



# Readme for CiscoWorks LAN Management Solution 3.2 Service Pack 1

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Revised: Mar, 2011, OL-24538-01

## Contents

This document provides instructions for downloading and installing CiscoWorks LAN Management Solution (LMS) 3.2 Service Pack 1. It also provides information to the known problems in LMS 3.2 Service Pack1.

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## Description

CiscoWorks LAN Management Solution 3.2 Service Pack 1 is a service pack release and contains solutions to the known problems of CiscoWorks LAN Management Solution 3.2.

CiscoWorks LAN Management Solution 3.2 Service Pack 1 consists of a single mega patch installation for application releases on top of LMS 3.2. This release focusses primarily on providing critical bug fixes and Day 1 device support merges. The following applications are part of the mega patch install:

- Cisco Works Common Services 3.3.1
- Campus Manager 5.2.2
- Resource Manager Essentials 4.3.2
- Health and Utilization Monitor 1.2.2
- Internetwork Performance Monitor 4.2.1
- Device Fault Manager 3.2.1
- LMS Portal 1.2.1

CiscoWorks LAN Management Solution 3.2 should be installed before installing CiscoWorks LAN Management Solution 3.2 SP1.

See section [Resolved Problems in CiscoWorks LMS 3.2 SP1](#) for the resolved problems in CiscoWorks LAN Management Solution 3.2.1.

## Hardware and Software Requirements

Hardware and software requirements for CiscoWorks LMS 3.2 SP1 are the same as those for initial installation of CiscoWorks LMS 3.2.

### Disk Space requirements

The disk space required to install LMS 3.2 SP1 is:

- 1024 MB free space for installation on a Windows server.
- 1140 MB free space for installation on a Solaris server.

For more information on hardware and software requirements, see Installing and Getting Started With CiscoWorks LAN Management Solution 3.2 at the following url:

[http://www.cisco.com/en/US/docs/net\\_mgmt/cisoworks\\_lan\\_management\\_solution/3.2/install/guide1/prereq.html](http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lan_management_solution/3.2/install/guide1/prereq.html).

## Prerequisites for CiscoWorks LAN Management Solution 3.2 Service Pack 1

Before installing LMS 3.2 Service Pack1, LMS 3.2 must be installed on your system.

For details, see Installing and Getting Started With LAN Management Solution 3.2 available at:

[http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html)

If you do not want to install one or more of the LMS 3.2 applications at present but plan to install them later, you must reinstall LMS 3.2 Service Pack1 after you install the missing applications.

For example, if you install RME 4.3.1 after installing the LMS 3.2 Service Pack1, you must reinstall LMS 3.2 SP1.

You cannot select individual application updates while installing LMS 3.2 SP1. This update automatically detects the installed LMS 3.2 applications and installs the required updates for that specific application.

If you have configured DCR Master-Slave setup, master server should be upgraded before upgrading the slave servers.

Before the installation of LMS 3.2 SP1 begins, you will be prompted to upgrade to the following application versions if the lower versions of the same are available in your server:

- Campus Manager 5.2.1
- Resource Manager Essentials 4.3.1
- Health and Utilization Monitor 1.2.1

## Downloading CiscoWorks LAN Management Solution 3.2 Service Pack 1

To install the LMS 3.2 SP1:

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- Step 1** Go to <http://www.cisco.com/cisco/software/navigator.html>.
- Step 2** Select **Products > Network Management and Automation > Routing and Switching Management > CiscoWorks LAN Management Solution Products > CiscoWorks LAN Management Solution 3.2 and earlier > CiscoWorks Lan Management Solution 3.2** from the product selector.
- Step 3** Click CiscoWorks LMS Software from the Software Download page.
- Step 4** Click Windows to download the software update to be installed on Windows Operating system.
- or
- Click Solaris to download the software update to be installed on Solaris Operating system.
- Step 5** Download the executable to your system.
- Step 6** Go to the directory where you have downloaded the patch and double-click CiscoWorks\_LMS\_3.2.1.exe for windows or execute the command `# sh setup.sh` or `# ./setup.sh` for Solaris

For more information on performing a new installation of LMS 3.2, see

[http://www.cisco.com/en/US/docs/net\\_mgmt/cisoworks\\_lan\\_management\\_solution/3.2/install/guide1/lmsigsg.html](http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lan_management_solution/3.2/install/guide1/lmsigsg.html)

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## Installing CiscoWorks LAN Management Solution 3.2 Service Pack 1

Before installing this Update on either platform, make sure you have completed the tasks listed in the [Prerequisites for CiscoWorks LAN Management Solution 3.2 Service Pack 1](#).

LMS 3.2 Service Pack1 is provided as a single installable. Use the appropriate procedure to install it:

- [Installing LMS 3.2 Service Pack1 on Solaris](#)
- [Installing LMS 3.2 Service Pack1 on Windows](#)



**Note**

The LMS 3.2 Service Pack1 installation will automatically use the installation mode that you selected while installing LMS 3.2. You cannot change the LMS 3.2 Service Pack1 installation mode.

## Installing LMS 3.2 Service Pack1 on Solaris

To install the LMS 3.2 Service Pack1 on a Solaris system:

**Step 1** Log into the machine where you want to install LMS 3.2 SP1.

**Step 2** Run the installation setup script by entering:

```
# sh setup.sh
```

or

```
# ./setup.sh
```

A Welcome message appears:

```
Welcome to CiscoWorks LAN Management Solution 3.2 Service Pack 1 setup program.
```

A prompt appears:

```
Press Enter to read/browse the following license agreement:
```

**Step 3** Press **Enter** to read the license agreement.

The following message appears at the end of the license agreement:

```
Do you accept all the terms of the License Agreement? (y/n) [n]:
```

**Step 4** Enter **Y** to accept the license agreement and proceed with the installation, or enter **N** to deny and quit the installation.



**Note**

Error messages or warning messages appear if you do not have the required or recommended Server and Client patches.

While installing from the network drive, the following message appears:

```
The installation image is being accessed from a network drive.
```

```
We recommend that you run the installation from a local CD or a local hard drive to avoid errors that may result from the network being slow or busy.
```

```
Do you want to proceed? (y/n) [y]:
```

If you are installing from a network drive, the installation might take longer to complete. This happens especially for CiscoView device packages.

**Step 5** Enter **Y** to proceed or **N** to exit installation.

The following warning messages appear:

```
WARNING: Automatic data backup do not happen during this installation.
```

```
WARNING: We recommend you to take a backup of data before starting this installation.
```

```
Do you want to continue the installation? (y/n) [n]:
```

Enter **Y** to proceed or **N** to exit installation.

The installation program checks for the following updates:

- CiscoWorks Common Services 3.3.1 update
- Device Fault Manager 3.2.1 update
- Internetwork Performance Monitor 4.2.1 update
- Health Utilization Monitor 1.2.2 update
- Resource Manager Essentials 4.3.2 update
- Campus Manager 5.2.2 update
- LMS Portal 1.2.1 update

The files are copied to the run time (local directory) and the installation proceeds.

A message appears:

Do you want to continue the installation:? (y/n) [y]:

Enter **Y** to proceed or **N** to exit installation.

We recommend you download and install the latest required and recommended patches from <http://www.oracle.com/us/sun/index.html>, before you run LMS.

The following warning messages appear to ensure you install the Cluster Patches required for Solaris 9:

WARNING: Ensure that you have installed the recommended Solaris 9 cluster patches released on Dec/11/06, in this server.

WARNING: If these cluster patches are not installed, please download and install them from <http://www.sun.com/>.

WARNING: Otherwise, some features of the CiscoWorks applications will not function properly.

Do you want to continue the installation? (y/n) [y]:

The following warning messages appear to ensure you install the Cluster Patches required for Solaris 10:

WARNING: Ensure that you have installed the recommended Solaris 10 cluster patches released on Apr/17/07, in this server.

WARNING: If these cluster patches are not installed, please download and install them from <http://www.sun.com/>.

WARNING: Otherwise, some features of the CiscoWorks applications will not function properly.

Do you want to continue the installation? (y/n) [y]:

Enter **Y** to proceed with the installation.

If CiscoWorks is in ACS mode, the following 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.

Enter **(Y)**es to Register and continue installing.

Enter **(N)**o to continue without registering.

**Step 6** Either:

- Enter **y** to register the application with ACS Server.

Or

- Enter **n** to continue the installation without registering the application.

**Caution**

If you enter **y**, to register with ACS server, you will lose the custom roles which are defined in the previous version. If you enter **n**, not to register with ACS server, all the custom roles which are defined in Common Services 3.3 will be carried forward.

If you enter **y**, the following warning message appears:

```
Exiting installation beyond this point might result in system instability.
Do you want to continue the installation? (y/n)
```

**Step 7** Enter **y** to continue with the installation or enter **n** to stop the installation

If you enter **y**, during the installation, the following messages appear:

```
WARNING: To ensure that you retain the latest device support for RME,
WARNING: please install the latest Device Packages from Cisco.com @
WARNING: http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-rme
WARNING: Please refer to the Installation and Setup Guide for details.
```

The above message appears only if you have installed the update for RME.

```
WARNING: To ensure that you retain the latest device support for CM,
WARNING: please install the latest Device Packages from Cisco.com @
WARNING: http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus
WARNING: Please refer to the Installation and Setup Guide for details.
```

The above message appears only if you have installed the update for Campus Manager.

```
WARNING: To ensure that you have up-to-date device support,
WARNING: install the latest Service Pack (SP) from Cisco.com, at
WARNING: http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm.
WARNING: For installation details, refer to the DFM Installation and Setup Guide.
```

The above message appears only if you have installed the update for DFM.

```
WARNING: If you plan to install any of the LMS 3.0 applications later,
WARNING: you must reinstall CiscoWorks LMS 3.0 Dec 2007 Update
WARNING: after installing these applications.
```

**Step 8** Press **Enter** to proceed with the installation.

The LMS 3.2 Service Pack1 installation will automatically use the installation mode that you selected while installing LMS 3.2. You cannot change the LMS 3.2 Service Pack1 installation mode.

## Installing LMS 3.2 Service Pack1 on Windows

To install LMS 3.2 Service Pack1 on a Windows system for the first time:

**Step 1** Log into the machine where you want to install LMS 3.2 SP1.

**Step 2** Double-click on the autorun.exe or setup.exe file.

The CiscoWorks LAN Management Solution 3.2 SP1 window appears.

**Step 3** Click **Install** to continue.

While installing from the network drive, the Installing from Network Drive window appears.

Installation from the network drive will be slower than installing from the local drive depending upon the network speed.

**Step 4** Click **Yes** to proceed or **No** to exit installation.

The following warning messages appear:

WARNING: Automatic data backup do not happen during this installation.

WARNING: We recommend you to take a backup of data before starting this installation.

Do you want to continue the installation? (y/n) [n]:

**Step 5** Click **Yes** or **No** to continue.

The Internet Information Services (IIS) detection message appears.

When Internet Information Services (IIS) is detected on your system, you cannot use the port number 443 for HTTPS. Instead, you must use the port numbers ranging from 1026 to 65535 for HTTPS to avoid this conflict.

Installation checks for the Regional Settings. They have to be set either as US English or Japanese.

If the Primary settings point to an unsupported locale, installation aborts with the following message appears:

You are trying to install CiscoWorks on an unsupported locale. CiscoWorks supports only US English or Japanese languages. Please reinstall your Operating System with a supported locale and change the Regional Settings to either of these languages.

The Welcome window appears.

**Step 6** Click **Next** to continue.

The Software License Agreement window appears. You must accept this agreement to install CiscoWorks LMS 3.2 Service Pack1.

Click **Accept** to continue.

The installation window appears.

The installation program checks for the following updates:

- CiscoWorks Common Services 3.3.1 update
- Device Fault Manager 3.2.1 update
- Internetwork Performance Monitor 4.2.1 update
- Health Utilization Monitor 1.2.2 update
- Resource Manager Essentials 4.3.2 update
- Campus Manager 5.2.2 update
- LMS Portal 1.2.1 update

**Step 7** Click **Next** to install or **Cancel** to exit.

If CiscoWorks is in ACS mode, the following 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.

**Step 8** Click:

- **Yes** to register the application with ACS Server.

Or

- **No** to continue the installation without registering the application.

**Caution**

If you click **Yes**, to register with ACS server, you will lose the custom roles which are defined in the previous version. If you click **No**, not to register with ACS server, all the custom roles which are defined in Common Services 3.3 will be carried forward.

The system requirement window appears.

The installation program compares the system configuration and the minimum requirements for continuing the installation of LMS 3.2 SP1.

**Step 9** Click **Next** to install or **Cancel** to exit.

The summary window appears

**Step 10** Click **Change Settings** to modify the settings or **Install** to continue with the default settings or **Cancel** to exit.

**Note**

Exiting the installation after clicking install may result in system instability.

The LMS 3.2 Service Pack1 installation will automatically use the installation mode that you selected while installing LMS 3.2. You cannot change the LMS 3.2 Service Pack1 installation mode.

## Installing Remote Syslog Collector

The Remote Syslog Collector (RSAC) 4.3.2 has to be installed separately.

The system requirements to install RSAC 4.3.2 is listed below:

**Table 1-1 Remote Syslog Collector Server Minimum Requirements on Solaris**

Requirement Type	Minimum Requirements
Hardware	UltraSPARC CPU
Memory (RAM)	<ul style="list-style-type: none"> <li>2 GB RAM and 4 GB swap space on Solaris 9.</li> <li>4 GB RAM and 8 GB swap space on Solaris 10.</li> </ul>
Operating System	<ul style="list-style-type: none"> <li>Solaris 9</li> <li>Solaris 10</li> </ul>
Browser (You need a browser only if you download the RSAC installation files from the RME server.)	<ul style="list-style-type: none"> <li>Firefox 2.0 (for Solaris 9)</li> <li>Firefox 3.0 (for Solaris 10)</li> </ul>

**Table 1-2 Remote Syslog Collector Server Minimum Requirements on Windows**

Requirement Type	Minimum Requirements
Hardware	IBM PC-compatible system with 1 GHz or faster Pentium processor, and 1 GB memory.
Memory (RAM)	2 GB RAM memory requirement with a swap space of 4 GB.



**Table 1-2 Remote Syslog Collector Server Minimum Requirements on Windows**

Requirement Type	Minimum Requirements
Operating System	<ul style="list-style-type: none"> <li>Windows Server 2003 Standard and Enterprise Editions with Service Pack 1 and 2</li> <li>Windows Server 2003 R2 Standard and Enterprise Editions with Service Pack 1 and 2</li> <li>Windows Server 2008 Standard and Enterprise Editions with Service Pack 1</li> </ul>
Browser (You need a browser only if you download the Remote Syslog Collector installation files from the Essentials server.)	<ul style="list-style-type: none"> <li>Internet Explorer 6.0 Service Pack 1</li> <li>Internet Explorer 7.0</li> <li>Firefox 3.0</li> </ul>

The following Virtualization systems are supported:

- VMware ESX Server 3.0.x
- VMware ESX Server 3.5.x
- VMware ESXi 3.5 Update2

RSAC 4.3 works only with RME 4.3.

Run `setup.exe` in `disk1/RSAC` for Windows installation and `setup.sh` in `disk1/RSAC` for Solaris installation

Prerequisites for installing a Remote Syslog Collector:

- Uninstall the previous version of RSAC if it is already installed on your server.
- Common Services 3.3.1 and RSAC 4.3 should be installed.
- If you install Common Services Service Pack on the CiscoWorks server, you must install the same Service Pack on the RSAC server.

The Common Services Service Pack versions must be same in the CiscoWorks Server and RSAC Server.

- RME should not be installed on the server as where you need to install the Remote Syslog Collector. (If RME is installed, the Syslog Collector is installed by default).

## Verifying the Installation

You can verify LMS 3.2 SP1 installation by following either of these procedures.

### Procedure 1

You can verify LMS 3.2 SP1 installation using either of these methods:

- Enter the command `pdshow` from `NMSROOT/bin`.  
Where, `NMSROOT` is the CiscoWorks installation directory (by default, `SystemDrive:\Program Files\CSCOpX` and `SystemDrive` is the Windows operating system installed directory and for Solaris it is `/opt/CSCOpX`).
- Select **Common Services > Server > Admin > Processes** on the CiscoWorks Home page, to see the various processes and their status.

The services that should be displayed after installation are listed below:

Application Name	Services/Processes	
Common Services 3.3.1	<ul style="list-style-type: none"> <li>• Apache</li> <li>• CmfDbEngine</li> <li>• CmfDbMonitor</li> <li>• CMFOGSServer</li> <li>• CSDiscovery</li> <li>• CSRegistryServer</li> <li>• DCRServer</li> <li>• DCRDevicePoll</li> <li>• diskWatcher</li> <li>• EDS</li> <li>• CSSCPServer</li> <li>• EDS-GCF</li> <li>• ESS</li> <li>• EssMonitor</li> <li>• FDRewinder (Only on Solaris)</li> <li>• jrm</li> <li>• LicenseServer</li> <li>• NameServer</li> <li>• NameServiceMonitor</li> <li>• Tomcat</li> <li>• TomcatMonitor</li> </ul>	
Campus Manager 5.2.2	<ul style="list-style-type: none"> <li>• ANIServer</li> <li>• ANIDbEngine</li> <li>• CampusOGSServer</li> <li>• UTManager</li> <li>• VNMServer</li> <li>• UTLITE</li> <li>• UTMajorAcquisition</li> <li>• MACUHIC</li> <li>• WlseUHIC</li> </ul>	
Resource Manager Essentials 4.3.2	<ul style="list-style-type: none"> <li>• ChangeAudit</li> <li>• ConfigMgmtServer</li> <li>• CTMJrmServer</li> <li>• EssentialsDM</li> <li>• ICServer</li> <li>• RMEDbEngine</li> <li>• RMEOGSServer</li> <li>• SyslogAnalyzer</li> <li>• SyslogCollector</li> <li>• PMCOGSServer</li> </ul>	
Device Fault Manager 3.2.1	<ul style="list-style-type: none"> <li>• AdapterServer</li> <li>• AdapterServer1</li> <li>• DataPurge</li> <li>• DfmServer</li> <li>• DfmServer1</li> <li>• DFMLogServer</li> <li>• DFMCTMStartup</li> <li>• DfmBroker</li> <li>• DFMMultiProcLogger</li> <li>• DFMOGSServer</li> <li>• EPMServer</li> <li>• EPMDbEngine</li> <li>• FHPurgeTask</li> <li>• FHDdbEngine</li> <li>• FHServer</li> <li>• Interactor</li> <li>• Interactor1</li> <li>• InventoryCollector</li> <li>• InventoryCollector1</li> <li>• INVDbEngine</li> <li>• NOSServer</li> <li>• PTMServer</li> <li>• TISServer</li> </ul>	

Application Name	Services/Processes
Internetwork Performance Monitor 4.2.1	<ul style="list-style-type: none"> <li>• IPMProcess</li> <li>• IpMdbEngine</li> <li>• IPMOGSServer</li> </ul>
Health and Utilization Monitor 1.2.2	<ul style="list-style-type: none"> <li>• UPMDbEngine</li> <li>• UPMDbMonitor</li> <li>• UPMProcess</li> </ul>

### Procedure 2

You can also verify the installation using Software Center. To verify the installation, go to **Common Services > Software Center > Software Update** and the Software Updates page appears. You can verify the installation using the Products installed dialog box.

## Data Migration Notes

Migration is the process of carrying over data from an older version of LMS to a newer version of LMS.

Migration involves:

1. Backing up the older version of LMS data.
2. Installing the newer version of LMS.
3. Restoring the backed up data.

You can migrate to LMS 3.2 SP1 using either of these methods:

- Local Migration. This is installing LMS 3.2 SP1 on top of the existing LMS 3.2 version, on the same machine.

Or

- Remote Migration. This is installing LMS 3.2 on a different machine and migrating the backed up LMS 3.2 data into LMS 3.2 SP1 server.



#### Note

On Solaris machine, the backed up folder must be compressed and transferred. If not, the restore may fail due to the changes in the file name and checksum, as the file name changes from the upper case to the lowercase.



#### Note

Data Migration from a version earlier than LMS 3.2 to LMS 3.2 SP1 is not possible. In such cases, you need to upgrade to LMS 3.2 from the earlier version, restore the back up and then upgrade to LMS 3.2 SP1.

### Notes for Remote Migration

The application list in the backed up data should exactly match the application list in the machine where it is restored except for CiscoWorks Assistant and Portal. If there is a difference, the behavior of the applications after upgrade will be unpredictable.

[Table 1-3](#) is an example of a scenario when the behavior of the application is unpredictable.

**Table 1-3 Remote Migration Scenario**

Scenario No	Applications in the Backup Archive	Applications in the Restore Machine	Explanation
Scenario 1	CS 3.3 RME 4.3.1 CM 5.2.1 DFM 3.2	CS 3.3.1 RME 4.3.2 CM 5.2.2 DFM 3.2.1	This is a supported combination for remote migration.
Scenario 2	CS 3.3 CM 5.2.1 IPM 4.2 HUM 1.2.1	CS 3.3.1 RME 4.3.2 CM 5.2.2 DFM 3.2.1 IPM 4.2.1 HUM 1.2.1	This is not a supported combination for remote migration.  When you try to migrate this backup data on a remote machine, the behavior of the applications may be unpredictable and few features in the CiscoWorks applications may not work properly
Scenario 3	CS 3.3 CM 5.2.1 RME 4.3.1 IPM 4.2 HUM 1.2 DFM 3.2	CS 3.3.1 CM 5.2.2 IPM 4.2.1 HUM 1.2.1	

## Known Problems in Ciscoworks LMS 3.2 SP1

The section contains:

- [Known Problems in Common Services](#)
- [Known Problems in Campus Manager](#)
- [Known Problems in Resource Manager Essentials](#)
- [Known Problems in Health and Utilization Monitor](#)
- [Known Problems in Internetwork Performance Monitor](#)
- [Known Problems in Device Fault Manager](#)

## Known Problems in Common Services

Table 4 lists the known problems in Common Service 3.3.1

**Table 4** Known Problems in Common Services

Bug Id	Description	Additional Information
CSCtl79400	The final pop-up message Install/uninstall will restart the daemons is not displayed while installing or uninstalling LMS 3.2 SP1.	Conditions: This occurs due to continuous uninstalling and installing of the device packages.  Workaround: Maintain an optimum interval of time between the installation of device packages.

## Known Problems in Campus Manager

Table 5 lists the known problems in Campus Manager 5.2.2

**Table 5** Known Problems in Campus Manager

Bug Id	Description	Additional Information
CSCtl96069	When a device is added to CM either through DCR or groups the corresponding user defined group is not reflected in the topology. Also the group cloud status does not show the proper color.	Conditions: When a device is added to Campus Manager either through DCR or through groups the corresponding user defined groups are not reflected in topology and the group cloud status does not show the proper color.  Workaround: Restart the topology.
CSCtn42049	Clouds for device groups that have been deleted continue to appear in Topology Services.	Even after deleting some device groups from device group management page, clouds corresponding to those device groups are shown in topology services.  Workaround: None

## Known Problems in Resource Manager Essentials

None.


## Known Problems in Health and Utilization Monitor

None.

## Known Problems in Internetwork Performance Monitor

Table 6 lists the known problems in Internetwork Performance Monitor 4.2.1

**Table 6** Known Problems in Internet Performance Monitor

Bug Id	Description	Additional Information
CSCti95995	The hourly data collection for some PathEcho Collectors.   <b>Note</b> This is known problem for IPM 4.0 and onwards.	Conditions: Inconsistent statistics collected for operations like PathEcho, HTTP and tcpConnect. The problem is specific to IOS Version 12.2(18)SXF5.  Workaround: Upgrade the IOS Version

## Known Problems in Device Fault Manager

Table 7 lists the known problems in Device Fault Manager 3.2.1

**Table 7** Known Problems in Device Fault Manager

Bug Id	Description	Additional Information
CSCtl20726	Unable to created notification service groups and launch the fault history pages.	Conditions: On creating a DFM or CS user defined group and including the CS user defined groups in the rule, the fault history is not launched.  Workaround: Delete the user defined groups that have the CS user defined groups in the rule as well as the DFM groups.
CSCtl93526	The process sm_server does not stop on upgradation to LMS 3.2 SP1	Conditions: On upgrading LMS 3.2 and installing LMS 32 SP the process sm_server does not stop even on stopping the daemons.  Workaround: Manually stop the process and start the daemons.

## Support for MDF 1.47

Meta Data Framework (MDF) Package defines device types in a uniform way across CiscoWorks applications. This package contains new device types, new device type definitions, new device icons, and solutions to some problems in earlier MDF packages.

LMS 3.2 SP1 supports the MDF package version 1.47 that contains the new device types. For more information on the devices supported by LMS 3.2 Applications see:

[http://www.cisco.com/en/US/docs/net\\_mgmt/ciscoverks\\_lan\\_management\\_solution/3.2/device\\_support/table/lms32sdt.html](http://www.cisco.com/en/US/docs/net_mgmt/ciscoverks_lan_management_solution/3.2/device_support/table/lms32sdt.html)

# Resolved Problems in CiscoWorks LMS 3.2 SP1

The following topics describe previously reported problems resolved by installing CiscoWorks LMS 3.2 (SP1):

The section contains:

- [Resolved Problems in Common Services](#)
- [Resolved Problems in Campus Manager](#)
- [Resolved Problems in Resource Manager Essentials](#)
- [Resolved Problems in Health and Utilization Monitor](#)
- [Resolved Problems in Internetwork Performance Monitor](#)
- [Resolved Problems in Device Fault Manager](#)
- [Resolved Problems in LMS Portal](#)

## Resolved Problems in Common Services

[Table 8](#) lists the Resolved Problems in Common Services 3.3.1

**Table 8** *Resolved Problems in Common Service*

Bug Id	Description
CSCtg28582	SNMPv3 packets sent by CiscoWorks may be corrupted in sniffer applications such as Wireshark. Additionally, some devices such as the SFS 7000 may not be managed via SNMPv3. They will refuse to respond to SNMPv3 requests made by CiscoWorks.
CSCtg43958	CmdSvc threads lock up when communicating with devices.
CSCtg46847	In TLS connections, certain incorrectly formatted records may cause an OpenSSL client or server to crash due to a read attempt at NULL.  Affected versions depend on the C compiler used with OpenSSL:  If 'short' is a 16-bit integer, this issue applies only to OpenSSL 0.9.8m.  Otherwise, this issue applies to OpenSSL 0.9.8f through 0.9.8m.  Apache flaw: mod_isapi module unload flaw CVE-2010-0425. This fix is applicable for Windows alone since we are not shipping this module in Solaris.
CSCtg60032	DCR Device polling hangs.
CSCtg76942	The CiscoWorks daemons do not start properly after a device update.
CSCth27989	The SNMP Walk tool from Device Center fails for SNMPv3.
CSCth84178	Data retrieved from a device example device configurations is truncated when CiscoWorks Resource Manager Essentials archives large device configurations using SSH.
CSCti41352	CiscoWorks Common Services for both Oracle Solaris and Microsoft Windows allow a remote unauthenticated attacker to execute arbitrary code on a host device with privileges of a system administrator.
CSCti58547	Discovery settings and snmp string cannot be edited if comments have been added within single quotes previously.

**Table 8**      **Resolved Problems in Common Service**

Bug Id	Description
CSCti59039	LMS 3.2 dbmonitor process may generate a core file on Solaris 10 when the daemons are stopped.
CSCtj01051	Apache to be upgraded to 2.2.16 to fix security vulnerabilities.
CSCtj20850	Download the package URL for CV has to be changed in Cisco.com.
CSCtk65217	Discovery fails to recognize a number of cisco devices.
CSCta06634	Devices with EOBC modules are not shown up in CSDiscovery results and is also not being updated in the DCR.
CSCtc60402	Emails do not contain proper RFC822 headers.
CSCtd01597	An industry-wide vulnerability exists in the Transport Layer Security (TLS) protocol that could impact any Cisco product that uses any version of TLS and SSL. The vulnerability exists in how the protocol handles session renegotiation and exposes users to a potential man-in-the-middle attack.
CSCtd07049	Applications which make use of Common Services Transport Mechanism fail with communication errors. This error is typically seen on faster multi-processor Windows machines.
CSCtd07131	Device Credential Repository operations such as adding devices, modifying device credentials and deleting devices fail with the following error:  Error in communication channel  Additionally, in a DCR master/slave configuration, the slave may report that the master server is unreachable when it is not.
CSCtd11662	In LMS 3.1 and 3.2, discovery takes a long time to complete when CDP is selected as the discovery module and there are a lot of IP Telephony devices in the network.
CSCtb36921	The Common Services home page returns a 500 Internal Server Error with a stack trace pointing to an OutOfMemoryError. This occurs when the Common Services home page is reloaded too often.
CSCtb40060	Bulk import does not check for invalid characters.
CSCtb40866	The Device and Credential Repository (DCR) and Command Line Interface program contain the following security vulnerabilities: <ul style="list-style-type: none"> <li>• Information Disclosure</li> <li>• Buffer Overflow</li> <li>• Potential memory corruption</li> </ul>
CSCtb51239	Unable to run device discovery after upgrade to LMS 3.2 or CS 3.3.
CSCtb79356	Authenticated users can search for devices in the CiscoWorks private portal and allow injection of java script into user browser session.
CSCtb79377	Authenticated user can make a request to CiscoWorks private portal to inject java script into user browser session.
CSCtb79403	Reflected Cross Site Scripting into psu.swUpdate.
CSCtd52217	SSH2 connectivity fails. The reason for the failure being invalid signature error with cmdsvc.
CSCsz45041	During Discovery, the size of the DiscoveryStatusObj file grows bigger. This is because the file is corrupted.



**Table 8**      **Resolved Problems in Common Service**

Bug Id	Description
CSCtc36355	NAS-IP-Address field is incorrect in Radius request. Currently the IP address of the Radius server is set as the NAS-IP-Address attribute in the Radius Access-Request packet instead of the IP address of the CiscoWorks server.
CSCtc38080	Multiple Reflected Cross Site Scripting problems have been identified in CiscoWorks 3.2 portal.
CSCte93302	The SNMP Walk tool fails. There is an error which read as follows: OutOfMemoryError: java.lang.OutOfMemoryError: unable to create new native thread.
CSCtf02783	Sometimes Java daemons hang in a manner that it is necessary to obtain a full thread dump from these daemons.
CSCtl10913	MDF package version has to be updated to 1.46.
CSCtf54872	This is an enhancement request to remove the Apache flaw.
CSCtf64324	Unsigned 32-bit OID elements are not supported by SNMP.
CSCtf81943	In TLS connections, certain incorrectly formatted records may cause an OpenSSL client or server to crash due to a read attempt at NULL.
CSCtl21221	Upgrade the JPI Upgrade 1.6.0_22.
CSCtl76932	Some jars are missing in Endorsed directory.
CSCtl78641	Upgrading to LMS 3.2 SP1 from LMS 3.2 in ACS mode fails.
CSCtj88287	JRE version shipped with Common Services needs to be upgraded to jre1.6.0_22.
CSCtl44939	Restore should be aborted for unsupported LMS version.
CSCtb06578	The built-in support to fallback to SNMPv1 does not work in the case of the VPN3000 devices. These devices support SNMPv2c, but they do not support GETBULK.
CSCtd18854	Inconsistent startup failures when executing the following command from a dos prompt:  <code>net start crmdmgt</code>
CSCsy14799	Support for SSLv3 communicaion to be provided.
CSCtg50411	Daemons stop after discovering the devices in a 5K Windows Server.
CSCtg52737	In a Solaris 5K Server, MACUHIC process created out of memory Error.
CSCth12955	In a solaris 5K Server, all the UI related pages slow to launch. This is due to a number of TP-Processor threads running in the tomcat space.
CSCtl10765	In LMS3.2.1, copyright information in the login page needs to be updated. The about page information is not loading properly. The Supported Browser help needs to be updated for LMS3.2.1.
CSCtl10867	Copyright information on install splash screen needs to be updated.

## Resolved Problems in Campus Manager

Table 9 lists the Resolved Problems in Campus Manager 5.2.2

**Table 9**      **Known Problems in Campus Manager**

Bug Id	Description
CSCtg20882	User Tracking may not start due to the lock in xmlwrite
CSCtg53028	In LMS3.2 VNM if you attempt to delete a vrf on a SUP720 device, the generated config includes a 'no interface vlan0'.
CSCtg66941	The dot1xEnable field will be false when UT reports are true. More details on the dot1xEnable field must be added to the LMS User Guide.
CSCti18910	Campus Manager Data Collection may hang under certain conditions and never complete. No additional messages will be written to the log.
CSCsl79490	A Campus Manager User Tracking Acquisition has the ability to learn end hosts and IP phones. However on the Access point VLAN is inactive.
CSCso03691	Etherchannelled NAS filters and Oracle RAC interfaces are not discovered completely in Campus Manager User Tracking even if they do have an arp entry.
CSCtl01484	Duplicate sysname is reported when dynamic IP is assigned to an interface.
CSCsu00368	UT dynamic updates do not work for more than one change in LMS 3.0.
CSCtc73048	If there are APs in the network, Campus VTP domains will be displayed with a disconnected status in the discrepancy report.
CSCtd35792	In UT End Host Report, after UT minor Acquisition the subnet mask field is empty. In the end host report the subnet mask length is displayed as 0.
CSCtd45272	User Tracking reports are not sorted on the phone number column. When the phone number column header is selected, the browser displays an error.
CSCtd49439	Campus Manager Data Collection does not stop. It is always in the running status in the Topology Services. Due to this, User Tracking acquisition does not run since XML files are getting written.
CSCtd51845	There are duplicate IP Phone entries in IP phone report.
CSCte61900	During Data Collection, if you query BRIDGE-MIB based on vlan context, SNMP Authorization fails.
CSCte65656	If major acquisition is run more than once, UT duplicates the phone entries.
CSCtc31966	In User Tracking, IP phone entries are duplicated after each acquisition.
CSCtc45251	Campus Manager performs ping sweeps even if the Enable Ping Sweep option is disabled on the Ping Sweep page.
CSCte95604	Time Interval for Device Poller may indicate the default time after setting either All Devices or Critical Devices.
CSCtf04476	In the Topology View, CM - BW filter shows incorrect utilization.
CSCtf29167	The Tomcat process stops, after running a User Tracking Utility query from a Windows client. Following this, new requests cannot be made to the CiscoWorks applications until Daemon Manager is restarted.

**Table 9 Known Problems in Campus Manager**

Bug Id	Description
CSCtl21553	<p>This bug is filed to track the following serviceability issues to be fixed in LMS3.2 SP1</p> <ul style="list-style-type: none"> <li>• DRRqa09174- dcrp helper logging is not included in UI</li> <li>• DRRqa09172 - User Tracking reports debugging is set as INFO for some packages</li> <li>• DRRqa06324 - Essential details are missing in VmpsAdminNetTableEntry ToString</li> <li>• DRRaa08533 - Logging must be enhanced for DynUT</li> <li>• DRRaa01027 - com.cisco.nm.util package is not included in debugging</li> <li>• DRRaa02983 - DcrToCampusMap does not have enough information when duplicates are discarded</li> <li>• DRRqa04592 - NeighborDiscoverySMF setNeighbor method is difficult to debug</li> </ul>
CSCtl10414	Nexus 7K is currently not supported in user tracking. User tracking is not collecting end hosts or ip phones connected to Nexus 7K devices.
CSCsm96911	The topology shows unauthorized devices in the VTP domain.
CSCsx08917	Topology cloud colour is not updated on restarting Campus Manager after disconnecting it.
CSCte21983	Topology Services do not reveal native switchports for some VLANs.
CSCtj58162	Campus Manager assigns an incorrect name to the VLANs.

## Resolved Problems in Resource Manager Essentials

Table 10 lists the Resolved Problems in Resource Manager Essentials 4.3.2

**Table 10 Resolved Problems in Resource Manager Essentials 4.3.2**

Bug Id	Description
CSCtg22728	RME log file job purge option not available as per online help.
CSCtg26155	Compliance Jobs append a trailing space to commands sent to devices.
CSCtg26179	When deploying a compliance job in RME, sub-interfaces are not removed, despite being configured in a baseline template to be removed.
CSCtg31710	RME compliance deploy job sends reload command to partially successful devices when trying to deploy the same compliance deploy job again.
CSCtg41197	RME does not archive vlan.dat for 2800 ISR routers.
CSCtg43962	Configuration Management operations such as configuration fetch or netconfig deployment fail to complete. Trying to perform additional operations after this failure do not work. Only after ConfigMgmtServer is restarted do certain configuration management operations work again.
CSCtg80662	InventoryCollectionSummary.do with %3F generate 404 error.

**Table 10**      **Resolved Problems in Resource Manager Essentials 4.3.2**

Bug Id	Description
CSCtg91550	RME baseline compliance checks fails if the conditional block checks for both the existence and non existence of commands.
CSCth07889	Netconfig jobs fail if the command to be executed includes the pipe symbol.
CSCth23945	RME Netshow job flow interrupted intermediately when it tries to log the Device ID which is null information.
CSCth43286	Irrespective of the user role that is used to log in, when a device is deleted out of DCR, the username is credited with the action as Admin.
CSCth47018	Device Credential Verification Job hangs when testing SSH.
CSCth51901	RME 4.3 Netconfig may not process the eigrp command properly, on the device 3750ME.
CSCth57243	RME Config Archive fails for Nexus devices.
CSCth81713	Device Credential Verification uses Secondary Credentials for SSH Enable test.
CSCth84182	Archived configurations are truncated. The first part of the configuration is archived successfully, but the latter part is not.
CSCti28672	Data migration from previous version may not restore device configurations.
CSCti42219	Even when RME Compliance fails for ATM subinterfaces, RME shows the device as compliant when it is not.
CSCti45383	Incorrect timestamp seen in eox/psirt reports under certain circumstances. It happens when the latest RME is corrupted.
CSCti46336	When multi service port report is run on the Cisco 6500 device with VSS enabled, only three out of the four power supplies are displayed.
CSCtj03361	Bugtoolkit will not work if redirection is removed in Cisco.com.
CSCsb21957	Baseline templates do not create & deploy for custom groups.
CSCtj29174	EOL Reports show dates in red for all announcements.
CSCtj36374	Ciscoverks RME offers weak SSL encryption or no SSL encryption.
CSCtj74694	Device Credential report shows incorrect error message.
CSCtj79140	A previously defined RME Natted IP address cannot be removed by deleting the contents of the field.
CSCtj89261	ACE module is shown under Startup and Running Out-of-Sync summary but there are no differences in the selected configurations.
CSCtk14661	The job details are not displayed in the compliance management job browser.
CSCsz58112	In RME 4.2, when the Netshow command on the ASA to get any long show command the job fails.
CSCsz83555	Using Resource Manager Essentials to deploy images to or import images from ASA or PIX devices fails. The jobs hangs and a report that the operation failed to load the image to or from the device is generated.
CSCsz91572	RME associates config changes to the wrong username.
CSCta05277	The inventory collection fails with RICS0001 because the primary key for the table 'MemoryPool' is not unique.

**Table 10**      **Resolved Problems in Resource Manager Essentials 4.3.2**

Bug Id	Description
CSCta08895	Resource Manager Essentials fails to fetch the config from PIX OS devices running in security context mode.
CSCta12604	EOX and PSIRT report job objects contain CCO credentials in text.
CSCta13429	RME fetches the show running brief even when Show running config brief is not applicable to the device.
CSCta23723	EoS/EoL report fails. Error message reports lack of connectivity to Cisco.com.
CSCta26477	RME is unable to import images from CatOS devices
CSCta28992	Software Management jobs which are scheduled to run in the future are deleted when SWIM job purge runs.
CSCta32423	When setting RME Syslog Backup Policy, if you attempt to set the Backup Location to other than CSCOpX/files/rme/syslog (or a subdirectory of this directory), you receive an error message saying the directory can only be CSCOpX/files/rme/syslog.  This restriction on the location of the backup is not documented in the RME User Guide
CSCta76147	Unable to get the EoS/EoL report via Proxy server.
CSCta76844	Config Quick Deploy in overwrite mode may not find diffs to deploy.
CSCta76898	Resource Manager Essentials cannot upgrade a device running 12.1E code to 12.2SX code.
CSCta77845	Documentation should clearly state that the archive directory should be a subdirectory and not the root drive.
CSCta80687	The negative prerequisite that uses a RegEx match is not being evaluated properly by the baseline template.
CSCta85094	RME Config Quick Deploy in overwrite mode removes some sub-commands after the parent command has been removed. This results in the failure of the CQD job as the device cannot remove the child commands which have already been removed with the parent.
CSCtb00572	The Resource Manager Essentials database engine process (i.e. RMEDbEngine) may consume up to half of the available system memory. This may result in memory starvation for other applications.
CSCtb06637	Resource Manager Essentials fails to collect inventory for VPN3000 devices.
CSCtb11894	Hardware Inventory Report shows the wrong serial number against a Catalyst switch when multiple switches are stacked.
CSCtb16925	Inventory collection may fail with a RICS0001 error.
CSCtb20549	RME behavior should be changed in multihome server.
CSCtb23615	The Netconfig job print button does not work.
CSCtb31130	Change Audit report may not show all the changes for a group of devices for which multiple changes have been done.
CSCtc75341	Online help for EOS/EOL software report is misleading.
CSCtc80794	Vlan config fetch fails on Multi home servers.
CSCtc82155	The EnergyWise readiness report fails to run when some of the devices in the Device Credentials Repository do not have a management IP address populated. A NullPointerException error will be seen in the report job log.

**Table 10**      **Resolved Problems in Resource Manager Essentials 4.3.2**

Bug Id	Description
CSCtd25864	RME 4.2 supports the ASR-1000, however it doesn't list the modules installed in this device.
CSCtb42198	Resource Manager Essentials is unable to check for compliance when a baseline contains child commandlets which are prerequisites.
CSCtb55607	Resource Manager Essentials does not fetch configurations from GSS devices.
CSCtb76998	Running a baseline comparison job using cwcli fails. The job results are not sent back to the CLI session. The job log indicates that the job completion, but the devices are in a pending state.
CSCtd26836	Report Attachment is not enabled in the email notification received on completion of sync archive job.
CSCtd33126	Inventory collection fails in RME 4.3.
CSCtd45156	The netconfig schema changes are incorrect after migration to LMS 3.2.
CSCtd49464	SWIM continues to proceed even when flash erase fails.
CSCtd67173	SNMPv3 credential verification fails for ASA devices after up gradation.
CSCtd75084	IOS devices with crypto certificates are always reported as out of sync.
CSCsz32320	All the latest messages are not shown Syslog Report link for a device. This occurs when the number of messages is more than 10,000.
CSCsz36795	Baseline compliance fails when at least one of the submode prerequisites in a baseline template does not apply to the device being checked.
CSCsz41441	SWIM cannot upgrade an 880 series router which is configured to use SNMPv3.
CSCsz45606	In ACS Mode, a Network Administrator is unable to launch RME Home Page.
CSCtd91570	RME should indicate Group Selector usage for Sync Archive job creations.
CSCte11439	Inventory collection fails if the column size is too small in DB.
CSCte15460	Cluster-capable switches such as 3560s and 2960s are not managed using cluster-capable code.
CSCte26450	The cevChassisCisco7606S is not listed in the RME hard-coded list of chassis types which are multi-service capable. That code will need to be enhanced to include the 7600 S chassis.
CSCte29339	There are following vulnerabilities in Cisco Works CWCLI: <ul style="list-style-type: none"> <li>• The code to process passwords does not work if the passwords contain shell metacharacters.</li> <li>• The code contains a buffer problem which could result in the tool failing to authenticate a user.</li> <li>• a password greater than eight characters cannot be used.</li> <li>• Passwords which contain shell metacharacters will be passed as-is to open().</li> <li>• We cannot use strlen() on a string which is non-NUL terminated. Doing so after reading data using fread() can lead to memory corruption.</li> </ul>
CSCte39507	SysUptime report is incorrect.
CSCte49301	The EssentialsDM daemon hangs in a Waiting to initialize state on Windows servers.

**Table 10**      **Resolved Problems in Resource Manager Essentials 4.3.2**

Bug Id	Description
CSCte62503	No recommendations for 2851/2801 due to incorrect model.
CSCte66765	RME 4.3.1 Inventory Collection fails when using SNMPv3.
CSCtb94231	CDA results for PIX and SC devices are misleading.
CSCtc18888	Syslog automated actions are not be triggered.
CSCtc21648	RME links and info missing from Device Center after upgrade to RME 4.3.1 EnergyWise service pack.
CSCtc36563	Unable to get the PSIRT report via Proxy server.
CSCte71764	The PSIRT/EoX file, being more than 3 MB in size, cannot be posted to current Cisco.com environment.
CSCte95623	Support for config archive using SSH2 in IOS-XR devices is not provided.
CSCte95636	Inventory collection fails for the IOS-XR device with 3.8.1 image.
CSCte98853	RME cannot archive configs for NEXUS 5000 and 7000 devices.
CSCtf07528	Syslog messages sent from CSS devices do not appear when running syslog standard and 24-hour reports.
CSCtf29160	SWIM is not be able to upgrade standby supervisors.
CSCtf29219	The contractcon.log file contains the Cisco.com password of the user that ran the Contract Connection report. All users in the casusers group can read this file.
CSCtf29843	Device Credential Verification Job should fail if the primary credentials of the devices are wrong and the secondary credentials are correct.
CSCtf48565	Inventory collection always detects changes for some value.
CSCtf52734	System-defined automated action types can be modified.
CSCtf70684	Netshow jobs fail for show run   in time-zone.
CSCtf82992	IP SLA configuration is not processed properly.
CSCtl19964	Serviceability can be improved for the following modules for quicker troubleshooting: <ul style="list-style-type: none"> <li>• Config - cmdsvc logs to be logged for the device connectivity</li> <li>• Inventory - logs can be enhanced for identifying device issues, if any.</li> </ul>
CSCtl20106	Contract connection report is not working for user-defined serial number in RME, when the electronic serial number is not collected for the WLC devices.
CSCtl53060	The Change Audit report may not show all the inventory changes.
CSCtg49835	In a Solaris 5K server there are unnecessary log messages in daemons.log
CSCtg74930	Data migration aborts when there is a null value in datafiles.txt.
CSCth45005	The RME portal view displays unauthorized devices in the Change Audit Portlet when LMS is integrated with ACS and the ACS user is using NDG based access.
CSCth84366	Config Archive Update Job displays and OOM error.
CSCtj70524	Config Editor fails to deploy config change to ACE.
CSCtk11127	Baseline compliance does not check negative prerequisites properly.
CSCtk36487	Inventory collection job shows the scanned state of some devices as not attempted.
CSCtk36885	Device support for ASR, Rtr800 and UCS devices should be provided.

**Table 10**      *Resolved Problems in Resource Manager Essentials 4.3.2*

Bug Id	Description
CSCtk75842	Baseline Templates do not show any removal commands a for deploy job.
CSCtl06350	Baseline compliance does not correctly recognize the negative conditions within submodes.
CSCtl75785	Inventory collection fails as the column size is too small in the DB.

## Resolved Problems in Health and Utilization Monitor

Table 11 lists the Resolved Problems in Health and Utilization Monitor 1.2.2

**Table 11**      *Resolved Problems in Health and Utilization Monitor*

Bug Id	Description
CSCte41577	Cisco Content Switches are supported across LMS applications and should be supported in HUM too.
CSCtf30642	Problems encountered while loading the CISCO-VOICE-DIAL-CONTROL-MIB into HUM 1.2.0.
CSCtj70002	A NULL pop-up error message appears when the MIBs loading.
CSCtl01151	Problems in histo graph and cross launch from HUM portlets
CSCtl24648	HUM poller can only poll instances that are 100 characters in length or less. HUM will trim all characters after the 100'th, and poll a non-existence object. Then the poller will return "No such instance" errors.
CSCti77773	Utilization template instances are null for some of the CPU interfaces.
CSCsv88040	HUM is unable to graph the interface statistics when multiple interfaces have the same interface name.
CSCsx47253	Device Management is not supported in HUM.
CSCta46821	Unable to launch the Live Graph-it and Histo Graph-it for an instance name with special characters.
CSCtc65312	A garbled CiscoEpmHealthNotification Alarm is sent for threshold violations.
CSCtc75340	Creating a poller fails due to communication problems.
CSCtd78310	HUM poller shows wrong interface names in Poller Management when interfaces are deleted and read again as managed devices.
CSCtf94360	HUM does not support tables with variable length indexes
CSCtg91090	HUM should include interface name as an additional attribute for Poll Unit Reference Id.
CSCti07620	During polling hprof file is created.
CSCtb68766	HUM cannot create a poller for PIX/ASA CPU utilization.
CSCtj72221	Unable to install RIPv2-MIB.



## Resolved Problems in Internetwork Performance Monitor

Table 12 lists the Resolved Problems in Internetwork Performance Monitor 4.2.1

**Table 12** *Resolved Problems in Internet Performance Monitor*

Bug Id	Description
CSCth13771	On some rare occasions, an upgrade to IPM 4.2 in LMS 3.2 may result in missing System Reports.
CSCth21594	Hourly data points for some echo-based collectors is missing.
CSCti65644	Launching Realtime monitoring graph results in invalid XML data error when the collector name has special characters.
CSCti77722	In the system reports sorting by date is not proper.
CSCta12551	In the IPM violation summary portlet configuration screen, icpif is spelled as icpf.
CSCta65974	Not able to add adhoc devices in IPM.
CSCtb00574	Internetwork Performance Monitor loses all of its data on power failure. However, it may not be true for all instances of power failure.
CSCtb58619	The IPM documentation must have more information and examples regarding the proper format of input files.
CSCte16115	There is a snmp error before the IPM collection status shows as source not responding.
CSCtk63285	IPSLA management feature does not work for devices using SNMPv3.

## Resolved Problems in Device Fault Manager

Table 13 lists the Resolved Problems in Device Fault Manager 3.2.1

**Table 13** *Resolved Problems in Device Fault Manager*

Bug Id	Description
CSCtg21582	In DFM, sm_server.exe occupied Non-paged pool memory
CSCtg29656	DFM did not generate environment alarm for C4500 device when the ciscoEnvMonSupplyState had the notFunctioning state
CSCtg43956	Notifications were not sent out
CSCtg53421	DFM PTMServer crashed when you: <ol style="list-style-type: none"> <li>1. Defined User defined groups using Device as the Object type</li> <li>2. Set IP Address as variable</li> <li>3. Set EQUAL as operator</li> <li>4. Selected CS@hostname user defined group for matching criteria</li> </ol>
CSCsj25276	Two Default Schedule jobs in the Rediscovery Schedule in bundle environment on Solaris
CSCtj68588	DFM sent an Error message through an email notification whenever an alert was cleared from AAD.

**Table 13**      **Resolved Problems in Device Fault Manager**

CSCtk05950	Discovery in DFM failed when the engineID for the SNMPv3 devices contained a colon(:)
CSCsx23656	sm_server did not stop properly when deamons were stopped
CSCsz77669	The newly added devices did not appear in the Device Selection page when a Notification Group had to be edited
CSCsz81452	Unable to create a Customizable Interface Group based on the Interface Description alias
CSCta03602	DFM did not support the following states for cefcModuleOperStatus: <ul style="list-style-type: none"> <li>• poweredDown</li> <li>• poweredUp</li> <li>• powerDenied</li> <li>• powerCycled</li> <li>• okButPowerOverWarning</li> </ul>
CSCta08882	DFM does not discover processor modules of VSS switch correctly.
CSCsx65722	The MSFC cards contained on 6500 devices are not being managed properly in DFM. The details from these devices are not being displayed and they are being placed in questioned state. Opening the MSFC cards from the parent devices in DFM does not show any informtion either.
CSCsz21918	Invalid DFM alerts on VSS devices.
CSCta18610	Several problems have been observed for temperature alarms on the VSS which are monitored using the CISCO-ENTITY-SENSOR-MIB. <ul style="list-style-type: none"> <li>• No option to increase the HighThreshold beyond 50.</li> <li>• Some sensor alarms pertaining to voltageand current are being categorized as temperature sensors.</li> <li>• Some sensor alarms showing incorrect sensor values.</li> </ul>
CSCta31193	DFM should poll cpmCPUTotal5min for ASA 5540 devices.
CSCta58067	Clear text credentials are visible in DFM.
CSCtb87449	DFM generates constant unresponsive alerts for administratively down interfaces.
CSCtc18926	Voltage out of range errors from ASRs.
CSCtf36548	Support for WS-C2960-48TT-S to be provided in DFM 3.2.
CSCtj57268	Using the dcmtl, Nexus 7k values are reported incorrectly for temperature sensor current value, high threshold, and status.

## Resolved Problems in LMS Portal

Table 14 lists the Resolved Problems in LMS Portal

**Table 14**      **Resolved Problems in LMS Portal**

Bug Id	Description
CSCta34810	Alert Summary portlet displays and error for RME S0, S1, S2 when there is no alert to display for that alert type.
CSCta45436	The Alerts Summary portlet displays an error for the IPM violations if there are collectors configured in IPM.
CSCtb79198	Portlets can be customized by the user. An authenticated user can customize the portlet title, background and header text.  The application does not sanitize the parameters.
CSCtc12070	When a proxy is configured, the RSS portal fails with the following error:  cannot be found.
CSCth27794	Documentation needed on direction to a specific Portal or View on logging into LMS.
CSCtl10904	Device data 1.10 to be merged and latest version of the device data 2.0 to be updated.
CSCtn15955	the HUM threshold violations column is missing in the Alert Summary Portlet.

## CiscoWorks LAN Management Solution 3.2 Service Pack 1 Related Documentation

Consult the documentation described in [Table 15](#) for information about the following:

- Installing
- Troubleshooting
- Using the LMS 3.2 products


**Note**

We sometimes update printed and online product documentation after the original publication. For this reason, you should always review the documentation on Cisco.com for any updates.

**Table 15**      **LMS 3.2 Documentation**

Document Title	Available Formats
Installing and Getting Started With CiscoWorks LAN Management Solution 3.2	<a href="http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lan_management_solution/3.2/install/guide1/lmsigsg.html">http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lan_management_solution/3.2/install/guide1/lmsigsg.html</a>
Support Device Table for LMS 3.2	<a href="http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lan_management_solution/3.2/device_support/table/lms32sdt.html">http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lan_management_solution/3.2/device_support/table/lms32sdt.html</a>
Release Notes for Campus Manager 5.2	<a href="http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_campus_manager/5.2/release/notes/cm52rn.html">http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_campus_manager/5.2/release/notes/cm52rn.html</a>
Release Notes for Cisco Works Common Services 3.3	<a href="http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.3/release/notes/cs33rel.html">http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.3/release/notes/cs33rel.html</a>
Release Notes for Resource Manager Essentials 4.3	<a href="http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_resource_manager_essentials/4.3/release/notes/rme43rn.html">http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_resource_manager_essentials/4.3/release/notes/rme43rn.html</a>

**Table 15**      **LMS 3.2 Documentation**

Document Title	Available Formats
Release Notes for Health and Utilization Monitor 1.2.	<a href="http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_health_and_utilization_monitor/1.2/release/notes/humrn12.html">http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_health_and_utilization_monitor/1.2/release/notes/humrn12.html</a>
Release Notes for Internetwork Performance Monitor 4.2	<a href="http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_internet_work_performance_monitor/4.2/release/notes/ipm42rn.html">http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_internet_work_performance_monitor/4.2/release/notes/ipm42rn.html</a>
Release Notes for Device Fault Manager 3.2	<a href="http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_device_fault_manager/3.2/release_notes/dfm32rn.html">http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_device_fault_manager/3.2/release_notes/dfm32rn.html</a>
Release Notes for LMS Portal 1.2	<a href="http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lms_portal/1.2/releasenotes/notes/prtrn.html">http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lms_portal/1.2/releasenotes/notes/prtrn.html</a>

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