



# Readme for QoS Policy Manager 4.0.3 on Windows

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This Readme is for CiscoWorks QoS Policy Manager (QPM) 4.0.3 running on a Windows platform. This Readme contains the following sections:

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## Description

CiscoWorks QoS Policy Manager 4.0.3 is a maintenance release that enhances the functionality of QoS Policy Manager 4.0, QoS Policy Manager 4.0.1, and QoS Policy Manager 4.0.2, by providing:

- Support for monitoring of child policies
- Additional command support
- Additional device support
- Bug fixes from the previous release

QPM 4.0.3 is a cumulative patch release, and you can install it on top of QPM 4.0, QPM 4.0.1, or QPM 4.0.2.



## Related Documentation

QPM 4.0.3 is a maintenance release after QPM 4.0.2. The most updated documentation for QPM 4.0.3 and QPM 4.0 can be found on Cisco.com:

- Supported Devices and Software Releases for QoS Policy Manager 4.0.3  
[http://www.cisco.com/en/US/products/sw/cscowork/ps2064/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/cscowork/ps2064/products_device_support_tables_list.html)
- Installation Guide for CiscoWorks QoS Policy Manager 4.0 on Windows  
[http://www.cisco.com/en/US/docs/net\\_mgmt/cisoworks\\_qos\\_policy\\_manager/4.0/installation/guide/windows/qpm40win.html](http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_qos_policy_manager/4.0/installation/guide/windows/qpm40win.html)
- Getting Started Guide for CiscoWorks QoS Policy Manager 4.0  
[http://www.cisco.com/en/US/docs/net\\_mgmt/cisoworks\\_qos\\_policy\\_manager/4.0/getting\\_started/guide/qpm40gs.html](http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_qos_policy_manager/4.0/getting_started/guide/qpm40gs.html)
- Quick Start Guide for CiscoWorks QoS Policy Manager 4.0.  
[http://www.cisco.com/en/US/docs/net\\_mgmt/cisoworks\\_qos\\_policy\\_manager/4.0/quick/guide/qpm40qsg.html](http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_qos_policy_manager/4.0/quick/guide/qpm40qsg.html)
- Readme for CS 3.0.5 with QoS Policy Manager 4.0.  
[http://www.cisco.com/en/US/docs/net\\_mgmt/cisoworks\\_qos\\_policy\\_manager/4.0/readme/CS305RMe.html](http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_qos_policy_manager/4.0/readme/CS305RMe.html)
- User Guide for QoS Policy Manager 4.0  
[http://www.cisco.com/en/US/docs/net\\_mgmt/cisoworks\\_qos\\_policy\\_manager/4.0/user/guide/qpm40ug.html](http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_qos_policy_manager/4.0/user/guide/qpm40ug.html)

## Monitoring of Child Policies

In QPM 4.0.3, you can monitor the child policies if they are attached to the device interface. These child policies are part of hierarchical QoS (or nested QoS) configuration.

The QoS Report Card displays both the parent and child classes on the policy attached to the interface.

QPM also generates the Historical and Real Time monitoring graphs for both the parent policy and the child policies. The parent and the child policies are listed one after the other (not inline), and the graphs for both policies are displayed on the same chart. The Filters and Actions graphs are displayed for the parent and the child policies.

## Command Support

QPM 4.0.3 not only supports the commands supported in QPM 4.0 and QPM 4.0.2, but also the following commands:

- set-qos-transmit
- set-qos-continue
- set-clp-transmit
- policed-dscp-transmit
- set qos-group

## Device Support

QPM 4.0.3 not only supports the devices supported in QPM 4.0 and QPM 4.0.2, but also the following devices and cards:

- Cat 6500 Virtual Switching Supervisor (VSS)
- Cat 6500 Supervisor Engine 32 PISA
- HP BladeSystem – CGESM and 3020
- Cisco ASR 1000 Series Aggregation Services Router (ASR)
- More routers under Cisco 7600 series
- Cisco 7600 Series Ethernet Services 20G
- Cisco 1-Port Channelized STM-1/OC-3 Shared Port Adapter (SPA) on 7600 router

[Table 1](#) shows the device OIDs and names of the additional devices supported by QPM 4.0.3.

**Table 1** Additional Devices Supported by QPM 4.0.3

Cisco System Device	Device OID	Device Name	Supported OS
Catalyst 6500 Virtual Switching Supervisor	1.3.6.1.4.1.9.1.896	Catalyst 6500 Virtual Switching Supervisor 720-10G	12.2S
Catalyst 6500 Supervisor Engine 32 PISA	1.3.6.1.4.1.9.1.283	Catalyst 6500 Supervisor Engine 32 PISA	12.2 Zy2
HP BladeSystem	1.3.6.1.4.1.9.1.748	Cisco Catalyst Blade Switch 3020 for HP	12.2E
	1.3.6.1.4.1.11.2.3.7.11.33.3.1.1	Cisco Gigabit Ethernet Switch Module (CGESM) for HP	12.1E, 12.2S
Cisco ASR 1000 Series Aggregation Services Router	1.3.6.1.4.1.9.1.925	ASR 1006	12.2
Cisco 7600		Cisco 7600 Series Route Switch Processor 720 (RSP 720)	12.2S
	1.3.6.1.4.1.9.1.862	7603-S	12.1E, 12.2S
	1.3.6.1.4.1.9.1.863	7606-S	12.1E, 12.2S
	1.3.6.1.4.1.9.1.864	7609-S	12.1E, 12.2S

For details regarding the QoS feature support for these devices, see the detailed Supported Devices Table for QPM 4.0.3 at [http://www.cisco.com/en/US/products/sw/cscowork/ps2064/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/cscowork/ps2064/products_device_support_tables_list.html)

Table 2 shows the additional cards supported by QPM 4.0.3.

**Table 2 Additional Cards Supported by QPM 4.0.3**

Card Name	Type
Cisco 7600 Series Ethernet Services 20G	Line Card

Table 3 shows the new SPAs (Shared Port Adapters) supported by QPM 4.0.3

**Table 3 New SPAs Supported by QPM 4.0.3**

SPA Product ID <sup>1</sup>	SPA Type
SPA-1XCHSTM1/OC3	Channelized SPA

1. QPM 4.0.3 supports SPAs on SIP-200, SIP-400, SIP-600, and SIP-800 carrier cards on the supported Cisco devices.

## Hardware and Software Requirements

QoS Policy Manager 4.0.3 requires that you have installed QoS Policy Manager 4.0 or QoS Policy Manager 4.0.x. All of these applications run on Common Services (CS) 3.0.5 server.

The hardware and software requirements for QPM 4.0.3 are the same as for QPM 4.0 and QPM 4.0.x.

For detailed list of requirements and instructions to install CS 3.0.5 and QPM 4.0 on Windows, see [http://www.cisco.com/en/US/docs/net\\_mgmt/ciscoworks\\_qos\\_policy\\_manager/4.0/installation/guide/windows/qpm40win.html](http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_qos_policy_manager/4.0/installation/guide/windows/qpm40win.html)

## Downloading and Installing QPM 4.0.3

You can download the QPM 4.0.3 installer file, qpm4\_0\_3\_win.zip, from Cisco.com, or from the Software Center in Common Services (in case you are using QPM 4.0.2), and install it on a server that has QPM 4.0 or QPM 4.0.x already installed.



### Note

You should have a valid Cisco.com username and password to download the installer file.

The following topics describe the download and installation process of QPM 4.0.3:

- [Downloading from Cisco.com, page 5](#)
- [Downloading From Software Center, page 5](#)
- [Installing QPM 4.0.3, page 6](#)

## Downloading from Cisco.com

To download the QPM 4.0.3 installer file from Cisco.com:

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- Step 1** Go to <http://www.cisco.com/pcgi-bin/tablebuild.pl/qos-patches>.  
You should enter your Cisco.com credentials to access this page.
  - Step 2** Locate the file `qpm4_0_3_win.zip` from the list of files to be downloaded.
  - Step 3** Right-click the file, select **Save Target As** or **Save Link As**, and specify the location to download the file to your machine.
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## Downloading From Software Center

If you are installing QPM 4.0.3 on top of QPM 4.0.2, you can also use the Software Updates option in CiscoWorks Common Services Software Center to download the QPM 4.0.3 installer file.

To download the QPM 4.0.3 installer file from Common Services Software Center associated with QPM 4.0.2:

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- Step 1** Go to the CiscoWorks Home Page associated with QPM 4.0.2, and select **Common Services > Software Center > Software Update**.  
The Software Updates page appears.
  - Step 2** In the Products Installed table, select **CiscoWorks QoS Policy Manager 4.0.2**, and click **Select Updates**.  
The CCO and Proxy Server Credentials page appears.  
You are prompted to enter your Cisco.com user name and password.  
If you have configured proxy settings, you are prompted to enter the Proxy Server User credentials.  
You can configure your Proxy Server User credentials from the Proxy Server Setup page. To access the Proxy Server Setup page:
    - a.** Go to the CiscoWorks Homepage and select **Common Services > Server > Security > Cisco.com Connection Management > Proxy Server Setup**.  
The Proxy Server Setup page appears.
    - b.** Enter the required information in the page to configure your Proxy Server settings.
  - Step 3** Enter the required credentials in the CCO and Proxy Server Credentials page, and click **Next**.  
The Available Images page appears with the available QPM 4.0.3 image for Windows.
  - Step 4** Select `qpm4_0_3_win.zip` and click **Next**.  
The Destination Location page appears.
  - Step 5** Enter the location to save the zip file, or browse to the location using the Browse button.
  - Step 6** Click **Next**.  
The Summary page appears. The Summary window displays a summary of your inputs.

- Step 7** Click **Finish** to confirm the download operations.  
The QPM 4.0.3 installer file is downloaded to the location you selected.
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## Installing QPM 4.0.3

QPM saves the Historical Monitoring data at every hour of the system clock. Therefore, before you install QPM 4.0.3 over QPM 4.0 or QPM 4.0.x, wait till the end of the hour to allow QPM to save the data associated with any Historical Monitoring tasks that are running.

The monitoring tasks will be resumed after you install QPM 4.0.3 and restart the CiscoWorks daemon. To install QPM 4.0.3 on the machine that has QPM 4.0 or QPM 4.0.x already installed:

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**Step 1** Go to the folder where you have downloaded the installer file, qpm4\_0\_3\_win.zip

**Step 2** Unzip the file qpm4\_0\_3\_win.zip  
This extracts a folder called qpm4\_0\_3\_win.

**Step 3** Go to qpm4\_0\_3\_win, which contains the executable file.

**Step 4** Launch the installer. Either:

- Double click the executable file, qpm4\_0\_3\_win.exe.

Or

- Select **Start > Run**, and enter *path*\qpm4\_0\_3\_win.exe, where *path* is the location of the file in your hard drive.

The Installer window appears.

**Step 5** Click **Install** to continue.  
The Welcome window appears.

**Step 6** Click **Next** to continue.  
The Software License Agreement window appears.

**Step 7** Click either:

- **Accept** to accept the license agreement and proceed with the installation,

Or

- **Do not Accept** to deny and stop the installation.

The System Requirements window appears.

**Step 8** Check whether your system meets the requirements and click **Next** to continue.  
The Summary window appears with the summary of settings for the installation.

**Step 9** Click **Next** to continue.  
The Daemons Restart Options window appears.

**Step 10** Click either:

- **Yes** to restart the CiscoWorks daemon after this installation

Or

- **No** to deny restart of Ciscoworks daemon after this installation (to allow installation of any other CiscoWorks applications)

The Setup Complete window appears.

**Step 11** Click **Finish** to complete the installation.

You must restart the CiscoWorks daemon before you begin to work with QPM. The QPM services start automatically whenever you start your computer.

## Known Problems

Table 4 describes the problems known to exist in QPM 4.0.3.

**Table 4** Known Problems in QPM 4.0.3

Bug ID	Summary	Explanation
CSCso86875	QPM does not reflect Australia/Melbourne DST changes	<p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. Install CS 3.0.5 + QPM 4.0 + QPM 4.0.3</li> <li>2. Install the CS patch for CSCsm43797</li> <li>3. Change the time zone to Australia/Melbourne</li> <li>4. Create a Historical Monitoring task: <ul style="list-style-type: none"> <li>• For October 5, 2008, you find that: <ul style="list-style-type: none"> <li>– Historical job scheduled for 1 to 2 AM runs at 1 to 1 AM. (This should be running at 1 to 3 AM)</li> <li>– Historical job scheduled for 2 to 2:59 AM runs at 1 to 1:59 AM. (This should be running at 3 to 3:59 AM)</li> </ul> </li> <li>• For April 06, 2009, you find that: <ul style="list-style-type: none"> <li>– QPM does not reflect any DST changes</li> <li>– Historical job scheduled for 2 to 3 AM runs at 2 to 3 AM. (This should be running at 3 to 4 AM)</li> </ul> </li> </ul> </li> </ol> <p>Workaround: None</p>

Table 4 Known Problems in QPM 4.0.3 (continued)

Bug ID	Summary	Explanation
CSCso39037	Back button in QPM Error Web Page Dialog is not working	<p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. Go to the Policy Table page</li> <li>2. Click the entry under the Assigned Network Elements column, corresponding to a policy. The Assigned Network Elements page appears.</li> <li>3. Click <b>Add</b>. The Add Assignment - Web Page Dialog window opens.</li> <li>4. Select a Filter Source, enter a value to filter, and press <b>Enter</b> on your keyboard. The QPM Error - Web Page Dialog window appears with the Back and Close buttons.</li> <li>5. Click <b>Back</b>. You find that clicking this button has no effect.</li> </ol> <p>Workaround: To filter items in the Add Assignment - Web Page Dialog window, use the Filter button.</p>
CSCso64989	IP Telephony feature is not supported in QPM 4.0.3 IDU Devices	<p>The IP Telephony feature is not supported in some of the QPM 4.0.3 IDU devices such as CGESM, MCP ASR1006, 7606-S, and 3020.</p> <p>Workaround: None</p>
CSCse99974	QPM 4.0 and Common Services 3.0.5 uninstallation is not complete	<p>This occurs when you uninstall CS 3.0.5 and QPM 4.0 through Program Files &gt; Cisco QoS Policy Manager &gt; Uninstall Cisco QoS Policy Manager.</p> <p>After you uninstall, the path Program Files &gt; CiscoWorks &gt; Uninstall CiscoWorks, is not removed.</p> <p>This results in the following error message when you select Program Files &gt; CiscoWorks &gt; Uninstall CiscoWorks, after the uninstallation:</p> <pre>C:\Program Files\CSCOpX\setup is not accessible. This folder was moved or removed.</pre> <p>Workaround: None</p>

**Table 4**      **Known Problems in QPM 4.0.3 (continued)**

Bug ID	Summary	Explanation
CSCsg91563	WRED Precedence-based weight 1 was not deployed into Router 7200	<p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. Create a policy in QPM, with 7200 (12.4) as the device constraint.</li> <li>2. Define the WRED Precedence Based weight as 1 (under its QoS Properties Wizard &gt; Congestion Avoidance page)</li> <li>3. Deploy this policy on a 7200 (12.4) router.</li> <li>4. Run the <b>show run</b> command in the device.</li> </ol> <p>The WRED Precedence Based weight of 1 does not appear as deployed on the device.</p> <p>Workaround: None</p>
CSCsg92053	The <b>service-policy output</b> command from QPM is not deployed to the ATM subinterface.	<p>This occurs in the following cases:</p> <ul style="list-style-type: none"> <li>• When you create a policy in QPM, with 7200 (12.4) as the device constraint, and then deploy the policy on a 7200 (12.4) router, the <b>service-policy output</b> command is not deployed to the ATM3/0.2 sub-interface of the device.</li> <li>• When you create a policy in QPM, with Cat6509(Cat6000_PFC3) as the device constraint, and then deploy the policy on a Cat6509, the <b>service-policy output</b> command is not deployed to the <b>mls qos vlan-based</b> command in Cat6509.</li> </ul> <p>Workaround: None</p>
CSCsh02823	Cannot upload QoS Config for MLS QOS VLAN based in cat6509	<p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. Create a policy in Cat 6509 using the device CLI, and configure the <b>mls qos vlan-based</b> command in it.</li> <li>2. Try to import this policy from the device into QPM by clicking Import QoS (in Provision &gt; Policy Creation &gt; Select Devices for Import page)</li> </ol> <p>A Wait message appears and this message does not refresh. This means, the import is not working.</p> <p>Workaround: None</p>

Table 4 Known Problems in QPM 4.0.3 (continued)

Bug ID	Summary	Explanation
CSCsi94714	OS field in the Managed Devices page is wrong for CRS device	<p>This occurs when you add a CRS device (Cisco CRS-1 Carrier Routing System 4-Slot Single Shelf) with the 3.4 OS version, into QPM device inventory.</p> <p>However, in the Managed Devices page, the OS is displayed as 3.3 corresponding to the CRS device you added.</p> <p>Workaround: None</p>
CSCsj14285	Cisco10008: Threshold deployment fails with configuration error	<p>This occurs when you define a threshold configuration in QPM for monitoring a Cisco 10008 Router.</p> <p>When you try to deploy this threshold configuration on the device, the deployment fails displaying a configuration error.</p> <p>This is because the Cisco 10008 device CLI does not accept the CBQoS 64 bit counter defined in the Threshold Configuration page in QPM.</p> <p>Workaround: None</p>
CSCsj25265	Cannot launch Real-time and Historical monitoring for CRS	<p>This occurs when you deploy a monitorable policy on a supported CRS device.</p> <p>When you try to monitor this policy through QPM, you find the policy displayed in the QoS Report Card page.</p> <p>However, QPM does not launch Real Time charts for this policy, and any Historical Monitoring task that you schedule on the device displays a Collector Error.</p> <p>Workaround: None</p>
CSCs102542	Cat 4500 (IOS): Threshold Deployment is not working	<p>This occurs when you try to deploy the Threshold Sets, which you configured in QPM, on Cat 4500 (IOS). You find that the threshold commands are not being deployed on the device CLI.</p> <p>This occurs even if the Threshold Deployment job status appears as Completed on the Completed Jobs page.</p> <p>Workaround: None</p>

**Table 4** Known Problems in QPM 4.0.3 (continued)

Bug ID	Summary	Explanation
CSCsl04423	Cat 4500 (IOS): Policy with policing and class-Default class is not discovered	<p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. Configure a policy in Cat 4500 (IOS) through the device CLI, using policing and class-default commands</li> <li>2. Import the policy into QPM.</li> </ol> <p>The policy is not displayed in the QoS Report Card page.</p> <p>This means that QPM does not discover such a policy imported from Cat 4500 (IOS).</p> <p>Workaround: None</p>
CSCsk92666	Threshold deployment fails with configuration error for WS-C6509-E with 12.2 (33) SXH.	<p>This occurs when you configure a Threshold Set in QPM by entering the ClassMapMetrics, and deploy it on a WS-C6509-E running on 12.2 (33) SXH.</p> <p>The deployment fails, throwing the following error: Unknown object: cbQosCMPrePolicyPkt64.</p> <p>Workaround: None</p>
CSCsl00063	QPM does not support WRED for CRS	<p>This occurs when you configure a policy in QPM, with CRS as the device constraint.</p> <p>After you define the WRED mappings for the policy in the In/Out Traffic Rule Wizard &gt; Actions &gt; Congestion Avoidance page, and perform a CLI preview, you find that QPM does not support WRED commands for CRS.</p> <p>Workaround: None</p>
CSCsl11579	WS-C6509-E: IP Telephony does not discover 1P7Q4T card type	<p>The IP Telephony Wizard in QPM does not discover the WS-6708-10GE-3CXL and WS-6708-10GE-3C modules, which support 1P7Q4T scheduling, in a WS-C6509-E device.</p> <p>Workaround: None</p>

Table 4 Known Problems in QPM 4.0.3 (continued)

Bug ID	Summary	Explanation
CSCs113386	Time-based ACL created under nested policy does not get imported into QPM	<p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. Create a nested policy in the device CLI, with Time-based ACL attached to the nested policy.</li> <li>2. Import this policy into QPM.</li> <li>3. Perform a CLI preview of the policy.</li> </ol> <p>The Time-based ACL command is shown in the preview.</p> <ol style="list-style-type: none"> <li>4. Go to Macros &gt; Time Based ACL page</li> </ol> <p>The Time-based ACL that you imported does not appear in the table.</p> <p>After you import such a nested policy with Time-based ACL attached to it, QPM does not support any further import of Time-based ACL commands in a policy.</p> <p>This means that QPM does not support the import of Time-based ACL created under a nested policy.</p> <p>Workaround: None</p>
CSCso32021	7600: QPM does not generate <code>mls qos</code> command for CBQoS policy	<p>Policy deployment with marking in ES20-GE3C of 7609-S fails with the following warning:</p> <pre>Warning (QoS): MLS QoS is disabled, marking/policing will be done after enabling MLS QoS globally. Please change your policy configuration.</pre> <p>Workaround: None</p>
CSCsq32006	Parent class-default chart not running if HQoS has two class-defaults	<p>When you monitor a device that has a nested policy with two class-default policies, you find that the monitoring chart of the parent class-default policy is not running.</p> <p>Workaround: None</p>

**Table 4** Known Problems in QPM 4.0.3 (continued)

Bug ID	Summary	Explanation
CSCsq31988	Monitoring jobs does not get notified if device goes unreachable	<p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. Create a historical monitoring task on a device</li> <li>2. Change the device SNMP configuration as unreachable while the task is running</li> <li>3. View the monitoring chart</li> </ol> <p>You find that no notification is provided by QPM even if the device being monitored is unreachable.</p> <p>The Historical Monitoring task continues in the 'Running' state and finishes only at the scheduled finish time. The monitoring chart shows a straight line from the point the device went unreachable.</p> <p>Workaround: None</p>

## Resolved Problems

Table 5 describes some of the problems resolved since the last release of QPM.

**Table 5** Resolved Problems in QPM 4.0.3

BugID	Summary	Additional Information
CSCs15700	Cannot select the IOS version 12.2.T while defining device constraints for the 3700 device	This problem has been resolved.
CSCs115542	NBAR applications are missing from QPM configuration	This problem has been resolved.
CSCs108216	Cat4500(IOS): CLI for <code>qos trust device cisco-phone</code> is not generated	This problem has been resolved.
CSCs183498	QPM 4.0.2 cannot create priority queue policies	This problem has been resolved.
CSCsm75239	Single ACL translation configuration deletes the ACL that was already created	This problem has been resolved.
CSCs149787	MPLS support for 2800 and 3800 ISR	This problem has been resolved.
CSCso12618	QPM does not enable the <code>max-reserved-bandwidth</code> command for ATM-PVC	This problem has been resolved.
CSCso16768	QPM does not allow configuring the <code>bandwidth remaining percentage</code> command	This problem has been resolved.
CSCso16799	Historical Trends: Cannot see the report if the task is in Collector Error	This problem has been resolved.

