



# Readme for Resource Manager Essentials 4.0.4 on Windows

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This Readme is for Resource Manager Essentials 4.0.4 on Windows.

It contains the following sections:

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- [Hardware and Software Requirements](#)
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# Description

Resource Manager Essentials 4.0.4 is a software update for Resource Manager Essentials 4.0.3. This package contains a list of new devices as given in [New Device Support](#) and fixes to known customer problems as given in [Known and Resolved Problems](#).

## New Features in RME 4.0.4

The following are the new features and enhancements in Resource Manager Essentials 4.0.4:

- **Baseline Template:** This has been enhanced with the following new features:
  - Support for bulk deployment of templates
  - Added the Ordered Set feature
  - Support for multiple device types
  - Support for device type editing
  - Support for multi-line commands
- **Shortcut links:** Provides quick access to several commonly used RME pages.
- **Per User Proxy feature:** Software Management, Contract Connection, and Bug toolkit now support Per User Proxy. The proxy details of a logged in user can be entered while generating reports instead of configuring them in Common Services.
- **Attribute Error Report:** New report added in Device Management. This report displays in detail, the errors that occurred during the Add Devices or the Edit Device Attributes work flow.
- **Configuring Labels:** User interface has been enhanced so that you can easily label the configuration file.

## Accessing RME Help

The help for RME is available as part of the User Guide for Resource Manager Essentials. See:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e\\_4\\_x/4\\_0\\_3/u\\_guide/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_4_x/4_0_3/u_guide/index.htm)

This information is also a part of the Online help that is available when you install RME 4.0.4.

To launch and access the Online help see the topic [Context-Sensitive Online Help for Resource Manager Essentials](#) in the section, [RME Related Documentation](#).

## New Device Support

[Table 1](#) lists the devices supported in RME 4.0.4. For a list of all devices supported in RME 4.0.4 including devices supported in previous versions of RME, see the *Supported Device Table for Resource Manager Essentials* on Cisco.com:

[http://www.cisco.com/en/US/docs/net\\_mgmt/ciscoworks\\_resource\\_manager\\_essentials/4.0.3/device\\_support/table/RME403.html](http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_resource_manager_essentials/4.0.3/device_support/table/RME403.html)

**Table 1** *Devices Supported in RME 4.0.4*

Device Type	Devices/ Modules Supported	sysObjectID	Inventory Manager	Config. Mgmt.	Software Mgmt.	Minimum Software
Catalyst 2960 Series	C2960-24TC	1.3.6.1.4.1.9.1.694	Yes	Yes	Yes	12.2(25)FX
	C2960-48TC	1.3.6.1.4.1.9.1.695				
	C2960G-24TC	1.3.6.1.4.1.9.1.696				
	C2960-24TT	1.3.6.1.4.1.9.1.716				
	C2960-48TT	1.3.6.1.4.1.9.1.717				
MetroSwitch	3440-ME	1.3.6.1.4.1.9.1.736	Yes	Yes	Yes	12.2(25)EX
	2440-ME	1.3.6.1.4.1.9.1.734				

**Table 1**      **Devices Supported in RME 4.0.4 (continued)**

<b>Device Type</b>	<b>Devices/ Modules Supported</b>	<b>sysObjectID</b>	<b>Inventory Manager</b>	<b>Config. Mgmt.</b>	<b>Software Mgmt.</b>	<b>Minimum Software</b>
Router Series	851	1.3.6.1.4.1.9.1.566	Yes	Yes	Yes	12.3(8) YI1
	871	1.3.6.1.4.1.9.1.571				
	876	1.3.6.1.4.1.9.1.568				
	878	1.3.6.1.4.1.9.1.570				
L2L3 Switches	4948-10GE	1.3.6.1.4.1.9.1.659	Yes	Yes	Yes	12.2(25)SG
Catalyst 1900 Series	1924	1.3.6.1.4.1.9.5.18	Yes	Yes	Yes	9.00.07
CSS 11500 Series	11501	1.3.6.1.4.1.9.9.368. 4.7	Yes	Yes	Yes	7.50.0.04
	11503	1.3.6.1.4.1.9.9.368. 4.5				
	11506	1.3.6.1.4.1.9.9.368. 4.6				
Cisco 1800 Series Routers	1803	1.3.6.1.4.1.9.1.640	Yes	Yes	Yes	12.3.14-YT
Cisco 12000 Series Routers	12816	1.3.6.1.4.1.9.1.477	Yes	Yes	Yes	12.0(31)S

# Hardware and Software Requirements

The hardware and software requirements remain the same as the requirements for Resource Manager Essentials 4.0.3.

To check the hardware and software requirements for RME, see the section:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e\\_4\\_x/4\\_0\\_3/install/win/winreq.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_4_x/4_0_3/install/win/winreq.htm)

This section is a part of the Installation and Setup Guide for Resource Manager Essentials 4.0.3 on Windows at:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e\\_4\\_x/4\\_0\\_3/install/win/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_4_x/4_0_3/install/win/index.htm)

## Downloading the Application

You can download RME 4.0.4 either from Cisco.com, or as a Software Update from **Common Services > Software Center > Software Update**. See:

- [Downloading From Cisco.com](#)
- [Downloading From Software Center](#)

## Downloading From Cisco.com

To download RME 4.0.4:

- 
- Step 1** Go to <http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-rme>.
  - Step 2** Login using your Cisco.com username and password.
  - Step 3** Locate the file, cwrme4\_0\_4\_win.zip
  - Step 4** Download the file into a temporary location on your system.
-

## Downloading From Software Center

In Common Services, you can use the Software Center feature (**CiscoWorks Common Services > Software Center**) to download RME 4.0.4.

To download RME 4.0.4:

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**Step 1** From the Common Services Home Page, select **Common Services > Software Center > Software Update**.

The Software Updates page appears.

**Step 2** In the Products Installed table, select the check box corresponding to Resource Manager Essentials.

**Step 3** Click either:

- **Download Updates**—See [Using the Download Updates Option](#).
  - Or
  - **Select Updates**—See [Using the Select Updates Option](#).
-

## Using the Download Updates Option

To download RME 4.0.4 using the Download Updates option:

- 
- Step 1** Click **Download Updates** in the Software Updates page.  
The CCO and Proxy Server Credentials dialog box appears.
- Step 2** Enter your CCO username and your password.  
If you have configured proxy settings under **Common Services > Server > Security > Cisco.com Connection Management > Proxy Server Setup**, enter the Proxy server username and password.
- Step 3** Click **Next**.  
The Destination Location page appears.  
Ensure that the destination location is not the location where CiscoWorks is installed.  
We recommend that you download device or software updates in a directory other than the one where you have installed CiscoWorks Common Services, or any of its sub-directories.
- Step 4** Enter the location, or browse to the location using the Browse tab.  
Ensure that the destination location has casuser write-permissions.
- Step 5** Click **Next**.  
The Summary page appears, with the summary of your inputs.
- Step 6** Click **Finish**.  
RME 4.0.4 (cwrme4\_0\_4\_win.zip) is downloaded to a sub-directory named rme, in the destination location that you had selected in [Step 4](#).
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## Using the Select Updates Option

To download RME 4.0.4 using the Select Updates option:

- 
- Step 1** Click **Select Updates** in the Software Updates page.  
The CCO and Proxy Server Credentials dialog box appears.
- Step 2** Enter your CCO username and password.  
If you have configured proxy settings under **Common Services > Server > Security > Cisco.com Connection Management > Proxy Server Setup**, enter the Proxy server username and password.  
The Available Images page appears:
- Step 3** Select **cwrme4\_0\_4\_win.zip**
- Step 4** Click **Next**.  
The Destination Location page appears.  
Ensure that the destination location is not the location where CiscoWorks is installed.  
We recommend that you download device or software updates in a directory other than the one where you have installed CiscoWorks Common Services, or any of its sub-directories.
- Step 5** Enter the location, or browse to the location using the Browse tab.
- Step 6** Ensure that the destination location has casuser write-permissions.
- Step 7** Click **Next**.  
The Summary page appears, with the summary of your inputs.
- Step 8** Click **Finish**.  
RME 4.0.4 (cwrme4\_0\_4\_win.zip) is downloaded to a sub-directory named rme, in the destination location that you had selected in [Step 5](#).
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# Installing the Application

This section has the following topics:

- [Pre-requisites for Installing RME 4.0.4](#)
- [Installing RME 4.0.4](#)

## Pre-requisites for Installing RME 4.0.4

Before you install RME 4.0.4, ensure that you have installed the following applications:

- Common Services 3.0.3
- Common Services 3.0.4
- RME 4.0.3

For details about installing these application see [RME Related Documentation](#).



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**Caution**

You cannot rollback to RME 4.0.3. You must uninstall RME.

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Before installing RME 4.0.4, we recommend that you back up your RME 4.0.3 data using **Common Services > Server > Admin > Backup**.

See the section, “Backing up Your Data”, in Installation and Setup Guide for Resource Manager Essentials 4.0.3 on Windows:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e\\_4\\_x/4\\_0/install/win/install.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_4_x/4_0/install/win/install.htm)

## Installing RME 4.0.4

This section provides information on installing RME 4.0.4 on Windows platform.

You can download the installable image either from Cisco.com or from Common Services Software Center. See [Downloading the Application](#).

See [Pre-requisites for Installing RME 4.0.4](#) before installing RME 4.0.4.

To install RME 4.0.4 on Windows:

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**Step 1** Navigate to the location on your system, where you downloaded cwrme4\_0\_4\_win.zip.

**Step 2** Unzip cwrme4\_0\_4\_win.zip file.

**Step 3** Double-click the cwrme4\_0\_4\_win.exe file.

A dialog box appears with this message:

```
Do you really want to install Resource Manager Essentials 4.0.4?
```

**Step 4** Click **Yes** to continue installation.

- If you have not installed Common Services 3.0.4, this message appears:

```
Install CiscoWorks Common Services 3.0.4, or later, before installing RME 4.0.4.
```

- If you have not installed RME 4.0.3, this message appears:

```
Cannot install Resource Manager Essentials 4.0.4. Resource Manager Essentials 4.0.3 is not installed on your system. You must install Resource Manager Essentials 4.0.3 before installing Resource Manager Essentials 4.0.4. Resource Manager Essentials 4.0.3 is available as a part of the LMS 2.5 Dec 2005 Update (LMS 2.5.1) at http://www.cisco.com/cgi-bin/tablebuild.pl/lms25 and also a part of the LMS 2.5.1 CD.
```

You can download and install Common Services 3.0.4 from this location:

<http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-cd-one>

For more details see the Readme Document for Common Services 3.0.4 available at that location.

- Step 5** After installing Common Services 3.0.4, resume from [Step 3](#).  
The Welcome screen appears.
- Step 6** Click **Next** to continue.  
The Software License Agreement dialog box appears.
- Step 7** Click **Accept** to accept the license agreement and proceed with the installation.

If RME 4.0.3 is in ACS mode, the following warning message appears:

The application that you are installing requires new tasks to be registered with ACS. If you have already registered this application with ACS from another server, you do not need to register it again. However if you re-register the application, you will lose any custom roles that you had created earlier for this application in ACS.

Click Yes to register and continue installing.

Click No to not register and continue installing.

Click Cancel to stop installing.

Please refer to the Installation and Setup Guide for details.

- Step 8** Either:
- Click **Yes**, if you want to register with ACS server and continue with the installation.
- Or
- Click **No**, if you do not want to register with ACS server and continue with the installation.



#### Caution

If you click **Yes** to register with ACS server, all the custom roles which are defined in RME 4.0.3, will not be carried forward. If you click **No**, to not to register with ACS server, you will not lose the custom roles which were defined in the previous version.

The System Requirements dialog box appears.

- Step 9** Click **Next**.  
The Daemons Restart Option dialog box appears with the following message:

If no other CiscoWorks applications are pending, you can choose to start CiscoWorks Daemons. Do you want to start CiscoWorks Daemons at the end of this installation ?

If you want to start CiscoWorks Daemons, click Yes.

If you do not want to start CiscoWorks Daemons, click No.

**Step 10** Either:

- Click **Yes**, if you want to start CiscoWorks Daemons.

Or

- Click **No**, if you do not want to start CiscoWorks Daemons.

The Summary dialog box appears.

**Step 11** Click **Next**.

The installation program installs RME 4.0.4 in the same directory where you have installed RME 4.0.3.

The Setup Complete dialog box appears.

If you have clicked **No** in [Step 10](#), then the Setup Complete dialog box consists of the following message:

```
Setup is complete. You have chosen not to start CiscoWorks, crmlog, crmtftp, crmrsh Daemons.
```

If you want to start these Daemons, run:

```
net start crmlog
net start crmtftp
net start crmrsh
net start crmdmgtd
```

**Step 12** Click **Finish** to complete the installation and start CiscoWorks.

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## Verifying the Installation

To check whether RME 4.0.4 is installed successfully:

- 
- Step 1** Log into CiscoWorks.
- Step 2** Go to **Common Services > Software Center > Software Update**.  
The Software Updates page appears.
- Step 3** Check the version for Resource Manager Essentials in the Products Installed table.  
If RME 4.0.4 is installed successfully, it will be listed as 4.0.4.
- 

## Backing up and Restoring Data

You can restore the data backed up from a server that has RME 4.0.4, RME 4.0.3, RME 4.0.2, RME 4.0.1, RME 4.0, RME 3.5 with or without IDU or RME 3.4 with or without IDU on a server that has RME 4.0.4 installed.

Based on your installation, select either of these procedures to restore your RME data:

- [Restoring All RME 4.0.x Data](#)
- [Restoring All RME 3.x Data](#)

If you want to restore RME 4.0.x data, see the section, Data Migration of the Installation and Setup Guide for Resource Manager Essentials 4.0.3 on Windows:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e\\_4\\_x/4\\_0/install/win/install.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_4_x/4_0/install/win/install.htm)



### Caution

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Use this procedure only if you are migrating all your data from RME 3.x to RME 4.0.4. You will lose all user-created data (for all applications) from previous version as a result of migration.

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## Restoring All RME 4.0.x Data

You can restore all the RME 4.0.x backup data using `restorebackup.pl` available at `NMSROOT/bin/restorebackup.pl`.

To restore all RME 4.0.x data, follow the procedure described in Data Migration From an Earlier Version, in Installation and Setup Guide for Resource Manager Essentials 4.0.3 on Windows:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e\\_4\\_x/4\\_0/install/win/install.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_4_x/4_0/install/win/install.htm)

## Restoring All RME 3.x Data

If you are installing RME 4.0.3 and RME 4.0.4 for the first time, and if you want to restore the complete RME 3.x data, follow the procedure described in Data Migration From an Earlier Version, in Installation and Setup Guide for Resource Manager Essentials 4.0.3 on Windows:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e\\_4\\_x/4\\_0/install/win/install.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_4_x/4_0/install/win/install.htm)

## Uninstalling the Application

You cannot uninstall RME 4.0.4 alone. You must uninstall RME completely.

To uninstall RME see the uninstallation procedure in the Installation and Setup Guide for Resource Manager Essentials 4.0.3 on Windows:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e\\_4\\_x/4\\_0\\_3/install/win/install.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_4_x/4_0_3/install/win/install.htm)

# Re-installing RME 4.0.4

To re-install RME 4.0.4, follow the instructions in the section, [Installing the Application](#):

**Caution**

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If you re-install RME 4.0 over RME 4.0.4, you will lose all RME 4.0.4 functionality. You will have to install RME 4.0.3 and RME 4.0.4 over RME 4.0, to regain the RME 4.0.4 functionality.

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While re-installing RME 4.0.4 in ACS mode:

- If the RME server was registered during installation, you will not be prompted for ACS registration.
- If the RME server was not registered during installation, then you will be prompted for ACS registration.

## RME Related Documentation

The following product documentation is available:

**Note**

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Although every effort has been made to validate the accuracy of the information in the printed and electronic documentation, you should also review the Resource Manager Essentials documentation on Cisco.com for any updates.

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**Documentation for Common Services 3.0.3**

On Cisco.com at

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000\\_d/cs303/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_d/cs303/index.htm)

**Documentation for Resource Manager Essentials 4.0.3**

On Cisco.com at:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e\\_4\\_x/4\\_0\\_3/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_4_x/4_0_3/index.htm)

### Context-Sensitive Online Help for Resource Manager Essentials

To access the Online help select an option from the navigation tree and click **Help** (extreme right corner of your browser window).

The RME device package support for RME 4.0.4 is available at install time. You can access the device package help from the Online help.

- 
- Step 1** Select an option from RME desktop and click **Help**.  
The Help launches in a separate browser window.
- Step 2** Click **Main** at the extreme right corner of the page.  
The Help window is refreshed and you see these nodes in the left navigation pane:
- CiscoWorks Common Services
  - Resource Manager Essentials
- Step 3** Expand the Resource Manager Essentials node.  
The following leaf and node appear in the left navigation pane:
- RME User Guide (leaf)
  - Device Packages (node)
- Step 4** Expand the Device Packages node to view the help for device packages.
- 

## Known and Resolved Problems

This section lists the problems known to exist in this release as well as the earlier releases. This section also provides information for problems resolved since the release of RME 4.0.3.

This section has the following topics

- [Known Problems in RME 4.0.4](#)
- [Resolved Problems in RME 4.0.4](#)

For more information about known problems:

- 
- Step 1** Go to <http://www.cisco.com>
  - Step 2** Select **Technical Support & Documentation > Tools & Resources**.
  - Step 3** Then select the Software sub-section and click **Bug Toolkit**.
- 

Alternatively, go to: <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>

You will be prompted to log into Cisco.com.

## Known Problems in RME 4.0.4

[Table 2](#) lists the known problems in RME 4.0.4.

**Table 2** *Known Problems in RME 4.0.4*

Bug ID	Summary	Additional Information
<b>Known Problems in Installation</b>		
CSCsd78086	LMS 2.2 migration displays Config error in migration.log file in a specific path.	While restoring a backup (LMS 2.1 or LMS 2.2) from an installation directory of the structure, Drive:\folder (Example: E:\CSCOPx), to the target machine (RME 4.0.x) where the installation directory structure is Drive:\folder (Example: E:\CSCOPx), an error message is displayed.  Workaround:  None.

**Table 2**      *Known Problems in RME 4.0.4 (continued)*

Bug ID	Summary	Additional Information
<b>Known Problems in Config</b>		
CSCsc90198	Compliance check job treats failure of prerequisites of templates as compliant.	When you run a compliance check for a baseline template, it shows as Compliant, although the template prerequisites have not been met.  Workaround: None.
CSCsb91809	Change Audit Exception period data is not migrated.	When you backup data from RME 3.x server (Typical mode) and migrate it to RME 4.0.x server, Change Audit Exception period data is not migrated.  Workaround: None.
CSCsc58832	Syslog report jobs details not displayed after migration.	You cannot view the details of the Syslog job details migrated from RME 4.0.1 and RME 4.0.2 to the later versions.  Workaround: None.
CSCsc31989	Netconfig Change Audit records are not migrated to LMS 2.5.1.	When you restore data from LMS 2.1 to LMS 2.5.1, Change Audit records for the purged configuration files are not migrated although they are available in the backup.  Workaround: None.

**Table 2**      **Known Problems in RME 4.0.4 (continued)**

Bug ID	Summary	Additional Information
CSCsd56905	Error in restorebackup.log after migrating LMS 2.5.1 data to RME 4.0.4.	<p>If a Custom Syslog backup location configured in RME &gt; Admin &gt; Syslog &gt; Set Backup policy contains a trailing \, after restoring the data, you cannot change the Syslog backup location.</p> <p>The following error message is displayed:</p> <pre>SLCA0125: Backup configuration could not be saved.</pre> <p>Workaround:</p> <p>From the command prompt, enter:</p> <ol style="list-style-type: none"> <li>1. <code>cd NMROOT/MDC/bin</code></li> <li>2. <code>ccraccess -addResource RME_SYSLOGANALYZER Configurations Custom location EMPTYSTRING SYSLOG_BACKUP_FILE Owner System DefaultData "NOT SET" Description "BACKUP_FILE"</code></li> </ol> <p>where <i>location</i> is the Custom Syslog backup location without the trailing backslash.</p>
CSCsd63541	Netconfig Job result shows Deploy Failed even for successful jobs.	<p>In Netconfig the Job Result window, the header of the window shows the status as Status: Deploy failed, although the job was successful.</p> <p>Workaround:</p> <p>None.</p>

**Table 2**      **Known Problems in RME 4.0.4 (continued)**

Bug ID	Summary	Additional Information
CSCsd69446	In NetConfig, downloading CSS RADIUS template makes the device unreachable.	This problem occurs when you: <ol style="list-style-type: none"> <li>1. Use the Rollback option</li> <li>2. Enable Virtual Authentication and if any download commands fail, you must use Rollback option.</li> </ol> Workaround: None.
CSCsd85901	Save As button is missing in the Config Viewer page in the Raw mode in Config Editor.	<b>Save</b> and <b>Save As</b> buttons are provided in the Processed mode for editing the configuration from Config Editor. However, they are not provided in the Raw mode. Workaround: None.

**Table 2**      **Known Problems in RME 4.0.4 (continued)**

Bug ID	Summary	Additional Information
<b>Known Problems in SWIM</b>		
CSCsd72416	Software upgrade fails for Cisco 2500, 1600, UBR, and AS5200 device families.	<p>This problem occurs when TACACS is configured in the Enable mode.</p> <p>Workaround:</p> <p>Either:</p> <ul style="list-style-type: none"> <li>• Make the TACACS Enable password the same as the Local Enable passwords.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• Do not use TACACS for Enable passwords.</li> </ul>
CSCsd46291	Post-upgrade image verification fails for direct image distribution from Cisco.com to the device.	<p>Image upgrade jobs for Cisco 3750 switches, with CCO images, fail during Reboot verification. This occurs even when the image is successfully upgraded on the device.</p> <p>Workaround:</p> <p>Download the image from Cisco.com to the repository and trigger Distribution to the device.</p>
CSCsc06696	Image distribution fails with an error message, No Inventory Collected.	<p>While creating the job, SWIM tries to fetch the information from Inventory and cannot create jobs for distribution.</p> <p>This is because the Flash information in Inventory is incomplete because of a device problem.</p> <p>Workaround:</p> <p>None.</p>

**Table 2** Known Problems in RME 4.0.4 (continued)

Bug ID	Summary	Additional Information
CSCsc27607	Image import and Image distribution fails with SCP protocol.	<p>Image import and Image distribution from or to the 8xx devices fail when Secure Copy Protocol (SCP) is used as the copy protocol.</p> <p>This is because SWIM does not support SCP on 8xx devices.</p> <p>Workaround:</p> <p>Use RCP or TFTP as copy protocols for image transfers.</p>
CSCsc30476	Image cannot distribute for VPN devices that do not have <i>Rel</i> as a substring.	<p>SWIM cannot distribute the images to VPN devices, if sysDescr does not have <i>Rel</i> as a substring.</p> <p>Workaround:</p> <p>None.</p>
CSCsd15631	SWIM does not recognize WLSE tar image.	<p>The Image Import job fails while adding WLSE images to RME, and it displays the following error message:</p> <pre>Error reading from an output buffer</pre> <p>Workaround:</p> <p>None.</p>
CSCsd39567	In Image version, SWIM cannot parse for FWSM.	<p>If you are distributing FWSM 3.1 images, they fail while identifying the version and display a parsing error.</p> <p>Example: c6svc-fwm-k9.3-1-1.bin</p> <p>Workaround:</p> <p>None.</p>

**Table 2**      **Known Problems in RME 4.0.4 (continued)**

Bug ID	Summary	Additional Information
<b>Known Problems in Inventory</b>		
CSCsd65609	Scheduled Inventory Collection and Polling jobs are not displayed.	Scheduled System Inventory Collection or System Inventory Polling jobs are not shown in the Inventory job browser or in the RME Job Browser.  Workaround:  View these details from Common Services Job browser or using the RME > Admin > Inventory > System Job Schedule screen.
CSCsb73219	Alias devices list is inconsistent in State Management Summary page.	This problem occurs when you change the IP address of a device with aliases.  Workaround:  None.
CSCsc22924	CDA fails for a device configured with TACACS prompt.	This problem occurs when the Telnet credentials are incorrect. CDA fails although you have entered the correct credentials and Sync Archive applications are successful.  Workaround:  None.

## Resolved Problems in RME 4.0.4

This section lists the resolved problems in RME 4.0.4.

**Table 3** *Resolved Problems in RME 4.0.4*

<b>Bug ID</b>	<b>Summary</b>	<b>Additional Information</b>
CSCsc63989	DEE did not support Operational Status and Last Changed fields.	These two fields have been added after an enhancement request from customers.
CSCsc65104	Baseline help did not contain enough information/examples on regular expressions.	Information and examples on regular expressions have been incorporated into the Online help Baseline template.
CSCsc66225	RME timed out while automated actions were run with many devices	When automated actions or message filters were created for more than 100 devices, IE would time out. This occurred if you selected the Include Interfaces of Selected Devices option.  Now, we have optimized it as a single query.
CSCsb48359	Could not edit device type for basic Baseline templates	In Baseline template, a major design change was made to provide multiple device type support for Baseline Templates in SP4.
CSCsb49435	pix - put job failed	If you deployed a configuration file with long commands to the pix devices and if the terminal width configured on the device was less than the length of the command, the job failed.  Now the terminal width configured on the device is modified to ensure that if you deploy long commands, the job does not fail.
CSCsb86166	Could not ignore VLAN-PRIMARY in Change Audit	An option to ignore the VLAN_PRIMARY option in Change Audit is provided.
CSCei39489	RME 4.0.3 could not resize popup windows	In RME 4.0.3 you could not resize any of the configuration windows.  Now a Resize option has been provided to allow you to resize all configuration related windows.

**Table 3**      **Resolved Problems in RME 4.0.4 (continued)**

<b>Bug ID</b>	<b>Summary</b>	<b>Additional Information</b>
CSCsb87660	Changing Inventory Schedule created duplicate jobs	After you upgraded to RME 4.0.3, duplicate System Inventory jobs appeared.  Now only one job appears for each system inventory polling and collection.
CSCsb88589	SWIM updated boot commands incorrectly.	This occurred for 3560 family devices, when they were upgraded with a tar image.  Now the boot commands are updated correctly.
CSCsa91217	In the Bug Toolkit module, you could not enter future dates in the Report Bugs From field.	In Bug Toolkit, if you entered a date earlier than the current date in the Report Bugs From field, an error appeared.  Now the date is validated correctly.
CSCsa19942	URL in notification e-mail did not have the FQDN	The URL links given in the e-mails sent by RME did not have the correct FQDN of the server. This has been corrected in all RME applications.
CSCsb34626	Contract Connection did not support proxy configurations	Contract Connection failed when the server was configured to reach the CCO through a proxy server. Now, this has been fixed.
CSCsb36330	CWCLI Export Config did not support multiple devices.	Remote CLI export for configuration could not support multiple devices after RME 4.0.  This has been fixed in RME 4.0.4.
CSCsb36922	RME installation could not proceed when the task scheduler was disabled.	This has been fixed. RME installation is enabled to proceed even when the task scheduler is disabled.
CSCsb63574	Archive Management Config Diff Viewer did not export correctly	This problem occurred because the configlet name was missing in the difference file.  Now this has been fixed.
CSCsb68389	Config Export displayed Permission Denied.	When you edited the AllowedFolders.properties file with pipe ( ), it also exported the configuration in other locations. This has been fixed.

**Table 3** Resolved Problems in RME 4.0.4 (continued)

Bug ID	Summary	Additional Information
CSCsb98020	RME did not use http and https to fetch configurations	RME 4.0.4 now uses http and https to fetch configurations.
CSCsb99058	Netshow 4.0.2 commands with multiple pipes caused http 500 errors	Now you can create ad-hoc commands while creating the new command set with more than one pipe. You can also create one job on the new command set. After completing a job in the output archive you can see the output of the job and there are no errors.
CSCsb69668	Software Mgmt did not gracefully handle java.io.FileNotFoundException	The java.io.FileNotFoundException error is now handled by Software Management.
CSCsb71939	RME 3560/3750G Chassis Vendor Type displayed OID instead of Chassis Type	In the RME hardware report, the Chassis Vendor Type column displayed the OID instead of the chassis type. The inventory device packages MIB was updated to fix this error.
CSCsc00020	Negation was not supported in Baseline Templates.	You could not easily perform negative matching in regular expressions using the Baseline Templates.  Now you can do this negation matching using '!'.  
CSCsc02023	DCR did not get updated after running Config Editor in RME 4.0/SP2	Now after modifying the <b>snmp-server</b> command DCR gets updated with the new commands that are downloaded.
CSCsc08439	Status Report was too small to navigate through.	The Status Report has been enlarged to accommodate many rows, and the Resize button has been disabled. This makes it easy for you to navigate through this report.
CSCsc18076	PIX OS v7. Sync arch failed	Configuration Fetch on PIX devices running version 7 failed because the <b>no pager</b> command which could be configured only in the Config mode was configured in the Enable mode.  Now the <b>no pager</b> command is configured only in the Config mode. This helps Config Fetch to run successfully.

**Table 3**      **Resolved Problems in RME 4.0.4 (continued)**

Bug ID	Summary	Additional Information
CSCsc19280	RME 4.0.2 SWIM did not work while adding AP1200IOS images to repository	SWIM could not download the AP1200 images to the repository. This was because of a pattern mismatch in the CCO tool. Modified the CCO tool accordingly to match the AP1200 images pattern.
CSCsc23226	RME Inventory Collection sometimes failed for 2600 series router	Inventory Collection could not insert the component CevModule. This was because the component type should have been classified as Module but it was classified as a Port. Owing to this, when RME tried to insert the Port details, a DB error appeared. This error has been fixed in SNMP.
CSCsc60288	Distribution hung for 3550/3750/2900 switches while using SSH and TFTP	SSH sends each character in a different packet. This causes the delay. The current fix reduces the delay to a large extent but not completely. The delay is ~3mins for each MB of data.
CSCsc61054	Inventory Collection failed for LS1015 devices	The LS1015 Device returns the module number as 5. However, the index ranged from 9 to 13. A Null Pointer exception appeared when RME tried to insert the values.  Now this array is created with the correct number of module entries.
CSCsc61332	Archive Management failed with SSH	In SSH, while archiving the configuration of Catalyst 4506 with version 12.1(20r)EW1 over SSH, the TFTP transfer timed out. This problem has been resolved.
CSCsc61324	Key missing in MessageCatalog.properties	A database table DCMA_Exclude_Cmds_List was missing.  Now, this has been fixed.
CSCsc17381	In Device Center, the check for Device Credentials did not return results.	This has been fixed. You can click the View Credential Report to see the data.

**Table 3**      **Resolved Problems in RME 4.0.4 (continued)**

Bug ID	Summary	Additional Information
CSCsc44556	Contract connection summary report failed. It displayed an http response code 500	The report generation in Contract Connection failed when you entered a CCO username with a '.' character.  Now, this has been fixed.
CSCsc37285	SysUpTime change appeared in change report for most of the devices.	RME 4.0 ICS had problems because unexpected SysUpTime changes were shown in the 24-hour Change Report.  Now, this has been fixed.
CSCsc37630	System Inventory Collection and Polling jobs failed	This happens in ACS mode setup. Earlier a Secured view was provided for System Collection/Polling jobs. The secured view was removed to fix this bug
CSCsc38586	Export to CSV option was not included for NetConfig Job details	Added a new option to allow you to export the job details in the Netconfig module.
CSCsc39888	Ordered set and regular expressions were not supported for baseline	In Baseline Template, the Ordered set has been added to Advance Template. This feature orders the commands in the device's Config file. This order is considered during compliance checking in Baseline Templates.
CSCsc30437	Incorrect ChangeAudit export data was provided by DCMA	When you opened the exported xml file, the Change Audit data displayed a parser error. This was because DCMA generated unformatted data.  Now, this has been fixed.
CSCsc47973	ACS integration with NDG gave access to all devices	Earlier when you logged into ACS, you could see all devices. However, now you can see only the devices that are assigned to you.
CSCsd22782	Quick Config download job failed for CSS device using SSH version 2.	This problem has been resolved.

**Table 3**      **Resolved Problems in RME 4.0.4 (continued)**

<b>Bug ID</b>	<b>Summary</b>	<b>Additional Information</b>
CSCsd24144	Baseline comparison did not support multi-line commands	Earlier multi-line commands compliance check was not supported in the Baseline Templates.  Now you can use the keyword NL wherever you need a line break.
CSCsd24128	Cat2960 Read Me had a wrong sysOID for 2960-G24	This has been fixed in the Read Me file.
CSCsd25770	SSH documentation was not proper	This has been fixed in the Online help.
CSCsd31966	RME 4.0.x Syslog standard reports did not generate any data past Dec31, 2005.	RME 4.0.x reports did not display any data after Dec 31, 2005. This was because the Java API used returned the year as 2005 even on Jan 1, 2006, until daemons are restarted.  Now the code is modified to correctly return 2006.
CSCsd32122	LMS 2.5.1 Bundle installation- could not add devices/consistency warnings.	In RME, during Device Package installation, LMS 2.5.1 Bundle installation failed.  Now, this has been fixed.
CSCsd34419	Config Collection hung because of thread deadlock	If a job has more than one device category, sometimes the job hung. This was caused by a deadlock while many threads tried to load static blocks.  This has been fixed by loading the class before even spawning threads.
CSCsd34567	List of available report applications appeared blank after upgrading	RME 3.x allowed Custom Report templates to be created with double quote characters. This was not supported in RME 4.0.  Now, this has been fixed.

**Table 3** Resolved Problems in RME 4.0.4 (continued)

Bug ID	Summary	Additional Information
CSCsc83152	Difference in access list commands did not appear properly.	Negation commands for Access List were included in the Difference file properly  However, the new commands that had to be downloaded to the device were not included in the Difference file in Overwrite mode.  This has been fixed now.
CSCsc86251	PVC Configlet commands did not appear in process mode	In RME 4.0.3 if you selected any ATM PVC related configlet commands it did not display the PVC configlet commands.  This has been fixed by replacing the "/" char with space char in the configlet names.
CSCsc90552	Baseline: Case sensitivity did not handle Baseline Template names	Earlier, there could have been two templates with the same name in different cases. This caused a problem.  Now the same name cannot be used for different templates irrespective of the case.
CSCsc92913	Email notification displayed URLs incorrectly	The links provided in emails were not enabled. This issue has been resolved now.
CSCsc96533	SWIM did not reboot 3550/3750 if you set Upgrade to Parallel and Reboot to Sequential	Even if you selected the Reboot option, the device did not get rebooted if you selected Upgrade as Parallel and Reboot as Sequential. This was caused by a logical error in data handling.  This has been corrected now.
CSCsc98288	In the documentation, the details about the Ethernet command in Baseline Template were incorrect.	The document has been updated now.
CSCsc98345	In RME Baseline template the spellings in the CLI output were wrong.	The spelling of the word "CLI OUTPUT" has been corrected.

**Table 3**      **Resolved Problems in RME 4.0.4 (continued)**

<b>Bug ID</b>	<b>Summary</b>	<b>Additional Information</b>
CSCsc98389	In RME, Baseline Template the Compliance Check needed to be enhanced.	Baseline UI is changed in SP4 to fix this enhancement requirement.
CSCsd00994	Image attributes dropdown did not include 512 MB DRAM	In DRAM the image attributes have been added with 512 MB value. This resolved the problem.
CSCsd01370	RME 4.0.3 Swim Out Of Synch Report mail reported the job location incorrectly.	In SWIM , the Out of Sync Report now displays the job location correctly.
CSCsd10089	DCMA:Parallel SyncArchive jobs hung	This was a queue handling problem. That is, manual jobs and system jobs were given equal priority.  Now manual jobs are given higher priority so when a manual job is triggered, it runs and completes immediately.
CSCsd14399	Search archive displayed a Null pointer	If a duplicate device was found in the archive (when the archive is deleted from the file system or DB entries got deleted for that device) then the search did not proceed.  Now this problem has been resolved.
CSCsd14933	The Net Show Command Set tables did not appear after upgrade or install	There was a discrepancy in the database version upgrade paths. This is corrected now.
CSCsd17108	Config deployment did not handle banners correctly	To solve this, the Save and SaveAs buttons have been added. When you click <b>Save</b> , it prompts you for the name only for the first time. Later when you click <b>SaveAs</b> , it always prompts you for the name.
CSCsd17366	System inventory jobs did not run after upgrading to 4.0.3	The OGS jar naming conventions were changed from RME 4.0.3. Hence Jobs scheduled prior to RME 4.0.3 upgrade, failed.  Now while upgrading, the OGS jars names are changed properly for jobs scheduled before to RME 4.0.3.

**Table 3** Resolved Problems in RME 4.0.4 (continued)

Bug ID	Summary	Additional Information
CSCsd36479	In the documentation, Image attributes for auto fill were not explicitly stated in IOS.	The documentation has been updated to include the Image attributes.
CSCsd40840	Documentation gave incorrect instructions for fixing OutOfMemoryError	The Online help has been updated to reflect the correct instructions to correct the Out Of Memory error.
CSCsd40858	Support for adjusting migration properties was not included	Now you can configure the parameters through the migration.properties file.
CSCsd43019	RME could not import certain UBR7200 images into the software repository	The new UBR images contain line card codes and the line card headers. The line card family was added in the unsupported IOS platforms category to fix this issue.

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