



Readme for QoS Policy Manager 4.0.1 on Windows

This Readme is for CiscoWorks QoS Policy Manager (QPM) 4.0.1 running on a Windows platform. This Readme contains the following sections:

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Description

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

- Additional device support
- Bug fixes from the previous release
- Updates to Online Help based on the bug fixes



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Related Documentation

QPM 4.0.1 is a maintenance release after QPM 4.0. The most updated documentation for QPM 4.0 can be found on Cisco.com:

- Supported Devices and Software Releases for QoS Policy Manager 4.0.1
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/products/sw/cscowork/ps2064/prod_installation_guides_list.html
- Getting Started Guide for CiscoWorks QoS Policy Manager 4.0
http://www.cisco.com/en/US/products/sw/cscowork/ps2064/prod_installation_guides_list.html
- Quick Start Guide for CiscoWorks QoS Policy Manager 4.0
http://www.cisco.com/en/US/products/sw/cscowork/ps2064/prod_installation_guides_list.html
- Readme for CS 3.0.5 with QoS Policy Manager 4.0
http://www.cisco.com/en/US/products/sw/cscowork/ps2064/prod_installation_guides_list.html
- User Guide for QoS Policy Manager 4.0
http://www.cisco.com/en/US/products/sw/cscowork/ps2064/products_user_guide_list.html

Device Support

QPM 4.0.1 provides support to the following devices and cards, in addition to the devices supported in QPM 4.0:

- Cisco Carrier Routing System (CRS)
- Cisco 10000 Series Edge Services Router (ESR)
- Cisco 10700 Series Router
- Cisco 12000 Series Gigabit Switch Router (GSR)
- Cat6K line card WS-X6704-10GE
- Cat6K line card WS-X6748-GE-TX
- Cat6K line card WS-X6748-GE-SFP
- VIP card FlexWAN2

[Table 1](#) shows the device OIDs and names of the additional devices supported by QPM 4.0.1.

Table 1 Additional Devices Supported by QPM 4.0.1

| Cisco System Device | Device OID | Device Name | Supported OS |
|--|---------------------|--|---------------------------------------|
| Cisco Carrier Routing System (CRS) | 1.3.6.1.4.1.9.1.822 | Cisco CRS-1 Carrier Routing System 4-Slot Single Shelf | 3.3, 3.4 |
| Cisco 10000 Series Router | 1.3.6.1.4.1.9.1.437 | Cisco 10005 Edge Services Router (ESR) | 12.0, 12.1, 12.2, 12.1E, 12.2S, 12.2T |
| | 1.3.6.1.4.1.9.1.438 | Cisco 10008 Edge Services Router (ESR) | |
| Cisco 10700 Series Router | 1.3.6.1.4.1.9.1.397 | Cisco 10720 Internet Router | |
| Cisco 12000 Series Gigabit Switch Router (GSR) | 1.3.6.1.4.1.9.1.590 | Cisco 12006 Router | 12.0 |
| | 1.3.6.1.4.1.9.1.348 | Cisco 12010 Router | |
| | 1.3.6.1.4.1.9.1.273 | Cisco 12016 Router | |
| | 1.3.6.1.4.1.9.1.423 | Cisco 12404 Router | |
| | 1.3.6.1.4.1.9.1.388 | Cisco 12406 Router | |
| | 1.3.6.1.4.1.9.1.394 | Cisco 12410 Router | |
| | 1.3.6.1.4.1.9.1.385 | Cisco 12416 Router | |
| | 1.3.6.1.4.1.9.1.478 | Cisco 12810 Router | |
| | 1.3.6.1.4.1.9.1.477 | Cisco 12816 Router | |

For details regarding the QoS feature support for these devices, see the detailed Supported Devices Table for QPM 4.0.1 at http://www.cisco.com/en/US/products/sw/cscowork/ps2064/products_device_support_tables_list.html

[Table 2](#) shows the QoS scheduling associated with the additional cards supported by QPM 4.0.1.

Table 2 Additional Cards Supported by QPM 4.0.1

| Card Name | Type | Supported QoS Output Scheduling |
|-----------------|----------------------|---------------------------------|
| WS-X6704-10GE | Line Card for Cat 6K | 1P7Q8T |
| WS-X6748-GE-TX | Line Card for Cat 6K | 1P3Q8T |
| WS-X6748-GE-SFP | Line Card for Cat 6K | 1P3Q8T |
| FlexWAN2 | VIP Card | N/A |

Hardware and Software Requirements

QoS Policy Manager 4.0.1 requires that you have installed QoS Policy Manager 4.0, which runs on Common Services (CS) 3.0.5 server.

The hardware and software requirements for QPM 4.0.1 are the same as for QPM 4.0.

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/products/sw/cscowork/ps2064/products_installation_guide_book09186a00807fc56f.html

Downloading and Installing QPM 4.0.1

You can download the QPM 4.0.1 installer file, QPM401_IDU1_0_WIN.exe, from Cisco.com, and install it on a server that has QPM 4.0 already installed.



Note

You should have a valid CCO (Cisco Connection Online) username and password to download the installer file.

The following topics describe the download and installation process of QPM 4.0.1:

- [Downloading from Cisco.com, page 4](#)
- [Installing QPM 4.0.1, page 5](#)

Downloading from Cisco.com

To download the QPM 4.0.1 installer file from Cisco.com:

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- Step 1** Go to <http://www.cisco.com/cgi-bin/tablebuild.pl/qos-patches>.
You should provide your CCO credentials to access this page.
 - Step 2** Locate the file qpm4_0_1_win.zip among the list of files to download.
 - 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.
-

Installing QPM 4.0.1

QPM saves the Historical Monitoring data at every hour of the system clock. Therefore, before you install QPM 4.0.1 over QPM 4.0, 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 4.0.1 and restart the CiscoWorks daemon. To install QPM 4.0.1 on the machine that has QPM 4.0 already installed:

-
- Step 1** Go to the folder where you have downloaded the installer file, qpm4_0_1_win.zip
- Step 2** Unzip the file qpm4_0_1_win.zip
This extracts a folder called qpm4_0_1_win.
- Step 3** Go to qpm4_0_1_win, which contains the executable file.
- Step 4** Launch the installer. Either:
- Double click the executable file, qpm4_0_1_win.exe.
- Or
- Select **Start > Run**, and enter *path*\qpm4_0_1_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:
- **Yes** to accept the license agreement and proceed with the installation,
- Or
- **No** 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 3 describes the problems known to exist in QPM 4.0.1.

Table 3 Known Problems in QPM 4.0.1

| Bug ID | Summary | Explanation |
|------------|---|---|
| CSCse81167 | License pop-up is hidden while installing | <p>When you run the installation program of QPM, you find that the Licensing Information dialog box does not appear.</p> <p>Workaround:</p> <p>Minimize all other windows to view the Licensing Information dialog box, and proceed with the installation.</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 > Cisco QoS Policy Manager > Uninstall Cisco QoS Policy Manager.</p> <p>After you uninstall, the path Program Files > CiscoWorks > Uninstall CiscoWorks, is not removed.</p> <p>This results in the following error message when you select Program Files > CiscoWorks > Uninstall CiscoWorks, after the uninstallation:</p> <p>C:\Program Files\CSCOpX\setup is not accessible. This folder was moved or removed.</p> <p>Workaround:</p> <p>None</p> |
| CSCsf25687 | Uninstalling QPM alone does not remove the directories related to QPM | <p>When you uninstall QPM 4.0.1 alone from a machine that has both CS 3.0.5 and QPM 4.0.1 installed, the following folders and logs are not removed:</p> <ol style="list-style-type: none"> 1. $\\${NMSROOT}\MDC\Tomcat\vm\qpm$ 2. $\\${NMSROOT}\MDC\qpm$ 3. QPM Logs under $\\${NMSROOT}\MDC\log$ 4. QPM Logs under $\\${NMSROOT}\log$ <p>where $\\${NMSROOT}$ can be the custom path under which CS 3.0.5 and QPM 4.0 were installed.</p> <p>Workaround:</p> <p>None</p> |

Table 3 Known Problems in QPM 4.0.1 (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"> 1. Create a policy in QPM, with 7200 (12.4) as the device constraint. 2. Define the WRED Precedence Based weight as 1 (under its QoS Properties Wizard > Congestion Avoidance page) 3. Deploy this policy on a 7200 (12.4) router. 4. Run the <code>show run</code> command in the device. <p>The WRED Precedence Based weight of 1 does not appear as deployed on the device.</p> <p>Workaround: None</p> |
| CSCsg92053 | The <code>service-policy output</code> command from QPM is not deployed to the ATM subinterface. | <p>This occurs in the following two cases:</p> <ul style="list-style-type: none"> • 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 <code>service-policy output</code> command is not deployed to the ATM3/0.2 sub-interface of the device. • When you create a policy in QPM, with Cat6509(Cat6000_PFC3) as the device constraint, and then deploy the policy on a Cat6509, the <code>service-policy output</code> command is not deployed to the <code>mls qos vlan-based</code> command in Cat6509. <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"> 1. Create a policy in Cat 6509 using the device CLI, and configure the <code>mls qos vlan-based</code> command in it. 2. Try to import this policy from the device into QPM by clicking Import QoS (in Provision > Policy Creation > Select Devices for Import page) <p>A wait message appears and this message does not refresh. This means, the import is not working.</p> <p>Workaround: None</p> |

Table 3 Known Problems in QPM 4.0.1 (continued)

| Bug ID | Summary | Explanation |
|------------|--|---|
| CSCsh25085 | QPM does not display a report on 7200 with POS OC3 interface | <p>This occurs when you:</p> <ol style="list-style-type: none"> 1. Create a policy in QPM, with 7200 as the device constraint. 2. Deploy this policy on a 7200 device with POS OC3 interface. <p>The deployment is successful, but in the Monitoring section of QPM, the POS interface is not displayed.</p> <p>Workaround: None</p> |
| CSCsh64101 | IP Telephony Wizard does not show interfaces for 3560,3750, and 6500 | <p>In the IP Telephony Wizard in QPM, you are not able to select some interfaces for Cat3560, Cat 3750, and CatOS6500.</p> <p>Workaround: We recommend that you use the AutoQoS Wizard in QPM to attach policies to the interfaces in Cat3560, Cat 3750, and CatOS6500.</p> |
| CSCsh64379 | Uploading Policy Map(Macros) creates duplicate Policy Map entries | <p>This occurs when you:</p> <ol style="list-style-type: none"> 1. Create a three level nested policy using two Policy Maps (created under Provision > Macros > Policy Maps) in QPM 2. Deploy the policy on a device. 3. Import the policy from the device to QPM. <p>However, QPM displays four Policy Maps (including two duplicate Policy Maps) in the imported policy.</p> <p>Workaround: None</p> |
| 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> |

Table 3 **Known Problems in QPM 4.0.1 (continued)**

| Bug ID | Summary | Explanation |
|------------|---|--|
| CSCsj43673 | CRS: Traffic rules disappear when you try to edit them. | <p>This occurs when you import a policy containing the shape command in the In Traffic Rule, from a CRS device (Cisco CRS-1 Carrier Routing System 4-Slot Single Shelf) into QPM.</p> <p>When you try to edit this traffic rule in the In Traffic Rules page in QPM, this traffic rule disappears from the page.</p> <p>This is because QPM does not support deployment of shape command in an In Traffic Rule, although the CRS device supports it.</p> <p>Workaround: None</p> |
| CSCsj14247 | Cisco10008: Real/Historical Monitoring Data is not collected | <p>When you try to monitor a Cisco 10008 Router through QPM, you find that QPM does not collect any monitoring data from the device.</p> <p>As a result, both Real Time and Historical monitoring graphs for the device display an orange triangle, which indicates that no data has been collected from the device.</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 | Unable to launch Real-time and Historical monitoring for CRS | <p>This occurs when you deploy a monitorable policy on a CRS device (Cisco CRS-1 Carrier Routing System 4-Slot Single Shelf).</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> |

Table 3 Known Problems in QPM 4.0.1 (continued)

| Bug ID | Summary | Explanation |
|------------|---|---|
| CSCsj58396 | Unable to configure shaping with percentage value | <p>This occurs when you:</p> <ol style="list-style-type: none"> 1. Create a policy in QPM, with 7200 as the device constraint. 2. Create an Out Traffic Rule for the policy. 3. In the Shaping page (under Out Traffic Rule Wizard > Actions), select Percentage, and enter a value (less than 100) for the Rate. 4. Click Next. <p>QPM displays an error message.</p> <p>This is because QPM is not able to configure a percentage value for shaping commands.</p> <p>Workaround:</p> <p>Use the Aggregate value option in the Shaping page.</p> |
| CSCsj58528 | Shaping deployed as aggregate value uploads as percentage value | <p>This occurs when you:</p> <ol style="list-style-type: none"> 1. Create a policy on a 7200 device, and configure the policy by entering aggregate values for the shaping commands 2. Import the policy into QPM. 3. Preview the imported policy in QPM. <p>You find that the aggregate values defined in the shaping commands have been changed to percentage values.</p> <p>Workaround:</p> <p>None</p> |
| CSCsj62022 | Device level policy deployment removes RMON configuration | <p>This occurs when you create a policy in QPM, with 2600 as the device constraint and deploy this policy on a 2611XM device.</p> <p>When you preview this policy on the device, you find that the RMON configuration has been removed from the device after the policy deployment</p> <p>Workaround:</p> <p>None</p> |

Resolved Problems

Table 4 describes the some of the problems resolved since the last release of QPM.

Table 4 Resolved Problems in QPM 4.0.1

| BugID | Summary | Additional Information |
|------------|---|--------------------------------|
| CSCsa27471 | After you modified the IP Alias, QPM showed an incorrect Policy Configuration status while deploying policies | This problem has been resolved |
| CSCse37016 | QPM applied multiple access-group statements without warnings or errors | This problem has been resolved |
| CSCsf29161 | QPM did not show the VLAN-Interface association after device rediscovery | This problem has been resolved |
| CSCsf32810 | 4Q1T queue setting was not imported from 4948 | This problem has been resolved |
| CSCsh21728 | QPM did not allow both shape and share (SRR) on the same interface | This problem has been resolved |
| CSCsh28885 | Import was not supported for a few global srr-queue commands | This problem has been resolved |
| CSCsh34598 | CS > Server > Reports > Permission Report did not have full data for QPM | This problem has been resolved |
| CSCsh53244 | QPM threw error while performing input check for FRTS parameters | This problem has been resolved |
| CSCsh71761 | DCR Error on Device Import in ACS Mode | This problem has been resolved |
| CSCsi02048 | OLH for the section <i>Resetting the Login Module</i> threw HTTP400 Error | This problem has been resolved |
| CSCsh98258 | QPM Reports displayed the devices of all ACS device groups | This problem has been resolved |
| CSCsh98405 | ACS: Historical Job became InEdit in Network Operator mode | This problem has been resolved |
| CSCsh98101 | ACS: Approver or Network Operator could create/assign Threshed Set | This problem has been resolved |
| CSCsh71761 | DCR Error on Device Import in ACS Mode | This problem has been resolved |
| CSCdz34145 | Monitoring tasks were not notified when SNMP community changes | This problem has been resolved |
| CSCsh64373 | Could not delete all the created or uploaded Policy Maps (Macros) | This problem has been resolved |
| CSCsi82021 | Could not delete all the created or uploaded Time-based ACLs (Macros) | This problem has been resolved |
| CSCsh74228 | Blank entries in the Time based ACL table | This problem has been resolved |

Table 4 *Resolved Problems in QPM 4.0.1 (continued)*

| BugID | Summary | Additional Information |
|------------|---|--------------------------------|
| CSCsh80086 | Policies were reversed for hierarchical QoS import | This problem has been resolved |
| CSCsh99441 | Historical Monitoring job showed <i>null</i> for the last two polling intervals | This problem has been resolved |
| CSCsi70603 | SNMP error messages appeared while discovering Cisco 7507 router in QPM | This problem has been resolved |
| CSCsi78928 | QPM did not display IP address of VLAN interfaces in the Device Summary page | This problem has been resolved |
| CSCsi87979 | Policy Preview was not working fine for Cat6500 device | This problem has been resolved |

Closed Problems

[Table 5](#) describes the known bugs from QPM 4.0 that were closed.

Table 5 *Closed Problems in QPM 4.0.1*

| BugID | Summary | Additional Information |
|------------|--|---|
| CSCsh72737 | Daemon Restart was needed after upgrading the evaluation license to base license | Not found in QPM 4.0.1 |
| CSCsh84271 | Daemon Restart was needed after QMO to QBC license upgrade | Not found in QPM 4.0.1 |
| CSCsf99396 | QPM 3.2.x to QPM 4.0 upgrade: Uninstallation of QPM did not remove all folders | Not found in QPM 4.0.1 |
| CSCsh67605 | Could not start PDP service | Sometimes, while trying to add devices into QPM, the import process failed because the PDP was not getting started. No error message was shown in QPM. This problem is not found in QPM 4.0.1. |