



Release Notes for IP Communications Operations Manager 1.0

These release notes are for use with IP Communications Operations Manager (Operations Manager).

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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>Supported Devices Table for IP Communications Operations Manager 1.0</i>	On Cisco.com at the following URL: http://cisco.com/en/US/partner/products/ps6535/products_device_support_table09186a0080552d07.html
<i>Release Notes for IP Communications Operations Manager 1.0</i>	<ul style="list-style-type: none"> • Hardcopy in the product package • In PDF on the product CD • On Cisco.com at the following URL: http://cisco.com/en/US/partner/products/ps6535/prod_release_note09186a0080552923.html
<i>Quick Start Guide for IP Communications Operations Manager 1.0</i>	<ul style="list-style-type: none"> • Hardcopy in the product package • In PDF on the product CD • On Cisco.com at the following URL: http://cisco.com/en/US/partner/products/ps6535/products_quick_start09186a008055293a.html
<i>Installation Guide for IP Communications Operations Manager (Includes Service Monitor)</i>	<ul style="list-style-type: none"> • In PDF on the product CD • On Cisco.com at the following URL: http://cisco.com/en/US/partner/products/ps6535/module_installation_and_configuration_guides_book09186a008054e887.html • Printed document available by order (part number DOC-7817027=)¹

Table 1 **Product Documentation (continued)**

Document Title	Available Formats
<i>User Guide for IP Communications Operations Manager</i>	<ul style="list-style-type: none"> • Hardcopy in the product package • In PDF on the product CD • On Cisco.com at the following URL: http://cisco.com/en/US/partner/products/ps6535/products_user_guide_book09186a008054e88a.htm • Printed document available by order (part number DOC-7817025=¹)
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 page.

1. See [Obtaining Documentation](#), page 26.

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	Available Formats
<i>Release Notes for IP Communications Service Monitor 1.0</i>	<ul style="list-style-type: none"> PDF on the product CD-ROM On Cisco.com at the following URL: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/ipcsm/relnote/index.htm
<i>User Guide for IP Communications Service Monitor</i>	<ul style="list-style-type: none"> PDF on the product CD-ROM. On Cisco.com at the following URL: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/ipcsm/usergd/index.htm Printed document available by order (part number DOC-7817056=) ¹
<i>Release Notes for CiscoWorks Common Services 3.0 (Includes CiscoView 6.1) on Windows</i>	On Cisco.com at the following URL: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_d/comser30/relnotes/index.htm
<i>Installation and Setup Guide for Common Services (Includes CiscoView) on Windows</i>	<ul style="list-style-type: none"> On Cisco.com at the following URL: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_d/comser30/ig_win/index.htm Printed document available by order (part number DOC-7816497=).¹
<i>User Guide for CiscoWorks Common Services</i>	<ul style="list-style-type: none"> On Cisco.com at the following URL: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_d/comser30/usrguide/index.htm Printed document available by order (part number DOC-7816571=).¹

1. See [Obtaining Documentation](#), page 26.

Documentation Errata

Instructions in these documents describe using a PAK (product authorization key) and a PIN (product identification number) to obtain a license from Cisco.com and to install Operations Manager:

- *Quick Start Guide for IP Communications Operations Manager 1.0*
- *Installation Guide for IP Communications Operations Manager*

**Note**

The versions on Cisco.com contain the correct information. [Table 1](#) contains the location of these documents online.

The instructions state that a PAK and a PIN are printed on the software claim certificate in the product packaging. However, only a PAK is printed on the software claim certificate; there is no PIN available for Operations Manager.

When registering your product on Cisco.com, you need enter only a PAK to obtain a license file. When you are prompted to enter licensing information during Operations Manager installation, select either the License File Location or Evaluation Only radio buttons.

**Note**

Do not select the PAK and PIN radio button when installing Operations Manager.

The versions on Cisco.com contain the correct information. [Table 1](#) contains the location of these documents online.

The printed versions of *Quick Start Guide for IP Communications Operations Manager 1.0* and *Installation Guide for IP Communications Operations Manager (Includes Service Monitor)* contain the following errata. The PDF version on the product CD, and the version on Cisco.com contain the correct information. [Table 1](#) contains the location of these documents online.

System Requirements

The “Server System Requirements” and “Client System Requirements” tables in both documents [*Quick Start Guide for IP Communications Operations Manager 1.0* and *Installation Guide for IP Communications Operations Manager (Includes Service Monitor)*] incorrectly list some of the system requirements. [Table 3](#) and [Table 4](#) list the complete system requirements with the corrected information.

Table 3 **Server System Requirements**

Requirement Type	Minimum Requirements
System Hardware	<ul style="list-style-type: none"> • IBM PC-compatible computer with one of the following: <ul style="list-style-type: none"> – Small deployments (fewer than 1,000 phones)—2.0-GHz Intel processor, 2 GB RAM, 60-GB hard disk drive. – Medium deployments (1000 to 10,000 phones)—3.0-GHz Intel processor, 4 GB RAM, 60-GB hard disk drive. – Large deployments (over 10,000 phones)—Dual 3.0-GHz Intel processors, 4 GB RAM, 60-GB hard disk drive. • Color monitor. • CD-ROM drive. • Support one or two 10/100 NICs (one required, one for failover support).
Memory (RAM)	<p>One of the following:</p> <p>2 GB—Minimum for small deployment.</p> <p>4 GB—Minimum for medium deployment.</p> <p>4 GB—Minimum for large deployment.</p>
Available Drive Space ¹	<ul style="list-style-type: none"> • 60 GB hard disk space. • Virtual memory equal to double the amount of memory (RAM). For example, if your system has 2 GB of RAM, you need 4 GB of virtual memory. • NTFS file system (required for secure operation). • At least 16 MB in Windows temporary directory (%TEMP%).
System Software ^{2, 3}	<ul style="list-style-type: none"> • ODBC Driver Manager⁴ 3.5.10 or later. • Windows Server 2003 with Service Pack 1, Standard and Enterprise Editions. <p>Note Windows Terminal Services is supported in remote administration mode only.</p>

1. Do not install Operations Manager on a FAT file system.

2. You must install Operations Manager on a dedicated system. Do not install Operations Manager on a Primary Domain Controller (PDC) or Backup Domain Controller (BDC). Do not install Operations Manager in an encrypted directory. CiscoWorks does not support directory encryption.

3. The default locale for your Windows operating system must be set to either US-English or Japanese.
4. To verify the version of ODBC Driver Manager, from the Windows desktop, select **Start > Settings > Control Panel > Administrative Tools > Data Sources (ODBC)**. Select the **About** tab. If necessary, install Microsoft Data Access Component (MDAC) 2.5 or later.

Table 4 **Client System Requirements**

Requirement Type	Minimum Requirements
System hardware and software	<ul style="list-style-type: none"> • IBM PC-compatible system with one 1.0-GHz processor running one of the following: <ul style="list-style-type: none"> – Windows XP with Service Pack 2. – Windows Server 2003 Standard or Enterprise Edition without Windows Terminal Services. • Color monitor with video card set to 24 bits color depth. • Screen resolution of 1024 x 768 dpi. <p>Note Not every LCD projector or monitor provides a clear display at the minimum resolution. On LCD projectors and monitors, dot pitch impacts the readability of the screen.</p>
Memory (RAM)	512 MB memory (RAM) (1 GB recommended).
Additional Software	<ul style="list-style-type: none"> • Internet Explorer 6.0.28 or 6.0.37. • Adobe Macromedia Flash Player 8.0 or higher.
Environment	<p>Clients must be able to access Operations Manager:</p> <ul style="list-style-type: none"> • From outside a firewall—Refer to documentation for your firewall for how to configure client access. • Across a Virtual Private Network (VPN)—The VPN tunnel should connect the client and a VPN router or similar device.

Useful Information

Table 5 documents problems you may encounter.

Table 5 ***Circumstances that Can Affect Data***

Description	Circumstances
<p>No DSP records for Voice Interface Cards (VICs) that are supported by the following network modules:</p> <ul style="list-style-type: none"> • NM-1V • NM-2V • NM-HDA <p>Affected record type: 109</p>	<p>CISCO-DSP-MGMT-MIB is not supported on the listed network modules. This bug applies to all devices that support them.</p> <p>Bug ID: CSCeb62542</p>
<p>Number of CAS ports is incorrect and CAS channel status is missing for all supported network devices that run Cisco IOS except for Cisco Universal Gateways. GSU always reports the number of CAS ports as follows:</p> <ul style="list-style-type: none"> • 24 ports for each T1 • 31 ports for each E1 <p>For example, if a device has two T1 ports, GSU reports the total number of T1 CAS ports as 48, no matter how many CAS ports are configured on the device.</p> <p>Affected record types: 102, 112, 113</p>	<p>Except for Cisco Universal Gateways, the network devices that run Cisco IOS do not support CISCO-POP-MGMT-MIB.</p> <p>Bug IDs: CSCdm87395, CSCdx04678</p>

Known Problems

Table 6 describes problems known to exist in this release.



Note To obtain more information about known problems, access the Cisco Software Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. (You will be prompted to log into Cisco.com.)

Table 6 *Known Problems in Operations Manager*

Bug ID	Summary	Explanation
CSCsb60614	Cluster name changes are not reflected in Operations Manager.	<p>If you change the name of a cluster in Cisco CallManager after the devices have been added to Operations Manager, the name change does not occur in Operations Manager. This is the case even after performing inventory collection.</p> <p>Workaround:</p> <p>Delete the devices in the cluster from Operations Manager and then re-add the devices.</p>
CSCsb63311	In the Service Quality Alerts display, filtering does not work when using multiple criteria.	<p>Using multiple filtering options at one time to customize the Service Quality Alerts display does not work correctly.</p> <p>Workaround:</p> <p>Filter the Service Quality Alerts display based on a single criterion.</p>

Table 6 *Known Problems in Operations Manager (continued)*

Bug ID	Summary	Explanation
CSCsb66977	Voice application software (for example, Cisco Conference Connection, Cisco CallManager, or Cisco Emergency Responder) goes to the Unsupported state.	<p>On some servers that have voice application software installed, rebooting causes the server to go to the Unsupported state in Operations Manager.</p> <p>The problem occurs on servers that have the Windows operating system version upgraded to 2000.2.7sr3 or 2000.4.1.</p> <p>The problem is caused by incompatibility between the CDP driver installed by the voice application and Microsoft Security hotfix MS05-019. For more information regarding the hotfix, see the Microsoft website for more details.</p> <p>Workaround:</p> <p>Upgrade the CDP driver on the voice application server.</p> <ol style="list-style-type: none"> 1. Uninstall the CDP driver from the voice application server. Run the following command: <pre>C:\Program Files\Cisco\Bin> cdpinstaller -v -u CISCO_CDP</pre> 2. Log on to any Cisco CallManager 4.1 server and copy the following files to the voice application server. <ul style="list-style-type: none"> • CDP.SYS (C:\Program Files\Cisco\Bin) • CDPintf.dll (C:\WINNT\system32) • CDPInstaller.exe • CDP.inf 3. Install the new CDP driver by running the following command: <pre>C:\program files\Cisco\Bin> cdpinstaller -v -l "C:\Program Files\Cisco\Bin\cdp.inf" -c p -i CISCO_CDP</pre>

Table 6 **Known Problems in Operations Manager (continued)**

Bug ID	Summary	Explanation
CSCsb71077	<p>CPU usage approaches 100% when the following processes do not stop:</p> <ul style="list-style-type: none"> • sm_server • sm_authority • brstart 	<p>This problem can occur occasionally after CiscoWorks Daemon Manager has been stopped and restarted.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Shut down CiscoWorks Daemon Manager using this command: <code>net stop crmdmngt</code> 2. Use Windows TaskManager to stop any remaining processes: <ul style="list-style-type: none"> – brstart – sm_authority – sm_server 3. Wait 15 minutes before starting CiscoWorks Daemon Manager. Use the following command: <code>net start crmdmngt</code>
CSCsb73004	<p>An error occurs when you launch a trending graph for a device when the time of the graph is configured for more than 48 minutes in the past.</p>	<p>The error states that there is not any data available for the last 48 minutes. This error occurs due to an incorrect system uptime in the device.</p> <p>This error occurs in specific Cisco IOS versions. Refer to the Cisco IOS IP SLA bugs, CSCin66315 and CSCeb46870.</p> <p>Workaround:</p> <p>Upgrade the Cisco IOS version, or reboot the source device. For details, see CSCin66315 and CSCeb46870.</p>

Table 6 *Known Problems in Operations Manager (continued)*

Bug ID	Summary	Explanation
CSCsb75405	The TopoServer.log file grows to 100 MB in size and the file is not getting updated.	<p>The TopoServer.log file (located at NMSROOT/log) increases in size to more than 100 MB. It may completely fill the disk space.</p> <p>Note NMSROOT is the directory where Operations Manager is installed on your system. If you selected the default directory during installation, it is C:\Program Files\CSCOpX.</p> <p>Workaround:</p> <p>Use the logrot utility located in NMSROOT/bin/logrot.pl.</p> <ol style="list-style-type: none"> 1. Run <code>C:\Program Files\CSCOpX\bin>perl logrot.pl -c</code> The Logrot Configuration menu appears. 2. Enter option 2 (Edit log files). 3. Enter option a (Add log files). 4. For the log file path, enter <code>C:\Progra~1\CSCOpX\log\TopoServer.log</code>. 5. For the number of archives to keep, enter 0. 6. For the maximum file size, enter 1024. The following string appears: <code>C:\Progra~1\CSCOpX\log\TopoServer.log 0 1024</code> 7. Enter option q. The Logrot Configuration menu appears. 8. Enter option 3 (Quit and save changes). 9. Run <code>C:\Program Files\CSCOpX\bin>perl logrot.pl</code> <p>This will reduce the size of the log file.</p>

Table 6 **Known Problems in Operations Manager (continued)**

Bug ID	Summary	Explanation
CSCsb83202	OperationallyDown events for voice ports are being cleared automatically, even though the port is still down in the router.	<p>The operationallyDown event for voice ports in routers are being cleared even though the port continues to be down.</p> <p>Operations Manager only sends an operationallyDown alarm if the operating status (the OperStatus for this router) is in one of the following states:</p> <ul style="list-style-type: none"> • Down (2). • Testing (3) (If not suppressing testing-related alarms). <p>If, during a polling cycle, the <i>ifOperStatus</i> is Down (2), the alarm is generated. If, during the next polling cycle, the <i>ifOperStatus</i> is Dormant (5), the operationallyDown alarm is cleared because it is not Down (2) or Testing (3).</p> <p>Related bug: CSCsb87389.</p> <p>Workaround: None.</p>
CSCsb94436	The phone information entered for a Phone Status test using the Monitored List option is not validated.	<p>This problem occurs when you try to add phones for a phone status test using the Monitored List option in the Create Phone Status Test page. The entered phone information is not validated. You can enter any value, so you should verify that you have entered the information correctly.</p> <p>Workaround: None.</p>
CSCsb98782	SRST information is not getting updated for phones connected to Cisco CallManager Express.	<p>When creating SRST tests using IP phones connected to a Cisco Call Manager Express, the phones do not display SRST information in the SRST IP Phones report.</p> <p>Workaround: None.</p>

Table 6 *Known Problems in Operations Manager (continued)*

Bug ID	Summary	Explanation
CSCsc07502	Some screens in Operations Manager are not sized correctly when opened.	<p>Several popup screens open with the status bar covering the bottom of the screen. Some popups are not resizable, and the buttons located at the bottom right are covered by the status bar.</p> <p>This occurs only with Windows XP Service Pack 2 using Microsoft Internet Explorer, and with certain security settings configured. The security settings are applied when the Operations Manager server is put in a security zone where the sizing of popups opened by scripts is disabled.</p> <p>Workaround:</p> <p>For detailed instructions, access this bug through Cisco Software Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. (You will be prompted to log into Cisco.com.)</p> <p>To fix the problem, the Allow script-initiated windows without size or position constraints option should be enabled for the security zone that the Operations Manager server is in.</p> <p>Do one of the following:</p> <ul style="list-style-type: none"> • Enable the setting, Allow script-initiated windows without size or position constraints, for the security zone that the Operations Manager server is in. • Add the IPCOM server site to the local intranet or trusted security zone. <p>Note In many cases, using the server name instead of the IP address in the browser will fix the problem. But the Operations Manager server must be in the same domain as the client, and DNS must be configured correctly. Alternatively, you can add the IP address to the Local Intranet or Trusted security zone.</p>

Table 6 **Known Problems in Operations Manager (continued)**

Bug ID	Summary	Explanation
CSCsc10167	On the Alert Details page, once a tool is launched, you cannot relaunch it.	<p>In the Alert Details page, once you select a tool from the Launch Tools menu you cannot launch the selected tool again until you choose another tool.</p> <p>Workaround:</p> <p>After launching a tool, to launch the same tool again, you must either select a different tool or select the Launch Tools option in the menu.</p> <p>After doing either of these actions, you can relaunch your original choice.</p>
CSCsc12967	Exchange services are displayed as stopped when Cisco Unity is configured for failover.	<p>When Cisco Unity is configured for failover mode, Operations Manager shows Microsoft Exchange Services as being stopped.</p> <p>Workaround: None.</p>
CSCsc26862 CSCsc39249 CSCsb49192	IP phones registered to a Cisco CallManager Express might appear as unregistered in the IP phone reports. Also, the audit function may not work correctly.	<p>When IP phones are registered to a Cisco CallManager Express, the phones might appear as unregistered in the IP phone reports, even though the phones are actually registered.</p> <p>Also, the audit (registered, unregistered, and add) entries might be incorrect.</p> <p>This happens due to bugs CSCsc94679 and CSCsb49192 in CISCO-CCME-MIB implementation.</p> <p>Workaround: None.</p>

Table 6 *Known Problems in Operations Manager (continued)*

Bug ID	Summary	Explanation
CSCsc30250	<p>The Service Level View sometimes displays the following message:</p> <pre>A script in this movie is causing Macromedia Flash Player 8 to run slowly. If it continues to run, your computer may become unresponsive. Do you want to abort the script?</pre>	<p>This message appears when there is an update to the Service Level View and that update contains a large amount of content (100 KBs or more). Also, it may appear if the client system is under a load due to other processes using as little as 40 KB of CPU memory. The message is created by the Flash plug-in and the only way to avoid it is to partition the data to the client and send it in chunks of 100 KB or less.</p> <p>Workaround:</p> <p>Click No every time you see the message. Do not click Yes. If you do click Yes, close the Service Level View, and reopen it.</p> <p>Also, check for any processes running on the client system that are using large amounts of CPU.</p> <p>If you can disable nonessential processes on your system, reducing the overall system CPU usage, the message seldom appears.</p>

Table 6 **Known Problems in Operations Manager (continued)**

Bug ID	Summary	Explanation
CSCsc44538	The DFMServer and VHMServer processes are not registering with the broker.	<p>After installing Operations Manager and rebooting the server, either the DFMServer, or the VHMServer, or both processes do not start. There is no sm_server.exe instance (or there are only two sm_server.exe instances) in the Windows task manager.</p> <p>Devices that are added to Operations Manager when it is in this condition, will exhibit the following behavior:</p> <ul style="list-style-type: none"> • ALL devices will be stuck in the Inventory Collection in Progress state. • All devices will move to the unreachable state. <p>Workaround:</p> <p>Perform the following:</p> <ol style="list-style-type: none"> 1. Run <code>net stop crmdmgt</code>. 2. Wait 15 minutes. 3. Run <code>net start crmdmgt</code>. <p>After the CPU cools down, check the Windows task manager. There should be four instances of sm_server.exe.</p> <p>The output of the brcontrol command should show both DFM and VHM.</p> <p>For example:</p> <pre>C:\Program Files\CSCOp\objects\smarts\bin>brcontrol Broker is located at: IPCOM-daily:9002 Started: Jan 06 10:21:09 2006 Domain Host Name Port Proc ID State Last Chg Time ----- - DFM IPCOM-daily.cisco.com 2163 14120 RUNNING Jan 06 16:18:03 2006 VHM IPCOM-daily.cisco.com 2206 8856 RUNNING Jan 06 16:18:04 2006</pre>

Table 6 *Known Problems in Operations Manager (continued)*

Bug ID	Summary	Explanation
CSCsc58959	User-defined views are not automatically refreshed when updates occur to the group through group administration.	<p>User-defined views are not refreshed automatically, for the following scenario:</p> <ol style="list-style-type: none"> 1. Create a group using group administration. 2. Configure it as a view for the Service Level View. 3. Add new devices to the group using group administration. <p>The new devices will not appear automatically in the Service Level View.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Go to the Manage Views page (Monitoring Dashboard > Manage Views). 2. Deselect the view that you updated. 3. Click Apply. 4. Select the same view again. 5. Click Apply.
CSCsc61752	In the Service Level View, when Cisco IP Contact Center (IPCC) is part of a user-defined view, it only appears in the tree view (view pane).	<p>User-defined views in the Service Level View do not show Cisco IP Contact Centers in the map display pane. They only appear in the view pane.</p> <p>Workaround: None.</p>
CSCsc87486	In the Personalized report, not all the graphs are shown for the node-to-node test violations.	<p>In the Personalized report for node-to-node tests, 24-Hour History shows the graph for only the following metrics:</p> <ul style="list-style-type: none"> • Source-to-Destination Packet Jitter. • Destination-to-Source Packet Jitter. • Average Latency. <p>No other graphs are displayed.</p> <p>Workaround: None.</p>

Table 6 **Known Problems in Operations Manager (continued)**

Bug ID	Summary	Explanation
CSCsc88312	In the Service Quality Alerts display, after manually clearing an event, the default sort on the time does not work correctly.	<p>After you manually clear an event in the Service Quality Alerts display, the old time stamp is displayed for the alert and the alert is shown as the last updated alert.</p> <p>Workaround: None.</p>
CSCsc88731	Cannot launch performance graphing for multicapable devices, if one of the capabilities is not being polled or encounters an error.	<p>This problem occurs when a multicapable device (for example, a device that has MGCP gateway capability and one or more other capabilities, such as H323 Gateway, Gatekeeper, Cisco CallManager Express, or SRST enabled router) has polling enabled, but one of the capabilities does not have polling enabled (or Operations Manager is not monitoring the Cisco CallManager to which the MGCP gateway is registered).</p> <p>When a performance graph is launched for this device, you will get an error message telling you that there are no common metrics for the selected device. The performance graph does not open.</p> <p>Workaround: None.</p>
CSCsc89454	Cleared alerts appear in the Service Quality Alerts display.	<p>This problem can occur for alerts that have multiple events. The events can be cleared by the system or cleared manually, and the alert will still appear in the Service Quality Alerts display.</p> <p>This can happen during heavy loads on the Operations Manager server. When the server is heavily loaded, Operations Manager may take a while to clear the alert.</p> <p>Workaround: None.</p> <p>This problem will go away during the next Service Quality Alert Display reload.</p>

Table 6 *Known Problems in Operations Manager (continued)*

Bug ID	Summary	Explanation
CSCsc89552	Cannot launch performance graphing for all the metrics for multicapable devices.	<p>If you launch performance graphing for a single multicapable device for which all capabilities are being polled, only the common metrics are displayed in the graph. For example, if a device has both H323 Gateway and Cisco CallManager Express capabilities, only the common metrics (CPU usage and memory usage) can be graphed.</p> <p>Workaround: None.</p>
CSCsc91915	When creating node-to-node tests, errors are displayed when the test limit is exceeded.	<p>When creating more node-to-node tests than allowed (the limit is 250), the following errors are displayed:</p> <ul style="list-style-type: none"> • Exceeding the test limit. • No selected studies. Please check field(s) for invalid entries. <p>Workaround: None.</p> <p>You can ignore the error messages.</p>
CSCsc93833	Devices configured with SNMPv3 are not fully supported in Operations Manager.	<p>SNMPv3 devices can be imported into Operations Manager successfully. But SNMPv3 devices are not supported for the following Operations Manager features:</p> <ul style="list-style-type: none"> • Service Impact report • Service Level View • Node-to-node tests • SRST tests • Phone status tests • Path Analysis Tool <p>Workaround: None</p>

Table 6 **Known Problems in Operations Manager (continued)**

Bug ID	Summary	Explanation
CSCsc97495	<p>When there are continual bursts of events for an extended period of time, alerts and events are not updated in the Alerts and Events display, or in the Service Quality Alerts display.</p>	<p>When there are continually large bursts of events over an extended period of time, the EPMServer memory grows, causing a memory exception. This results in alerts and events not getting updated in the Alerts and Events display, or in the Service Quality Alerts display.</p> <p>Also, the updated time of the alerts does not correspond to the time of the latest events displayed in the Alert Details page.</p> <p>Workaround:</p> <p>There are separate processes for working around these two issues:</p> <p>Alerts and Events are not Updated</p> <ol style="list-style-type: none"> 1. Using Task Manager, check the EPMServer process memory usage. 2. Using <code>pdshow</code>, get the process ID of the EPMServer. 3. Using this process ID, get the memory usage from the windows task manager. <p>If the memory usage is greater than 192 MB and the EPMServer.log file has an outofmemory exception, clean the EPM database.</p> <p>The EPMServer.log file is located at <code>\$NMSROOT/log</code>.</p> <p>Note NMSROOT is the directory where Operations Manager is installed on your system. If you selected the default directory during installation, it is <code>C:\Program Files\CSCOpX</code>.</p> <p>Steps to clean the EPM database:</p> <ol style="list-style-type: none"> 1. Open a command prompt. 2. Run <code>net stop crmdmgt.d</code>.

Table 6 *Known Problems in Operations Manager (continued)*

Bug ID	Summary	Explanation
CSCsc97495 (continued)		<ol style="list-style-type: none"> 3. Run <code>NMSROOT\bin\perl\NMSROOT\bin\dbRestoreOrig.pl dsn=itemEpm.</code> 4. Run <code>net start crmdmgt.</code> <p>The Alert Update Time is not Correct</p> <ol style="list-style-type: none"> 1. Using Task Manager, check the EPMServer process memory usage. 2. Using <code>pdshow</code>, get the process ID of the EPMServer. 3. Using this process ID, get the memory usage from the windows task manager. <p>If the memory usage is greater than 120 MB, and multiple alerts appear to have a lag, restart the EPMServer and its dependant processes. This will keep the EPMServer from running out of memory.</p> <p>Steps to restart the EPMServer:</p> <ol style="list-style-type: none"> 1. Open a command prompt. 2. Run <code>pdterm EPMServer.</code> 3. Run <code>pdexec EPMServer.</code> 4. Run <code>pdexec NOTSServer.</code> 5. Run <code>pdexec FHServer.</code> 6. Run <code>pdexec IPSLAServer.</code> 7. Run <code>pdexec GPF.</code> 8. Run <code>pdexec PIFServer.</code> 9. Run <code>pdexec AdapterServer.</code>

Table 6 **Known Problems in Operations Manager (continued)**

Bug ID	Summary	Explanation
CSCsc95761	SRST tests cannot be created from the IP Phone report.	<p>In the Service Level View, when you select the Associated SRST Phones option from the right-click menu first, the IP Phone report for the SRST tests will be empty, and the SRST tests cannot be created.</p> <p>Workaround:</p> <p>Log out of Operations Manager and log back in.</p>
CSCsc95940	You cannot view associated SRST phones from the Service Level View.	<p>In the Service Level View, when you select the Associated SRST Phones option from the right-click menu for an SRST router, the associated SRST phones list is empty.</p> <p>Workaround:</p> <p>You can view a list of IP phones and their associated SRST router information in the SRST IP Phones report (Reports > IP Phones and Applications > SRST IP Phones).</p>
CSCsc97130	The Find IP Phone page copies previous information when a new selection is made.	<p>Perform the following:</p> <ol style="list-style-type: none"> 1. Select Reports > IP Phones and Applications > Inventory Analysis. The Find IP Phones page appears. 2. Click the browse button to find an SRST Router. 3. Click the Cancel button. The SRST router information disappears. 4. Click the browse button to find a switch. The switch appears in the list. 5. Select the switch. <p>The problem is that when the switch is selected, the SRST router information is displayed, not the switch information. The Cancel operation does not clear the SRST router information completely.</p> <p>Workaround:</p> <p>Log out of Operations Manager, and log back in.</p>

Table 6 *Known Problems in Operations Manager (continued)*

Bug ID	Summary	Explanation
CSCsc98112	An error occurs when selecting a user-defined group for a view in the Alerts and Events, Service Quality Alerts and IP Phones Status displays.	<p>When a user-defined group is created with single quotes (') in its name and activated as a view, the dashboards (Alerts and Events, Service Quality Alerts, and IP Phones Status displays) display an error message when the view is selected.</p> <p>Workaround:</p> <p>Special characters, such as single quotes, should not be used for view names.</p>
CSCsd11587	Connectivity details do not appear correctly under certain conditions.	<p>The Connectivity Detail View for a device displays incorrect details if any of the devices in the immediate neighborhood of the device (within five hops) is known to Operations Manager, but is not either monitored or partially monitored by Operations Manager. You may get an error message when launching the Connectivity Detail View.</p> <p>Workaround:</p> <p>Delete all the unreachable and unsupported devices from Operations Manager inventory, and launch the Connectivity Detail View again.</p>
CSCsd11986	End-to-end call synthetic tests for 6-minute to 9-minute intervals are not supported.	<p>For end-to-end call synthetic tests, Operations Manager only supports test intervals of 1, 2, 3, 4, or 5 minutes, and multiples of 5 minutes. If you choose 6, 7, 8, or 9 minutes as the test interval, the test will only run every 5 minutes.</p> <p>Workaround: None.</p>

Table 6 **Known Problems in Operations Manager (continued)**

Bug ID	Summary	Explanation
CSCsd21739	Duplicate names in synthetic tests are not checked during import.	<p>Synthetic tests names are not checked for duplication during import.</p> <p>Duplicate synthetic test names must not be used during seed file import. If two tests have the same name then it can cause flapping of the test results and alerts in Alerts and Events display. Also, one of the tests will not appear in the Detailed Device View.</p> <p>When importing synthetic tests using a seed file, you must verify that each test name is unique.</p> <p>Workaround:</p> <p>Delete one of the tests and add it with a different name.</p>
CSCsd21804	Learning appears in the Device Type column of the Alerts and Events display.	<p>On the Alerts and Events display and the Alert Details page, you may see Learning in the Device Type column. Learning indicates that Operations Manager was discovering the device when the alert occurred. The following events can trigger an alert during discovery:</p> <ul style="list-style-type: none"> • Duplicate IP (might be generated for any type of device) • Events for media servers only: <ul style="list-style-type: none"> – FanDown – FanDegraded – TemperatureSensorDown – TemperatureSensorDegraded <p>Workaround:</p> <ul style="list-style-type: none"> • Simply wait; the actual device type is reflected in the Device Type column when new events occur. • Look up the current state of a device from the Detailed Device View page, which always displays the current state.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain 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 at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

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

Product Documentation DVD

Cisco documentation and additional literature are available in the Product Documentation DVD package, which may have shipped with your product. The Product Documentation DVD is updated regularly and may be more current than printed documentation.

The Product Documentation DVD is a comprehensive library of technical product documentation on portable media. The DVD enables you to access multiple versions of hardware and software installation, configuration, and command guides for Cisco products and to view technical documentation in HTML. With the DVD, you have access to the same documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .pdf versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD=) from Cisco Marketplace at this URL:

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

Ordering Documentation

Beginning June 30, 2005, registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

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

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

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170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

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

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

**Tip**

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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

**Note**

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

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

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and

Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

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

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

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

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

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

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

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

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

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

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