utility deleted both the server and the client, without prompting you. The IPM Uninstall utility now gives you the option to uninstall either the server or the client, or both.
CSCdz54020 (3)	Unexpected over threshold behavior in IPM Client.	Earlier, Over Threshold values in IPM were not being plotted in the Real Time Statistics window. This problem has been resolved in IPM 2.5.
CSCin19962 (3)	On the IPM 2.4 evaluation software, you could not run any of the IPM Client CLI commands on Windows.	Earlier, on a client-only IPM 2.4 evaluation software installation, you could not run some of the IPM CLI commands. This problem has been resolved in IPM 2.5.
CSCin33258 (3)	Remote Upgrade failed if DB passwords mismatch.	Earlier, Remote Upgrade in IPM failed if there was a mismatch in database passwords. This problem has been resolved in IPM 2.5.
CSCdy45189 (3)	IPM needed to show collector status via the command line.	Earlier, IPM could not display the Collector Status on the command line. This feature has been provided in IPM 2.5.
CSCdy68033 (3)	IPM did snmpget on ciscoMemoryPoolFree.0 instead of instance 1.	Earlier, with sources having IOS versions 12.2(12) or higher, collectors were not getting added. This resulted in errors. This problem has been resolved in IPM 2.5.

Table 2 IPM 2.5 Resolved Problems (continued)

Bug ID (Severity)	Summary	Additional Information
CSCdy05232 (3)	Installing IPM in CSCOpX directory, deleted htdocs directory.	Earlier, when you installed IPM in the CSCOpX directory, the htdocs directory was deleted. This problem has been resolved in IPM 2.5.
CSCdy35603 (3)	Problem displaying multiple Collector data.	Earlier, IPM checked the operations data for Path Echo collectors before enabling or disabling menu items. For multi-graphs, this caused the process to crash. This has been resolved in IPM 2.5.
CSCdy39928 (3)	Multiple entries in one polling time.	Earlier, on some occasions, multiple entries were getting created on one polling entry, leading to a higher number of attempts than the expected value. This problem has been resolved in IPM 2.5.
CSCdy56274 (3)	IPM imported source devices did not show up in IPM client.	Earlier, when you imported devices from Resource Manager Essentials irrespective of whether they were valid IPM sources or not, they were reported in the import log as devices to be imported. IPM ignored such invalid devices later. This problem has been resolved in IPM 2.5. IPM now imports only valid devices.
CSCdz03034 (3)	IPM DNS operation did not allow hostname with more than 25 chars.	Earlier, IPM DNS operation did not allow hostnames that was longer than 25 characters. This problem has been resolved in IPM 2.5.
CSCdz51719 (3)	ipm_hourly_stats_life was not getting set correctly.	Earlier, on Solaris machines, the value for ipm_hourly_stats_life was not getting set only to a value of 32 days. This problem has been resolved in IPM 2.5.
CSCea40744 (3)	IPM: Apache Server could not find file specified: RegQueryValueEx	The Apache error, related to the missing RegQueryValueEx key, has been resolved in IPM 2.5.

Table 2 IPM 2.5 Resolved Problems (continued)

Bug ID (Severity)	Summary	Additional Information
CSCdz65236 (3)	ipm dbbackup needed an option to backup in separate directory.	<p>Earlier, the command, ipm dbbackup, did not allow you to back up data in a user-specified directory</p> <p>This has been resolved in IPM 2.5. You can now use the ipm backupdir command to set a different backup location.</p>
CSCin19926 (3)	ipm control command problems.	<p>Earlier, while using the ipm control command, you faced these issues:</p> <ul style="list-style-type: none"> - IPM did not display any error message even when an incorrect collector-source combination was specified. - When starting a collector, IPM did not perform any check on the duration. - The real time graph for collName appeared only for a short time period. <p>These have been resolved in IPM 2.5.</p>
CSCin20170 (3)	Total Attempts showed improperly in Statistics Window for a PathEcho collector.	<p>Earlier, for a PathEcho Collector, when you wanted to display the Daily data, the number of times a particular path was selected, appeared incorrectly in the Completion Summary Table.</p> <p>This has been resolved in IPM 2.5.</p>
CSCin20448 (3)	Path-info report took long time to display.	<p>Earlier, the Path-info report, that displayed the details about the hops in a particular path, took a long time to load.</p> <p>This has been resolved in IPM 2.5.</p>
CSCin25911 (3)	Check not made for rtr ver. 1.0.1 while adding PathEcho Collector.	<p>Earlier, while adding a Path Echo Collector, a proper check was not done for the SAA version.</p> <p>This has been resolved in IPM 2.5.</p>

Table 2 IPM 2.5 Resolved Problems (continued)

Bug ID (Severity)	Summary	Additional Information
CSCdx32251 (3)	Could not start/stop collectors using CLI	<p>Earlier you could not start/stop collectors without using a GUI. Even if you started using CLI, it launched a GUI.</p> <p>This has been resolved in IPM 2.5.</p>
CSCdy70278 (3)	Remote upgrades did not take existing reports into account	<p>Earlier, while performing an IPM Remote upgrade, reports were not backed up.</p> <p>In IPM 2.5, as a part of the ipm upgrade command, all reports are generated at the end of the Restore operation.</p> <p>The new command, ipm export -all, allows you to generate all IPM reports.</p>

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco web sites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Registered Cisco.com users can order the Documentation CD-ROM (product number DOC-CONDOCCD=) through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products Marketplace:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Registered Cisco.com users can order the Documentation CD-ROM (Customer Order Number DOC-CONDOCCD=) through the online Subscription Store:

<http://www.cisco.com/go/subscription>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can email your comments to bug-doc@cisco.com.

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) Website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The avenue of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Cisco TAC Website

You can use the Cisco TAC website to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC website, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://tools.cisco.com/RPF/register/register.do>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

<http://www.cisco.com/en/US/support/index.html>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website so that you can describe the situation in your own words and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco monthly periodical that provides industry professionals with the latest information about the field of networking. You can access *Packet* magazine at this URL:
http://www.cisco.com/en/US/about/ac123/ac114/about_cisco_packet_magazine.html
- *iQ Magazine* is the Cisco monthly periodical that provides business leaders and decision makers with the latest information about the networking industry. You can access *iQ Magazine* at this URL:
http://business.cisco.com/prod/tree.taf%3fasset_id=44699&public_view=true&kbns=1.html
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in the design, development, and operation of public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:
http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html
- Training—Cisco offers world-class networking training, with current offerings in network training listed at this URL:
http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html

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