



# Release Notes for Cisco Prime LAN Management Solution 4.2.2

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## Contents

The Release Notes provide instructions for downloading and installing Cisco Prime LAN Management Solution (LMS) 4.2.2. The document also provides information on supported new features, and points you to the known problems in LMS 4.2.2.

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## Introduction

Cisco Prime LAN Management Solution provides powerful features that enable you to configure, monitor, troubleshoot, and administer Cisco networks. It also supports Cisco technologies such as Identity, EnergyWise, Auto Smartports, and Smart Install.



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# What's New in This Release

This section explains the new and changed features in LMS 4.2.2:

- [Export Data for Prime Infrastructure](#)
- [Support Settings](#)
- [Managed Device List](#)
- [Firefox Version Support](#)
- [Performance Router Template Enhancements](#)
- [Global search](#)

See the Online help of LMS 4.2.2 applications for a detailed explanation of the enhanced features.

## Export Data for Prime Infrastructure

Cisco Prime LAN Management Solution supports data migration to Prime Infrastructure 1.2. This feature enables user to export the Device Credentials Repository (DCR) data from LMS 4.2.x versions to Prime Infrastructure 1.2. The data backup status and backup location are displayed at the bottom of the Export Data for Prime Infrastructure page. The data being exported from LMS and the data imported back to PI are listed as follows.

### Data exported from LMS

- Device Credentials Repository (DCR)
- Software Image Management
- Config Archive
- Change Audit
- Syslog

### Data Imported to PI

Device Credentials Repository

## Support Settings

The support settings feature allows customer to set the type of interaction for creating/updating support cases. There are two types of interactions namely interaction directly from the server and interaction via client system. Interaction directly from the server enables the customers connect to Cisco directly from the LMS server using their CEC username or by providing the third-party details such as partner support e-mail address, website URL and e-mail subject line format. If Third-party Support Provider option is selected in the Support Settings page then the support case details will be sent to partner e-mail ID. The partner e-mail ID should have been configured in the SMTP server specified in the SMTP settings in **Admin > System > System Preferences**. If Interactions via client system only option is selected in the Support Settings page then the support case details can be downloaded in the client machine. In LMS 4.2.2, the support settings feature allows user to create/update a support case and access the cisco support communities. The new support case panel lists all active support cases created by the user.

## Managed Device List

The Collection Summary Portlet page displays the total number of managed devices in LMS server. The customer can view the detailed list of the devices managed by the LMS server by clicking the Managed Device count link on the Collection Summary Portlet page. The managed device list contains the Device Name, IP Address, Host Name, and Location. The user can either export or print the Managed Device Report from this page.

## Firefox Version Support

LMS 4.2.2 supports Mozilla Firefox 12.0, 13.0, and ESR 10.0.5 version. These Firefox browser versions are supported only on Windows client systems.

**Note**

If you are using Mozilla Firefox ESR 10.0.5 browser version, you can ignore the browser not supported message during the login and can continue with the LMS activities. There is no functionality impact due to this.

## Performance Router Template Enhancements

The Cisco Prime LAN Management Solution 4.2.2 replaces the single Performance Router (PfR) template with three other templates namely PfR Basic Master Controller (MC) Template, PfR Basic Border Router, and PfR Advanced MC Template. All these templates are related to each other. The hardware devices supported on these templates are 2800, 2900, 3900, 7600, and ASR 1K. The minimum supported IOS versions are 15.1(4)M3 for 2800, 2900, 3900, 7600, and 3.5(1)S for ASR 1K.

## Global search

The global search in master—slave scenario has been enhanced to redirect the Quick View links to appropriate master/slave servers where the device is being managed.

## System and Browser Requirements for Server and Client

Before you begin to install LMS software, you must check if your system meets the recommended prerequisites.

The recommended LMS 4.2.2 server and client requirements on the supported operating systems are based on the license that you use on a single server or multi-server setup. For more information, refer [System and Browser Requirements for Server and Client](#) in *Installing and Migrating to Cisco Prime LAN Management Solution 4.2*.

## Downloading Cisco Prime LAN Management Solution 4.2.2

You can download LMS 4.2.2 either from Cisco.com or as a Software Update from:

**Admin > System > Software Center > Software Update**

This section contains:

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

## Downloading from Cisco.com

LMS 4.2.2 is available on Cisco.com. To download LMS 4.2.2:

- 
- Step 1** Go to the Download Software page  
<http://software.cisco.com/download/type.html?mdfid=284259296&flowid=37207&softwareid=280775102>
- Step 2** Click Solaris, Soft Appliance or Windows.
- Step 3** Download the LMS 4.2.2 software zip file into a directory on your system.
- Step 4** Check the checksum value of the downloaded files with the values given below:
- Checksum value for Solaris—3756164768 1260167980
  - Checksum value for Soft Appliance—1102320578 1146991411
  - Checksum value for Windows—48289206 1139225834
- 

## Downloading From Software Center

You can use the Software Update function in LMS Software Center to download LMS 4.2.2.

To download LMS 4.2.2 from Software Center:

- 
- Step 1** Go to the Cisco Prime home page and select **Admin > System > Software Center > Software Update**.  
 The Software Updates page appears.
- Step 2** In the Products Installed table, check the check box corresponding to LAN Management Solution.
- Step 3** Click either:
- **Download Updates**. See [Using the Download Updates Option](#).
  - Or
  - **Select Updates**. See [Using the Select Updates Option](#).
- 

## Using the Download Updates Option

To download LMS 4.2.2 using the Download Updates option:

- 
- Step 1** Click **Download Updates** on the Software Updates page.  
 The Cisco.com and Proxy Server Credentials dialog box appears.

- Step 2** Enter your Cisco.com username and password. Both are mandatory.  
If you have configured proxy settings under **Admin > System > Cisco.com Settings > Proxy Server Setup**, enter the Proxy server username and password.
- Step 3** Click **Next**.  
The Destination Location page appears. The destination location should not be the location where Cisco Prime is installed.  
The default download directory is:  
/opt/psu\_download—On Solaris  
/opt/psu\_download—On Soft Appliance  
System Drive:\psu\_download—On Windows  
Software Center does not support downloading software or device updates into the same directory where you have installed Cisco Prime LAN Management Solution, or any of its sub- directories. Also, you cannot download software or device updates under System directories.
- Step 4** Enter the location, or browse to the location using the Browse tab.  
The destination location must have casuser write-permissions.
- Step 5** Click **Next**.  
The Summary page appears with a summary of your inputs.
- Step 6** Click **Finish** to confirm the download operation.
- 

## Using the Select Updates Option

To download LMS 4.2.2 using the Select Updates option:

- 
- Step 1** Click **Select Updates** in the Software Updates page.  
The Cisco.com and Proxy Server Credentials dialog box appears.
- Step 2** Enter your Cisco.com username and password. Both are mandatory.  
If you have configured proxy settings under **Admin > System > Cisco.com Settings > Proxy Server Setup**, enter the Proxy server username and password.  
The Available Images page appears.
- Step 3** Either:
- Select the lms4\_2\_2\_sol\_k9.zip file, for Solaris.
  - Select the lms4\_2\_2\_inx\_k9.zip file, for Soft Appliance
  - Select the lms4\_2\_2\_win\_k9.zip, for Windows.
- Step 4** Click **Next**.  
The Destination Location page appears. The destination location should not be the location where Cisco Prime is installed.  
The default download directory is:  
/opt/psu\_download—On Solaris  
/opt/psu\_download—On Soft Appliance

*System Drive:\psu\_download*—On Windows

Software Center does not support downloading software or device updates into the same directory where you have installed Cisco Prime LAN Management Solution, or any of its sub- directories. Also, you cannot download software or device updates under System directories.

- Step 5** Enter the location, or browse to the location using the Browse tab.  
The destination location must have casuser write-permissions.
- Step 6** Click **Next**.  
The Summary page appears with a summary of your inputs.
- Step 7** Click **Finish** to confirm the download operation.
- 

## Installing Cisco Prime LAN Management Solution 4.2.2

This section describes on how you can install Cisco Prime LMS 4.2.2 on Solaris, Soft Appliance, and Windows systems.

The LMS 4.2.2 installation program takes approximately 50 minutes to complete on Windows, Soft Appliance and Solaris, on a single server with the recommended hardware requirements.

This can take more than two hours if you perform network management integration while installing.

- If Virus Check is enabled in your system, then installation of LMS 4.2.2 will take a longer time.
- If HP Openview or Netview is running on your system, installation will take a longer time. Stop these services to run a faster installation.

This sections contains:

- [Prerequisites for Installing Cisco Prime LMS 4.2.2 Software](#)
- [Installing LMS 4.2.2 on Solaris](#)
- [Installing LMS 4.2.2 on Soft Appliance](#)
- [Installing LMS 4.2.2 on Windows](#)
- [Re-installing LMS 4.2.2](#)
- [Remote Upgrade to LMS 4.2.2](#)

## Prerequisites for Installing Cisco Prime LMS 4.2.2 Software

Before you install Cisco Prime LMS 4.2.2, LMS 4.2 or LMS 4.2.1 must be installed on your system. For more details, refer [Prerequisites](#) in *Installing and Migrating to Cisco Prime LAN Management Solution 4.2*.

## Installing LMS 4.2.2 on Solaris

To install the LMS 4.2.2 on a Solaris system for the first time:

- Step 1** Navigate to the location on your system, where you have downloaded the lms4\_2\_2\_sol\_k9.zip.

or

Log into the system where you want to install LMS 4.2.2 and insert the LMS 4.2.2 DVD.



**Note**

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

Installation from local hard drive will be faster than installation from DVD.

If you want to install from a local hard drive, you must copy the contents from the DVD to the local hard drive. Ensure that you copy the entire contents from the LMS422-SOL folder in DVD to the hard drive.

For more information on copying the contents from the DVD to the hard drive, see [Installation Notes \(For Solaris Only\)](#) in *Installing and Migrating to Cisco Prime LAN Management Solution 4.2*.

**Step 2** Copy the downloaded software image to a directory having minimum of 10 GB free space.

**Step 3** Unzip the lms4\_2\_2\_sol\_k9.zip file.

The contents of the zip file are extracted under the lms4\_2\_2\_sol\_k9 directory.

**Step 4** Navigate to the lms4\_2\_2\_sol\_k9 folder.

**Step 5** Run the installation setup script by entering:

```
# chmod +x setup.sh
```

```
# sh setup.sh
```

or

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

A Welcome message appears:

```
Welcome to Cisco Prime LAN Management Solution 4.2.2 setup program.
```

A prompt appears:

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

**Step 6** 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 7** Enter **Y** to accept the license agreement and proceed with the installation, or enter **N** to deny and quit the installation.

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

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

**Step 8** Enter **Y** to proceed or **N** to exit installation.

A Warning message appears:

```
WARNING: Automatic data backup does not happen during this installation. We recommend you to take a backup of data before starting this installation.
```

**Step 9** Enter **Y** to proceed or **N** to exit installation.

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 Cisco Prime applications will not function properly.
```

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

- Step 10** Enter **Y** to proceed with the installation.  
A list of warning messages appear finally before the installation completes successfully.
- 

## Installing LMS 4.2.2 on Soft Appliance

To upgrade from LMS 4.2 to LMS 4.2.2:

- Step 1** Log into the shell and navigate to the location where the upgrade file, `lms4_2_2_lnx_k9.zip` is stored.

```
myhost/admin# shell
starting shell...
[myhost/ root-ade ~]
```



**Note** The login name that appears in the command prompt depends on the login name entered by the user while installing LMS on VM Console.

---

or

Log into the shell and copy the `lms4_2_2_lnx_k9.zip` file from the `LMS422-Appliance` folder in LMS 4.2.2 DVD.

- Step 2** Unzip the `lms4_2_2_lnx_k9.zip` file to extract `Cisco_Prime_LAN_Management_Solution_4_2_2.tar.gz`.

```
[myhost/ root-ade myloc] unzip lms4_2_2_lnx_k9.zip
```

- Step 3** Copy the `Cisco_Prime_LAN_Management_Solution_4_2_2.tar.gz` to local disk partition of LMS 4.2 installed server (`/localdisk`).

- Step 4** Login with your credentials to the VM Console through Vsphere client.

- Step 5** Create either a local or remote repository. A repository contains URL and credential details

```
myhost/admin# configure terminal
myhost/admin(config)# repository <<myrepo>>
myhost/admin(config-Repository)# url ?
<WORD>  Enter repository URL, including server and path info (Max Size - 80)
cdrom:  Local CD-ROM drive (read only)
disk:   Local storage
ftp:    URL using a FTP server
http:   URL using a HTTP server (read only)
https:  URL using a HTTPS server (read only)
nfs:    URL using a NFS server
sftp:   URL using a SFTP server
tftp:   URL using a TFTP server
```

- Step 6** Combine the URL to the repository that uses a local or remote storage.

- a.** The following IOS CLI shows how to combine the URL to a repository that uses a local storage:

```
myhost/admin(config-Repository)# url disk:
myhost/admin(config-Repository)# exit
myhost/admin(config)# exit
myhost/admin# write mem
```



```
Generating configuration...
```

```
myhost/admin#
```

- b. The following IOS CLI shows how to combine the URL to a repository that uses an anonymous FTP server:

```
myhost/admin(config-Repository)# url ftp://<<ftp_location>>
```

```
myhost/admin(config-Repository)# user <<ftp_username>> password plain
<<ftp_password>>
```

```
myhost/admin(config-Repository)# exit
```

```
myhost/admin(config)# exit
```

```
myhost/admin# write mem
```

```
Generating configuration...
```

```
myhost/admin#
```

You can use the above mentioned steps for other protocols.

- Step 7** Run the below command in the VM console in VSphere client.

```
myhost/admin# application upgrade Cisco_Prime_LAN_Management_Solution_4_2_2.tar.gz
<<myrepo>>
```

```
Save the ADE-OS running configuration? (yes/no) [yes]?
```

- Step 8** Press Enter to continue with LMS 4.2.2 upgrade.

An Application upgrade successful message appears.

## Installing LMS 4.2.2 on Windows

To install LMS 4.2.2 on a Windows system for the first time:

- Step 1** Login as administrator to the system where you want to install LMS 4.2.2 and navigate to the location where you have downloaded the lms4\_2\_2\_win\_k9.zip.

or

Log into the system where you want to install LMS 4.2.2 and insert the LMS 4.2.2 DVD.



**Note**

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

Installation from local hard drive will be faster than installation from DVD.

If you want to install from a local hard drive, you must copy the contents from the DVD to the local hard drive. Ensure that you copy the entire contents from the LMS422-WIN folder in DVD to the hard drive.

- Step 2** Unzip the lms4\_2\_2\_win\_k9.zip file.

The contents of the zip file are extracted under the lms4\_2\_2\_win\_k9 directory.

- Step 3** Double-click on the lms4\_2\_2\_win\_k9.exe file.

A Warning message appears:

```
Warning: Automatic data backup does not happen during this installation. We recommend you
to take a backup of data before starting this installation.
```

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

The Prerequisites window appears.

**Step 5** Read the prerequisite details and click **OK**.

**Step 6** Click **Install** in the LMS setup window.

The Installation Completed wizard appears.

The Installation Completed wizard has view buttons that allow you to view the following details:

- [Errors and Warnings](#)
- [Installation Information](#)
- [Health Monitor Report](#)

### Errors and Warnings

The View button will be enabled only if errors are encountered during installation. You can view the error details on clicking the View button.

### Installation Information

Provides information on how to download and install the latest Service Packs, Point Patches, Device Package updates, Config Templates, or the User Tracking Utility 2.0. You must obtain a valid license key from Cisco.com within 60 days. If the number of managed devices exceeds 5000, only Inventory, config, and Image Management functions can remain enabled. Select **Admin > System > Device Management Functions** to disable the other functions. However, you can setup LMS in another server to enable all the other functions for the additional devices.

### Health Monitor Report

The Health Monitor report provides the following Hardware Parameter details:

- Memory availability
- Swap
- CPU
- DSN
- Backup status
- Number of MIB objects being polled
- Maximum number of MIB objects that can be managed
- Syslog database size

**Step 7** Click **Finish** to exit the Installation Completed wizard.

---

## Re-installing LMS 4.2.2

Re-installation is installing the product over the existing one without performing an uninstallation.

You can re-install LMS 4.2.2 by running the installation program on the system currently running the product. LMS 4.2.2 supports new installation and re-installation of applications at the same time.

Re-installation preserves the settings from the previous installation.

LMS applications will automatically be installed in the same location, where the previous version was installed.

**Re-installing LMS 4.2.2 in Solaris**

To reinstall LMS 4.2.2 in Solaris.

- 
- Step 1** Navigate to the location on your system, where you have downloaded the lms4\_2\_2\_sol\_k9.zip.
- Step 2** Unzip the lms4\_2\_2\_sol\_k9.zip file.  
The contents of the zip file are extracted under the lms4\_2\_2\_sol\_k9 directory.
- Step 3** Navigate to the lms4\_2\_2\_sol\_k9 folder.
- Step 4** Run the installation setup script by entering:
- ```
# sh setup.sh
```
- or
- ```
# ./setup.sh
```
- A Welcome message appears:
- ```
Welcome to Cisco Prime LAN Management Solution 4.2.2 setup program.
```
- A prompt appears:
- ```
Press Enter to read/browse the following license agreement:
```
- Step 5** 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 6** Enter **Y** to accept the license agreement and proceed with the installation, or enter **N** to deny and quit the installation.  
While installing from the network drive, the Installing from Network Drive message appears.  
Installation from the network drive will be slower than installing from the local drive.
- Step 7** Enter **Y** to proceed or **N** to exit installation.  
A Warning message appears:
- ```
WARNING: Automatic data backup does not happen during this installation. We recommend you to take a backup of data before starting this installation.
```
- Step 8** Enter **Y** to proceed or **N** to exit installation.  
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 Cisco Prime applications will not function properly.
```
- ```
Do you want to continue the installation? (y/n) [y]:
```
- Step 9** Enter **Y** to proceed with the installation.  
A Warning message appears:
- ```
WARNING: Cisco Prime LAN Management Solution 4.2.2 is already installed in your system. Do you want to reinstall?
```
- Step 10** Click **Yes** to proceed or **No** to exit installation.  
A list of warning messages appear finally before the installation completes successfully.

**Note**

LMS 4.2.2 installation automatically use the installation mode that you selected while installing LMS 4.2. You cannot change the LMS 4.2.2 installation mode.

**Re-installing LMS 4.2.2 in Windows**

To reinstall LMS 4.2.2 in Windows.

- 
- Step 1** Login as administrator to the machine where you want to install LMS 4.2.2.
- Step 2** Navigate to the location on your system, where you have downloaded the lms4\_2\_2\_win\_k9.zip.
- Step 3** Unzip the lms4\_2\_2\_win\_k9.zip file.  
The contents of the zip file are extracted under the lms4\_2\_2\_win\_k9 directory.
- Step 4** Double-click on the lms4\_2\_2\_win\_k9.exe file.  
A Warning message appears:  
`WARNING: Automatic data backup does not happen during this installation. We recommend you to take a backup of data before starting this installation.`
- Step 5** Click **Yes** to proceed or **No** to exit installation  
A Warning message appears:  
`Warning: Cisco Prime LAN Management Solution 4.2.2 is already installed in your system. Do you want to reinstall?`
- Step 6** Click **Yes** to proceed or **No** to exit installation.  
The Prerequisites window appears.
- Step 7** Read the prerequisite details and click **OK**.
- Step 8** Click **Install** in the LMS setup window.  
The Installation Completed wizard appears
- Step 9** Click **Finish** to exit the Installation Completed wizard.
- 

**Note**

If a file in LMS 4.2 is corrupted, first uninstall LMS then install LMS 4.2 and LMS 4.2.2.

## Upgrading to LMS 4.2.2

[Table 1](#) shows the upgrade paths that are supported in LMS 4.2.2.

**Table 1** Upgrading to LMS 4.2.2

| Current LMS Version | Type of Upgrade  | Procedure                                                                                                                                                                                                                                   |
|---------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LMS 4.2.1           | Remote migration | <ol style="list-style-type: none"> <li>1. Install LMS 4.2.2.</li> <li>2. Migrate your data to LMS 4.2.2 using the instructions explained in the section <a href="#">Remote Upgrade to LMS 4.2.2</a>.</li> </ol>                             |
|                     | Direct migration | <ol style="list-style-type: none"> <li>1. Install LMS 4.2.2 over LMS 4.2.1.</li> </ol> <p>The data is automatically migrated during installation.</p>                                                                                       |
| LMS 4.2             | Remote migration | <ol style="list-style-type: none"> <li>1. Install LMS 4.2.2.</li> <li>2. Migrate your data to LMS 4.2.2 using the instructions explained in the section <a href="#">Remote Upgrade to LMS 4.2.2</a>.</li> </ol>                             |
|                     | Direct migration | <ol style="list-style-type: none"> <li>1. Install LMS 4.2.2 over LMS 4.2.</li> </ol> <p>The data is automatically migrated during installation.</p>                                                                                         |
| LMS 4.1             | Remote migration | <ol style="list-style-type: none"> <li>1. Install LMS 4.2</li> <li>2. Install LMS 4.2.2.</li> <li>3. Migrate your data to LMS 4.2.2 using the instructions explained in the section <a href="#">Remote Upgrade to LMS 4.2.2</a>.</li> </ol> |
|                     | Direct migration | <ol style="list-style-type: none"> <li>1. Install LMS 4.2.</li> <li>2. Install LMS 4.2.2 over LMS 4.2.</li> </ol> <p>The data is automatically migrated during installation.</p>                                                            |

**Note**

For upgrading LMS 4.0 and LMS 4.0.1 to LMS 4.2, refer to [Migrating Data to Cisco Prime LAN Management Solution 4.2](#) in *Installing and Migrating to Cisco Prime LAN Management Solution 4.2*. Follow the steps in [Table 1](#) for upgrading from LMS 4.2 to LMS 4.2.2.

**Note**

Cross platform data migration in Linux does not support restoration of 32-bit backup from any platforms supported by LMS to 64-bit Linux machine.

## Remote Upgrade to LMS 4.2.2

To upgrade from the previous versions of LMS to LMS 4.2.2:

- Step 1** Login to the machine where the previous version of LMS is installed.
- Step 2** Take a backup of the LMS data.
- Step 3** Login to the machine where LMS 4.2.2 is installed.
- Step 4** Follow the install procedure to install LMS 4.2.2 See [Installing Cisco Prime LAN Management Solution 4.2.2](#).
- Step 5** Migrate the data to LMS 4.2.2

For Solaris:

- a. Stop the daemon manager by entering:

```
/etc/init.d/dmgttd stop
```

- b. Restore the backed up data by entering:

```
NMSROOT/bin/perl NMSROOT/bin/restorebackup.pl -d BKP [-t temporary_directory]
```

where *BKP* is the backup directory and *NMSROOT* is your Cisco Prime Installation directory.

You must give the absolute path for *BKP*. For example, if *BKP* is under /opt, give the path as `NMSROOT/bin/perl NMSROOT/bin/restorebackup.pl -d /opt/BKP`.

- c. Examine the log files
- d. Start the daemon manager by entering:

```
/etc/init.d/dmgttd start
```

For Soft Appliance

- a. Stop the daemon manager by entering:

```
/etc/init.d/dmgttd stop
```

- b. Restore the backed up data by entering:

```
NMSROOT/bin/perl NMSROOT/bin/restorebackup.pl -d BKP [-t temporary_directory]
```

You must give the absolute path for *BKP*. For example, if *BKP* is under /opt, give the path as `NMSROOT/bin/perl NMSROOT/bin/restorebackup.pl -d /opt/BKP`.

- c. Examine the log files
- d. Start the daemon manager by entering:

```
/etc/init.d/dmgttd start
```

For Windows:

- a. Stop the daemon manager by entering:

```
net stop crmdmgttd
```

- b. Restore the backed up data by entering:

```
NMSROOT\bin\perl NMSROOT\bin\restorebackup.pl -d BKP [-t temporary_directory]
```

You must enter the absolute path for *BKP*. For example, if *BKP* is under C:\, enter the path as `NMSROOT\bin\perl NMSROOT\bin\restorebackup.pl -d C:\BKP`.

- c. Examine the log files.
- d. Start the daemon manager by entering:

```
net start crmdmgttd
```

For the detailed procedure of migrating and restoring the LMS data, follow the procedure in [Migrating Data to Cisco Prime LAN Management Solution 4.2](#) in *Installing and Migrating to Cisco Prime LAN Management Solution 4.2*.

#### Notes for Remote Upgrade

While setting up HA and DR environment in LMS server, ensure to set them prior to LMS installation. For further information on HA/DR configuration, see [Setting Up Cisco Prime LMS in High Availability and Disaster Recovery Environment](#) in *Installing and Migrating to Cisco Prime LAN Management Solution 4.2*.

# Bugs

This section explains:

- [Using Bug Toolkit](#)
- [Open Bugs for Cisco Prime LAN Management Solution 4.2.2](#)
- [Resolved Bugs in Cisco Prime LAN Management Solution 4.2.2](#)

## Using Bug Toolkit

In CiscoWorks LMS 4.0 and later, use the Bug ToolKit to view the list of outstanding and resolved bugs in a release. This section explains how to use the Bug ToolKit through the following subsections:

- [Search Bugs](#)
- [Export to Spreadsheet](#)

## Search Bugs

This section explains how to use the Bug ToolKit to search for a specific bug or to search for all the bugs in a specified release.

- 
- Step 1** Go to [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).  
You will be prompted to log into Cisco.com. After you login, the Bug Toolkit page opens.
- Step 2** Click **Launch Bug Toolkit**.
- Step 3** To search for a specific bug, enter the bug ID in the **Search for Bug ID** field and click **Go** in the **Search Bugs** tab.
- To search for all the bugs in a specified release, enter the following search criteria in the **Search Bugs** tab:
- Select Product Category—Select **Cloud and Systems Management**.
  - Select Products—Select **CiscoWorks LAN Management Solution 4.0 and later** from the list.
  - Software Version—Select **4.2.2** to view the list of outstanding and resolved bugs in Cisco Prime LAN Management Solution 4.2.2.
  - Search for Keyword(s)—Separate search phrases with boolean expressions (AND, NOT, OR) to search within the bug title and details.
  - Advanced Options—You can either perform a search using the default search criteria or define custom criteria for an advanced search. To customize the advanced search, select **Use custom settings for severity, status, and others** and provide the following information:
    - Severity—Select the severity level.
    - Status—Select **Open, Fixed, or Terminated**.

Select **Open** to view all the open bugs. To filter the open bugs, clear the Open check box and select the appropriate sub-options that appear below the Open check box. The sub-options are New, Held, More, Open, Waiting, Assigned, Forwarded, Postponed, Submitted, and Information Required. For example, if you want to view only new bugs in Cisco Prime LAN Management Solution 4.2, select **New**.

Select **Fixed** to view fixed bugs. To filter fixed bugs, clear the Fixed check box and select the appropriate sub-options that appear below the fixed check box. The sub-options are **Resolved** or **Verified**.

Select **Terminated** to view terminated bugs. To filter terminated bugs, clear the Terminated check box and select the appropriate sub-options that appear below the terminated check box. The sub-options are **Closed**, **Junked**, and **Unreproducible**. Select multiple options as required.

- Advanced—Select the **Show only bugs containing bug details** check box to view only those bugs that contain detailed information, such as symptoms and workarounds.
- Modified Date—Select this option if you want to filter bugs based on the date on which the bugs were last modified.
- Results Displayed Per Page—Select the appropriate option from the list to restrict the number of results that appear per page.

**Step 4** Click **Search**. The Bug Toolkit displays the list of bugs based on the specified search criteria.

## Export to Spreadsheet

The Bug ToolKit provides the following options to export bugs to a spreadsheet:

- Click **Export All to Spreadsheet** link in the Search Results page under the Search Bugs tab. Specify file name and folder name to save the spreadsheet. All the bugs retrieved by the search will be exported.
- Click **Export All to Spreadsheet** link in the My Notifications tab. Specify file name and folder name to save the spreadsheet. All the saved bugs in all the groups will be exported.

If you are unable to export the spreadsheet, log into the Technical Support Website at <http://www.cisco.com/cisco/web/support/index.html> for more information or call Cisco TAC (1-800-553-2447).

## Open Bugs for Cisco Prime LAN Management Solution 4.2.2

The open bugs describe possible unexpected behavior in Cisco Prime LAN Management Solution 4.2.2 release. These bugs may also be open in previous releases.

Refer to [Using Bug Toolkit](#) for querying and searching bug details.

[Table 2](#) contains the open bugs in LMS 4.2.2.

**Table 2** Open Bugs in Cisco Prime LMS 4.2.2

| Identifier                 | Headline                                                                 |
|----------------------------|--------------------------------------------------------------------------|
| <b>Administration</b>      |                                                                          |
| <a href="#">CSCts55260</a> | CARS CLI command execution issues.                                       |
| <a href="#">CSCub55281</a> | Last Updated Field for TAC case never gets updated in Support Case View. |
| <a href="#">CSCua73689</a> | LMS 4.2.2 - Open TAC Case tool not opening from Troubleshooting flow.    |
| <b>Backup and Restore</b>  |                                                                          |
| <a href="#">CSCtz29665</a> | LMS 4.2 backup fails due to conflict with jobs.                          |



**Table 2** *Open Bugs in Cisco Prime LMS 4.2.2 (continued)*

| <b>Identifier</b>          | <b>Headline</b>                                                                            |
|----------------------------|--------------------------------------------------------------------------------------------|
| <a href="#">CSCua78904</a> | Backup data stored in local server after completing export operation.                      |
| <a href="#">CSCub29364</a> | HTTP-500 error thrown when performing export operation in different tabs.                  |
| <b>Configuration</b>       |                                                                                            |
| <a href="#">CSCty39249</a> | CiscoWorks inventory report free slot miscount.                                            |
| <a href="#">CSCty65794</a> | Suggested Fix & info popup not generating “Violation with & without”.                      |
| <a href="#">CSCty79172</a> | LMS 5K: Job time out issue in PARI Collection.                                             |
| <a href="#">CSCty61625</a> | Preview-CLI commands are not generating if test area list is empty.                        |
| <a href="#">CSCtz42393</a> | LMS 4.x does not terminate SSH sessions on ACE.                                            |
| <a href="#">CSCtz31077</a> | LMS 4.2.1 - TotalViolationsColumn not sorting properly in Compliance Check Report.         |
| <a href="#">CSCtz88687</a> | Issue with 4928 10Gigabit Ethernet Switch with Medianet Location template.                 |
| <a href="#">CSCtz91362</a> | Module Based template UI needs to be changed in OOTB framework.                            |
| <a href="#">CSCtx19732</a> | LMS 4.2 - No details displayed for Pari Jobs in Admin Job Browser.                         |
| <a href="#">CSCtx26377</a> | RBAC: Issue with Help desk user report generation.                                         |
| <a href="#">CSCtw86891</a> | LMS 4.2 - In Pari violation page, SNMP strings are showing as clear text.                  |
| <a href="#">CSCtg35678</a> | LMS 4.0 - ID: Ports to be filtered in identity config flow.                                |
| <a href="#">CSCtj59461</a> | List of associated ports for identity in a random order.                                   |
| <a href="#">CSCts52554</a> | Port groups are not showing for Network Operator and User defined role.                    |
| <a href="#">CSCtt46555</a> | LMS 4.2: Issue with Global commands in Module based templates.                             |
| <a href="#">CSCtu21015</a> | LMS 4.2 - Module device is not able to fetch ShComplnceReportCmndset.                      |
| <a href="#">CSCtu10003</a> | “Bridge: Base Bridge Address” attribute operators need to be enhanced.                     |
| <a href="#">CSCtu26759</a> | LMS 4.2 - Report generation failed in some scenarios in inv custom template.               |
| <a href="#">CSCtv10861</a> | LMS 4.2 - Issue with combination of new and Old attribute in Inv Custom.                   |
| <a href="#">CSCtv11780</a> | LMS 4.2 - Failed to generate report System : Managenet Type attribute.                     |
| <a href="#">CSCtw92725</a> | LMS 4.2 - Pari:Enhancement needed for Terminal Access policy.                              |
| <a href="#">CSCtx34710</a> | LMS 4.2 - Pari:Inventory, config and show commands to be collected during synchronization. |
| <a href="#">CSCtx52176</a> | Issue with contract reports when contract file is not imported.                            |
| <a href="#">CSCtu29692</a> | LMS 4.2 - Ipv6 device support for PARI.                                                    |
| <a href="#">CSCtu33149</a> | PARI: Purge functionality implementation for PARI Jobs.                                    |
| <a href="#">CSCtx18996</a> | PARI: Job approval needs to be implemented for Compliance jobs.                            |
| <a href="#">CSCtu09665</a> | Adding attributes for Bridge, System, MemPool group in Custom Inv Report.                  |
| <a href="#">CSCtw58985</a> | Pari Report Generation - General Enhancements.                                             |
| <a href="#">CSCtw59013</a> | Pari Report Formatting - Enhancements.                                                     |
| <a href="#">CSCtw61686</a> | Pari - Enhancements.                                                                       |
| <a href="#">CSCtw58384</a> | Pari - Column for fixable and non fixable violation count.                                 |
| <a href="#">CSCtx57088</a> | Pari Policy group - dynamic UI validation issue.                                           |

**Table 2**      **Open Bugs in Cisco Prime LMS 4.2.2 (continued)**

| Identifier                                                  | Headline                                                                       |
|-------------------------------------------------------------|--------------------------------------------------------------------------------|
| <a href="#">CSCtt34316</a>                                  | LMS 4.2 - Report generated is not satisfying the rules in inv custom temp.     |
| <a href="#">CSCtl76351</a>                                  | 'More' command seen in latest archived running configuration for GSS device.   |
| <a href="#">CSCtq53879</a>                                  | Cache issue in OOTB Port related template on Preview CLI command.              |
| <a href="#">CSCtr10934</a>                                  | Pick list for software versions should include IOS info for the ASR.           |
| <a href="#">CSCti77485</a>                                  | Software update page link is missing in RSAC server.                           |
| <a href="#">CSCtw64274</a>                                  | Cross platform - Config archives not restored if custom arch location is used. |
| <a href="#">CSCtw51607</a>                                  | LMS 4.2 - Device under NAT not collected in EnergyWise.                        |
| <a href="#">CSCua12183</a>                                  | Policy Group UI stuck when the policy is clicked - New/revisit the screen.     |
| <a href="#">CSCua12204</a>                                  | Policy violation page launch hangs for 4.2 jobs executed in 4.2.1.             |
| <a href="#">CSCua12212</a>                                  | Profile with duplicate policy- Fix Violation "Not Attempted".                  |
| <a href="#">CSCua12221</a>                                  | Fix violation fails if TFTP/SCP/RCP is the transport protocol.                 |
| <a href="#">CSCua16467</a>                                  | LMS 4.2.1 - EnergyWise Issue with Multicast Environment.                       |
| <a href="#">CSCua16488</a>                                  | LMS 4.2.1 - TrustSec: SXP, SGA template deploy job is running for a long time. |
| <a href="#">CSCtz86097</a>                                  | LMS 4.2.1 - TrustSec Readiness, Issue with the Cat6k devices filtered.         |
| <b>Dashboard and Portlets</b>                               |                                                                                |
| <a href="#">CSCtw76726</a>                                  | LMS 4.2 - Undeployed portlet in 32SP public dashboard from 32sp migration.     |
| <b>Discovery, Device Management and Grouping Services</b>   |                                                                                |
| <a href="#">CSCtx37339</a>                                  | Default Credential set not working for cluster updated devices.                |
| <a href="#">CSCtx50661</a>                                  | Unable to stop the running discovery instance error message in discovery.      |
| <b>Monitoring and Troubleshooting</b>                       |                                                                                |
| <a href="#">CSCtx34369</a>                                  | Trustsec status values to be changed accordingly in technology details.        |
| <a href="#">CSCtw52350</a>                                  | LMS 4.2 - Fault customizable groups are lost after editing as private.         |
| <a href="#">CSCtn68202</a>                                  | Issue in hum when entPhysicalDescr names are same for different instance.      |
| <b>Network Topology, Layer 2 Services and User Tracking</b> |                                                                                |
| <a href="#">CSCty76737</a>                                  | The BRI Ports are not being updated in LMS.                                    |
| <a href="#">CSCtx11751</a>                                  | Issue in Dual IPV6 configuration device.                                       |
| <a href="#">CSCtl96069</a>                                  | Cloud color is not updated when Topology receives an add event.                |
| <a href="#">CSCtn42049</a>                                  | Deleted user-defined groups do not get deleted from Topology Services.         |
| <b>UI</b>                                                   |                                                                                |
| <a href="#">CSCtu19996</a>                                  | LMS 4.2 - Stop Custom Discovery button is missing in GS.                       |
| <a href="#">CSCtx21602</a>                                  | LMS 4.2 - Missing delete option for the job in Software & Device update-GS.    |
| <a href="#">CSCtx75981</a>                                  | Default Backup Directory should be empty in GS for fresh install.              |

## Resolved Bugs in Cisco Prime LAN Management Solution 4.2.2

Table 3 contains the bugs resolved in LMS 4.2.2.

Refer to [Using Bug Toolkit](#) for querying and searching bug details.

**Table 3** *Bugs Resolved in Cisco Prime LMS 4.2.2*

| Identifier                                                  | Headline                                                                  |
|-------------------------------------------------------------|---------------------------------------------------------------------------|
| <b>Administration</b>                                       |                                                                           |
| <a href="#">CSCtx08080</a>                                  | “Password recovery” option not working in Virtual appliance.              |
| <a href="#">CSCtz24562</a>                                  | Disable syslog logging for databases in virtual Appliance.                |
| <a href="#">CSCua67441</a>                                  | SNMP password length check is not done in update scenario.                |
| <a href="#">CSCua92654</a>                                  | Hostname Change Script fails on LMS 4.2.1 Virtual Appliance.              |
| <a href="#">CSCub19123</a>                                  | Fault limits SMTP server to 40 characters.                                |
| <a href="#">CSCub07260</a>                                  | CTMRegistry getting corrupted.                                            |
| <a href="#">CSCua93487</a>                                  | Cannot add Email ID for 'Syslog Purge Settings' on LMS 4.2.1.             |
| <a href="#">CSCub55234</a>                                  | Online Help Content is not properly updated for Smart Interaction in LMS. |
| <a href="#">CSCua76239</a>                                  | Syslog severity level summary report is taking days to complete.          |
| <b>Network Topology, Layer 2 Services and User Tracking</b> |                                                                           |
| <a href="#">CSCua33323</a>                                  | LMS 4.2.1 - Issue in clicking Help from the BPD & Discrepancies report.   |
| <a href="#">CSCtz76820</a>                                  | UTLite33 should update correct IP Address of user PC with multiple NICs.  |
| <b>Discovery, Device Management and Grouping Services</b>   |                                                                           |
| <a href="#">CSCtz92756</a>                                  | LMS CDP Discovery should ignore CIVS-IPC-2621V & cisco AIR-LAP1142N-A-K9. |
| <a href="#">CSCub07342</a>                                  | LMS 4.2.1 Data Collection timeout and retry values cannot be changed.     |
| <a href="#">CSCub09829</a>                                  | LMS 4.2 Inventory collection fails for Cat3750 with Device sensed.        |
| <a href="#">CSCub19675</a>                                  | LMS 4.2 cannot do inventory collection on 4507R+E w/ Supervisor 7.        |
| <a href="#">CSCua96032</a>                                  | Data collection hangs in running due to ACE interface description.        |
| <a href="#">CSCua62301</a>                                  | Bugtool Summary report is empty for some devices.                         |
| <a href="#">CSCua84586</a>                                  | CDA job fails for WLC devices.                                            |
| <b>Configuration</b>                                        |                                                                           |
| <a href="#">CSCtz87888</a>                                  | EnergyWise config via LMS WorkCentres -> EW -> Configure is not saved.    |
| <a href="#">CSCua27819</a>                                  | SWIM Flash Delete/Exclude list should be available for ASA platform.      |
| <a href="#">CSCub18690</a>                                  | 'Pager line 0' command should be reverted after config fetch on ASA.      |
| <a href="#">CSCua99412</a>                                  | Image upgrade fails in c3750 plain stack.                                 |
| <a href="#">CSCua13545</a>                                  | ASA key/pre-shared-key configuration shows erroneously as out of sync.    |
| <b>Monitoring and Troubleshooting</b>                       |                                                                           |
| <a href="#">CSCty97914</a>                                  | Interfaces report showing all instances instead of applicable ports.      |
| <a href="#">CSCua33107</a>                                  | Troubleshooting page keeps 'Loading' for some of the devices.             |
| <a href="#">CSCua05557</a>                                  | LMS 4.1 Filter function of Fault Monitor does not work.                   |
| <a href="#">CSCua20726</a>                                  | VOLT and TEMP alarms on ASR-1002 Router.                                  |
| <a href="#">CSCua65354</a>                                  | CISCO-ENCASE-APP-NAME-MIB is not available in the MIB Browser.            |
| <a href="#">CSCua65338</a>                                  | CISCO-ENCASE-MIB is not available in the MIB Browser.                     |

**Table 3** *Bugs Resolved in Cisco Prime LMS 4.2.2 (continued)*

| Identifier                 | Headline                                                                 |
|----------------------------|--------------------------------------------------------------------------|
| <a href="#">CSCua65321</a> | CISCO-EPM-NOTIFICATION-MIB is not available in the MIB Browser.          |
| <a href="#">CSCua20023</a> | Traceback in EventMon.log when Fault Monitor page is working OK.         |
| <a href="#">CSCua27698</a> | Problems with Fault EMail Notification Sender and Recipient addresses.   |
| <a href="#">CSCub41832</a> | Fault Device Certifications need to be updated to use ENTITY-SENSOR MIB. |
| <a href="#">CSCua73083</a> | IPSLA monthly reports have wrong start and end date.                     |
| <a href="#">CSCua08245</a> | Reachability test changes device hosntame to null.                       |

## Product Documentation

Table 4 describes the product documentation that is available.

**Table 4** *Product Documentation*

| Document Title                                                                        | Available Formats                                                                                                                                                                                                                                                                   |
|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Release Notes for Cisco Prime LAN Management Solution 4.2.2</i><br>(this document) | On Cisco.com at <a href="http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lan_management_solution/4.2.2/release/notes/lms4_2_2_release_notes.html">http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lan_management_solution/4.2.2/release/notes/lms4_2_2_release_notes.html</a> |
| <i>Context-sensitive online help</i>                                                  | Select an option from the navigation tree, then click Help.                                                                                                                                                                                                                         |

**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.

## Related Documentation

Table 5 describes the additional documentation that is available.

**Table 5** *Related Documentation*

| Document Title                                                             | Available Formats                                                                                                                                                                                                                                   |
|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Readme for Cisco Prime LAN Management Solution 4.2.1</i>                | On Cisco.com at <a href="http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lan_management_solution/4.2.1/readme/readme.html">http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lan_management_solution/4.2.1/readme/readme.html</a>               |
| <i>Installing and Migrating to Cisco Prime LAN Management Solution 4.2</i> | On Cisco.com at <a href="#">Installing and Migrating to Cisco Prime LAN Management Solution 4.2</a>                                                                                                                                                 |
| <i>Release Notes for Cisco Prime LAN Management Solution 4.2</i>           | On Cisco.com at <a href="http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lan_management_solution/4.2/release/notes/lms42rel.html">http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lan_management_solution/4.2/release/notes/lms42rel.html</a> |
| <i>LMS 4.2 User Guides</i>                                                 | On Cisco.com at <a href="http://www.cisco.com/en/US/products/ps11200/products_user_guide_list.html">http://www.cisco.com/en/US/products/ps11200/products_user_guide_list.html</a>                                                                   |

# Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

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This product includes software written by Tim Hudson (tjh@cryptsoft.com).

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