



# Readme for QPM 3.2.2

---

This readme contains the following sections:

- [Description](#)
- [Related Documentation](#)
- [Downloading and Installing the Patch](#)
- [Importing Data](#)
- [New and Enhanced Features](#)
- [Known Problems](#)
- [Resolved Problems](#)

## Description

The QPM 3.2.2 patch enhances the functionality of QoS Policy Manager 3.2 by providing:

- Additional device support.
- New IOS and CatOS image support.
- Bug fixes.



---

**Corporate Headquarters:**  
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Copyright © 2005 Cisco Systems, Inc. All rights reserved.

# Related Documentation

The most updated documentation for QPM 3.2 can be found on Cisco.com:

- Supported Devices and Software Releases for CiscoWorks QoS Policy Manager 3.2.2

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3\\_2/qpm322dv.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3_2/qpm322dv.htm)

- Supported Devices and Software Releases for CiscoWorks QoS Policy Manager 3.2.1

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3\\_2/qpm321dv.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3_2/qpm321dv.htm)

- Supported Devices and Software Releases for CiscoWorks QoS Policy Manager 3.2

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3\\_2/qpm32dev/qpm32dv.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3_2/qpm32dev/qpm32dv.htm)

- Quick Start Guide for QoS Policy Manager 3.2

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3\\_2/qpm32qsg.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3_2/qpm32qsg.htm)

- Installation Guide for QoS Policy Manager 3.2

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3\\_2/qpm32in/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3_2/qpm32in/index.htm)

- Getting Started Guide for QoS Policy Manager 3.2

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3\\_2/qpm32gs/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3_2/qpm32gs/index.htm)

- User Guide for QoS Policy Manager 3.2

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3\\_2/qpm32ug/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3_2/qpm32ug/index.htm)

# Downloading and Installing the Patch

**Table 1 QPM 3.2.2 Upgrade Paths**

If you are installing QPM 3.2.2 on a system that has...	Then do this
QPM 3.2.1	1. Install QPM 3.2.2
QPM 3.2	1. Install QPM 3.2.1 2. Install QPM 3.2.2

We recommend that you backup the existing QPM 3.2 or QPM 3.2.1 database using the export tool. For more information about Backing Up and Retrieving Data, see *User Guide for CiscoWorks QoS Policy Manager 3.2*.

Use the following procedure to download and install the patch. If you have QoS Policy Manager windows open, you must close them.

- 
- Step 1** Go to the following location on Cisco.com:  
<http://www.cisco.com/cgi-bin/tablebuild.pl/qos-patches>
  - Step 2** Click `QPM-3.2.2-Patch.exe` to download the patch to your hard disk.
  - Step 3** Locate the downloaded file on your hard disk and double-click to install the patch.  
This will start the installation on your system. Before replacing files, the installation will stop all CiscoWorks and QPM services, and will restart them after the installation completes.
-

## Importing Data



**Note**

---

If you are upgrading from QPM 3.2 to QPM 3.2.2, install QPM 3.2.1 before upgrading to QPM 3.2.2. Backup your data before starting the upgrade, and restore the data only after you finish installing QPM 3.2.2.

---

If you had QPM 3.2, and had backed up your data using the export tool before installing the QPM 3.2.x patches, perform the following steps to import the data after installing QPM 3.2.2:

- 
- Step 1** Import data using the import tool. For more information about Backing Up and Retrieving Data, see *User Guide for CiscoWorks QoS Policy Manager 3.2*.
  - Step 2** Open a command prompt at `\CSCOpX\MDC\qpm\db`.
  - Step 3** Enter `net stop crmdmgt` to stop the QPM server.  
Wait till all the QPM related services are shut down.
  - Step 4** Enter `DB_Update.exe`.  
This will update the old database with the necessary changes needed to work with the patch.
  - Step 5** Enter `Patch.exe`.
  - Step 6** Enter `net start crmdmgt` to start the QPM Server.
-

If you had QPM 3.2.1, and had backed up your data using the export tool before installing the QPM 3.2.2 patch, perform the following steps to import the data after installing QPM 3.2.2:

- 
- Step 1** Import data using the import tool. For more information about Backing Up and Retrieving Data, see *User Guide for CiscoWorks QoS Policy Manager 3.2*.
- Step 2** Open a command prompt at `\CSCOPx\MDC\qpm\db`.
- Step 3** Enter `net stop crmdmgt` to stop the QPM server.  
Wait till all the QPM related services are shut down.
- Step 4** Enter `Patch.exe`.
- Step 5** Enter `net start crmdmgt` to start the QPM Server.
- 

**Note**

If the data you need to import, was exported from QPM after the installation of the QPM 3.2.2 patch, there is no need to perform the above procedure.

---

## New and Enhanced Features

The new and enhanced features in QPM 3.2.2 are:

- [IOS and CatOS Image Support](#)
- [Device Support](#)

## IOS and CatOS Image Support

QPM 3.2.2 provides the following IOS images support:

- 12.2 S IOS image support for Cat3750
- 12.2 SX IOS image support for Cat6000
- 8.2 and 8.3 CatOS support for Cat6000

## Device Support

QPM 3.2.2 provides the following new device support:

- Cisco 1800ISR
  - cisco1841
- Cisco 2800ISR
  - cisco2801
  - cisco2811
  - cisco2821
  - cisco2851
- Cisco 3800ISR
  - cisco3825
  - cisco3845
- Cisco Catalyst 3750Metro

For detailed information about QPM 3.2.2 device and QoS feature support, go to:  
[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3\\_2/qpm322dv.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3_2/qpm322dv.htm)

# Known Problems

Table 2 describes problems known since the last release of QPM.

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 2**     **Known Problems**

Bug ID	Summary	Additional Information
CSCsa54259	NBAR protocols supported by QPM is not available in 1841 ISR device.	In the NBAR port-map function, the device does not support all protocol mappings supported by QPM.  Verify the NBAR protocols available with the device before doing an NBAR port-mapping on the device using QPM.  Workaround:  None.
CSCsa27471	After you modify the IP Alias, QPM shows an incorrect Policy Configuration status while deploying policies.	This occurs when you:  <ol style="list-style-type: none"> <li>1. Modify the IP-Alias from Configure &gt; Library &gt; IP-Aliases.</li> <li>2. Select Deploy &gt; Deployment &gt; Device Selection and Preview page.</li> </ol> The Policy Configuration status shows <i>No Changes</i> .  Workaround:  In the Deploy > Deployment > Device Selection and Preview page, select the devices and continue deploying.
CSCsa60675	The Upload QoS Configuration page shows multiple entries for a device.	When you select Configure > Policy Groups > Upload QoS Configuration page.  The page displays multiple entries for devices.  Workaround:  Select any one of the entries and upload.

**Table 2** Known Problems (continued)

Bug ID	Summary	Additional Information
CSCsa55945	Policy deployment fails when you enter user exec prompt name ending with a hash (#).	If you enter a user exec prompt name that ends with a hash (#) to deploy policy group to a device, it fails. Workaround: Do not use hash (#) at the end of the exec prompt.
CSCsa60633	Upload QoS configuration fails for 3750 Metro and Cat3750 devices.	The following policy map commands are not uploaded from Cat3750 Metro and Cat3750 devices: <ul style="list-style-type: none"> <li>• <b>set ip precedence</b> <i>precedence-value</i></li> <li>• <b>police</b> <i>bandwidth excess-rate exceed-action drop</i></li> </ul> Workaround: None.
CSCsa63319	Modular and Adaptive shaping commands not uploaded from 6500 IOS.	The following policy map commands are not uploaded from Cat6500 IOS devices: <ul style="list-style-type: none"> <li>• shape average <i>bandwidth</i></li> <li>• shape adaptive <i>bandwidth</i></li> <li>• shape fecn-adapt</li> </ul> Workaround: None.
CSCsa61731	Cannot deploy aggregate police commands in 3750 Metro.	Cat3750 Metro IOS has a bug that makes the system to reload if you deploy the aggregate police command on the device. Workaround: None.

**Table 2** Known Problems (continued)

Bug ID	Summary	Additional Information
CSCsa57402	Not able to use Back button in QPM wizards.	<p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. In QPM wizards, if you enter a wrong value in any of the pages and click Next, an error page appears.</li> <li>2. Click the Back button in the error page.</li> <li>3. Click Back button in the wizard page. An error page appears.</li> </ol> <p>Workaround: Correct the value, then click Next.</p>
CSCdy27282	Committed Burst Size and Excess Burst Size (bc/be) must be defined, although optional in 12.2T.	<p>Class-Based Policing bc/be values are optional in 12.2T, but in QPM, you must define them.</p> <p>Workaround: None.</p>
CSCsa21008	QPM error while copying Policy Group into the same Deployment Group.	<p>When you copy an existing Policy Group into the same Deployment Group, QPM displays an error.</p> <p>Workaround: None.</p>
CSCsa36476	Unable to open Exported Monitoring data from WINZIP default in Windows XP.	<p>You cannot open exported zip of Monitoring data, from the default WINZIP version that is installed in Windows XP.</p> <p>Workaround: Use WinZip 9.0 or WinRAR.</p>
CSCee69801	QPM cannot login with LMS bundle.	<p>You cannot log into QPM 3.2 with LMS 2.2 installed. This is because of missing entry in the regdaemon.xml for AdminModule.</p> <p>Even if you add this manually and restart the processes, you can login to QPM, but a QPM error is displayed on every page in the GUI.</p> <p>Workaround: None</p>

**Table 2** Known Problems (continued)

Bug ID	Summary	Additional Information
CSCsa34572	Gigabit Interfaces are shown as Ethernet type.	<p>When creating a policy group on a device, the interface type is chosen as GigabitEthernet, because the device has only that kind of interface.</p> <p>However when assigning network elements, none of the interfaces appear .</p> <p>This problem occurs because all the GigabitEthernet interfaces are listed as Ethernet type.</p> <p>Workaround: None.</p>
CSCsa34581	Upload creates different policymap for 805 device.	<p>When you upload QPM, it creates a different policymap for 805 device since CRTP is configured without applying any Class Based Qos on the interface.</p> <p>Although this not restricted on the device, it is restricted on QPM. This is not specific to 805 , but is general to QPM's support for CRTP.</p> <p>Workaround: None.</p>
CSCsa35003	Inline power should not be supported for Cat 4507(IOS).	<p>This problem is not specific to the QPM 3.2.1 patch, but is an issue with the QPM support for device series.</p> <p>When a device series such as Cat4500 is supported, all the devices in the series are grouped into one group and Qos features are supported for the group. The features supported for that series are available to most of the series devices.</p> <p>Even if some devices in that series do not support certain commands, they are not blocked. This is because QPM does not have the granularity to block/enable the devices based on specific device types.</p> <p>Workaround: None.</p>

**Table 2** Known Problems (continued)

Bug ID	Summary	Additional Information
CSCdy49084	If QPM server restarts and a monitored device is down, the task ends.	<p>When you restart the Collector service, and a monitored device is unreachable, the Collector will give it a finish status.</p> <p>Workaround: None.</p>
CSCdz34145	Monitored device becomes unreachable.	<p>Changes in SNMP community string are not notified in monitored tasks. (Both in historical and real-time tasks).</p> <p>If the SNMP community string changes while tasks are running, the tasks will try to read the relevant MIBs without success.</p> <p>Real-time graphs will not display new data from that point, and historical graphs will display only straight lines. This is the behavior when there is no new data. and the device becomes unreachable.</p> <p>Workaround: None.</p>
CSCdy27332	QPM cannot monitor policies on ATM aal5 interfaces.	<p>In QPM, ATM policies are defined for aal5 interfaces, not for the ATM main interface. However, the deployed policy information is stored in the MIB for the main ATM interface.</p> <p>Workaround: In QPM, configure ATM policies for ATM VC network elements.</p>
CSCea15860	Deleted task remains in task list.	<p>This problem might occur if an Internet Explorer timeout occurs before the task has been deleted.</p> <p>The task will be visible in the task list, and will disappear only when the page is refreshed after the Delete operation has completed.</p> <p>Workaround: None.</p>

**Table 2** *Known Problems (continued)*

<b>Bug ID</b>	<b>Summary</b>	<b>Additional Information</b>
CSCin13595	Properties and Policies copied to new PG when option not selected.	<p>When you create a policy group by copying a policy group that is attached to a policy group template, the source policy group's policies and properties are copied to the new policy group. This happens whether or not you have selected this option.</p> <p>Workaround: None.</p>
CSCin32807	Upload QoS configuration in progress for a long time.	<p>Occasionally, when you upload a device's configuration, the status of the Upload job in the Upload Reports page remains in progress for a long time and never gets completed.</p> <p>Workaround: Upload the device configuration again. Both Upload jobs will appear in the Upload Reports page and be completed.</p>
CSCuk36160	IP Telephony wizard ignores Recommend rules with device roles.	<p>When you use the Recommend option in the IP Telephony wizard to select interfaces for voice roles, the wizard ignores imported device role information.</p> <p>This means that device role information cannot be used to select interfaces.</p> <p>Workaround: None.</p>

**Table 2** *Known Problems (continued)*

<b>Bug ID</b>	<b>Summary</b>	<b>Additional Information</b>
CSCdy04901	Not enough details given for device login errors.	<p>Device status shows <code>SNMP Error</code> or <code>Telnet Error</code>, but gives no details.</p> <p>The common causes of SNMP errors and their workarounds are:</p> <p>The device public community string entered in QPM is incorrect.</p> <p>Workaround:</p> <p>Correct the community string in QPM.</p> <p>QPM cannot read all the necessary SNMP information from the device. This may be because there are corrupted or missing MIBs.</p> <p>Workaround:</p> <p>None.</p> <p>The device does not have a functioning SNMP engine.</p> <p>Workaround:</p> <p>None.</p>

**Table 2** Known Problems (continued)

Bug ID	Summary	Additional Information
CSCdy04901 (Contd.)		<p>The SNMP request timed out, typically because the device or network was too congested to respond before the timeout limit.</p> <p>Workaround:</p> <p>Retry the SNMP connection, or increase the SNMP timeout value.</p> <p>These are the common causes for Telnet errors:</p> <ul style="list-style-type: none"> <li>• The device Telnet password entered in QPM is incorrect. Correct the Telnet password in QPM.</li> <li>• SSH is enabled, but SSH login failed because SSH is not configured correctly on the device. Fix the SSH configuration on the device.</li> <li>• The login to the device failed.</li> <li>• There is no Telnet connection to the device.</li> <li>• The prompt is non-standard.</li> </ul> <p>Workaround:</p> <p>None.</p>
CSCdy04874	Historical monitoring task status remains “In Edit.”	<p>A historical monitoring task status will remain “In Edit,” and the task will not run, when:</p> <p>The duration of the task is less than the defined polling interval.</p> <p>Workaround:</p> <p>Ensure that the polling interval is less than the task duration time.</p> <p>You edit a task with task status “Collector Error.”</p> <p>Workaround:</p> <p>Delete the task and create a new task.</p>

**Table 2** Known Problems (continued)

Bug ID	Summary	Additional Information
CSCin33600	Deployment fails on 7300 when filter contains DSCP or IPP.	<p>On Cisco 7300 devices running IOS 12.1E, if the filter definition contains a DSCP or IP Precedence condition in the Rule Settings page, deployment fails. It displays a message</p> <p>Deployment to device failed, not all commands were deployed to device.</p> <p>Workaround:</p> <p>Define DSCP or IP Precedence conditions only within a Single ACL Translation condition.</p>
CSCdy00063	Monitoring task is not valid after device deletion (RT+H).	<p>When you delete a device that was being monitored, from the device inventory, all tasks that were monitoring this device (both historical and real-time) will become invalid.</p> <p>This also applies to historical monitoring tasks that include other devices.</p> <p>If you add the deleted device back to the inventory the tasks continue to be invalid.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. Stop the task before deleting devices.</li> <li>2. Create a new task to continue monitoring other devices in the original task.</li> </ol>
CSCin56241	Issues seen with Modular shaping and Marking.	<p>You cannot configure Marking policies after configuring Modular Shaping.</p> <p>However, if you configure Modular Shaping after configuring Marking policies, the marking policies are removed without notifying you.</p> <p>Workaround:</p> <p>None.</p>

**Table 2** Known Problems (continued)

Bug ID	Summary	Additional Information
CSCec02451	<p>Only class-default can be defined for nested service policies.</p>	<p>At present there is no option in QPM to specify classes while configuring QPM Properties in a hierarchical service policy configuration.</p> <p>When you try to configure hierarchical service policies (i.e. service policy within a service policy), there is no option to create separate classes for the top level service policy.</p> <p>This means that only the “class-default” class gets created by QPM. You cannot segregate traffic based on flow source/destination, and apply different policing/shaping and different service policies on each class of traffic.</p> <p>For example, you cannot apply different policing/shaping and different service policies for DSCP bit sets.</p> <p>Workaround: None.</p>
CSCdy80624	<p>Add device stuck when delay response 50 msec.</p>	<p>When delay of device response (telnet or SNMP or http) is less than 100 milliseconds, the Add Device process hangs, and displays <code>In progress</code>. It may also display many SNMP errors.</p> <p>The optimal delay values are: telnet - 100 msec; SNMP - 400 msec; http - 100-200 msec.</p> <p>Workaround: None.</p>

**Table 2** *Known Problems (continued)*

<b>Bug ID</b>	<b>Summary</b>	<b>Additional Information</b>
CSCec64123	It is possible to trigger historical monitoring during backup.	<p>You cannot perform Backup or Retrieve operations while there are monitoring tasks that are not in “Finished” state.</p> <p>However, while backup is running, QPM still allows you to create new historical monitoring tasks, which will cause problems.</p> <p>This problem is more likely to occur if you have scheduled backups since you might not be aware of the backup operation.</p> <p>Workaround: None.</p>
CSCin62071	Able to do some actions even after core session timeout.	<p>After the core session times out, you are still able to perform and complete actions that involve a single page.</p> <p>Operations, such as deleting devices, policy groups, deployment groups, or stopping a historical monitoring task using the Stop button, are completed successfully even if the core session has timed out.</p> <p>The resulting page displays the core session time-out error page, but the action gets completed successfully.</p> <p>Workaround: None.</p>

**Table 2** Known Problems (continued)

Bug ID	Summary	Additional Information
CSCin61630	Unable to import devices with SSH config from RME.	<p>When you try to import devices from RME which have SSH configured, login will fail, displaying <code>Telnet Error</code>.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. In the Device Properties page for this device, select the Use SSH Connection check box,</li> <li>2. Click <b>Save</b></li> <li>3. Click <b>Rediscover</b></li> </ol> <p>After device rediscovery the device status will display OK.</p>
CSCin56487	Values missing in In Policy Wizard - Policing page after import.	<p>After importing policies from QPM 3.x, the values for the imported In policies may not appear correctly in the Policy Wizard when you view it for the first time.</p> <p>This is a UI problem. The policy data is actually imported correctly.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. Click <b>Next</b></li> <li>2. Click <b>Finish</b> to exit the wizard.</li> <li>3. Open the wizard</li> </ol> <p>The values appear correctly.</p>

Table 2 Known Problems (continued)

Bug ID	Summary	Additional Information
CSCed44194	The command <b>no class</b> causes interface to be put in default class.	<p>This occurs on a frame-relay link. It happens when the link on which the QoS configuration is deployed also manages the connection to the device.</p> <p>QPM renames the existing QoS policies on a device in accordance with QPM naming conventions. This means that QPM removes the <code>class_map</code> configuration on a subinterface using a <b>no class</b> command, and then re-applies it with the new name on the same subinterface.</p> <p>When you remove the configuration on the DLCI, the DLCI gets pushed into a default class, which has a bandwidth of 56K.</p> <p>This causes the circuit to be over subscribed, causing data to be dropped and the commands are not applied. Hence the connection to the device might be lost.</p> <p>Workaround: None.</p>
CSCin63084	Trust State properties not needed in Qos Properties Page.	<p>QPM allows you to configure Trust State properties for Cat4500(IOS) devices, although Trust State properties are not supported on this device.</p> <p>If you select Trust State properties and deploy, deployment fails with an error message.</p> <p>Workaround: None.</p>

# Resolved Problems

Table 3 describes problems resolved in this release.

**Table 3** QPM 3.2.2 Resolved Problems

Bug ID	Summary	Additional Information
CSCin61536	Unable to import tacacs configured Devices from RME.	This problem has been resolved.
CSCsa26730	QPM re-discovery gets stuck at In Progress status and does not recover.	This problem has been resolved.
CSCsa40365	QPM template definition for <i>Dist4kIOStoL3QoS</i> is incorrect.	This problem has been resolved.
CSCeg39786	Single ACL translation support for Catalyst 3560.	This problem has been resolved.
CSCsa24282	Unable to see log or audit trail when devices get deleted.	This problem has been resolved.
CSCsa49206	UI Getting struck for long time.	This problem has been resolved.
CSCsa49208	Large DB, DNS entry table not getting purged.	This problem has been resolved.
CSCeg49738	Configuration upload error observed in QPM 3.2.1.	This problem has been resolved.
CSCsa48412	QPM Class Based QoS support for VLAN needs to be removed from PFC2-IOS.	This problem has been resolved.
CSCsa52995	Qpm.cfg file should have write permission by default.	This problem has been resolved.