



Release Notes for *Cisco Support Tools Release 2.0(0)*

July, 2005

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Introduction

These release notes contain late breaking information about the Cisco Support Tools (also known as Cisco IPCC Support Tools), version 2.0(0). Please review this document before installing and using Support Tools. For all other information, including installation and configuration instructions, see the Support Tools 2.0(0) User Guide. Descriptions and links to the complete Support Tools documentation set are provided in the Setup.hta file at the top level of the Support Tools CD.



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System Requirements

This section contains the following:

- ICM Platform Compatibility
- Support Tools Installation Platforms
- Support Tools Dashboard Browser Support

ICM Platform Compatibility

Support Tools 2.0(0) is designed for use with ICM Release 5.0 (Enterprise, Hosted, and IPCC), ICM/IP Contact Center Enterprise Edition, Release 6.0(0), and ICM/IP Contact Center Enterprise Edition, Release 7.0(0). It may also be used with ICM Release 4.6.2. For questions regarding the use of Support Tools with other ICM versions, contact your Cisco representative.

Support Tools Installation Platforms

Support Tools Server Platform

It is recommended that you install the Support Tools Server on a standalone server (that is, one on which no ICM products are installed), or on an existing ICM Admin Workstation (AW) in your ICM network. This prevents or lessens any performance impact on your ICM system as well as ensures ample space for the Support Tools repository without conflicting with any ICM AW needs.



Caution

Due to possible performance issues, DO NOT install the Support Tools Server on a CallRouter, a Logger, Distributor AW, or a PG.

The Support Tools Server runs on the following platform:

Server Type	OS	Web Server/Servlet Engine	Java
Windows	Windows 2003 SP1, Windows 2000 Advanced Server, Server, Professional SP4 or greater, Windows XP SP2 or greater	Apache Tomcat 4.1.12 (included in Support Tools Server installer)	Java Runtime Environment 1.4.2_04 (included in Support Tools Server installer)



Note

See <http://www.cisco.com/univercd/cc/td/doc/product/icm/index.htm> for the ICM/IP Contact Center Enterprise Edition, Release 7.0(0) BOM. The BOM contains complete hardware requirements for all ICM components.

Support Tools Node Platform

The Support Tools Node can be installed on any ICM nodes listed below that you want to manage through Support Tools. All ICM 5.0 or ICM/IP Contact Center Enterprise Edition, Release 6.0(0) nodes run on the Windows 2000 Server SP4 platform or ICM/IP Contact Center Enterprise Edition, Release 7.0(0) nodes run on the Windows 2000/2003 Server/Advanced Server, Professional SP4 platform:

- Cisco CallManager (CCM)
- Cisco Collaboration Server (CCS)
- Cisco E-Mail Manager (CEM)
- Cisco Media Blender (CMB)
- CTI Object Server (CTIOS)
- ICM Admin Workstations (AWs)
- ICM Call Router
- ICM Peripheral Gateways (PGs)
- ICM Logger
- IPCC Express (CRS)
- Cisco Agent Desktop CAD 6.0 or CAD 7.0 Servers
- Cisco Security Agent (CSA)
- Cisco Voice Portal (CVP)

Support Tools Dashboard Browser Support

The Support Tools Dashboard is designed to work with Microsoft Internet Explorer 6.0 SP1 or greater. Other browser platforms are not supported.

Related Documentation

Documentation for Cisco IPCC/ICM Enterprise & Hosted Editions, as well as most related documentation, is accessible from

<http://www.cisco.com/univercd/cc/td/doc/product/icm/index.htm>

Related documentation for Support Tools includes the documentation sets for Cisco ICM, Cisco IPCC, Cisco CTI Object Server (CTI OS), Cisco Agent Desktop (CAD), Cisco E-mail Manager Option, Cisco Web Collaboration Option (including Cisco Collaboration Server, Cisco Dynamic Content Adapter, Cisco Media Blender), Cisco Customer Voice Portal (CVP), Cisco IP IVR, Cisco Support Tools, and Cisco Remote Monitoring Suite (RMS).

Also related is the documentation for Cisco CallManager.

New Features

Cisco Support Tools 2.0(0) is a suite of over fifty utilities that allow you to manage and troubleshoot the ICM nodes which process call load, routing, and reporting. Through Support Tools, you can troubleshoot configuration and performance problems on these systems from a single machine in your network - the Support Tools Server.

Access to utilities in the Support Tools suite is through a browser-based interface--the Support Tools Dashboard--installed on the Support Tools Server. Levels of security control both access to the Dashboard and the ability to use specific tools once logged in. In low bandwidth conditions (for example, via dialup access) or when Web browsing is otherwise impractical, most Support Tools utilities can also be accessed and run via command line.

Key Features

The Support Tools suite includes the full set of standard diagnostic tools delivered with earlier ICM versions. It also provides key new functionality including:

- The ability to customize which components are interrogated, based on what was found by the system interrogation tool.
- The ability to compare and synchronize registry settings from different Support Tools nodes.
- The ability to pull logs from most Cisco nodes including ICM call routers, loggers, PGs, AWs, CTIOS, CCS, CEM, CMB, CallManager, CRS, CAD, CSA, and CVP.
- Ability to set different trace levels when collecting logs (ICM Nodes Only).
- Ability to run a majority of the tools in either Interactive Mode (where the command is run immediately on the selected system) or Batch Mode (where multiple systems can be selected and commands run against them at a future time).
- The ability to only see the differences when running a registry compare.
- Installation and Upgrade Improvements.

Limitations and Restrictions

This section describes significant functioning-as-designed limitations of this product, including limitations imposed by third-party products.

Log Collector imposes a maximum number of systems per log group and logs per system

By default, the Log Collector allows a maximum of:

- 10 systems per log group
- 10 logs per system per request

These defaults are determined by registry settings whose value data was determined to ensure optimal performance. It is advised that you do not modify these settings without first consulting your Cisco support representative.

Log Collection can affect performance on CallManagers under heavy load

Log collection can negatively impact call completion rate for Call Managers running under heavy load. In environments where Call Managers may be running greater than (approximately) 15,000 busy hour call attempts (BHCA), log collection should be avoided during peak load periods.

Some Cisco Web utility functionality may affect performance when run from a command line on a node

Typically, Cisco Web utilities are executed and run on the Support Tools Server. However, when initiating these utilities from a command-line, users can specify that they execute and run on a particular Support Tools node.

Because registry comparisons and merged logs collections tend to be resource-intensive, it is suggested that these actions not be executed from a node due to possible performance impact to that system.

Browsers configured to use Web proxy for local addresses prevent local login to Dashboard on Support Tools Server

Attempting to access the Support Tools Dashboard via a local login on the Support Tools Server fails if the Web browser in use is configured to use a proxy for local addresses. The browser returns an error stating that the proxy is unable to find the requested page.

To avoid this limitation, ensure that the browser on the Support Tools Server does not use a proxy for local addresses. In Internet Explorer 6.0, for example, this setting is located at: *Tools > Internet Options > Connections > LAN Settings > Bypass proxy for local addresses.*

Unix utilities support US-ASCII characters only

The set of Unix-style utilities delivered with Support Tools (for example, `chmod`, `diff`, `grep`) support US-ASCII characters only. If desired, users can replace the US-ASCII versions of these tools with localized versions. Unix utilities are installed on the Support Tools Server at `<support_tools_root>\Unix Tools`.

Using command redirection to save output on Latin-1 systems may result in files that display incorrect characters in Windows text editors

When using Cisco Web utilities from a command-line on Latin-1 systems, saving output via command redirection may result in files that display incorrect characters when viewed in Windows-based text editors such as Notepad.

This occurs because the OEM character set (used to render text in a command window) is typically different than the ANSI character set (used to render text in Windows text editors) on Latin-1 systems. Thus, while output may display correctly when initially viewed in a DOS window, files saved via command redirection may display incorrect characters when later viewed in a Windows text editor.

To avoid this limitation, on Latin-1 systems, avoid using command redirection (demonstrated below) to save output to a file:

```
>registry /list > my_file.txt
```

Installation and Uninstallation Caveats

Support Tools 2.0(0) uses the Patch Manager Utility to install fixes that may be required for the Support Tools components. Due to the nature of the Support Tools setup program the following guidelines must be followed if you need to re-run the Support Tools setup program.

The only reason to re-run setup is if you need to change one of the following settings:

- The location of the Support Tools Installation
- The location of the Support Tools Repository

- The Support Tools Administrative Group
- The designated user name, domain or login password of the designated user that is used to run the TomCat Web server
- TCP/IP Port (should never be changed after initial setup)



Note You must make the change on all systems where Support Tools are installed.

- Web Server Port or SSL Port
- Network Time Protocol Server Name or Address and the sample frequency



Note You must make the change on all systems where Support Tools are installed.



Caution

Never re-run the setup program for Support Tools. Always use the Patch Manager utility to install Service Releases (SR) or Engineering Specials (ES) for Support Tools.

Guidelines for running Support Tools Setup

You may re-run setup on a system with no Support Tools patches installed.

Step 1 Re-run the Support Tools setup program and follow the instructions.



Note Only necessary if you need to modify a setting established when you first installed Support Tools. These settings are listed (the bulleted items) in the previous section.

You must follow the following steps to re-run setup on a system with Support Tools patches installed:

Step 1 Back out all of the installed patches using the Patch Manager uninstallation utility.

Step 2 Run setup and make the configuration changes.

Step 3 Re-install all patches using the Patch Manager utility.

Guidelines for uninstalling Support Tools

To properly uninstall Support Tools if no patches have been applied to the Support Tools:

Step 1 Select *Start > Settings > Control Panel > Add/Remove Programs*.

Step 2 Select Support Tools.

To properly uninstall Support Tools if patches have been applied to the Support Tools:

Step 1 Back out all of the installed patches using the Patch Manager uninstallation utility.

Step 2 Select *Start > Settings > Control Panel > Add/Remove Programs*.

Step 3 Select Support Tools.

The steps outlined above are necessary in order to keep the revision history information accurate and all program files at the correct version.

User Documentation Changes

This section discusses changes and additions to the Support Tools documentation set.

- The style of the manual titles has changed to more immediately indicate the content of the manual, as well as to more completely indicate the products for which the document is of interest. For example, what was formerly titled the *Cisco ICM Enterprise Edition Installation Guide* is now titled the *ICM Installation Guide for Cisco ICM Enterprise Edition*.
- The *Support Tools User Guide* has now been split into two documents:
 - *Support Tools User Guide* — The core support tools document.
 - *Support Tools Common Tool Reference Guide* — Details and command line switches for the Common Tools found in Support Tools.

**Note**

The Support Tools online help contains all of the information contained in both the *Support Tools Guide* and the *Support Tools Common Tool Reference Guide*.

Important Notes

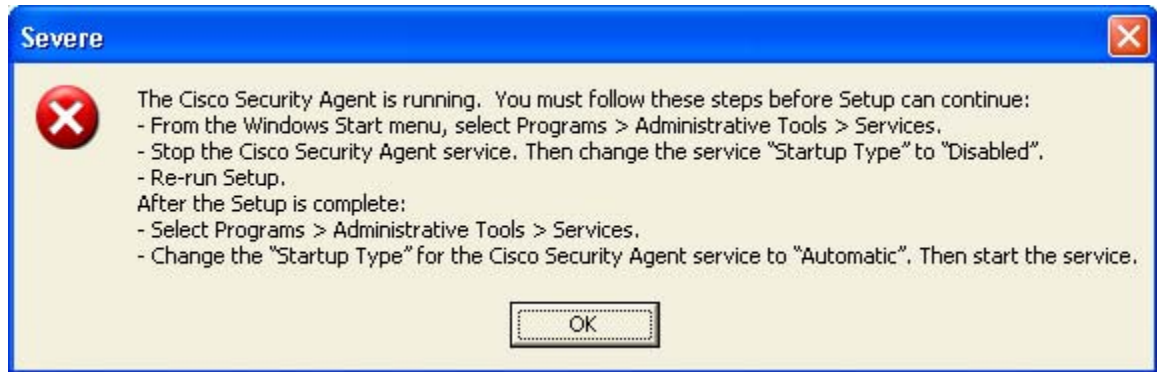
The following sections contain important information that may have been unavailable upon the initial release of documentation for Release 2.0(0):

Check for WMI service started/automatic

If you choose to disable WMI, the System Interrogate tools do not return OS, hardware, Web Server, or SQL Server information for the interrogation report. Enabling the WMI service using one of the service control options restores full functionality to the System Interrogation tool.

CSA Agent Warning Message

If CSA is running when you attempt to run setup, you get the following warning message:



Follow the steps in the dialog to resolve this issue.

Resolved Caveats in This Release

Resolved caveats are no longer listed in these Release Notes. Instead, you can find the latest resolved caveat information through Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.



Tips

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release.

To access the Bug Toolkit, log onto

http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl

Bug Toolkit

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

-
- Step 1** To access the Bug Toolkit, go to http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl
Log on with your Cisco.com user ID and password.
- Step 2** Click the **Launch Bug Toolkit** hyperlink.
- Step 3** If you are looking for information about a specific caveat, enter the ID number in the "Enter known bug ID:" field.

To view all caveats for Cisco IPCC/ICM Enterprise & Hosted Editions (in which Support Tools caveats are included), go to the “Search for bugs in other Cisco software and hardware products” section, and enter *Cisco ICM Enterprise* in the Product Name field. Alternatively, you can scroll through the product name list and click *Cisco ICM Enterprise Edition*.

From there you can select **Support Tools** as the component, and further refine your query.

**Note**

For versions, Support Tools 1.0 and 1.0.1 correspond to ICM Release 6.0, and Support tools 2.0(0) corresponds to ICM Release 7.0(0).

Open Caveats in This Release

This section contains a list of defects that are currently pending in Support Tools Release 2.0(0). Defects are listed by component and then by identifier.

**Tips**

If you have an account with Cisco.com, you can use the Bug Toolkit to find caveats of any severity for any release. Bug Toolkit may also provide a more current listing than is reflected in this document. To access the Bug Toolkit, log onto http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Identifier	Headline
CSCma25995	Privileged Group key should ideally be encoded or hidden
CSCma26123	LogCollector: very large logfiles may be incompatible w/ text editor
CSCma26327	Registry Expanded Sz, Multi Sz types incorrectly handled by tool
CSCma26334	Text version of Reg, RegCompare has no indication of cust instances
CSCma26356	Process/Service Cntrl; Regcmp not properly handling error value
CSCma26364	Install of Network Time Protocol Server allows a bad machine name
CSCma26739	Setup does not check for valid privileged group existence
CSCsa56775	Better error msg when hit max # of logs allowed in one collection job
CSCsa68611	Need better error message if the sysquery tool times on large files.
CSCsa72619	Windows 2003 Server security message should identify Cisco as publisher
CSCsa75058	Cannot use a trace group with multiple customers in it.
CSCsa97338	If the Computer Management window cannot be closed, ST install waits...
CSCsa98262	Upgrade doesn't update HTTP and SSL ports in Tomcat server.xml
CSCsb08469	ST 1.0 Server Install fails if system PATH variable doesn't have room
CSCsb13193	SI, using a slash in Category or SubCategory name fails
CSCsb13435	Support Tools Log Collector should include new IPCCEXPRESS Type: MEDT
CSCsb13448	Support Tools Log Collector should include new IPCCEXPRESS Types: EMS...
CSCsb15573	Unable to collect logs from AW/Dist node - logs always 0 bytes

Identifier	Headline
CSCsb16677	System IPCC on AW reports two Categories
CSCsb16723	System IPCC on AW missing some data on Processes and Services report
CSCsb18042	System Interrogation for CRS not collecting SQL Server logs
CSCsb21534	New version of Jaguar for 7.0 breaks SI collection of WebView logs
CSCsb22557	Log Collector Timeout Severely impacts ability to capture large logs
CSCsb24115	Windows 2003 Security Hardening prevents ST Server from working
CSCsb34804	IM: SI CVP Voice Browser cannot gather EMS logs
CSCsb35148	IM: SI - CAD 7.0 SysQueryConfig.xml has incorrect registry key name
CSCsb35934	CAD 7.0 merge logs contains garbage char that are not in the single logs
CSCsb35942	CRS merged logs have 0 bytes when individual logs have data
CSCsb35948	IM SI: on Hosted IPCC w/CTIOS does not display information in results
CSCsb36896	CMB property files not retrieved during IM Sys Interrogate
CSCsb36901	WebConfig file structure info wrong in SysQueryConfig.xml
CSCsb36903	WebView-Jaguar registry location incorrect in SysQueryConfig.xml file
CSCsb37167	CCM 4.x registry paths need corrections in SysQueryConfig.xml

Documentation Updates

This section provides documentation changes that were unavailable when Release 2.0(0) was released.

Documentation Additions

The section **How to Modify Process and Services** in the *Support Tools User Guide* supersedes the section **How to Modify the Process Information List** in the *Support Tools Online Help*. The version in the PDF version of the Guide is the correct version. The online help will be updated in a subsequent release or service release.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can send comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
<http://www.cisco.com/go/marketplace/>
- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:
<http://cisco.com/univercd/cc/td/doc/pcat/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
<http://www.cisco.com/ipj>
- World-class networking training is available from Cisco. You can view current offerings at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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