



Release Notes for Cisco Unified Service Monitor 1.1

Cisco Unified Service Monitor is a product from the Cisco Unified Communications Management Suite. These release notes provide:

- [Product Documentation, page 1](#)
- [Related Documentation, page 2](#)
- [Known Problems, page 4](#)
- [Using Service Monitor with Intrusion Detection Software, page 7](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 7](#)

Product Documentation



Note

The originally published printed and electronic documentation is included with your product. Any changes after original publication are reflected on Cisco.com, where you will find the most up-to-date documentation.

[Table 1](#) describes the product documentation that is available.

Table 1 *Product Documentation*

Document Title	Available Formats
<i>Release Notes for Cisco Unified Service Monitor 1.1</i>	<ul style="list-style-type: none"> Printed document that was included with the product. PDF on the product CD-ROM. On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps6536/prod_release_note09186a0080629267.html
<i>Quick Start Guide for Cisco Unified Service Monitor 1.1</i> Note This quick start guide explains how to install Service Monitor.	<ul style="list-style-type: none"> Printed document that was included with the product. PDF on the product CD-ROM. On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps6536/prod_quick_installation_guide09186a0080629079.html
<i>User Guide for Cisco Unified Service Monitor</i>	<ul style="list-style-type: none"> PDF on the product CD-ROM. PDF accessible from online help. On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps6536/products_user_guide_book09186a0080628ace.html
Context-sensitive online help	Available by clicking one of the following: <ul style="list-style-type: none"> Help link in the upper right-hand corner of the window. Help button in the dialog box.

Related Documentation



Note

The originally published printed and electronic documentation is included with your product. Any changes after original publication are reflected on Cisco.com, where you will find the most up-to-date documentation.

[Table 2](#) describes the additional documentation that is available.

Table 2 *Related Documentation*

Document Title	Description and Available Formats
<i>Quick Start Guide for Cisco 1040 Sensor</i>	Describes how to install a Cisco 1040 and provides regulatory compliance and safety information. This document is available on Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps6536/prod_installation_guides_list.html
<i>Release Notes for Cisco Unified Operations Manager 1.1</i>	On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps6535/prod_release_note09186a0080627fa0.html

Table 2 *Related Documentation (continued)*

Document Title	Description and Available Formats
<i>Quick Start Guide for Cisco Unified Operations Manager 1.1</i>	On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps6535/products_quick_start09186a0080627fa3.html
<i>Installation Guide for Cisco Unified Operations Manager (Includes Service Monitor)</i>	On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps6535/prod_installation_guides_list.html
<i>User Guide for Cisco Unified Operations Manager</i>	On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps6535/products_user_guide_list.html
<i>Release Notes for CiscoWorks Common Services 3.0.3 (Includes CiscoView 6.1.2) on Windows</i>	On Cisco.com at the following URL: http://www.cisco.com/en/US/products/sw/cscowork/ps3996/prod_release_note09186a00805af53a.html
<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/en/US/products/sw/cscowork/ps3996/products_installation_guide_book09186a00805305cb.html Printed document available by order (part number DOC-7817184=)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/en/US/products/sw/cscowork/ps3996/products_user_guide_book09186a008053eabf.html Printed document available by order (part number DOC-7817182=)¹

1. See the “Obtaining Documentation, Obtaining Support, and Security Guidelines” section on page 7.

Known Problems


Note

For circumstances under which a Cisco 1040 Sensor becomes unable to find the TFTP server, see [Fixing the DHCP Option 150 Problem for Cisco 1040 Sensors, page 6](#). 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 3 Known Problems in Service Monitor 1.1


CSCsh81265	Daylight Savings Time (DST) change in US	<p>In the United States beginning in March 2007, DST starts earlier—on the second Sunday in March—and ends later—on the first Sunday in November—than in previous years. During DST, Service Monitor user interface and reports will be an hour off.</p> <p>To work around this problem:</p> <p>Apply the US Daylight Saving Time (DST) Patch for Cisco Unified Service Monitor 1.1 and 2.0:</p> <ol style="list-style-type: none"> 1. Enter this URL into your browser: http://www.cisco.com/cgi-bin/tablebuild.pl/servmon and follow instructions to log in. 2. Download and read "Readme for US Daylight Saving Time (DST) Patch for Cisco Unified Service Monitor 1.1 and 2.0" (cusmdst_win.readme.pdf). This document includes the amount of time required to install, installation instructions, and steps to complete after installing the patch. 3. Download and install "Daylight Saving Patch for Cisco Unified Service Monitor 1.1 and 2.0 " (cusmdst_win_k9.zip). 4. Sun Alert 102836 describes a bug in the latest JDK releases when using EST, MST, and HST abbreviations. To work around this problem for Service Monitor, complete either one of these workarounds: <ul style="list-style-type: none"> – Workaround Alternative 1 <ol style="list-style-type: none"> a. From the command line on the Service Monitor system, stop the daemon manager using this command: <pre>net stop crmdmgt</pre> b. Delete three time zone data files: EST, MST, and HST from the NMSROOT\lib\jre\lib\zi directory (or <JRE_HOME>/lib/zi). <p> Note NMSROOT is the directory where you installed Service Monitor; it is C:\Program Files\CSCOpX if you used the default location.</p>
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Table 3 Known Problems in Service Monitor 1.1 (continued)



CSCsh81265 (continued)	Daylight Savings Time (DST) change in US	<p>c. Start the daemon manager using this command:</p> <pre>net start crmdmgtd</pre> <p>– Workaround Alternative 2</p> <p>a. From the command line on the Service Monitor system, stop the daemon manager using this command:</p> <pre>net stop crmdmgtd</pre> <p>b. Download and extract the tzupdater tool from this URL:</p> <pre>http://java.sun.com/javase/downloads/index.jsp</pre> <hr/> <p> Note This website is Copyright © 1994-2007, Sun Microsystems, Inc.</p> <hr/> <p>c. From the command line, execute this command:</p> <pre><NMSROOT>\CSCOpX\lib\jre\java.exe -jar tzupdater.jar -f -bc</pre> <hr/> <p> Note NMSROOT is the directory where you installed Service Monitor; it is C:\Program Files\CSCOpX if you used the default location.</p> <hr/> <p>d. Start the daemon manager using this command:</p> <pre>net start crmdmgtd</pre>
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Table 3 Known Problems in Service Monitor 1.1 (continued)

CSCsc31319	Service Monitor shows Cisco 1040 unreachable while receiving syslog	<p>The web interface on a Cisco 1040 displays status as operational and lists the Service Monitor to which the Cisco 1040 is registered. However, this Service Monitor displays the status of the Cisco 1040 as Unreachable while receiving and processing syslog messages from this Cisco 1040.</p> <p>This problem occurs after a user does either of the following:</p> <ul style="list-style-type: none"> • Uses pdterm to stop the QOVR process, and, in quick succession, uses pdexec to start it again. • Changes the time on the system where Service Monitor is installed without subsequently stopping and restarting daemon manager and syslog processes. <p>To work around this problem, use one of these procedures:</p> <ul style="list-style-type: none"> • Wait at least 5 minutes between stopping and starting the QOVR process. If you stopped and started the QOVR process in quick succession: <ol style="list-style-type: none"> 1. From the command line, stop the QOVR process again, by entering the pdterm command: <pre>pdterm QOVR</pre> 2. Wait at least 5 minutes. 3. Enter the pdexec command <pre>pdexec QOVR</pre> • Stop and start the daemon manager after you change the time on the server where Service Monitor is installed, by issuing the following commands: <pre>Net stop crmdmgt Net start crmdmgt</pre>
CSCsd62172	Misleading messages during installation	<p>During installation, the Create Desktop Shortcut dialog box displays the following message:</p> <p>The setup program automatically creates a shortcut to Cisco Works. To create a shortcut on the desktop select the checkbox.</p> <p>A shortcut to CiscoWorks is not created, nor is a shortcut to Service Monitor.</p> <p>To work around this problem, manually create a shortcut for Service Monitor on your desktop.</p>

Fixing the DHCP Option 150 Problem for Cisco 1040 Sensors

A Cisco1040 Sensor does not correctly interpret DHCP Option 150 if the IP address includes an octet with the value of 32, such as 10.10.32.1, or an octet with the value of 92, such as 10.10.1.92.

This problem is fixed in binary image file, SvcMonAA2_37.img, which you can obtain from Cisco Technical Assistance Center (TAC). (For contact information, see [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 7.](#)) Until you load SvcMonAA2_37.img onto your sensors, use one of the workarounds.

Workarounds

- Use the ASCII type when providing the Option 150 IP address.

- Ensure that the IP address for the TFTP server does not include an octet with the value 32 or 92.

Loading SvcMonAA2_37.img onto Cisco 1040 Sensors

You will need to employ one of the workarounds to enable the sensors to find a TFTP server and download the SvcMonAA2_37.img from it. After SvcMonAA2_37.img is loaded onto the sensors, workarounds are no longer necessary.

1. Put one of the workarounds in place in your DHCP configuration.
2. Add any new TFTP server to Service Monitor.
3. On your TFTP servers:
 - a. Delete the default sensor configuration file, QOVDefault.CNF, the sensor-specific configuration files QOV<MACAddress>.CNF, and the earlier binary image file, SvcMonAA2_nn.img.
 - b. Copy SvcMonAA2_37.img into the root directory.
4. From Service Monitor, edit the default sensor configuration file, entering SvcMonAA2_37.img as the image filename.
5. Verify that the new default sensor configuration file, QOVDefault.CNF, has been copied to the TFTP servers. If not, copy it from the image file directory on the Service Monitor server (*NMSROOT/ImageDir*) to the root on the TFTP servers.
6. Reset the sensors. To reset a sensor, you can restart the SPAN or RSPAN port on the switch to which the sensor is connected.
7. If desired, remove the workaround from your DHCP configuration.

Using Service Monitor with Intrusion Detection Software

While scanning for viruses on the platform where Service Monitor resides, intrusion detection software might close ports 2000 and 5667 and then bring them up again. At this point, having lost contact with Service Monitor, Cisco 1040s reboot. To prevent this problem, disable scanning on ports 2000 and 5667 only.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

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

This document is to be used in conjunction with the documents listed in the “[Product Documentation](#)” section.

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