



# Release Notes for Cisco Unified Operations Manager 8.6

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## System Requirements

System requirements are documented in the *Installation Guide for Cisco Unified Operations Manager 8.6*. For documentation updates after publication, see [Cisco.com](http://Cisco.com).

Compatibility information is documented in the *Supported Devices and Interoperable Software Table for Cisco Unified Operations Manager 8.6* and the *Cisco Unified Service Monitor 8.6 Compatibility Matrix*.



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# New and Changed Features

The following are the new features in this release:

- Network Address Translation (NAT) support—Ability to monitor Unified Communications and underlying transport infrastructure devices sitting behind the NAT wall.
- Unified Communications enhancements and device support:
  - Support for Unity Connection clusters and cluster events and monitoring
  - RTMT-based Voice Services Monitoring for Unity Connection
  - New counters for Unified Presence Server
  - Syslog-based service status monitoring
  - Voice Portal performance trending graph support
  - New counters for Unified Presence Server
  - Unified SIP Proxy support for basic device monitoring
  - Support for call volume-based trunk utilization via HighTrunkUtilization event
- New phone models including:
  - 3905 (Cisco Unified SIP)
  - 6951 RT Lite
  - Android
  - Cius business tablet
  - Apple iPhone
  - Nokia Dragons
  - Tandberg E20 managed as a SIP endpoint consistently with 99xx series phones as supported in UCMS 8.5
  - TelePresence EX90
  - Unified Communications Integration for Microsoft Office Communicator (CUCIMOC) 8.5
- New device support, including:
  - Cisco Unified Border Element 8.6
  - Cisco Unified Meeting Place Enterprise 8.5(2) and Unified SIP Proxy 8.5(2)
  - Feature parity of Unified Communications 8.6 applications with functionality from UC 8.6. See the [Supported Devices and Interoperable Software Table for Cisco Unified Operations Manager](#) for a complete list of devices and software applications.
- New multi-customer support. For more details, see [Multiple End-Customer Features, page 3](#).
- Email notification customization that allows you to integrate event with third-party tools.
- Portal enhancements:
  - New Gateway Diagnostics View (with five new portlets including Voice ports, Infrastructure, DSP utilization and Resource utilization portlets). Also includes navigation from Search results, PSTN trunk portlet in the Summary view and a Gateway portlet in the Cluster view.
  - Custom tabbed menu bar for inline view of performance, Service Level View and overview dashboards.

- Color coded utilization bars display the resource consumption for data such as CPU, VM, and disk usage.
- Enhancements to Phone Diagnostics View.
- DP and Phone model-based search support.
- Icons for Service running status.
- Additional documentation is available on Cisco.com. See:
  - Best practices guides for managing Cisco devices.
  - Deployment guide.
  - E-learning video tutorials available from the user interface. You can also view these videos on Cisco.com at [http://www.cisco.com/web/learning/le31/le46/nmtg\\_training/vods/om/om80/pointer.html](http://www.cisco.com/web/learning/le31/le46/nmtg_training/vods/om/om80/pointer.html).

For Cisco.com links to the entire documentation set and other related documents, see [Documentation Updates, page 20](#) and [Related Documentation, page 24](#).

See [Table 2 on page 20](#) for problems that are resolved in this release.

## Multiple End-Customer Features

The multiple end-customer implementation of Operations Manager and Service Monitor are the same as the enterprise version, except for the following:

- The installation choice of multiple end-customer deployment must be selected to receive the appropriate software updates.
- In the device selector, the groupName is Customers and contains the various customer names in the multiple end-customer network. For enterprise users, the groupName remains Unified CMs.
- Customer Name appears in the following user interfaces: Fault Monitor, Notifications, Personalized Reports, Diagnostic Reports, and so on.

## Important Notes

The following topics include important information:

- [Installation Notes, page 3](#)
- [Memory Usage for Multiple Phone Reports, page 4](#)

For updates to the *Installation Guide for Cisco Unified Operations Manager* or the *User Guide for Cisco Unified Operations Manager*, see [Documentation Updates, page 20](#).

## Installation Notes

See the *Installation Guide for Cisco Unified Operations Manager 8.6* for details on installation, upgrade/migration, and getting started.

The upgrade path that was tested and is supported in Operations Manager, release 8.0 to 8.6 and 8.5 to 8.6.

There is no direct upgrade from Operations Manager releases before 8.0.

If you are running 8.0 or 8.5, see the [Installation Guide for Cisco Unified Operations Manager 8.6](#) for complete details on installation and upgrade procedures.

If you are running a release before 8.0:

- For 2.3 users, migrate to 8.5. For instructions on migration tasks, see [Installation Guide for Cisco Unified Operations Manager 8.5](#).
- For 2.2 users, migrate to 8.0. For instructions on migration tasks, see [Installation Guide for Cisco Unified Operations Manager 8.0](#)

**Note**

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Some known problems in Service Monitor have been resolved. If you run Service Monitor on the server with Operations Manager, you should review [Release Notes for Cisco Unified Service Monitor](#) before you install Operations Manager.

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## Memory Usage for Multiple Phone Reports

Depending on the number of records reports, the system can handle only a certain number of large reports that are open at the same time. When a report is closed, the window task manager may not show that the Tomcat memory usage is decreasing, right away. However, it will free up memory for new reports to be opened.

We recommend that you close phone reports after you view them to ensure system performance is not degraded.

# Known Problems

Table 1 describes known problems that exist in this release.

For updates to the *Installation Guide for Cisco Unified Operations Manager* or the *User Guide for Cisco Unified Operations Manager*, see [Documentation Updates](#), page 20.

**Table 1** Known Problems in Operations Manager

Bug ID	Summary	Explanation
—	IBM Server MCS 7835/7845 I2 displays -1 in DDV.	<p>For IBM servers, the temperature sensor value in the Detailed Device View (DDV) may display as -1. The -1 should be interpreted as follows:</p> <ul style="list-style-type: none"> <li>The SNMP Agent software has not been properly integrated or</li> <li>The vendor has not implemented the object ID (OID).</li> </ul> <p>Workaround:</p> <p>None. This problem has not been observed on later Unified Communications Manager versions, for example, 7.1(2).</p>
—	Operations Manager support for Cisco Voice Portal server with headless Cisco Security Agent installed.	<p>While you are running headless Cisco Security Agent (CSA) on Cisco Voice Portal servers and managing these devices with Operations Manager, ping requests may be blocked by CSA. This occurs when CSA is installed on a Voice Portal server.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>Disable CSA.</li> <li>Add Operations Manager as a trusted application in CSA.</li> </ol>
—	UC App on UCS goes to SNMP Timeout - Unreachable state (Specifically MP and CUPS).	<p>If any vendor MIBs (such as .1.3.6.1.4.1.77.1.2.3.1.1) do not respond within two seconds during Inventory Collection, UC App on UCS is marked Unreachable in CUOM.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>Stop the Native Agent Adapter service on the device.</li> <li>Delete and re-add the device in Operations Manager.</li> </ol> <p>If the problem persists, delete the device from the Unreachable device list in Operations Manager.</p> <ol style="list-style-type: none"> <li>Open the file <code>\CSCOp\objects\smarts\conf\discovery\discovery.conf</code> and search for <code>defaultSNMPAutoTimeout</code>, and set the value to 10000.</li> <li>Restart <code>DfmServer (pdterm/pdexec)</code>.</li> <li>Wait for several minutes before you re-add the device in OM.</li> </ol>

**Table 1** Known Problems in Operations Manager

Bug ID	Summary	Explanation
CSCtr85775	Batch test result shows Partial or Failed state although it is passed.	In some instances, an error in the batch test results causes it to display a Partial or Failed status although the status should be Passed.  Workaround: Disregard the batch test results.
CSCtr72012	50 cluster setup - Fault Monitor goes blank.	This problem occurs in multiple end-customer deployments that use Internet Explorer if: <ul style="list-style-type: none"> <li>• There are 50 customers/clusters with a full load and</li> <li>• A consistently even load of approximately 25 events per minute</li> </ul> In this case, Fault Monitor windows goes blank but recovers after a few minutes. The problem is caused by the Internet Explorer Java Script Engine performance. No problems exist in Firefox and Chrome. Workaround: If you are a multiple end-customer or an HCS user, use Firefox browser in full load conditions with 25 events per minute.
CSCtr71722	During upgrade a Locked files error occurs on rare occasions.	In rare cases, while upgrading, all the processes are not shutdown, which causes the lock to certain files. This problem causes an error message to appear stating that the files are locked.  Workaround: Stop the install or upgrade and manually stop those processes from the Windows Task Manager. The install/upgrade runs properly after this step is taken.
CSCtr65253	Issues in Portal and IPIF reports for Super Admin and System Admin users.	In Multiple-End Customer deployments, if a user with Super Admin privileges logs into Operations Manager, they see inconsistencies in Fault Monitor and Diagnostics Portal's Customer View.  Workaround: Super Admin is only supported in the Common Services framework. There is no support for those privileges in Operations Manager. We recommended you do not use this user role in Operations Manager.
CSCtr58368	50 Cluster VL Co-Residence setup - PTM Re-Configure takes close to nine hours.	This problem occurs if you add many devices (for example over 2,000). In this case, the PollingServer may experience polling delays of up to two hours.  Workaround: Add devices in smaller increments.

**Table 1** Known Problems in Operations Manager

Bug ID	Summary	Explanation
CSCtr54265	PR event is seen for only one phone if two phones have same IP and extension.	In rare occasions in the multiple end-customer deployments, if two customer phones have the same IP and Extension and these two phones have a phone reachability test Failed event on them at same time, then only one event on one phone is raised.  Workaround: None.
CSCtr52074	Return error indicates HTTPS is not supported on HCM add/delete device.	In HCM when you add or import a device using HTTPS as the protocol or use a port number, it causes devices to be placed in a Partially Monitored state. This is because the device expects HTTP protocol and no port.  Although OM/SM NBI exposes the interface to accept HTTPS as protocol and port for communication, these two attributes are place holders for future requirements. Do not use these fields in the NBI.  Workaround: While adding a device or importing from HCM through xls, ensure you select HTTP as protocol and that you do not set the port field.
CSCtr45073	Unsupported version error in Internet Explorer 8.0 - compatibility mode.	Unsupported browser error in Internet Explorer 8.0 compatibility mode. Internet Explorer 8.0 functions as IE 7 in "compatibility mode" and IE7 is not supported by Operations Manager.  Workaround: Do not use the Internet Explorer 8.0 compatibility mode.
CSCtr31224	Device tree takes a long time to load when RBAC user device groups are configured or when system device groups are present.	When the device tree is expanded, it is very slow. /This occurs when a user is given a device-level authorization This does not occur when a user is given a task-level authorization. It also occurs when the CPU is high.  Workaround: Retry opening the device tree later, after the CPU load is reduced.
CSCtr30213	Annotate does not work on DWR.	Whenever cluster level events are annotated in Fault Monitor by a user, the annotation status is not updated automatically.  Workaround: Manually refresh the events updates the annotation status.
CSCtq96815	Perf-ENT NotsGroup creation-group selection takes more than 5 minutes	If you monitor more than 1,000 devices, it takes a long time to configure Notification groups (for example, selecting and editing device selection) in a large performance enterprise setup.  Workaround: None.

Table 1 Known Problems in Operations Manager

Bug ID	Summary	Explanation
CSCtq63688	Operations Manager 8.5 to 8.6 upgrade—None of the portlets load	<p>None of the portlets load while you upgrade Operations Manager 8.5 to 8.6.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. Remove the tomcat Work directory in the following location: C:\Program Files\CSCOpX\MDC\Tomcat\work,</li> <li>2. Restart tomcat by typing the following on the command line: <code>pdterm tomcat</code> <code>pdexec tomcat</code></li> </ol>
CSCtq56614	RBAC-Common Services screen is always viewed in read-only mode .	<p>If a user is not provided access to any Common Services screens, the screens can still be launched but in read-only mode. This occurs in normal conditions, when a user is created without any access privileges to Common Services features.</p> <p>Workaround:</p> <p>This is the accepted product behavior. If no access privileges are provided, then screens are displayed in read-only mode.</p>
CSCtq52863	Operations Manager uninstall does not remove the CSCOpX or the log directories.	<p>In some cases, when you uninstall Operations Manager, the CSCOpX OM install folder has some files left in it. This may be caused by some processes that are open and have access to these files .</p> <p>Workaround:</p> <p>Always check these folders after installation and manually delete any files that remain in the folder.</p>
CSCtq51627	Phone ReachabilityTest events not generated.	<p>Phone reachability events are not created when a phone becomes unreachable. This occurs when you configure a phone reachability test with the source device running IOS version 12.x.</p> <p>Workaround:</p> <p>Upgrade the IPSLA module IOS to 15.x.</p>
CSCtq36936	Customer name is incorrect in notification for duplicate phones	<p>If there are duplicate IP and extensions between two customers in a multiple end-customer deployment, the customer name in email notifications is incorrect for PhoneUnregThresholdExceeded events.</p> <p>Workaround:</p> <p>View the correct customer name in the Fault Monitor for this event.</p>



**Table 1** Known Problems in Operations Manager

Bug ID	Summary	Explanation
CSCtq36919	Tree view is does not reflect the event count in Multiple end-customer mode	<p>Sometimes Fault Monitor does not update the event severity counts properly for unidentified traps. This occurs when Operations Manager receives traps from devices that it does not manage and are classified as unidentified traps.</p> <p>This is not common scenario because this occurs only when traps are being sent to Operations Manager, from devices not managed by Operations Manager.</p> <p>Workaround: None.</p>
CSCto01090	Install intermittent error: could not find dbsrv10.exe error causes Fault Monitor not to load.	<p>Fault Monitor fails to load. At the end of the installation logs, an error relating to the dbsrv10.exe not found appears. This is because the dbsrv10 is not found in a 32 bit machine.</p> <p>Workaround:</p> <p>To recover from this problem:</p> <ol style="list-style-type: none"> <li>1. Uninstall the lms.</li> <li>2. Local copy the lms image to a folder say for example c:\lms.</li> <li>3. Go to local copy folder, installreloc, where you should see several zip files.</li> </ol> <p>In one of the zip files, the crm.pm will be in the objects\per15\lib structure. Usually it will be part1x.zip (where x is 1,2,3...) or part2x.zip (where x is 1,2,3,...).</p> <ol style="list-style-type: none"> <li>4. Extract that file using a compression software such as winrar/winzip and open it in Notepad.</li> <li>5. Change the following lines:</li> </ol> <pre>if (\$ctr &gt; 0 ) { \$WIN_BIT = '64'; } else { \$WIN_BIT = '32'; }</pre> <p>to</p> <pre>\$WIN_BIT = '32';</pre> <ol style="list-style-type: none"> <li>6. Save and copy this file to replace the original crm.pm in the zip file.</li> <li>7. Install using this local copy and issue should be resolved</li> </ol>
CSCtn28373	Count Inconsistency between Portal and Fault Monitor.	<p>Sometime event totals of Diagnostics View and Fault Monitor do not match.</p> <p>Workaround: None.</p>

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Bug ID	Summary	Explanation
CSCt184914	Service Level View does not show SIP trunk with multiple destinations.	SIP trunk does not display in Service Level View. This occurs when multiple destinations have been configured on the SIP trunk.  Workaround:  None. Service Level View displays only SIP trunks that have a single destination configured.
CSCt156188	Perf VL Cluster Event Summary takes 30 seconds	In the Cluster Event Summary portlet, if the number of events at the cluster level is greater than 200, then the load time may vary between 30 to 90 seconds, depending on the number of events in the system.  Workaround:  None.
CSCt103846	Client Memory and CPU usage for CUES graph	When ten graphs are open at the same time on a client machine, CPU and memory usage is high.  Workaround:  Reduce the number of simultaneous graphs, if the client performance is impacted.
CSCtk64429	Various failures with Firefox Zoom In or Zoom Out feature.	Several menu options cannot be displayed when the Zoom In or Zoom Out feature is enabled in Firefox.  These are: <ul style="list-style-type: none"> <li>• Device and Credentials</li> <li>• Diagnostic Tests</li> <li>• Event History Reports</li> <li>• Notifications</li> <li>• Performance Graphs</li> </ul> Workaround:  If a menu option does not appear, revert to either Zoom In or Zoom Out. For example, use Zoom Out to see Event History reports or Zoom In to see Performance Graphs.
CSCtk46871	Registered MGCP interfaces are reported as Unknown.	Endpoint registration status is detected from a Unified CM node that belongs to a Unified CM group configured for an endpoint.  If an endpoint is registered to a Unified CM node that is outside the Unified CM group for which it was configured, its status is reported as Unknown.  This occurs although the endpoint appears as Registered in the CCM Administration UI.  Workaround:  Ensure the device pool and Unified CM group configurations are correct.

Table 1 Known Problems in Operations Manager

Bug ID	Summary	Explanation
CSCtk35693	Unable to retrieve the contents from the Enumeration type response	<p>Operations Manager cannot retrieve the Enumeration type response in the following situations:</p> <p><b>When using Apache-Axis2 client for CUOM NBI:</b>            Apache-Axis2 does not support the parsing enumeration data-type because Axis does not support the No-UPA [Unique Particle] option while compiling XSD.</p> <p>Workaround:            For Apache-Axis2 client generation, use all files available under <i>OM-Install-Folder\orion_nbi\wsdl-xsd</i>.</p> <p><b>When using Apache-Muse client with XMLBeans for bindings:</b>            Apache-Muse with XMLBeans supports NO-UPA rules.</p> <p>Workaround:            Remove thee comment tags for the following lines in <i>WS-Enumeration-2004_09.xsd</i>, available under <i>OM-Install-Folder\orion_nbi\wsdl-xsd\</i>:</p> <p>Line number: 25-27</p> <pre>&lt;xs:sequence&gt;   &lt;xs:any namespace="##other" processContents="lax" minOccurs="0" maxOccurs="unbounded" /&gt; &lt;/xs:sequence&gt;</pre> <p>Line number: 48-52</p> <pre>&lt;xs:sequence&gt;   &lt;xs:any namespace="##other" processContents="lax" minOccurs="0" maxOccurs="unbounded" /&gt; &lt;/xs:sequence&gt;</pre> <p>Line number: 58-62</p> <pre>&lt;xs:sequence maxOccurs="unbounded"&gt;   &lt;xs:any namespace="##other" processContents="lax" minOccurs="0" maxOccurs="unbounded" /&gt; &lt;/xs:sequence&gt;</pre>
CSCtj61784	Launching cross launches for IP Phones that is in NATTED environment fails.	<p>HCS customers only.</p> <p>If there is a NAT Gateway between the phones being monitored and Operations Manager and they are prevented from reaching these phones directly, then clicking on the IP Phone, Extension or MACAddress links in Phone reports display a Page Not Found error.</p> <p>Workaround:            None.</p>

Table 1 Known Problems in Operations Manager

Bug ID	Summary	Explanation
CSCti88552	Cisco Unified Presence Server version appears incorrectly.	<p>Presence Server version 8.x appears incorrectly in Operations Manager.</p> <p>The version may appear as 8.0.1-1 in DDV and portal, but the actual CUPS version is 8.0.0.39051-32. This behavior is related to a defect on Presence Server SNMP.</p> <p>Workaround: None.</p>
CSCti87909	User Defined Group Name change is not handled in Fault Monitor.	<p>Fault Monitor tree node is not updated when there is a change to the User Defined Group Name.</p> <p>Workaround: Do not rename the User Defined Group. Instead, delete it and add it again with the new name. If it has been renamed, restart the Tomcat process. To do this:</p> <ol style="list-style-type: none"> <li>1. Enter <code>net stop Tomcat</code> at the command prompt. Tomcat stops.</li> <li>2. Enter <code>net start Tomcat</code>.</li> </ol>
CSCth72411	CPU Requirement in the System Requirement screen of install shield is incorrect.	<p>System Requirement shows 2,000 MHz as required, but Operations Manager requires two CPUs of 2,000 MHz each (Dual core).</p> <p>If you use the requirement documented in the install screen (Single core), the backup and restore process (upgrade) do not work properly.</p> <p>Error and warning messages appear if you install in a single core CPU machine.</p> <p>Workaround: Ensure you have the required system requirements as documented in the <a href="#">Installation Guide for Cisco Unified Operations Manager 8.6</a>.</p>
CSCth49859	Rearranging portlets layout results in disturbed column width	<p>The column width is altered when you reposition portlets.</p> <p>Workaround: Manually rearrange the portlets so that the column widths are more readable.</p>
CSCth07566	Popup windows from mega menu are not properly sized.	<p>All popup screens appear as full screens.</p> <p>Workaround: None</p>

**Table 1** Known Problems in Operations Manager

Bug ID	Summary	Explanation
CSCtg65703	First directory number is considered as phone directory number.	<p>For Service Quality events, Operations Manager cannot retrieve all extensions for phones with multiple extensions from Service Monitor.</p> <p>Operations Manager displays only one of the extensions, instead of a blank display or IP address. This is because the extension information is easier to correlate to the phone.</p> <p>Workaround: None.</p>
CSCtc59456	Service Level View does not auto update CM cluster name changes.	<p>In Operations Manager, only DDV automatically updates the cluster names. Admin has to manually restart the SIRServer and the TopoServer, for SLV to update its cluster name display.</p> <p>Workaround: Delete the cluster and add it back into Operations Manager.</p>
CSCtc57000	Operations Manager displays event discovery time zone incorrectly.	<p>Various components in Operations Manager may display different time zones.</p> <p>This is caused by the way in which JDK uses the Windows system time resources. This time zone error can occur on any application that uses JDK.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. On your server, change the time zone to another time zone and click <b>Apply</b>.</li> <li>2. Return the time zone back to its original setting and click <b>Apply</b>. For example, change to ACT/PKST in the server time zone list, then back to CDT.</li> <li>3. Restart the daemon manager to apply the changes.</li> <li>4. To update all time zone displays in Operations Manager, run Discovery.</li> </ol>
CSCtb87576	Environmental parameters not shown for Unity 8.0.	<p>The following problems occur while adding and monitoring Cisco Unity 8.0 in Operations Manager:</p> <ul style="list-style-type: none"> <li>• Environmental parameters are not displayed.</li> <li>• If you choose <b>Interfaces &gt; Unity Ports &gt; Port</b>, the extensions are not displayed.</li> </ul> <p>This is a hardware Unity issue.</p> <p>Workaround: None.</p>

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Bug ID	Summary	Explanation
CSCtb52025	Detailed Device View issues for Phone Access Switches	<p>The Detailed Device View does not display some phone access switch model parameters. This is caused by SNMP MIB problems on the specified device model.</p> <p>Workaround:</p> <p>None. For details, see <a href="#">Table 2</a> in the <i>Supported Devices and Interoperable Software Table for Cisco Unified Operations Manager 8.6</i>.</p>
CSCta42055	Icon overlap issue in Service Level View.	<p>In rare cases in Service Level View, the Edge/Icon overlaps with the label.</p> <p>Workaround:</p> <p>Right-click on the white space of the map to hide or show the IP or DNS label.</p>
CSCsz96802	Nonpaged pool kernel memory increases.	<p>This problem occurs when there is a gradual increase in the non-paged memory pool of the kernel memory.</p> <p>Eventually this memory grows to 256MB and creates problems with the system.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. Apply the Windows hot fix available at <a href="http://support.microsoft.com/kb/931311">http://support.microsoft.com/kb/931311</a>.</li> <li>2. Reboot the system.</li> </ol> <p>Nonpaged pool kernel memory should be stabilized.</p>
CSCsz91114	Part of the host name is not visible on Service Level View.	<p>The topology is the layout pattern of interconnections of the various devices. The layout pattern (x,y) position is based on the prefuse layout algorithm. In some rare cases, the device label may be truncated.</p> <p>Workaround</p> <ol style="list-style-type: none"> <li>1. Rollover on the device and view using Tooltip.</li> <li>2. Right-click on the empty area to display the device name by IP/DNS.</li> </ol>
CSCsz84687	Error message appears intermittently when you edit the notification group.	<p>If you have created more than the recommended notification groups, an error message appears intermittently while you are editing a notification group.</p> <p>Workaround:</p> <p>Limit the number of notification groups. If you have more than the recommended limit, remove some notification groups.</p> <p>See <a href="http://www.cisco.com/en/US/products/ps6535/products_user_guide_list.html">http://www.cisco.com/en/US/products/ps6535/products_user_guide_list.html</a> for details about phone and other notification group limits.</p>

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CSCsz42608	Env. Variables Tab missing for IPCC installed in 7845-I2.	IPCC platform environment variables are not supported. Workaround: None.
CSCsz15709	Voice Gateway is in an Unreachable state, but events are raised.	Although devices go into an Unreachable state, Operations Manager can still monitor the device faults if the device becomes reachable. Workaround: Rediscover the device to move it into a Monitored state.
CSCsy83638	SYS: default polling interval of 240s is not maintained for monitored switches.	Interface/port status and memory utilization status for monitored switches may not get polled at the specified polling interval. For example, if the default polling interval is configured at 240 seconds, polling may occur between 240 to 600 seconds. This occurs only when OM monitors a large number of devices (over 1,000). Workaround: None.
CSCsw69457	Cannot deselect CUCM nodes from Notification Criteria.	If you deselect CUCM nodes from Notification Criteria, Notifications continue to appear for CUCM nodes. This occurs if you select Cisco Unified Communication Manager or Cluster OGS group in Operations Manager 2.1. This causes Operations Manager to continue to receive cluster-level events, as well as CUCM events (since the CUCM are selected under the cluster). Workaround: None.
CSCsu69477	IPIU Phone count reduced to 0.	Phone count in the system becomes 0 when major phone discovery schedules are deleted and there is no major discovery scheduled for the entire day. Workaround: You must have at least one major discovery cycle of a major discovery scheduled in a day. To avoid that problem, do not delete any of the default schedules.
CSCsr73142	Phone reachability events not deleted if you delete all devices.	Phone reachability events are not deleted when all devices in the system are deleted. Workaround: None.

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Bug ID	Summary	Explanation
CSCsr20195	Operations Manager does not support more than two page files on the system.	<p>Inventory Collection gets stuck at 10% and the brcontrol execution hangs because of high CPU consumption. This is a limitation of the Operations Manager caused by the SMART server.</p> <p>This occurs when the system has more than two page files.</p> <p>Workaround:</p> <p>Do not use more than two page files on the operating system.</p>
CSCq65045	Duplicate set of IP addresses in IP Address report.	<p>When there are devices to be monitored in NAT, the IP Address report duplicates the set of device IPs.</p> <p>This problem is caused when the information is pulled from the inventory engine, and the data replicates all IP address modelled there (which includes both NAT and local IP).</p> <p>These are not duplicate entries, but depict the combinations for NAT and corresponding local IPs and vice versa.</p> <p>Workaround:</p> <p>None. This does not impact functionality.</p>
CSCso54492	Phone Count issues across GSU, IPIF and SLV	<p>For a brief period of time (around 15 minutes), the phone counts in phone reports may not match with counts displayed in the Detailed Device View.</p> <p>This occurs because of the way the various pollers collect and process the phone data during any major phone status updates. Also because of the difference in frequency of polling.</p> <p>The DDV (GSU) phone count is based on a single global variable, ccmTotalRegisteredPhoneCount. The phone report phone counts are collected from IPIU.</p> <p>If there are phone status changes because of some outages in the network, Detailed Device View shows the counts, immediately. Other phone reports take some time to process and update the counts. This causes the mismatch.</p> <p>Workaround:</p> <p>None</p>
CSCsm59818	Operations Manager does not recognize gateways as MGCP devices when dial control is not needed.	<p>You cannot create performance graphs in Operations Manager for Media Gateway Control Protocol (MGCP) voice gateways. The performance graphing option does not appear in the right-click menu in the Service Level View for the device.</p> <p>This occurs when the device is configured, using the new MGCP configuration.</p> <p>For example with PRI Backhaul or SS7 Signaling where dial peers do not need to be configured.</p> <p>Workaround:</p> <p>Upgrade the gateway to Cisco IOS version 12.4(17a) or later, then rediscover the device in Operations Manager.</p>



**Table 1**      **Known Problems in Operations Manager**

<b>Bug ID</b>	<b>Summary</b>	<b>Explanation</b>
CSCsl89529	In CER in Detailed Device View virtual memory is shown as 0.	Virtual Memory is displayed as 0 for CER when Operations Manager monitors CER 2.0.  Workaround: None.
CSCsk41498	Cannot discover SIP Phone registered to CME.	When Operations Manager discovers a CME and voice register pool (SIP phones), it does not display any SIP Phones registered with that CME.  Workaround: None.
CSCsi77087	GB: Service Level View displays the link status of private links for ICM nodes incorrectly.	The IPCC SLV shows the link state among various device subsystems, instead of among the ICM servers.  Workaround: None
CSCsi77016	Service Level View ICM device IP addressing	In IPCC deployment, if ICM is configured with private and public addresses, the information displayed in Service Level View and Detailed Device View is not consistent.  Workaround: None.
CSCsi73594	SLV-IPCC displays unnecessary cross links.	Under certain conditions Service Level View displays crossed links among devices where it is not necessary.  Workaround: None.
CSCsf98008	In the Detailed Device View for negative synthetic tests, the success criterion for end-to-end calls and phone registration always shows availability as 100 percent.	In the Detailed Device View for negative tests, the availability is displayed as 100 percent and failure as 0 percent.  These two settings do not apply to the negative synthetic tests. The Detailed Device View should display N/A for this field.  Workaround: None.
CSCse75607	Unreachable devices are displayed in Operations Manager device management.	If the SNMP agent on a device is working intermittently, Operations Manager may discover the device, but may move it to the unreachable state during inventory collection.  This occurs because the device responded to SNMP queries during automatic discovery. However later, it did not respond to SNMP queries during inventory collection.  Workaround: None.

**Table 1** Known Problems in Operations Manager

Bug ID	Summary	Explanation
CSCsd58055	The Devices report may show a device's capability as UnknownMDFType.	The Devices report displays a device's capability as UnknownMDFType, if the device is not supported by Operations Manager.  Workaround:  None.
CSCsc44538 CSCsk21367	The DFMServer and VHMServer processes do not register with the broker.  Devices that are added to Operations Manager while these processes are running, exhibit the following behavior: <ul style="list-style-type: none"> <li>All devices get stuck in the Inventory Collection in Progress state.</li> <li>All devices move to the Unreachable state.</li> </ul>	After you install Operations Manager and reboot the server, either the DFMServer, or the VHMServer, or both processes do not start.  There is no sm_server.exe instance (or there are only two sm_server.exe instances) in the Windows task manager.  Workaround: <ol style="list-style-type: none"> <li>Run <code>net stop crmdmgt</code>.</li> <li>Wait 15 minutes.</li> <li>Run <code>net start crmdmgt</code>.</li> <li>After the CPU resets, check the Windows task manager.</li> </ol> There should be four instances of sm_server.exe.  The output of the <code>brcontrol</code> command should show both DFM and VHM.  For example: <pre>C:\Program Files\CSCOPx\objects\smarts\bin&gt;brcontrol Broker is located at: IPCOM-daily:9002 Started: Jan 06 10:21:09 2009 Domain          Host Name          Port Proc ID State Last Chg Time   ----- ----- DFM              IPCOM-daily.cisco.com 2163 14120 RUNNING Jan 06 16:18:03 2009 VHM              IPCOM-daily.cisco.com 2206 8856 RUNNING Jan 06 16:18:04 2009</pre>

**Table 1** Known Problems in Operations Manager

Bug ID	Summary	Explanation
CSCsc26996	Next Discovery, in the Device Management: Summary page, displays the time incorrectly.	<p>This problem is caused by a registry setting in Windows that appears for time zones for which Daylight Saving Time changes are applicable.</p> <p>If the check box for Daylight Saving Time is not checked, problems occur while converting valid date strings to a date object.</p> <p>This registry key remains even if the time zone of the machine is switched to another time zone for which Daylight Saving Time is not applicable.</p> <p>The following is the registry information:</p> <p>HKEY_LOCAL_MACHINE\CurrentControlSet\Control\TimeZoneInformation</p> <p>DisableAutoDaylightTimeSet REG_DWORD 0x00000001(1)</p> <p>Workaround:</p> <ul style="list-style-type: none"> <li>• If the system is in a time zone that follows Daylight Saving Time, check the <b>Automatically Adjust for Daylight Saving Time Changes</b> check box.</li> <li>• If the system is in a time zone for which Daylight Saving Time is not applicable, but the registry key is present and set to 1, do the following: <ol style="list-style-type: none"> <li>1. Change to a time zone for which Daylight Saving Time is applicable.</li> <li>2. Check the <b>Automatically adjust for Daylight Saving Time changes</b> check box, and click <b>Apply</b>. This will cause the registry key to disappear.</li> <li>3. Switch the machine to its present time zone.</li> </ol> </li> </ul>
CSCsb73004	An error occurs when you launch a trending graph for a device when the time of the graph is configured for more than 48 minutes in the past.	<p>The error message states that there is no data available for the last 48 minutes. This error is caused by an incorrect system uptime in the device.</p> <p>This error occurs in specific Cisco IOS versions. Refer to the Cisco IOS IP SLA bugs, CSCin66315 and CSCeb46870.</p> <p>Workaround:</p> <p>Upgrade the Cisco IOS version, or reboot the source device. For details, see CSCin66315 and CSCeb46870.</p>

## Resolved Problems

The following software problems were resolved in Operations Manager 8.6. For information on bugs that are not included below, see the Cisco Software Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/home.pl>.

Table 2 describes problems that were fixed in this release.

**Table 2** Problems Resolved in Operations Manager 8.6

Bug ID	Summary
CSCtq29209	Upgrading using several license files works seamlessly.
CSCtn46270	Channel graph status works properly.
CSCtl78837	IPIU reports changes display after Refresh.
CSCtl76382	Service quality alerts Node to Node test and Path Analysis now work properly.
CSCtk09169	Peak call failures appear correctly in the Cluster Call Usage Summary.
CSCtc03348	Detailed Device View MeetingPlace 8.0 SysobjectID issue fixed.
CSCta64842	ErrCode 10 no longer displays for NAM properties.
CSCsv09130	Flash memory instability no longer occurs in Service Level View client during burst events.

## Documentation Updates

This section includes information on [User Guide Updates](#).

### User Guide Updates

The following information was missing from the User Guide that was included in the product image: Table D-1, CenAlarmEntry—Alert Status, Category, and Severity, has the following updates:

**Table 3** CenAlarmEntry Attributes and Events Mapping

Alarm Sequence	Description	Operations Manager Events Table Mapping
cenAlarmIndex	A monotonically increasing integer for the sole purpose of indexing the attributes in ciscoEpmNotificationMIBObjects. When the maximum value is reached, this value wraps back to 1.	N/A
cenAlarmVersion	Release version of this MIB. The version string format is <i>major_version.minor_version</i> .	Version is constant value 2.0 and not seen in user interface.
cenAlarmTimestamp	Time when the alarm was raised.	The time when the alarm was raised
cenAlarmUpdatedTimestamp	Alarms persist over time and field(s) can change values. This alarm updates when a field or fields change. Each alarm is identified by the unique alarm instance ID, cenAlarmInstanceID.	Last Updated Time column from the events table

**Table 3** *CenAlarmEntry Attributes and Events Mapping*

Alarm Sequence	Description	Operations Manager Events Table Mapping
cenAlarmInstanceID	Alarm status in integer value.	Event Id displays when cursor is pointed over Event name, event id is seen along with other details. Refer Figure:2
cenAlarmStatus	Status of the alarm in integer value.	Integer value for the status of events.
cenAlarmStatusDefinition	<p>Short description of the status of the alarm. The string is formatted as <i>integer,alarmStatus description</i>.</p> <p>The <i>integer</i> value is the same value that enAlarmStatus' attribute holds.</p> <p><i>alarmStatus description</i> contains a one line description of the alarm status generated.</p>	Status column of Events table. Refer Figure:1
cenAlarmType	<p>Alarm type options include:</p> <ul style="list-style-type: none"> <li>unknown—When the value for this attribute could not be determined.</li> <li>direct—An alarm generated by a set of events where all events are reported by an observation(s) of a managed Object.</li> <li>indirect—An alarm generated by a set of events where all events were deduced or inferred by the status of managed Objects as determined by the network management system.</li> <li>mixed—An alarm generated by a set of events which were either direct or indirect.</li> </ul>	N/A. It is constant. Default value is unknown
cenAlarmCategoryDefinition	<p>Short description of the category of the alarm generated. The string is formatted as <i>integer,alarmCategory description</i>.</p> <p>The <i>integer</i> value is the same value that the cenAlarmCategory attribute holds.</p> <p><i>alarmCategory description</i> contains one line description of the alarm category generated.</p>	N/A. It is constant. Default value is unknown
cenAlarmServerAddressType	The type of Internet address by which the server is reachable. The Server is the server that is generating this trap.	It is IP type like IPv 4 or IPv 6
cenAlarmServerAddress	The IP Address or the DNS name of the Management Server that raised this alarm to be notified.	The IP address of the local host. If cursor hovers over Device Name in the Fault Manager, this value is seen.
cenAlarmManagedObjectClass	The class of the managed object for which this alarm was generated. For example, Router, Switch, GateKeeper and VoicePort.	Capabilities of device in Device Details.
cenAlarmManagedObjectAddressType	The type of Internet address by which the managed object is reachable.	It is constant. Default value is IPv 4

Table 3 CenAlarmEntry Attributes and Events Mapping

Alarm Sequence	Description	Operations Manager Events Table Mapping
cenAlarmManagedObjectAddress	The IP Address or the DNS name of the Managed Object.	Device Name managed by Operations Manager.
cenAlarmDescription	A detailed description of the alarm.	When cursor hovers over Event name, event details display.
cenAlarmSeverity	The alarm severity indicates the severity of the alarm in integer value.	It is integer value severity for internal mapping
cenAlarmSeverityDefinition	<p>The short description of the severity of the alarm generated. The String is formatted in <i>integer,alarmSeverity description</i>.</p> <p>The <i>integer</i> value is the same value that the <b>cenAlarmSeverity</b> attribute holds.</p> <p><i>alarmSeverity description</i> contains one line description of the alarm severity generated.</p>	Severity column.
cenEventIDList	Comma separated list of the Unique Event identifiers that led to the generation of this Alarm.	If cursor hovers over Event name, Event ID and other details display.
cenAlarmTriageValue	<p>The triage value of an alarm is a hierarchical weighting value (applied by the application, and more importantly customizable by the end user).</p> <p>This allows an artificial form of evaluating impact, interest, or other user-determined functions between alarms.</p> <p>The value is a positive number or zero where zero denotes an undetermined or uncomputable value.</p>	N/A. Default value is 0.
cenUserMessage1	User input message. This value can be configured.	These messages found in the URL. Cross-launch to get event information.
cenUserMessage2	User input message. This value can be configured.	These messages found in the URL Cross-launch to get event information.
cenUserMessage3	User input message. This value can be configured.	These messages found in the URL. Cross-launch to get event information.
cenAlarmMode	<p>Alarm mode options include:</p> <ul style="list-style-type: none"> <li>unknown—When the value for this attribute could not be determined.</li> <li>alert—An alarm generated by a set of events where all events are reported by polling of managed objects or listening to SNMP notifications.</li> <li>event—An event generated by polling of managed objects or listening to SNMP notifications.</li> </ul>	After Operations Manager 8.0 the alarm modes are now event modes. This is used for internal mapping.

**Table 3** *CenAlarmEntry Attributes and Events Mapping*

Alarm Sequence	Description	Operations Manager Events Table Mapping
cenPartitionNumber	In traps generated by the management application that support multiple partitions, the attribute will carry the integer value assigned to identify the logical group where the managed device resides.	N/A default value is 0
cenPartitionName	In traps generated by the management application that support multiple partitions, the attribute has this name assigned to identify the logical group where the managed device resides.	Contains Private IP Address and Private DNS fields.
cenCustomerIdentification	User input message. The attribute takes in a free format text.  This attribute can be used by advanced management applications to sort responses from the fault management server.	In multiple end-customer mode this object has a Customer Name. Otherwise, you must enter this value during creation of notification in Notification criteria.
cenCustomerRevision	User input message. The attribute takes in a free format text.  This attribute can be used by advanced management applications to sort responses from the fault management server.	In enterprise mode, you must enter this value during creation of notification in Notification criteria.
cenCustomerRevision	User input message. The attribute allows free format text.  This attribute is used by advanced management applications to sort responses from the fault management server.	In enterprise mode, you must enter this value during creation of notification in Notification criteria.  This is not applicable in multiple end-customer mode.
cenAlertID	In event-based notification, this attribute contains the alert ID to which the generated event has been rolled up to.  In alert-based notification, the cenAlarmInstanceId and cenAlertID are identical.	Not used.

## Product Documentation



### Note

The originally published printed and electronic documentation is included with your product. Any changes after original publication are reflected on Cisco.com, where you will find the most up-to-date documentation. [Table 4](#) describes the product documentation that is available.

**Table 4** *Product Documentation*

Document Title	Available Formats
<i>Supported Devices and Interoperable Software Table for Cisco Unified Operations Manager 8.6</i>	On Cisco.com at the following URL: <a href="http://www.cisco.com/en/US/products/ps6535/products_device_support_tables_list.html">http://www.cisco.com/en/US/products/ps6535/products_device_support_tables_list.html</a>
<i>Installation Guide for Cisco Unified Operations Manager 8.6</i>	<ul style="list-style-type: none"> <li>• In PDF on the product image</li> <li>• On Cisco.com at the following URL: <a href="http://www.cisco.com/en/US/products/ps6535/prod_installation_guides_list.html">http://www.cisco.com/en/US/products/ps6535/prod_installation_guides_list.html</a></li> </ul>
<i>User Guide for Cisco Unified Operations Manager 8.6</i>	<ul style="list-style-type: none"> <li>• In PDF on the product image</li> <li>• On Cisco.com at the following URL: <a href="http://www.cisco.com/en/US/products/ps6535/products_user_guide_list.html">http://www.cisco.com/en/US/products/ps6535/products_user_guide_list.html</a></li> </ul>
<i>Open Source Used In Cisco Unified Operations Manager 8.6</i>	<ul style="list-style-type: none"> <li>• In PDF on the product image</li> <li>• On Cisco.com at the following URL: <a href="http://www.cisco.com/en/US/products/ps6535/products_licensing_information_listing.html">http://www.cisco.com/en/US/products/ps6535/products_licensing_information_listing.html</a></li> </ul>
Context-sensitive online help	<ul style="list-style-type: none"> <li>• Select an option from the navigation tree, then click <b>Help</b></li> <li>• Click the Help button on the page</li> </ul>

## Related Documentation



**Note**

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

[Table 5](#) describes the additional documentation that is available.

**Table 5** *Related Documentation*

Document Title	Available Formats
<i>Release Notes for Cisco Unified Service Monitor</i>	<ul style="list-style-type: none"> <li>• PDF on the product image</li> <li>• On Cisco.com at the following URL: <a href="http://www.cisco.com/en/US/products/ps6536/prod_release_notes_list.html">http://www.cisco.com/en/US/products/ps6536/prod_release_notes_list.html</a></li> </ul>
<i>User Guide for Cisco Unified Service Monitor</i>	<ul style="list-style-type: none"> <li>• PDF on the product image.</li> <li>• On Cisco.com at the following URL: <a href="http://www.cisco.com/en/US/products/ps6536/products_user_guide_list.html">http://www.cisco.com/en/US/products/ps6536/products_user_guide_list.html</a></li> </ul>



Table 5 Related Documentation (continued)

Document Title	Available Formats
<i>Best Practices for Cisco Unified Communications Management Suite on Virtualization</i>	<ul style="list-style-type: none"> <li>• <a href="#">Best Practices for Cisco Unified Communications Management Suite on Virtualization</a></li> </ul>
<i>White Papers for Cisco Unified Operations Manager</i>	Various best practices and support documents are available at <a href="http://www.cisco.com/en/US/products/ps6535/prod_white_papers_list.html">http://www.cisco.com/en/US/products/ps6535/prod_white_papers_list.html</a>

## Obtaining Documentation, Obtaining Support, and Security Guidelines

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