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Readme for QPM 3.2.3

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CISCO SYSTEMS



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Description

The QPM 3.2.3 maintenance release enhances the functionality of QoS Policy Manager 3.2 by providing:

- New and enhanced features including support for AutoQoS.
- Additional device support.
- Bug fixes.

Related Documentation

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

- Supported Devices and Software Releases for CiscoWorks QoS Policy Manager 3.2.3
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3_2/qpm323dv.htm
- User Guide for QoS Policy Manager 3.2.3
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3_2/qpm323ug/index.htm
- 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
- 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
- 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

- Quick Start Guide for QoS Policy Manager 3.2
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
- 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
- User Guide for QoS Policy Manager 3.2
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3_2/qpm32ug/index.htm

Downloading and Installing QPM 3.2.3

Table 1 QPM 3.2.3 Upgrade Paths

If you are installing QPM 3.2.3 on a system that has...	Then do this
QPM 3.2.2	1. Install QPM 3.2.3
QPM 3.2.1	1. Install QPM 3.2.2 2. Install QPM 3.2.3
QPM 3.2	1. Install QPM 3.2.1 2. Install QPM 3.2.2 3. Install QPM 3.2.3

We recommend that you back up the existing QPM 3.2 or QPM 3.2.1 or QPM 3.2.2 database using the export tool. For more information about Backing Up and Retrieving Data, see *User Guide for CiscoWorks QoS Policy Manager 3.2*.

If you are upgrading from QPM 3.2 or QPM 3.2.1, we recommend that you back up the data after each installation.

Use the following procedure to download and install QPM 3.2.3. If you have QoS Policy Manager windows open, you must close them.

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- Step 1** Go to the following location on Cisco.com:
<http://www.cisco.com/cgi-bin/tablebuild.pl/qos-patches>
 - Step 2** Click `QPM-3.2.3-Patch.exe` to download the installation file to your hard disk.
 - Step 3** Locate the downloaded file on your hard disk and double-click to install QPM 3.2.3.

This starts the installation on your system. Before replacing files, the installation stops all CiscoWorks and QPM services. It restarts them after the installation completes.

Importing Data

If you had QPM 3.2.2, and had backed up your data using the export tool before installing QPM 3.2.3, perform the following steps to import the data after installing QPM 3.2.3:

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- 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.
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Note If the data you need to import, was exported from QPM after the installation of QPM 3.2.3, you do not need to perform the above procedure.

New and Enhanced Features

The new and enhanced features in QPM 3.2.3 are:

- [Device Support, page 5](#)
- [New Features, page 5](#)
- [Enhanced Features, page 6](#)

Device Support

QPM 3.2.3 provides support for Cisco Catalyst 4510R.

For detailed information about QPM 3.2.3 device and QoS feature support, go to: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/qos/qpm3_2/qpm323dv.htm

New Features

QPM 3.2.3 supports AutoQoS feature. The following AutoQoS features are supported:

- AutoQoS—Cisco AutoQoS minimizes the complexity, time, and operating cost of Quality of Service (QoS) deployment.

Cisco AutoQoS incorporates value-added intelligence into Cisco IOS Software and Cisco Catalyst Operating Service Software to provision and manage large-scale QoS deployments.

Cisco AutoQoS automates consistent deployment of QoS features across Cisco routers and switches. It enables various Cisco QoS components based on the network environment and Cisco best-practice recommendations.

- AutoQoS VoIP—Cisco AutoQoS-VoIP helps to obtain a simple and intelligent CLI for enabling campus LAN and WAN QoS for VoIP on Cisco switches and routers.

QPM helps in deploying the above AutoQoS commands to the devices on the network.

Enhanced Features

The following are the feature enhancements in QPM 3.2.3:

- Named ACLs are created by default. In QPM 3.2.2, the Numbered ACLs were created by default.
- Support for Custom NBAR mappings.
- Support for the following new QoS commands:
 - `frame-relay traffic-rate average [peak]`
 - `bandwidth remaining percent percent`
 - `police cir percent percent [bc conform-burst-in-msec] [pir percent percent] [be peak-burst-in-msec]`
 - `ip nbar custom name [offset format value] [source | destination] [tcp | udp] [range start end | port-number]`
 - `wrr-queue random-detect {max-threshold | min-threshold} queue-number threshold-1 threshold-2`

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
CSCsb73056	QPM 3.2 and 3.2.1 data cannot be imported to QPM 3.2.3	<p>This occurs if you have taken the back before installing QPM 3.2.2 and have not imported the data to QPM 3.2.2 and backed up the data.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Import the QPM 3.2 or QPM 3.2.1 data. 2. Stop the CiscoWorks server. 3. Open the folder \CSCOpX\MDC\qpm\db 4. Take a backup of the file updates.sql 5. Open the file updates.sql in notepad or any text editor. 6. Remove all lines in the files except the following: <pre>alter table rme_settings add https tinyint ;</pre> <pre>update POLICY_GROUP set PG_DESCRIPTION = 'Contains the policies required for the Ethernet connection of a Catalyst 4000 running IOS in the access or distribution layer to an L3 QoS aware switch in the distribution or access layer.' where PG_Name = 'Dist4kIOStoL3QoSABware';</pre> 7. Save the file. 8. Make sure that the file name and the file extension has not changed. The file name should be updates.sql. 9. Open a command prompt in the folder \CSCOpX\MDC\qpm\db 10. From the command prompt, run DB_Update.exe and Patch.exe. This adds the necessary changes to the QPM 3.2 and 3.2.1 database. 11. Start Cisco Works server.

Table 2 **Known Problems (continued)**

Bug ID	Summary	Additional Information
CSCsb41950	QPM does not work when authentication mode changes.	QPM does not work when authentication mode changes from Cisco ACS server to Local. Workaround: Restart CiscoWorks.
CSCsb64893	QPM 3.2.2 installation fails.	QPM 3.2.2 patch installation fails on some systems. Workaround: Restart the system, then install QPM 3.2.2.
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-map 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"> 1. Modify the IP-Alias from Configure > Library > IP-Aliases. 2. Select Deploy > Deployment > Device Selection and Preview page. The Policy Configuration status displays No Changes. Workaround: In the Deploy > Deployment > Device Selection and Preview page, select the devices and continue deploying.

Table 2 **Known Problems (continued)**

Bug ID	Summary	Additional Information
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.
CSCsa55945	Policy deployment fails when you enter a user exec prompt name that ends 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"> • set ip precedence precedence-value • police bandwidth excess-rate exceed-action drop 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"> • shape average bandwidth • shape adaptive bandwidth • shape fecn-adapt Workaround: None.
CSCsa61731	Cannot deploy aggregate police commands in 3750 Metro.	Cat3750 Metro IOS causes 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	Cannot use Back button in QPM wizards.	<p>This occurs in QPM wizards if you:</p> <ol style="list-style-type: none"> 1. Enter a wrong value in any of the pages and click Next. An error page appears. 2. Click the Back button in this error page. 3. Click Back button in the wizard page. An error page appears. <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. However, 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	Cannot 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>

Table 2 **Known Problems (continued)**

Bug ID	Summary	Additional Information
CSCee69801	QPM cannot log in with LMS bundle.	<p>You cannot log into QPM 3.2 with LMS 2.2 installed. This is because of a 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>
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 this is the only interface type the device has.</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. This is because 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; it is general to all QPM support for CRTP.</p> <p>Workaround: None.</p>

Table 2 **Known Problems (continued)**

Bug ID	Summary	Additional Information
CSCsa35003	<p>Inline power should not be supported for Cat 4507(IOS).</p>	<p>This problem is not specific to the QPM 3.2.1 patch. It is a problem 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.</p> <p>The features supported for this series are available to most of the series devices.</p> <p>Even if some devices in this series do not support certain commands, they are not blocked. This is because QPM cannot block/enable the devices based on specific device types.</p> <p>Workaround: None.</p>
CSCdy49084	<p>If QPM server restarts and a monitored device is down, the task ends.</p>	<p>When you restart the Collector service, and a monitored device is unreachable, the Collector will assign a Finish status to it.</p> <p>Workaround: None.</p>
CSCdz34145	<p>Monitored device becomes unreachable.</p>	<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 unsuccessfully try to read the relevant MIBs.</p> <p>Real-time graphs do not display new data and historical graphs display only straight lines. This happens when there is no new data. and the device becomes unreachable.</p> <p>Workaround: None.</p>

Table 2 **Known Problems (continued)**

Bug ID	Summary	Additional Information
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:</p> <p>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 appears in the task list, and disappears only when the page is refreshed after the Delete operation has completed.</p> <p>Workaround:</p> <p>None.</p>
CSCin13595	Properties and Policies copied to a new policy group when you do not select an option.	<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.</p> <p>This happens whether or not you have selected this option.</p> <p>Workaround:</p> <p>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 does not get completed.</p> <p>Workaround:</p> <p>Upload the device configuration again.</p> <p>Both Upload jobs appear in the Upload Reports page and get completed.</p>

Table 2 *Known Problems (continued)*

Bug ID	Summary	Additional Information
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 you cannot use device role information to select interfaces.</p> <p>Workaround: None.</p>
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> <ul style="list-style-type: none"> • The device public community string entered in QPM is incorrect. Workaround: Correct the community string in QPM. • QPM cannot read all the necessary SNMP information from the device. This may be because there are corrupted or missing MIBs. Workaround: None. • The device does not have a functioning SNMP engine. Workaround: None.

Table 2 **Known Problems (continued)**

Bug ID	Summary	Additional Information
CSCdy04901 (Contd.)		<ul style="list-style-type: none"> • The SNMP request timed out, typically because the device or network was too congested to respond before the timeout limit. Workaround: Retry the SNMP connection, or increase the SNMP timeout value. <p>These are the common causes and workaround for Telnet errors:</p> <ul style="list-style-type: none"> • The device Telnet password entered in QPM is incorrect. Workaround: Correct the Telnet password in QPM. • SSH is enabled, but SSH login failed because SSH is not configured correctly on the device. Workaround: Fix the SSH configuration on the device. • The login to the device failed. Workaround: None. • There is no Telnet connection to the device. Workaround: None. • The prompt is non-standard. Workaround: None.

Table 2 **Known Problems (continued)**

Bug ID	Summary	Additional Information
CSCdy04874	Historical monitoring task status remains <code>In Edit</code> .	<p>A historical monitoring task status will remain <code>In Edit</code> and the task will not run, when:</p> <ul style="list-style-type: none"> The duration of the task is less than the defined polling interval. <p>Workaround:</p> <p>Ensure that the polling interval is less than the task duration time.</p> <ul style="list-style-type: none"> You edit a task with task status <code>Collector Error</code>. <p>Workaround:</p> <p>Delete the task and create a new task.</p>
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.</p> <p>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>

Table 2 **Known Problems (continued)**

Bug ID	Summary	Additional Information
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) 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"> 1. Stop the task before deleting devices. 2. Create a new task to continue monitoring other devices in the original task.
CSCin56241	Problems 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	Only class-default can be defined for nested service policies.	<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 (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	Add device process displays <code>In progress</code> infinitely when device response time is less than 50 milliseconds.	<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:</p> <ul style="list-style-type: none"> • Telnet - 100 msec • SNMP - 400 msec • http - 100-200 msec <p>Workaround: None.</p>

Table 2 **Known Problems (continued)**

Bug ID	Summary	Additional Information
CSCec64123	You can trigger historical monitoring during backup.	<p>You should not be able to perform Backup or Retrieve operations while there are monitoring tasks that are still running.</p> <p>However, while a backup is running, QPM still allows you to create new historical monitoring tasks.</p> <p>Workaround:</p> <p>None. You can verify whether any backups are scheduled before creating a historical monitoring task.</p>
CSCin62071	You can perform some tasks after core session times out.	<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:</p> <p>None.</p>
CSCin61630	Cannot 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"> 1. In the Device Properties page for this device, select the Use SSH Connection check box, 2. Click Save 3. Click Rediscover <p>After device rediscovery the device status will displays OK.</p>

Table 2 **Known Problems (continued)**

Bug ID	Summary	Additional Information
CSCin56487	<p>Values missing in In Policy Wizard - Policing page after import.</p>	<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"> 1. Click Next 2. Click Finish to exit the wizard. 3. Open the wizard <p>The values appear correctly.</p>
CSCed44194	<p>The command <code>no class</code> causes interface to be put in default class.</p>	<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 <code>no class</code> 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 is moved 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:</p> <p>None.</p>

Table 2 **Known Problems (continued)**

Bug ID	Summary	Additional Information
CSCin63084	Trust State properties not needed in Qos Properties Page.	QPM allows you to configure Trust State properties for Cat4500(IOS) devices, although Trust State properties are not supported on this device. If you select Trust State properties and deploy, deployment fails with an error message. Workaround: None.

Resolved Problems

[Table 3](#) describes problems resolved in this release.

Table 3 **QPM 3.2.2 Resolved Problems**

Bug ID	Summary	Additional Information
CSCsa19882	Police committed information rate (cir) percent not supported in QPM.	This problem has been resolved.
CSCsa36176	QPM did not handle service-policy command with fair-queue when dcef is enabled on the device.	This problem has been resolved.
CSCeg65211	QPM generated match-any class-map statements for Cat3550.	This problem has been resolved.
CSCsa50965	QPM 3.2 integration with ACS documentation needed to be revised.	This problem has been resolved.
CSCeg90304	CSV import from RME did not work.	This problem has been resolved.
CSCsa69001	QPM did not translate filters correctly while configuring marking on 3800.	This problem has been resolved.
CSCsa73166	SNMP errors while adding devices to QPM.	This problem has been resolved.
CSCsa83523	QPM did not support frame-relay traffic-rate command.	This problem has been resolved.

Table 3 *QPM 3.2.2 Resolved Problems (continued)*

Bug ID	Summary	Additional Information
CSCsa62837	Deployment failed while configuring threshold queue values on cat6500 IOS.	This problem has been resolved.
CSCeh68226	Committed burst (bc) and Excess burst (be) were shown on the Y-axis as bits per second.	This problem has been resolved.