



# Readme for Resource Manager Essentials 4.0 Service Pack 2 on Windows

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This Readme is for Resource Manager Essentials 4.0 Service Pack 2 (RME 4.0 SP2), on Windows.

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**CISCO SYSTEMS**



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

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# Description

The RME 4.0 Service Pack 2 is a cumulative package. In addition to the devices and applications already supported in RME 4.0 SP1, this package supports new devices and contains fixes to known problems.

## Accessing RME 4.0 SP2 Help

The help for RME 4.0 SP2 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/u\\_guide/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_4_x/4_0/u_guide/index.htm)

This information is also a part of the Online help that is available when you install RME 4.0 SP2.

To launch and access the Online help see the topic “[Context-Sensitive Online Help for Resource Manager Essentials](#)” in the section, “[RME 4.0 SP2 Related Documentation](#)”.

# New Device Support

[Table 1](#) lists the devices supported in RME 4.0 SP2. For a list of all devices supported in RME 4.0 SP2 including devices supported in previous versions of RME, see the *Supported Device Table for Resource Manager Essentials 4.0* on Cisco.com:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e\\_4\\_x/4\\_0/sdt/rme40.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_4_x/4_0/sdt/rme40.htm)

**Table 1**      **Devices Supported in RME 4.0 SP2**

Device Type	Devices/ Modules Supported	sysObjectID	Inventory Manager	Config. Mgmt.	Software Mgmt.	Minimum Software
Cisco Aironet AP/BR Series	AP 1130	1.3.6.1.4.1.9.1.618	Yes	Yes	Yes	12.3(2)JA
Cisco Catalyst 6500/7600 Series Supervisor Modules	SUP 720-3BXL	—	Yes	Yes	Yes	12.2(17a)SXA
Cisco Content Engine Series	CE 511	1.3.6.1.4.1.9.1.595	Yes	Yes	Yes	5.2.1.5
Cisco Gigabit Ethernet Switching Module	CGESM	1.3.6.1.4.1.11.2.3.7.11.33.3.1.1	Yes	Yes	Yes	12.2(25)SE
Cisco MDS 9200 Series Multilayer Fabric Switches	9216A	1.3.6.1.4.1.9.12.3.1.3.442	Yes	Yes	Yes	2.0(2b)

**Table 1**      *Devices Supported in RME 4.0 SP2 (continued)*

Device Type	Devices/ Modules Supported	sysObjectID	Inventory Manager	Config. Mgmt.	Software Mgmt.	Minimum Software
Cisco Small Business Routers	SB 101	1.3.6.1.4.1. 9.1.627	Yes	Yes	Yes	12.3(8)YG
	SB 106	1.3.6.1.4.1. 9.1.628				
	SB 107	1.3.6.1.4.1. 9.1.629				
Cisco 1800 Series Routers	1801	1.3.6.1.4.1. 9.1.638	Yes	Yes	Yes	12.3(14)YT
	1802	1.3.6.1.4.1. 9.1.639				
	1811	1.3.6.1.4.1. 9.1.641	Yes	Yes	Yes	12.3(8)YH
	1812	1.3.6.1.4.1. 9.1.642				
Cisco Catalyst 3560 Series Switches	3560-24TS	1.3.6.1.4.1. 9.1.633	Yes	Yes	Yes	12.2(20)EX
	3560-48TS	1.3.6.1.4.1. 9.1.634				
Cisco RPM Series Routers	RPM-XF	1.3.6.1.4.1. 9.1.440	Yes	Yes	Yes	12.3(11)T5
Cisco Router 800 Series	857	1.3.6.1.4.1. 9.1.567	Yes	Yes	Yes	12.3(8)YI1
	877	1.3.6.1.4.1. 9.1.569				
Cisco Router 12000 Series	12010	1.3.6.1.4.1. 9.1.348	Yes	Yes	Yes	12.0(27) S1
Cisco Catalyst 3750 Series Switches	3750-24FS	1.3.6.1.4.1. 9.1.516	Yes	Yes	Yes	12.2(25)SEC

**Table 1**      **Devices Supported in RME 4.0 SP2 (continued)**

Device Type	Devices/ Modules Supported	sysObjectID	Inventory Manager	Config. Mgmt.	Software Mgmt.	Minimum Software
Cisco 7304 Router Shared Port Adapter (SPA)	spa-2p-ge-73 04	—	—	—	Yes <sup>1</sup>	12.2(25)S3
	spa-4p-fe-73 04					
Cisco Access Server 5400 Series	AS5400 HPX	1.3.6.1.4.1. 9.1.274	Yes	Yes	Yes	12.3(3g)
Cisco Catalyst 1900 Series Switches	CPW 1900L (1900i)	1.3.6.1.4.1. 9.5.31	Yes	Yes	Yes	8.00.00
	1900c (1900 W FX Port)	1.3.6.1.4.1. 9.5.28				
Cisco Catalyst 2800 Series Switches	2820	1.3.6.1.4.1. 9.5.20	Yes	Yes	Yes	8.00.00
Cisco Content Services Switch	CSS11501	1.3.6.1.4.1. 9.9.368.4.7	Yes	Yes	Yes	7.4
Cisco Catalyst 2900XL Series Switches	2924C-XL-V	1.3.6.1.4.1. 9.1.218	Yes	Yes	Yes	12.0(5)WC11
Cisco Catalyst 6500 Series Satellite Switches	6506	1.3.6.1.4.1. 9.1.282	Yes	Yes	Yes	12.0.17.SR

1. Supported through parent device

# Hardware and Software Requirements

The hardware and software requirements remain the same as the requirements for Resource Manager Essentials 4.0.

To check the hardware and software requirements for RME 4.0, see the section:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e\\_4\\_x/4\\_0/install/win/install.htm#wp1058078](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_4_x/4_0/install/win/install.htm#wp1058078)

This section is a part of the Installation and Setup Guide for Resource Manager Essentials 4.0 on Windows at:

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

## Downloading the Application

You can download RME 4.0 SP2 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 SP2:

- 
- 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\_2\_win.zip**
  - Step 4 Download the file into a temporary location on your system.
-

## Downloading From Software Center

In Common Services 3.0, you can use the Software Center feature (**CiscoWorks Common Services > Software Center**) to download RME 4.0 SP2.

To download RME 4.0 SP2:

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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 SP2 using the Download Updates option:

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**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 SP2 (cwrme4\_0\_2\_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 SP2 using the Select Updates option:

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**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\_2\_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 SP2 (cwrme4\_0\_2\_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 SP2](#)
- [Installing RME 4.0 SP2](#)

## Pre-requisites for Installing RME 4.0 SP2

Before you install RME 4.0 SP2, ensure that you have installed the following applications:

- Common Services 3.0
- RME 4.0 or RME 4.0 SP1
- Common Services 3.0 SP2

For details about installing these application see “[RME 4.0 SP2 Related Documentation](#)”.



**Caution**

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After you install RME 4.0 SP2, you will not be able to uninstall it. You will need to uninstall RME 4.0 to remove RME 4.0 SP2.

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Before installing RME 4.0 SP2, we recommend that you back up your RME 4.0 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 on Windows:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e\\_4\\_x/4\\_0/install/win/install.htm#wp1111115](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_4_x/4_0/install/win/install.htm#wp1111115)

## Installing RME 4.0 SP2

This section provides information on installing RME 4.0 SP2 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 SP2](#)” before installing RME 4.0 SP2

To install RME 4.0 SP2 on Windows:

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**Step 1** Navigate to the location on your system, where you downloaded cwrme4\_0\_2\_win.zip.

**Step 2** Unzip cwrme4\_0\_2\_win.zip file.

**Step 3** Double-click the cwrme4\_0\_2\_win.exe file.

A dialog box appears with this message:

```
Do you really want to install Resource Manager Essentials 4.0 SP2?
```

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

If you have not installed Common Services 3.0 SP2, this message appears:

```
Install CiscoWorks Common Services 3.0 Service Pack 2, or later,
before installing RME 4.0 Service Pack 2.
```

The installation terminates when you click **OK**.

You can download and install Common Services 3.0 SP2 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 Service Pack 2 available at that location.

After installing Common Services 3.0 SP 2, resume from [Step 3](#).

Since RME 4.0 SP2 cannot be uninstalled alone, a message prompts you to back up the database. You will be prompted to back up the database:

Because the RME 4.0 SP2 cannot be uninstalled, we recommend that you backup the database before proceeding with installation.

Please refer to the RME 4.0 SP2 readme file for details.

Have you backed up the database?

- If you have backed up your database, click **Yes** to proceed with the installation.
- If you have not backed up your database, click **No**.

If you click **No** the following warning message appears:

WARNING: Cisco recommends that you back up the database before installing the RME 4.0 SP2.

WARNING: Do you want to proceed without backing up the database?

If you click **Yes** the installation proceeds. If you click **No** the installation aborts.

To back up your database, see the section, [“Backing up and Restoring Data”](#).

The Welcome screen appears.

**Step 5** Click **Next** to continue.

The Software License Agreement dialog box appears.

**Step 6** Click **Accept** to accept the license agreement and proceed with the installation.

A message appears:

To ensure that you retain the latest device support, please install the latest Device Packages from CCO @

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

Please refer to the Installation and Setup Guide for details.

**Step 7** Click **OK**.

A message appears:

Please install/upgrade all the required apps in the bundle and then run the migration scripts to restore data from older version of RME.

See [“Backing up and Restoring Data”](#) for more information.

**Step 8** Click **OK**.

The installation program installs RME 4.0 SP2 in the same directory where you have installed RME 4.0.

The Setup Complete dialog box appears.

**Step 9** Click **Finish** to complete the installation and start CiscoWorks.

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## Verifying the Installation

To check whether RME 4.0 SP2 is installed successfully:

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**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 SP2 is installed successfully, it will be listed as 4.0.2.

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# Backing up and Restoring Data

You can restore the data backed up from a server that has RME 4.0 SP2, RME 4.0 SP1, 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 SP2 installed.

You must not restore the data backed up from a RME 4.0 SP2 server, on a server that has RME 4.0 installed.

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

- [Restoring All RME 4.0 SP1 and RME 4.0 SP2 Data](#)
- [Restoring All RME 3.x Data](#)
- [Restoring NetShow Data](#)

If you want to restore RME 4.0 data then see the section, “Data Migration from an Earlier Version” in the Installation and Setup Guide for Resource Manager Essentials 4.0 on Windows:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e\\_4\\_x/4\\_0/install/win/install.htm#wp1117199](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_4_x/4_0/install/win/install.htm#wp1117199)



## Caution

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Use this procedure only if you are migrating all your data from RME 3.x to RME 4.0 SP2. This migration script cleans up the database. Therefore, all user-created data (for all applications) between RME 4.0 and RME 4.0 SP2 will be lost.

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If you want to restore only NetShow data, use the procedure given in the section “[Restoring NetShow Data](#)”.

## Restoring All RME 4.0 SP1 and RME 4.0 SP2 Data

You can restore all the RME4.0 SP1/RME4.0 SP2 backup data using `restorebackup.pl` available at `NMSROOT/bin/restorebackup.pl`.

To restore all RME 4.x data, follow the procedure described in Data Migration From an Earlier Version, in Installation and Setup Guide for Resource Manager Essentials 4.0 on Windows:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e\\_4\\_x/4\\_0/install/win/install.htm#wp1117199](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_4_x/4_0/install/win/install.htm#wp1117199)

## Restoring All RME 3.x Data

If you are installing RME 4.0 and RME 4.0 SP2 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 on Windows:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e\\_4\\_x/4\\_0/install/win/install.htm#wp1117199](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_4_x/4_0/install/win/install.htm#wp1117199)

## Restoring NetShow Data

This procedure is applicable if you had previously installed RME 4.0, and restored all other RME data except for NetShow data.

All the RME 3.x User Defined Command Sets and the Commands associated with those command sets are migrated to RME 4.0 SP2. The migrated Command Sets will not have any device type associated with them. You must edit them before using them in jobs.

Follow this procedure to restore only the RME 3.x NetShow data that you had backed up earlier, while upgrading from RME 3.x to RME 4.0:

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**Step 1** Log in as the local administrator on the system on which you installed RME 4.0 SP2.

**Step 2** Shut down the daemon manager by entering:

```
net stop crmdmgt
```

**Step 3** Run the command:

```
NMSROOT\bin\perl
NMSROOT\MDC\tomcat\webapps\rme\WEB-INF\classes\com\cisco\nm\rmeng\conf
ig\netshow\migration\RestoreNetshowData.pl -d backup location -gen
version
```

Where *NMSROOT* is the CiscoWorks install directory.

For example:

```
D:\program files\CSCOpX\bin\perl D:\program
files\CSCOpX\MDC\tomcat\webapps\rme\WEB-INF\classes\com\cisco\nm\rmeng
\config\netshow\migration\RestoreNetshowData.pl -d
D:\ciscoworks\rmebackupdata -gen 0
where,
```

D:\program files\CSCOpX—CiscoWorks installation directory

-**d** *backup location*—Location where RME 3.4 or RME 3.5. backup data is available. This is mandatory.

-**gen** *version*—Version to be migrated to RME 4.0. This is mandatory.

After the migration is complete you will see this message:

```
NetShow Data migrated successfully.
```

**Step 4** Start the daemon manager, by entering:

```
net start crmdmgt
```

You have migrated NetShow Data into RME 4.0 SP2.

## Uninstalling the Application

You cannot uninstall RME 4.0 SP2 alone. To uninstall RME 4.0 SP2, you must uninstall RME 4.0.

To uninstall RME 4.0 see the uninstallation procedure in the Installation and Setup Guide for Resource Manager Essentials 4.0 on Windows:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e\\_4\\_x/4\\_0/install/win/install.htm#wp1090092](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_4_x/4_0/install/win/install.htm#wp1090092)

## Re-installing RME 4.0 SP2

To reinstall RME 4.0 SP2, follow the instructions in the section, “[Installing the Application](#)”:



### Caution

If you re-install RME 4.0 over RME 4.0 SP2, you will lose all RME 4.0 SP2 functionality. You will have to re-install RME 4.0 SP2 over RME 4.0, to regain the RME 4.0 SP2 functionality.

# RME 4.0 SP2 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**

On Cisco.com at

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000\\_d/comser30/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_d/comser30/index.htm).

**Documentation for Resource Manager Essentials 4.0**

On Cisco.com at:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e\\_4\\_x/4\\_0/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_4_x/4_0/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 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 the earlier releases. This section also provides information the problems resolved since the last release of RME 4.0

This section has the following topics

- [Known and Resolved Problems in RME 4.0 SP2](#):
- [Known Problems in RME 4.0 SP1](#)

For more information about known problems:

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- 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 and Resolved Problems in RME 4.0 SP2

This section lists the known problems in RME 4.0 SP2.

- [Known Problems in Installation of RME 4.0 SP2](#)
- [Known Problems in Utils of RME 4.0 SP2](#)
- [Known Problems in Inventory of RME 4.0 SP2](#)
- [Known Problems in INVICS of RME 4.0 SP2](#)
- [Known Problems in Device Selector of RME 4.0 SP2](#)
- [Known Problems in Data Extract Engine of RME 4.0 SP2](#)
- [Known Problems in Configuration Archive of RME 4.0 SP2](#)
- [Known Problems in Netshow of RME 4.0 SP2](#)
- [Known Problems in Contract Connection of RME 4.0 SP2](#)
- [Known Problems in Software Management of RME 4.0 SP2](#)

**Table 2**      *Known Problems in Installation of RME 4.0 SP2*

Bug ID	Summary	Additional Information
CSCsb16108	Installation of RME 4.0 SP1 over RME 4.0 SP2 should not be allowed.	Installation of RME 4.0 SP1 on top of RME 4.0 SP2 is not supported method of installation.  Workaround:  None.

**Table 2**      *Known Problems in Installation of RME 4.0 SP2 (continued)*

Bug ID	Summary	Additional Information
CSCsb51828	Restore operation fails for RME.	During restore operation, only Common Services is restored and not RME.  This problem occurs when Ciscoworks is not installed in the default directory (/opt/CSCOPx).  Workaround:  None

Table 2 Known Problems in Installation of RME 4.0 SP2 (continued)

Bug ID	Summary	Additional Information
CSCsb36922	RME installation does not proceed if the Task scheduler not enabled.	<p>RME installation waits with the message displayed as:</p> <p>Please be patient. Installing Device Packages(RME) may take some time.</p> <p>This problem occurs if the Schedule or Task scheduler on the RME server is not enabled.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. Copy  <i>NMSROOT</i>\temp\rme_cids_pkgs\*.zip to some location folder such as  c:\DevicePkgs  To make the installation proceed further, create a blank file, PSUcli.done under <i>NMSROOT</i>/bin/  <i>NMSROOT</i> is the install directory.</li> <li>2. After the installation is over, stop the daemon manager and follow these steps in command line.</li> <li>3. Change directory to <i>NMSROOT</i>\bin</li> <li>4. Run the command  <pre>PSUcli.bat -p rme -src c:\DevicePkgs -all -i -noServerRestart</pre></li> <li>5. After the device packages installation over, start the daemon manger..</li> </ol>

**Table 3** *Known Problems in Utils of RME 4.0 SP2*

Bug ID	Summary	Explanation
CSCsb15729	Automated actions do not support email addresses with apostrophes	<p>Email addresses that contain apostrophes are not accepted by Syslog automated actions and displays the error</p> <p>Enter valid e-mail address(es) . Insert a comma between e-mail IDs.</p> <p>This occurs for any email address that contains an apostrophe ("").</p> <p>Workaround:</p> <p>Use an email address that does not contain an apostrophe.</p>

**Table 4** *Known Problems in Inventory of RME 4.0 SP2*

Bug ID	Summary	Explanation
CSCsb40088	The Inventory > Hardware Report does not populate RAM, NVRAM, Used NVRAM fields for most CatOS switches RME 4.0.1	<p>Inventory data is collected from StackMib. This does not have NVRamSize, RAM Size and Used NVRAM attributes.</p> <p>These attributes need to be collected using EntityExtMIB or OCCM. However, the reports code is refers to EntityExtension MIB. Hence, these fields appear blank.</p> <p>Workaround:</p> <p>None</p>
CSCsb50677	Device categorization of Router 1801 and 1802 appear incorrectly in Device Credentials Repository.	<p>Cisco 1800 series Integrated Services Routers 1801 and 1802 are mapped under 1811 and 1812, respectively in Device and Credential Repository.</p> <p>Workaround:</p> <p>Patch will be posted on to Cisco.com.</p>

**Table 5** *Known Problems in INVICS of RME 4.0 SP2*

Bug ID	Summary	Explanation
CSCsb35724	Database is not updated properly after deleting a device.	<p>Syslog reports do not display Syslog messages that came from some managed devices, even if these messages are stored in RME database.</p> <p>Sometimes, when devices are deleted from RME, the data is not cleaned up properly in the database. So there are several records in the database that refer to the same device.</p> <p>Workaround: Reinitialize RME database.</p>

**Table 6** *Known Problems in Device Selector of RME 4.0 SP2*

Bug ID	Summary	Explanation
CSCsb28200	Grouping rules that are built using equality matches on :RME:INVENTORY:Device.System.SystemOID do not find matches.	<p>This happens if the sysObjectID on which the match is performed does not begin with a leading dot.</p> <p>All sysObjectIDs in RME are stored with a leading dot.</p> <p>Workaround: Either specify the leading dot in the match value, or change the operator from Equals to EndsWith or Contains.</p>
CSCsb29315	The Edit button is disabled and you cannot add or edit user defined groups under Group Admin.	<p>When two users (for example, User1 and User2) have same permissions, the group created by User1 cannot be edited by User2.</p> <p>In this case, the Edit button is disabled for User 2.</p> <p>Workaround: None.</p>

Table 7 Known Problems in Data Extract Engine of RME 4.0 SP2

Bug ID	Summary	Explanation
CSCsb36330	<b>cwcli export config</b> does not export configuration data to standard output.	<p>This happens for multiple device invocations of the <b>cwcli export config</b> command as well as for single device invocations that do not have the <b>-s 1</b> argument.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. By exporting the config for a single device at a time,</li> <li>2. By also specifying the <b>-s 1</b> command line argument.</li> </ol> <p>The configuration data is written to the standard output stream.</p>

Table 8 Known Problems in Configuration Archive of RME 4.0 SP2

Bug ID	Summary	Explanation
CSCsb27931	Resource Manager Essentials does not fetch configurations from devices using Telnet or SSH.	<p>This problem occurs when it takes more than six seconds for the device to return a prompt after RME logs in.</p> <p>Workaround:</p> <p>Use SNMP/TFTP to archive configurations.</p>
CSCsb48293	Cannot to set Config Collection Settings on RME4.0	<p>Even if configuring collection is scheduled correctly, the following message is shown.</p> <pre>New schedule should be later than current time</pre> <p>Workaround:</p> <p>None.</p>
CSCsb48359	You cannot edit the type of device for the baseline template.	<p>After creating a basic baseline template, you cannot edit the type of device for that template.</p> <p>Workaround:</p> <p>None.</p>

**Table 8**      *Known Problems in Configuration Archive of RME 4.0 SP2 (continued)*

Bug ID	Summary	Explanation
CSCsb48366	When you view Archive Job status, hyperlink does not work for failed and partial successful devices.	<p>Hyperlink does not work for Failed and Partially successful devices.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. Open the Succeeded list</li> <li>2. View the Failed list or Partially Successful list.</li> </ol>
CSCsb23687	TFTP Fetch/Download failed for new MIB in Cisco Content Services Switch.	<p>You cannot fetch or download the configuration using TFTP protocol</p> <p>This problem will occur when users select the TFTP protocol alone for the Fetch and Download operations.</p> <p>Workaround:</p> <p>Use Telnet or SSH protocol for fetch and download operations.</p>

Table 9 Known Problems in Netshow of RME 4.0 SP2

Bug ID	Summary	Explanation
CSCsb43125	RME database does not update the CommandSet details after migration	<p>RME database does not update the CommandSet details after migration</p> <p>This is caused by the character '+' in the Command Set name RME3.4+IDU11.0. NetShow in RME 4.0.x UI does not allow this character.</p> <p>Workaround:</p> <p>Before taking a backup in RME3.x, make sure that none of the CommandSet names have special characters.</p>
CSCsb26481	You cannot view Netshow job output from the command line.	<p>You cannot view Netshow job output from the command line. The subcommands <code>execcmd</code> and <code>execcmdset</code> (as documented in the <code>cwc-netshow</code> manual page) do not work.</p> <p>The <code>jobresults cli</code> command was missed for Netshow. So a new CLI command "<code>cwcli netshow jobresults</code>" is introduced. (Explain) This command will fetch job results.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. Schedule a job from the command line using <code>cwcli netshow</code></li> <li>2. View the resulting show command output in the GUI.</li> </ol>

**Table 10**      **Known Problems in Contract Connection of RME 4.0 SP2**

Bug ID	Summary	Explanation
CSCsb34626	Contract Connection does not support proxy configurations.	<p>When you run a Contract Connection report in RME the following error message is displayed:</p> <pre>CCX0002 CCO User Credential Invalid</pre> <p>This problem occurs if the CiscoWorks server needs to connect to Cisco.com using a proxy configuration that does not work properly.</p> <p>Workaround:</p> <p>None.</p>

**Table 11**      *Known Problems in Software Management of RME 4.0 SP2*

Bug ID	Summary	Explanation
CSCsb27389	You cannot create a distribution job for Cisco Catalyst 6000 Series Dual SUP.	<p>The Create Software Distribution task in RME does not allow you to create a software upgrade job on Cisco Catalyst 6000 Series Dual SUP devices.</p> <p>An error message appears at the View Verifications stage</p> <p>An unexpected error has occurred. Contact TAC and attach the swim_debug.log file.'</p> <p>This problem occurs only on CAT6K Dual SUP devices when you select both the SUPs for an upgrade.</p> <p>Workaround: None.</p>
CSCsb42968	RME 4.0 does not distribute images to Cisco Catalyst 6500 series devices running CAT OS.	<p>This problem occurs when the image is being copied to:</p> <ol style="list-style-type: none"> <li>1. bootflash: using TFTP or RCP.</li> <li>2. Slot0: using RCP only.</li> </ol> <p>Workaround: Use Slot0: with TFTP for distribution.</p>

**Table 11**      *Known Problems in Software Management of RME 4.0 SP2 (continued)*

Bug ID	Summary	Explanation
CSCsb43082	Image import from device fails where ciscoFlashPartitionName=flash0	RME 4.0.1 fails to import images for Cisco Catalyst 3550/3500 series switches. This is caused by the wrong information returned by the switches.  Workaround: Contact Cisco TAC for a patch to be applied in Resource Manager Essentials 4.0 SP2.
CSCsb30408	SWIM fails when ciscoFlashPartitionName(=flash0) does not exist	RME fails to upgrade the IOS image for the 3550 series switches because of wrong information returned by the switches.  Workaround: Contact Cisco TAC for a patch to be applied in Resource Manager Essentials 4.0 SP 2.

After you install RME 4.0 SP2, the following problems from RME 4.0.1 will be resolved:

**Table 12**      *Resolved Problems in RME 4.0 SP2*

Bug ID	Summary
CSCsb29026	IfEntry.IfIndex has no correlation with IPAddressTable's IfIndex.
CSCsb44164	Supported sysOID for AP1220 was displayed wrongly in device support table
CSCsb29155	Device support was not documented properly.
CSCsb14251	RME failed to archive CatOS configurations through TFTP.
CSCsb21855	RME did not recognize serial numbers correctly on Cisco 7507 Router.
CSCsb21873	For 3600 series devices, the serial numbers of modules are shown as '0' if they are in alphanumeric format.

## Known Problems in RME 4.0 SP1

This section lists the known problems in RME 4.0 SP1.

- [Known Problems in Installation](#)
- [Known Problems in Server, Browser, and Desktop](#)
- [Known Problems in Inventory](#)
- [Known Problems in Configuration Archive](#)
- [Known Problems in NetConfig](#)
- [Known Problems in NetShow](#)
- [Known Problems in Contract Connection](#)
- [Known Problems in Software Management](#)

**Table 13**      ***Known Problems in Installation***

Bug ID	Summary	Additional Information
CSCsb50498	RME 4.0 SP1 does not back up NetShow jobs when you run backup	<p>NetShow jobs are not getting backed up when when backup is run in RME 401.</p> <p>As a result NetShow jobs could not be restored in Reinstall in RME 401 or Upgrades from RME401'</p> <p>Workaround: None</p>

**Table 14**      *Known Problems in Server, Browser, and Desktop*

Bug ID	Summary	Additional Information
CSCsa95781	CTMJrmServer goes down after you change to the ACS mode.	<p>The CTMJrmServer process may go down in any one of these cases with respect to ACS configuration:</p> <ul style="list-style-type: none"> <li>• When you change the AAA setup from the CiscoWorks local mode to the ACS mode (through Common Services &gt; Server &gt; Security &gt; AAA Mode Setup) and register with ACS by enabling the Register all installed applications with ACS option in the AAA Mode Setup dialog box.</li> <li>• When you re-register the applications with ACS (by enabling the Register all installed applications with ACS option in the AAA Mode Setup screen) while in the ACS mode.</li> </ul> <p>The CTMJrmServer process may go down because of authorization failure at startup. This happens because the System Identity user is not configured properly in ACS.</p>

**Table 14**      *Known Problems in Server, Browser, and Desktop (continued)*

Bug ID	Summary	Additional Information
CSCsa95781 (Continued)	CTMJrmServer goes down after changing to ACS mode. (Continued)	<p>The reasons for CTMJrmServer process to go down in the above cases can be:</p> <ul style="list-style-type: none"> <li>• System Identity user (in the System Identity Setup dialog box under Common Services &gt; Server &gt; MultiServer Trust Management &gt; System Identity Setup) is not configured in ACS.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• The System identity user configured in ACS does not have the necessary JRM job privileges.</li> </ul> <p>Workaround:</p> <p>Follow these steps:</p> <ol style="list-style-type: none"> <li>1. Make the ACS-related security changes,</li> <li>2. Ensure that the System Identity user is configured properly in ACS with the necessary JRM job privileges.</li> </ol> <p>To configure the System Identity user, use the System Identity Setup dialog box under Common Services &gt; Server &gt; MultiServer Trust Management &gt; System Identity Setup.</p> <ol style="list-style-type: none"> <li>3. Restart the CTMJrmServer process and the other dependent processes (such as Syslog).</li> </ol>

**Table 15**      *Known Problems in Inventory*

<b>Bug ID</b>	<b>Summary</b>	<b>Explanation</b>
CSCsb00224	WS-SVC-NAM-1 is displayed as Generic class in Chassis Summary Graph	NAM-1 device chassis type WS-SVC-NAM-1 is classified as Generic in Chassis Summary Graph.  The containment collection for this device is not supported. Therefore, the vendor type is not available to RME to classify the device chassis type appropriately.  Workaround:  None.

Table 15 Known Problems in Inventory (continued)

Bug ID	Summary	Explanation
CSCsa79594	Misalignment of fields in Inventory Job Browser	<p>The fields, Job ID, Job Type, Status, Description, Owner, Scheduled at, Completed at, Schedule Type, are aligned in the Inventory Job Browser only when there are 10 or less than 10 jobs in the Job Browser.</p> <p>If there are more than 10 jobs in the Job Browser, the fields are not aligned.</p> <p>Workaround: None.</p>
CSCsa86823	A device in the normal state appears with ? icon and you cannot select it.	<p>The Device Selector shows ? as the icon for a normal device for which configuration collection is successful.</p> <p>Device and Credential Repository (DCR) did not have the device type information while the device was added.</p> <p>Inventory collection failed because of SNMP time-out.</p> <p>Workaround:</p> <ul style="list-style-type: none"> <li>• Update the device type information in DCR.</li> <li>• Make sure that the inventory collection succeeds (if required, increase the SNMP time-out value).</li> </ul> <p>You can see the SNMP timeout exceptions in the IC_server.lnog.</p> <p>For details on editing device information in DCR, increasing SNMP time-out values, etc., see the User Guide for Resource Manager Essentials or the RME 4.0 SP1 Online help.</p>

Table 16 Known Problems in Configuration Archive

Bug ID	Summary	Explanation
CSCsa73651	Wrong job options are displayed in the Work Order page for Retry Job	<p>The wrong job options are displayed in the Work Order page for a Retry job under these conditions:</p> <ol style="list-style-type: none"> <li>1. You create a NetShow or a NetConfig job with the Job Password option disabled in the Job Schedule Page. The job fails with a mix of successful and failed devices.</li> <li>2. You retry the job after enabling the Job Password option in the Job Schedule page. After the job completes, when you open the Job Details page and check the Work Order page, the Job Password option appears as <code>Disabled</code>. This occurs because you had disabled the Job Password option when the job was run earlier.</li> </ol> <p>Workaround: None.</p>
CSCsa73022	WS-C2948G-GE-TX: Configuration Fetch or Deploy operations fail with TFTP.	<p>Configuration Fetch and Deploy operations fail for WC-C2948G-GE-TX when you use TFTP.</p> <p>This occurs even when you have set the Telnet and SNMP time-out values to the maximum limits and the <code>timeout_for_slow_devices</code> flag is set as <code>true</code> in the <code>regdaemon.xml</code> file.</p> <p>Workaround: None.</p>

Table 16 Known Problems in Configuration Archive (continued)

Bug ID	Summary	Explanation
CSCsb02036	CLI output is not displayed for PIX <code>write2start</code> jobs when you use SSH as the transport protocol.	<p>When you run a <code>write2start</code> job on a PIX device using SSH as the transport protocol, you may not be able to see the CLI output for that job.</p> <p>Workaround: None.</p>
CSCsa97147	Config Poller shows success without any value for RO/RW community strings in DCR.	<p>Poller-based configuration Fetch is successful with no values entered for Read-Only (RO) or Read-Write (RW) community strings in Device and Credential Repository (DCR).</p> <p>This occurs when there are no SNMP strings configured in DCR, and the Config Poller uses these default values (<code>public</code> and <code>private</code>) for SNMP RO and RW.</p> <p>Workaround: Ensure that you have configured the correct values for SNMP RO and SNMP RW in the device.</p> <p>For details see the User Guide for Common Services.</p>

**Table 16**      *Known Problems in Configuration Archive (continued)*

Bug ID	Summary	Explanation
CSCsa85666	WLAN Module: Sync Archive fails when TFTP is used.	<p>The Sync Archive operation fails for the WLAN module when TFTP is the only transport protocol that is used.</p> <p>TFTP is not supported since Config-Copy-MIB is not supported by this device.</p> <p>Workaround:</p> <p>You can do a configuration Fetch operation using Telnet and SSH.</p> <p>Enable these protocols in the Config Transport Settings page (Resource Manager Essentials &gt; Admin &gt; Config Mgmt) and then trigger the configuration collection.</p> <p>For details, see the User Guide for Resource Manager Essentials or the RME 4.0 SP1 Online help.</p>

**Table 16**      *Known Problems in Configuration Archive (continued)*

Bug ID	Summary	Explanation
CSCsa97886	Config deploy in the merge-mode download fails in C2970G-24T-E because of Certificate	<p>Configuration deployment in the merge mode fails for C2970G-24T-E when you try to deploy certificate commands.</p> <p>This is because:</p> <ul style="list-style-type: none"> <li>• The configuration that you are trying to deploy has certificate configuration, which is fetched from the running configuration.</li> <li>and</li> <li>• The configuration archived from the running configuration has certificate commands with the private keys missing.</li> </ul> <p>Workaround:</p> <p>Make sure that the configuration you are deploying has the certificate commands properly configured (including the private keys).</p> <p>If you want to deploy non-certificate commands from the configuration, remove all certificate-related commands from the configuration.</p>

**Table 16**      *Known Problems in Configuration Archive (continued)*

Bug ID	Summary	Explanation
CSCsa68935	? command download is not handled	<p>? command download fails when you run the ? command on Content Engine devices.</p> <p>Workaround: None.</p>
CSCsb04066	VPN3080: Put job fails—Deploy is successful, fetch fails	<p>When you download commands which change the policy settings of VPN devices, after a successful download operation, the Sych Archive operation may fail.</p> <p>This is because the configuration of policy commands closes the VPN session. Also, the and the handshake between the RME server and the device fails.</p> <p>Therefore the Fetch operation is not initiated.</p> <p>Workaround: You can, initiate a manual Synch Archive operation, after a successful download.</p> <p>For details, see the User Guide for Resource Manager Essentials or the RME 4.0 SP1 Online help.</p>

Table 17 Known Problems in NetConfig

Bug ID	Summary	Explanation
CSCsa98053	Deselecting NetConfig tasks removes the associated task instances	<p>In the NetConfig Jobs edit flow (Resource Manager Essentials &gt; Config Mgmt &gt; NetConfig &gt; NetConfig Jobs) in the Devices and Tasks page, if you deselect a task, its instances do not appear in the Add Tasks page (next page).</p> <p>If you return to the Device and Tasks page, re-select the task, and then navigate to the Add tasks page again, the instances that you had created earlier, will not re-appear.</p> <p>When you deselect a NetConfig task all the instances that were added earlier are deleted. This may occur when you copy or retry jobs.</p> <p>Workaround:</p> <p>Select the task and re-create the instances.</p> <p>To create instances of tasks, see the User Guide for Resource Manager Essentials or the RME 4.0 SP1 Online help.</p>
CSCsa78026	Adhoc Enable Mode command, <code>sh run</code> fails for some string patterns	<p>When you create a NetConfig Job with the Adhoc Enable Mode Command <code>sh run</code>, the job status may be reported as <code>Failed</code> even if the commands have been successfully downloaded.</p> <p>This may occur when the successfully downloaded command output contains well-known error messages such as <code>ERROR:</code>, <code>%ERROR:</code> etc., (which are ideally a part of the command output during error conditions only).</p> <p>Workaround:</p> <p>None.</p>

**Table 17**      *Known Problems in NetConfig (continued)*

Bug ID	Summary	Explanation
CSCsa88089	Job Details page: Edit/Copy/Retry/Stop/Delete buttons missing	<p>Edit/Copy/Retry/Stop or Delete buttons are missing from the Job Details page.</p> <p>Workaround:</p> <p>Use the buttons in the Job Browser page.</p>
CSCsa88829	Issue with credentials removal in DCR with NetConfig job, when AAA new-model is enabled	<p>When you are disabling credentials using NetConfig, the device may become unreachable from within RME.</p> <p>However the device remains reachable outside RME.</p> <p>This may occur when you disable or remove credentials such as Telnet password using a system-defined task in NetConfig.</p> <p>Workaround:</p> <p>To enable TACACS authentication, you should use the TACACS+ task and not the Telnet Password task.</p> <p>To disable one kind of authentication, you should enable another kind of authentication.</p> <p>For example, if you want to disable Telnet authentication and enable TACACS+ authentication, you can enable TACACS + authentication.</p>

Table 18 Known Problems in NetShow

Bug ID	Summary	Explanation
CSCsa67327	Netshow Admin options appear under Config Mgmt.	<p>NetShow Admin settings are provided in the Transport Settings page under Resource Manager Essentials &gt; Admin &gt; Config Mgmt although NetShow is listed under Resource Manager Essentials &gt; Tools.</p> <p>NetShow uses the APIs provided by ArchiveManagement and ConfigJob. Therefore the Admin settings are listed under Config Management.</p> <p>Workaround: None.</p>
CSCsa86905	Custom commands, that are not assigned to any Command Sets, are not migrated	<p>This occurs if:</p> <ol style="list-style-type: none"> <li>1. In RME 3.x, in NetShow, there were some isolated custom commands that were not associated with any command set.</li> <li>2. You backed up and migrated these custom command sets into RME 4.0 SP1.</li> </ol> <p>These isolated custom commands do not exist in RME 4.0 SP1 NetShow after migration.</p> <p>Workaround:</p> <p>Associate these isolated custom commands with any user-defined command set in RME 3.x, before taking a backup.</p> <p>These custom commands will be migrated as if they were a part of a command set.</p>

Table 18 Known Problems in NetShow (continued)

Bug ID	Summary	Explanation
CSCsa73709	Cannot remove an Adhoc command from the Available Commands list	<p>You may not be able to delete an Adhoc command from the Available Commands list (in the Select Commands page of the Resource Manager Essentials &gt; Tools &gt; NetShow &gt; Command Sets flow) even if it is in only one command set.</p> <p>This occurs when you want to remove an adhoc command and do the following:</p> <ol style="list-style-type: none"> <li>1. In the Resource Manager Essentials &gt; Tools &gt; NetShow &gt; Command Sets flow and from the Command Sets page, select the command set you want to edit and click <b>Edit</b>. The Select Device Category Page appears.</li> <li>2. Click <b>Next</b>.</li> <li>3. Select the ad hoc command that you want to delete, from the Selected Commands list and click <b>Remove</b>. The command moves to the Available Commands list.</li> <li>4. Select the command from the Available Commands list and click <b>Delete Adhoc</b>. An error appears: NS0011 :The command(s) show run are not deleted because they may be system-defined or part of a command set or in the selected commands list. The Adhoc command is not deleted.</li> </ol>

**Table 18**      *Known Problems in NetShow (continued)*

Bug ID	Summary	Explanation
CSCsa73709 (Continued)	Cannot remove an Adhoc command from the Available Commands list  (Continued)	<p>Workaround:</p> <ol style="list-style-type: none"> <li>1. In the Edit flow detailed above, after Step 3, click <b>Finish</b>.</li> <li>2. Again, enter the Edit flow from the Commands Sets page (in the Resource Manager Essentials &gt; Tools &gt; NetShow &gt; Command Sets flow).</li> <li>3. From the Command Sets page, select the command set you want to edit and click <b>Edit</b>) and follow the same procedure detailed above.</li> <li>4. Select the command from the Available Commands list and click <b>Delete Adhoc</b>.</li> </ol> <p>You will see a message that the command is successfully deleted.</p>

**Table 18**      *Known Problems in NetShow (continued)*

Bug ID	Summary	Explanation
CSCsb09234	OutOfMemoryexception on printing job output	<p>A 500 server error appears with an out-of-memory exception when you print NetShow Job Results.</p> <p>This may occur when the job has more than 1500 devices and has a high number of commands that produce a voluminous output.</p> <p>Workaround:</p> <p>Do any of the following:</p> <ul style="list-style-type: none"><li>• Use the per-device print option.</li><li>• Increase the Tomcat heap-size.</li><li>• Reduce the number of devices in the job.</li></ul>

Table 18 Known Problems in NetShow (continued)

Bug ID	Summary	Explanation
CSCsa75907	Cannot add Adhoc commands that are device-specific, in the same command set.	<p>You cannot add device type-specific Adhoc commands in the same command set. The Adhoc commands that you have added in a specific command set, apply to all the device types that you have selected.</p> <p>This occurs in the Command Set creation flow of NetShow (Resource Manager Essentials &gt; Tools &gt; NetShow &gt; Command Sets)</p> <p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. Choose device categories</li> <li>2. Add Adhoc commands.</li> <li>3. Complete the flow.</li> </ol> <p>These Adhoc commands apply to all the device types that you have selected.</p> <p>For example, if you choose device types Content Networking and Router and added an Adhoc command, say A, then this command will be applicable to both Content Networking and Router device types.</p> <p>Workaround:</p> <p>Create different command sets for different device types.</p> <p>For details on creating command sets, see User Guide for Resource Manager Essentials, or the RME 4.0 SP1 Online help</p>

Table 19 Known Problems in Contract Connection

Bug ID	Summary	Explanation
CSCdm87814	RME problem with Check Contract Status, for Cat OS-based devices	<p>If you select Resource Manager Essentials &gt; Contract Connection &gt; Check Contract Status, the information is generated only for Cisco IOS devices.</p> <p>Workaround:</p> <p>Get information from the Service Contract Center at:</p> <p><a href="http://www.cisco.com/public/scc/">http://www.cisco.com/public/scc/</a></p>
CSCsa94232	Device Contract Status Details Report is displayed inconsistently	<p>Sometimes, when you launch Device Contract Status Details Report, a page appears with no records.</p> <p>This occurs when you launch the detailed report page from the Device Type Summary Report, by clicking the Product Family name under Product Family in the Device Type Summary Report.</p> <p>Workaround:</p> <ul style="list-style-type: none"> <li>• Press F5 to refresh the page.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• Close the window and launch the report again.</li> </ul>

**Table 20**      *Known Problems in Software Management*

Bug ID	Summary	Explanation
CSCsb02631	Image import job fails and displays the error <code>Invalid data dir</code>	<p>Sometimes, the Restore operation fails because the DCRServer process does not come up.</p> <p>The Restore operation prompts you to confirm whether to restore the certificate. This problem occurs if you select <b>Y</b> (Yes) for Certificate restore, and the certificate has expired.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. Restart the daemon manager.</li> <li>2. From the Common Services desktop, select <b>Common Services &gt; Server &gt; Security &gt; Single-Server Management &gt; Certificate Setup</b>.</li> <li>3. Click <b>Apply</b>.</li> <li>4. Stop the daemon manager and trigger the Restore operation.</li> <li>5. During the Restore operation, select <b>N</b> (No), when you are prompted to restore the Certificate.</li> </ol>

**Table 20**      *Known Problems in Software Management*

Bug ID	Summary	Explanation
CSCsb19581	rcp does not work for Windows 2003 Server	<p>Image transfer using rcp protocol fails in Windows 2003.</p> <p>This happens when CiscoWorks is installed on Windows 2003.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. Give full permissions for the casusers group to execute cmd.exe.</li> <li>2. Retry the image transfer.</li> </ol>
CSCsb19467	Software Management distribution support missing NM-NAM in 2600/3600 Routers	<p>The NM-NAM module in the Routers 2600 (Cisco 2600 Series Modular Access Routers) and 3600 (Cisco 3600 Series Multiservice Platforms) cannot be upgraded using Software Management.</p> <p>This applies only to the NM-NAM module in these routers.</p> <p>Workaround:</p> <p>None.</p>