



Release Notes for User Registration Tool 2.0

These release notes are for use with User Registration Tool 2.0.

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Documentation Roadmap

The following User Registration Tool (URT) documents are provided in PDF on your product CD:

- *Installing the User Registration Tool*
- *Using the User Registration Tool*
- *URT Developer's Guide*



Note Adobe Acrobat Reader 4.0 is required.

Use these publications to learn how to install and use URT:

- *Using the User Registration Tool* (DOC-785461=)—Describes how to configure and use URT, and how to troubleshoot network problems related to URT. This publication is available on the CD-ROM in PDF format. The file is `urt_user.pdf`.
- *Installing the User Registration Tool* (DOC-7811440=)—Describes how to plan for URT deployment and install URT. This publication is available on the CD-ROM in PDF format. The file is `urt_ig.pdf`.
- URT online help—Contains all of the information available in *Using the User Registration Tool*. This ensures you have complete information even if you do not have the manual readily available while using URT. To access online help, click the Help button while running the URT Administrative Client Interface.

Additional Information Online

For information about URT supported devices, refer to the following URL, or check the documentation on CCO for the correct location.

- http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/fam_prod/user_reg/index.htm

User Registration Tool Known Problems

Known problems are defects in URT software releases. They are graded according to severity level. These release notes contain information for severity levels 1 and 2 only.

You can search for known problems on the Cisco bug tracking system tool, called Bug Navigator II. To access Bug Navigator II, perform one of the following steps:

- Enter <http://www.cisco.com/support/bugtools> in your web browser and log in to CCO.
- Log in to CCO and select Service & Support>Technical Assistance Center>Tools>Software Bug Toolkit Bug Navigator II.

Table 1 *URT Known Problems*

Bug ID	Summary	Explanation
CSCds37246	Unable to log in to NT4 primary domain controller (PDC)	<p>This is an intermittent problem. The user attempts to log in to the NT PDC and gets the message "Unable to connect to Domain Controller." This problem is due to the Microsoft WINS cache having the IP address the user obtained at login. The cache does not contain the current IP address and thus is sending data to an incorrect IP address.</p> <p>Obtain the status of the resolution for this problem by checking the following URL:</p> <p>http://support.microsoft.com/support/kb/articles/Q256/5/07.ASP</p>

Table 1 URT Known Problems

Bug ID	Summary	Explanation
CSCds37264	Logging on to Windows 2000 PDC not running logon script	<p>This problem occurs intermittently, when the Windows 2000 primary domain controller (PDC) does not run the logon script. The user does not have access to expected services after logon. The URT Administrative Client Interface shows that the user is assigned to the logon VLAN instead of the assigned VLAN.</p> <p>Troubleshooting: The system administrator can add a statement to the end of the domain server's logon script to pop up a window. The window can display a message stating that the logon script ran. Users who do not see this window can log out and log in again a few times, until they see the popup window displayed.</p>
CSCds31982	Case sensitive URT command line interface (CLI) converted user input to lowercase.	<p>This problem, discovered in a version 1.2 of URT, has been fixed in URT 2.0. You can use the URT command line to map hosts to VLANs. However, if the VTP names or VLAN names are input using uppercase or mixed case, an error may occur. The error message says that the VTP domain or VLAN was not found and displays the VTP or VLAN name in lowercase.</p> <p>The workaround for URT versions 1.2 and 1.2.1 is to use the URT Management Interface to map hosts to VLANs.</p>

Documentation Errata

Errors in URT documentation are summarized in Table 2.

Table 2 *URT Documentation Errata*

Document	Summary	Explanation
<i>Installing the User Registration Tool</i>	Appendix A—Upgrading URT from 1.2.x states that installing URT 2.0 on a URT 1.2 or URT 1.2.1 network management server automatically upgrades the URT software and preserves the existing data.	The only supported upgrade is from URT 1.2.1 to URT 2.0. Workaround: To preserve the URT 1.2 data, before installing URT 2.0, upgrade URT from version 1.2 to 1.2.1.

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- <http://www.cisco.com>
- <http://www-china.cisco.com>
- <http://www-europe.cisco.com>

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered CCO users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, for your convenience many documents contain a response card behind the front cover. Otherwise, you can mail your comments to the following address:

Cisco Systems, Inc.
Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online

technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

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

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

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

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

<http://www.cisco.com/tac/caseopen>

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

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