CISCO SYSTEMS

Doc. No. 78-4296-02

CiscoWorks Windows 3.1(1) Release Notes

December 17, 1997

This document discusses the CiscoWorks Windows 3.1(1) release and includes the following information:

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Note   For more recent release note information, check Cisco Connection Online (CCO) for possible updates. Refer to the last section of this release note for access information.

What's New in This Release

- CiscoWorks Windows 3.1(1) supports

  — Windows 95 and Windows NT 3.51 and 4.0.

  Optionally, CiscoWorks Windows runs on

  — Castle Rock SNMPc 4.1r and 4.2.04

  — HP OpenView Professional Suite 7.2 (C.02.17) and 7.3 (D.01.00 and D.01.02). (Formerly called HP OpenView Windows.)

  Optionally on Windows NT 4.0, CiscoWorks Windows runs on

  — HP OpenView Network Node Manager 5.0 and 5.01

- CiscoWorks Windows supports the following upgrade path:

  — Upgrade from CiscoWorks Windows 2.x

- The number of MIB objects that can be queried has been increased from 512 to 2048.

- CiscoWorks Windows is Year 2000 Compliant.

- Some software defects in CiscoWorks Windows 3.0(1) have been fixed.

⚠ **Caution**   Before installing CiscoWorks Windows or CiscoView devices, read the caveats in "CiscoWorks Windows" on page 12.

About Device Support

New devices are supported on all platforms unless otherwise noted. A *README* file describing device support is included on Cisco Connection Online (CCO).

Note For the latest device support packages, refer to Cisco Connection Online (CCO).

To mount and install devices from the support CD, refer to the CD booklet included in the package. Be sure to read the *README* files on CCO.

Cisco IOS Information

This section contains the latest Cisco IOS (Internetwork Operating System) software version information at the time of printing.

Configuration Builder devices support Cisco IOS software Releases 10.2 through 11.2. Access servers require a minimum of Cisco IOS software Release 10.3. Cisco 3600 devices require Cisco IOS software Release 11.1 or later. Cisco 4000 series devices require Cisco IOS software Release 10.3 or later.

CiscoView, Show Commands, and Health Monitor devices support Cisco IOS software Releases 10.2 through 11.2.

Note CiscoView supports the Qualified Logical Link Control (QLLC) feature in Cisco IOS software Release 10.3(7) or later and in Cisco IOS software Release 11.0(2) or later. CiscoView supports the Synchronous Data Link Control (SDLC) feature in Cisco IOS software Release 10.2 or later. CiscoView supports the CIP card in Cisco IOS software Release 10.2 or later.

New devices and further specifics on Cisco IOS support will be updated as devices become supported. For the online release notes, refer to one of the following:

- Cisco Connection Online (CCO) in the Cisco Connection Documentation section (continually updated)

- Cisco Connection Documentation, Enterprise Series CD

Note   The Cisco Connection Documentation, Enterprise Series CD was formerly called UniverCD.

Documentation Information

The documentation for CiscoWorks Windows includes this document, a CD-ROM booklet, an overview manual, and online help. The primary documentation for CiscoWorks Windows is the online help. If you have documentation feedback, please forward comments to

bug-doc@cisco.com

You can also refer to the CiscoWorks Windows registration/reference card for information on adding device support to CiscoView.

The documents shipped with this release include:

- *Overview for CiscoWorks Windows*

- *CiscoWorks Windows CD Installation Instructions*, which includes quick reference instructions for downloading device packages.

- *CiscoWorks Windows Release Notes*

Customer documentation can also be found on the Cisco Enterprise Customer Documentation CD or on CCO.

CiscoWorks Windows Device Information

Table 1 shows supported CiscoView devices by product type.

Table 1   Supported CiscoView Devices

Small to Medium Business Products	Mid-Range Enterprise Products[1]	High-End Enterprise Products
Cisco and CiscoPro 761, 762, 765, 766, 771, 772, 775, 776	Catalyst and CiscoPro switch models[2] 1200, 1400, 1600, 1601, 1700, 1800, 1900, 2100, 2600, 2800, 2820, 2900, 2926, 3000, 3100, 3200, 3900, 5002, and CPW2200	Catalyst 5000, 5500, and 5505
Cisco or CiscoPro 1003, 1004, and 1005	EtherSwitch Pro16,EPS2015, 1200, 1220, 1400, 1420	Cisco 7000, 7010, 7204, 7206, 7505, 7507, 7513 routers
Cisco and CiscoPro 1601, 1602, 1603, 1604, 1605	EtherSwitches: Pro16 and CPW16	LS1010[3]
Cisco 2501, 2502, 2503, 2504, 2505, 2507, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2520, 2521, 2522, 2523, 2524, and 2525	CiscoPro switch models CPW10_100, CPW500, CPW1200, CPW1220, and CPW1400	
CiscoPro 2051, 2052, 2503, 2504, 2505, 2507, 2509, 2511, 2513, 2514, 2516, 2520, 2521, 2522, 2523, and 2524	Workgroup concentrators 1400	
Cisco and CiscoPro 3600 series (includes 3620 and 3640)	Fasthub 216T	
Cisco and CiscoPro 4000 series[4] (includes 4000, 4000-M, 4500, 4500-M, 4700, and 4700-M)		
AS5200 Access Server	AS2509-RJ AS2511-RJ	AS5300 Access Server

Table 1   Supported CiscoView Devices (Continued)

Small to Medium Business Products	Mid-Range Enterprise Products[1]	High-End Enterprise Products
Cisco 1501, 1502, 1503, 1516		
NetBeyond Fasthub 300 and Fasthub 100+ Series		
EPS-500, EPS-1500, EPS2115, CPW-500, CPW-2115, and CPW-16		

1. Adapters WA-C301TA, WA-C303TA, WA-C308TA, WA-C306TA, WA-C321T-PC, WA-C321T-UX, WA-C323T-PC, WA-C323T-UX, WA-C326T-PC, WAC326T-UX, WA-C328T-PC, WA-C328T-UX are no longer supported.
2. Catalyst 1000 and 1100 are no longer supported.
3. LS100 and LS2020 are no longer supported.
4. Due to a fix made for the BRI port problem, the Cisco 4000 series devices now support Cisco IOS 10.3 or later.

Note   Check the CCO periodically for download information on the latest device support and upgrades.

Table 2 provides the CiscoWorks Windows applications and the devices each application supports.

Table 2   Supported CiscoWorks Windows Applications

Configuration Builder[1]	Show Commands	Health Monitor
Routers: 2500, 2501, 2502, 2503, 2509, 2510, 2511, 2514, 2512, 2515, 2520, 2521, 2522, 2523, 2524, 2525, 4000, 4500, 7000, 7010, 7204, 7206, 7505, 7507, and 7513	Routers: AccessPro, 2501-15, 4000, 4500, 7000, 7010, 7204, 7206, 7505, 7507, and 7513	Routers: AccessPro, 2501-15, 4000, 4500, 7000, 7010, 7204, 7206, 7505, 7507, and 7513
Hub/Router: 2505 and 2507	Hub/Router: 2505 and 2507	Hub/Router: 2505 and 2507

Table 2   Supported CiscoWorks Windows Applications (Continued)

Configuration Builder[1]	Show Commands	Health Monitor
	Access Servers: 2509, 2510, 2511, and 2512	Access Servers: 2509, 2510, 2511, and 2512
	CiscoPro switch models CPW 10-100, CPW500, CPW 1200, CPW1400, and CPW2115	CiscoPro switch models CPW 10-100, CPW500, CPW 1200, CPW1400, and CPW2115

1. Configuration Builder devices support Cisco IOS software Releases 10.0 through 11.2, with the exception of access servers, which require a minimum of Cisco IOS software Release 10.2. Cisco 3600 devices require Cisco IOS software Release 11.1 or later. Cisco 4000 series devices require Cisco IOS software Release 10.3 or later.

Note   Check the CCO periodically for download information on the latest device support and upgrades.

Table 3 describes the applications supported by CiscoView.

Table 3   Supported CiscoView Applications

Application	Description	OS	Cisco IOS	Device Support
Threshold Manager	Monitors the availability and performance of Cisco devices	Windows 95, Windows NT 3.51 and 4.0	Release 11.1 or 11.2 with RMON events and alarms group support	All devices with appropriate Cisco IOS or RMON features
StackMaker	Manages the device membership in a Cisco stack	Windows 95 Windows NT 3.51, 4.0	Releases 10.0 through 11.2	Cisco and CiscoPro 1600, 3600, 3620, 3640, Catalyst 1900, Catalyst 2820, CPW1220, CPW1420, Fasthub 100+ and NetBeyond Fasthub 300

Table 3   **Supported CiscoView Applications (Continued)**

Application	Description	OS	Cisco IOS	Device Support
Flash File System	Provides file copying and editing features for Cisco 7000, 7010, 7204, 7206, 7505, 7507, and 7513 routers	Windows 95 Windows NT 3.51, 4.0	Releases 10.0 through 11.2	Cisco 7000, 7010, 7204, 7206, 7505, 7507, 7513 routers

The CiscoView device packages included in this release are shown in Table 4.

Table 4   **CiscoView Device Package Versions**

Device Package	Version
1000.pkg	4.0(1.2)
1500.pkg	4.0(1.2)
1600.pkg	4.0(4.2)
2500.pkg	4.0(3.1)
3600.pkg	4.0(6.1)
4000.pkg	4.0(2.4)
700.pkg	4.0(1.4)
7000.pkg	4.0(3.0)
AS5200.pkg	4.0(3.1)
AS5300.pkg	4.0(1.1)
CPW10_100.pkg	4.0(1.4)
CPW1200.pkg	4.0(1.4)
CPW1220.pkg	4.0(1.5)
CPW1400.pkg	4.0(1.4)
CPW1420.pkg	4.0(1.5)
CPW16.pkg	4.0(1.1)
CPW2115.pkg	4.0(1.1)
CPW2200.pkg	4.0(1.5)
CPW316.pkg	4.0(1.4)

Table 4   CiscoView Device Package Versions (Continued)

Device Package	Version
CPW500.pkg	4.0(1.1)
Cat116.pkg	4.0(1.4)
Cat1200.pkg	4.0(1.4)
Cat1600.pkg	4.0(1.2)
Cat1700.pkg	4.0(1.4)
Cat1800.pkg	4.0(1.1)
Cat1900.pkg	4.0(1.6)
Cat2100.pkg	4.0(1.4)
Cat216.pkg	4.0(1.1)
Cat2600.pkg	4.0(1.2)
Cat2800.pkg	4.0(1.4)
Cat2820.pkg	4.0(1.5)
Cat2900.pkg	4.0(1.7)
Cat3000.pkg	4.0(1.6)
Cat3900.pkg	4.0(1.1)
Cat5000.pkg	4.0(1.8)
Cat5500.pkg	4.0(1.7)
Cisco1516.pkg	4.0(1.1)
EPS2015.pkg	4.0(1.1)
LS1010.pkg[1]	4.0(1.4)

1. Please upgrade to LS1010 device package version 4.0(1.8). This
    package can be downloaded from CCO.

Incremental Installation Information

You can add new devices to CiscoView from CCO. For more information,
refer to the "Downloading Device Packages" chapter in *Overview for
CiscoWorks Windows. A* quick reference version exists in the *CiscoWorks
Windows CD Installation Instructions* booklet. For our partner-initiated
customers, refer to the section "Partner Initiated Customer Accounts."

Partner Initiated Customer Accounts

To get more information about the Partner Initiated Customer Accounts (PICA) program before accessing CCO for device package files, use the following URL:

http://www.cisco.com/acs/info/pica.html

You can also refer to the "Downloading Device Packages" chapter in *Overview for CiscoWorks Windows*.

Defects Fixed in This Release

The following problems in CiscoWorks Windows 3.0(1) are fixed in CiscoWorks Windows 3.1(1). Only the most serious problems are shown in Table 5.

Table 5   Defects Fixed in CiscoWorks Windows 3.1(1)

CSCdi70385	Configuration Builder does not insert lines into access lists on router
CSCdi82266	CiscoView AS5200 package problem in SNMPc TrendWatch.
CSCdi86422	SNMPc Display MIB table not working for lifTable.
CSCdi87065	CiscoView 4.0 engine should not poll a device that is out of display in Stack
CSCdj07135	10BaseT interface fails to select
CSCdj07710	Unable to configure Catalyst 5000 port
CSCdj12860	SanFran:Etna module reports error messages while getting displayed
CSCdj14942	CiscoView: 5111 and 5011 cards don't have link ports
CSCdj15629	CiscoView engine crashed due to continuously polling large table
CSCdj15790	7000 symbol registered for 7010 router in oid_to_sym
CSCdj17659	Cannot set Token Ring segment on Catalyst 1600
CSCdj18660	LS1010:LEDs on IBIS PAM not labeled
CSCdj26323	Fractional interfaces are displayed for one port only
CSCdj28590	ATM interface stats to be computed based on frames, not octets
CSCdj30092	Cannot modify VLAN number in port config for Catalyst 5000
CSCdj32207	Config Builder cannot configure 8-port ISDN on 7XXX
CSCdj56651	CWW 3.0 locks OV MIB Database

Troubleshooting

If you cannot open a device in CiscoView, you receive a message that the device is unmanageable for one of the following reasons:

- The Simple Network Management Protocol (SNMP) agent is not running in the device.

  You can still ping the device from the management station.

- You have entered an incorrect community string in the File>Open Device window.

- The management station cannot reach or successfully ping the device.

- You have the wrong device package version.

  Check your device package and compare the date with the version on CCO. Upgrade to the latest version, if required.

CiscoWorks Windows Notes and Caveats

This section contains notes and restrictions that apply to the CiscoWorks Windows 3.1(1) release.

- Installation Notes and Caveats, page 12
- General Notes and Caveats, page 14

Note For your reference, identification numbers follow the description of the caveat, for example, [CSCdj00001]. If you need to contact Technical Support about one of the following caveats, refer to the identification number to speed up the resolution of any questions or situations you might encounter.

Installation Notes and Caveats

Installation notes and caveats for CiscoWorks Windows follow.

Castle Rock SNMPc

- For the bug fixes in SNMPc 4.1r/4.2.04, refer to the SNMPc readme file. Use the following URL to access the Castle Rock SNMPc 4.2.04 release: http://www.castlerock.com/update.htm.

  If you plan to upgrade from 4.1r to 4.2.04, do so before installing CiscoWorks Windows 3.1(1). Otherwise you will need to reinstall CiscoWorks Windows 3.1(1) after upgrading to SNMPc 4.2.04.

- After a new SNMPc installation, you will need to reinstall CiscoWorks Windows.

- When you run CiscoWorks Windows on SNMPc for the first time, you are prompted to compile MIB files. Select the **Yes** button. If you do not compile the MIB files, SNMPc might not properly discover and manage your Cisco devices, and CiscoWorks Windows applications might not execute properly. MIB compilation might issue warning messages.

- Autodiscovery finds SNMP devices as ping nodes or finds nothing after clearing the discovery log. Verify that the read community string is correct. Start autodiscovery again to see if the problem persists. If it does, terminate autodiscovery and restart from the SNMPc Map menu. [CSCdi40648]

CiscoWorks Windows

- Shut down all applications before installing CiscoWorks Windows. CiscoWorks Windows installation might overwrite old Windows dynamic link libraries (DLLs) with newer versions, which could active applications to terminate.

- If the Kalpana SwitchVision application is installed on your system, uninstall the product before proceeding with the CiscoWorks Windows install.

- If CiscoWorks Windows fails to run immediately after an initial installation, exit and restart Windows.

- Do not install CiscoWorks Windows and CiscoVision on the same workstation. This configuration is not currently supported, and results are unpredictable.

- CiscoWorks for Switched Internetworks (CWSI) 1.2 and CiscoWorks Windows 3.1 cannot coexist on the same machine. To upgrade CWSI 1.2 to CiscoWorks Windows 3.1, perform the following steps:

    (a) Remove VlanDirector by selecting Uninstall VlanDirector in the CiscoWorks Windows program group.

    (b) Remove CiscoWorks Windows by selecting Uninstall CiscoWorks in the CiscoWorks Windows program group.

    (c) Install CiscoWorks Windows. For details, refer to the *CiscoWorks Windows CD Installation Instructions* document.

    Uninstalling only CiscoWorks Windows will remove the VlanDirector files but not information in the registry.

Delay When Installing All Devices

If you select all the devices to be installed from the Device Install menu, it might take some time before there is an indication that the installation is progressing.

Uninstalling the Network Management Platform

If the network management platform with which CiscoWorks Windows is integrated (for example, SNMPc 4.2.04) is uninstalled, CiscoWorks Windows behavior will be unstable. To work around this problem, uninstall CiscoWorks Windows before uninstalling the network management platform, then reinstall CiscoWorks Windows. [CSCdj40831]

Hardware Disk Space Requirements

- The hardware disk space requirement for CiscoWorks Windows is 90 MB of free disk space with all packages installed. Additional disk space is needed for the NMS. Approximations follow. Consult the documentation that accompanies the NMS product for specific disk space requirements.

NMS	Version	Approximate Disk Space Required (MB)
HP OpenView Professional Suite	7.3 D.01.02	28
HP OpenView Network Node Manager for Windows NT	5.01	55
SNMPc	4.2.04	8

- For Windows NT 4.0 Server, the disk space requirements are typically double that of the other supported platforms, assuming that Windows NT 4.0 was installed with the default allocation unit size of 65536 bytes. This results in a requirement for 438 MB of available hard disk space during installation. After installation, 100 to 180 MB of hard drive space is required, depending on the number of devices you install.

Windows NT

- CiscoWorks Windows 3.1(1) has not been tested on a system on which Optivity resides. [CSCdi57009]

General Notes and Caveats

General notes and caveats are divided into six sections:

- Notes and Caveats for Operating Systems and Other NMS, page 15

- Notes and Caveats for Enterprise Network Management Products (CiscoView, Configuration Builder, Health Monitor, StackMaker, Show Commands, and Threshold Manager), page 18

- Notes and Caveats for Workgroup Products, page 24

- Notes and Caveats for Access Products, page 33

- Notes and Caveats for High-End Business Products (ATM switches and the Cisco 7000, 7200, and 7500 series), page 39

- Notes and Caveats for Online Help, page 42

Notes and Caveats for Operating Systems and Other NMS

General notes and caveats for CiscoWorks Windows operating systems and optional Network Management Systems follow.

Castle Rock SNMPc

Changing the Device Community String for SNMPc

You can change the default device community string only once in Castle Rock SNMPc, by using the **Edit>Node Defaults** command. You then need to save and reload the network map for the new default community string to take effect. Performing this procedure again has no effect. You can use the following workaround to change community strings in the future.

You can change the community strings for all devices at once, instead of one at a time.

Step 1   Select one node.

Step 2   Select **Edit>Edit Object**.

Step 3   Select **Comm...**

Step 4   Change to the appropriate community string.

Step 5   Select **Change** in the Edit Node Attributes window.

Step 6   Select **Edit>Copy**.

Step 7   Select **Map>Select Nodes**.

Step 8   Select **All Agent Types and Entire Map**.

Step 9   Select **Edit>Paste**.

Step 10   Make sure only Community and In Map are selected, then click **OK**.

This procedure sets the community string for all selected objects.

Debug SNMP Menu Option

When the SNMP Debug option is enabled, it pops up a separate console window that shows SNMP traffic to and from the device. Do not close this window because CiscoView will exit also.

SNMPc Error Messages

Use the following recommended actions for dealing with error messages:

- If you receive the following message

  ```
  Unknown Node name
  ```

  when you double-click on an icon, exit and restart SNMPc. [CSCdi40732]

- If you receive the error message:

  ```
  WinSNMP Could not runC:CV4NTtrapx.exe [No TRAPs or IPX!]
  ```

  when you restart CiscoWorks Windows or SNMPc immediately after exiting a previous session, wait at least 20 seconds before restarting CiscoWorks Windows and SNMPc. [CSCdi40713]

- If you receive warning messages during SNMPc MIB compilation, you can ignore them. [CSCdj47036]

Refer to the *SNMPc Network Management Reference Guide* for more information about running CiscoWorks Windows/SNMPc.

HP OpenView Network Node Manager Version 5.0 and 5.01 on Windows NT

- Before installing CiscoWorks Windows, stop the netmon by running the command **ovstop netmon**. CiscoWorks Windows installation might be delayed if netmon is running when you launch the install. After CiscoWorks Windows installation, netmon will be started automatically if CiscoWorks Windows was chosen to be integrated with Network Node Manager. If you are not integrating CiscoWorks Windows with Network Node Manager, start netmon by running the command **ovstart netmon**.

- Traps defined in the MIB *BRIDGE-MIB.my* are not loaded into HP OpenView Network Node Manager. Because of this, HP OpenView Network Node Manager does not recognize the traps newRoot and topologyChange. [CSCdj62552]

- When CiscoView 4.1 is integrated with HP OpenView Network Node Manager Version 5.0 and 5.01 on Windows NT, only generic Cisco router icons appear for some devices. [CSCdj41196]

- Network Node Manager terminates abnormally when you right-click an added Cisco device object after the corresponding package has been uninstalled. This does not happen for objects in the map discovered by Network Node Manager. To work around this problem, delete any added object before uninstalling the corresponding package [CSCdj60849].

HP OpenView Professional Suite

CiscoWorks Windows does not integrate traps with HP OpenView Professional Suite (HP OpenView Windows). [CSCdj12760]

Windows 95

Because of IPC (socket) problems in the TCL version used by CiscoView 4.1 on the Windows 95 operating system, the following features do not work properly and have been disabled:

- CV reuse window feature available in the Options>Properties menu [CSCdi84212]

- Domain Configuration and Etherchannel Configuration applications [CSCdj02042]

On Windows 95, different colors appear in Grapher as port status is reset. You can refresh or redisplay the window as a workaround. [CSCdi53523]

CiscoWorks Windows 3.1(1) cannot be installed on Windows 95 if FPROTO 2.2.7 is also installed and active on the machine. Deactivate FPROTO 2.2.7 before you install CiscoWorks Windows 3.1(1) [CSCdj38627].

Windows NT

Under the Windows NT environment, running too many sessions of the CiscoWorks Windows applications (Health Monitor, Show Commands, and Configuration Builder) simultaneously can cause a General Protection Fault (GPF) in the module *MFC250.dll*. This is a known Microsoft bug that you can avoid by running fewer sessions of the applications. [CSCdi31282, CSCdi34536]

Notes and Caveats for Enterprise Network Management Products

Colormap Problems

Windows 95 has a known Microsoft colormap problem. Some colors are mapped incorrectly when you switch between applications.

Community String Mismatching

When you enter values for the read-only, write-only, and read-writeId with the Command Line Interface (CLI) commands, these values must match. A mismatch results in noSuchName or timeout errors. To avoid these errors, use identical community strings in CiscoView and corresponding agents.

Dragging Ports

For this release, use the left mouse button to drag a port on Windows. Only certain devices (such as the CAT1200, CAT1600, CAT5000, CPW16) have defined their ports for dragging across devices.

IP Address

The Health Monitor, CiscoView, Show Commands, and Configuration Builder applications communicate with a device using its primary IP address. If the primary interface is down, these applications can not locate or reach the secondary IP address for that device. [CSCdi31320]

Popup Menu Titles

Popup menu titles are raised; users can mistake them for menu items. [CSCdi53475]

Starting CiscoView on Device Interfaces

If you start CiscoView on an expanded node's interface icon (for example, example.cisco.com:1), you will not be able to Telnet to that device—Telnet tries to use port 1. Do not start CiscoView on device interfaces. [CSCdi56385]

Stripchart and Dials

Stripchart and dials are not refreshed properly. This is especially true for Windows 95. [CSCdi51621]

TACACS

If you have TACACS or login security enabled on your router, the Show Commands application and the Configuration Builder Learn and Send features will not function. However, you can send configuration files generated by Configuration Builder using standard TFTP. [CSCdi31004][CSCdi76685]

CiscoView

Launching CiscoView

On some systems running Windows, launching CiscoView for the first time might take longer than a minute. [CSCdj52543]

Unable to Display FEIP-FX Card

The FEIP-FX card does not appear in CiscoView. When the Cisco 7000 series device comes up, you might see the error message "no such element in array." [CSCdj61077]

Config/Monitor for Multiple Ports

For some devices, config/monitor does not work for multiple ports. [CSCdj65066]

CiscoView and Internationalization

CiscoView does not support internationalization.

CiscoView Times Out

In high traffic situations, you might experience timeouts. To increase the timeout period, select **Options>Properties** from the CiscoView menu and change the value for the Timeout field.

You should not reduce the physical view polling interval below (retries*timeout), especially if you experience timeouts; this can exhaust resources on Windows and result in a general error.

CiscoView Windows 95 Exception

When running CiscoView 4.1 on Windows 95, you might experience the following exception. If you experience this, exit all other running applications and run CiscoView as a standalone application. This crash has been observed while running Heat v 3.10 from Bendata Inc.

```
WISH caused an invalid page fault in
module KERNEL32.DLL at 014f:bff78040.
Registers:
EAX=00465504 CS=014f EIP=bff78040 EFLGS=00010206
EBX=005553f4 SS=0157 ESP=0068e994 EBP=00000466
ECX=00100000 DS=0157 ESI=00465504 FS=293f
EDX=0046000c ES=0157 EDI=000efef0 GS=20d6
Bytes at CS:EIP:
8b 03 a8 01 74 25 25 fc ff ff 0f 8b 53 08 03 f8
Stack dump:
00000466 000efef0 004653f4 00000110 bff782c7 00460000 00465504
000efef0

00000000 004653f4 00460000 00000041 0046000c 00000555 00000000
00000040
```

[CSCdj46680]

Configuration Builder

Access Server Dialog Boxes

For access server dialog boxes, the cursor will not provide feedback for incorrect data entry in fields, nor is the field with incorrect data highlighted. Font resizing at various screen resolutions might cause the incorrect sizing of

text or limit the visible selections in pull-down combo-boxes. You can select invisible combo-box selections by holding down the right mouse button while in the combo-box, then scrolling up or down. [CSCdi34066]

Access Server Features

For access server features, the Chat Script Manager dialog box might create

```
expect null/send null lines
```

in a chat script. If you inadvertently create empty lines under the Expect and Send fields, you receive error messages about your chat script. Delete and recreate the chat script. [CSCdi34038]

Context-Sensitive Help

Selecting a menu item with the mouse and pressing **F1** opens the Configuration Builder Help Contents main window instead of context-sensitive help. However, context-sensitive help is supported for all Configuration Builder dialog boxes. [CSCdi34304]

Dialog Box Margins

Dialog box margins might not align on some monitor resolutions. [3D-look]

Invalid OS Error

On Windows NT, if an incorrect model is selected in the Model field of the New Configuration File dialog or the Cisco IOS field is empty or incorrectly filled in, you might encounter the following error message "Invalid OS Specified. OS version should be greater than 10.2."

The workaround is to enter the device's correct Cisco IOS version number into the Cisco IOS field. This Cisco IOS version should be greater than 10.2. [CSCdj12523]

Sending Configuration Files

Configuration Builder is designed for initial configuration and subsequent modifications of routers. A configuration sent by Configuration Builder might not completely overwrite a manually created or modified existing

configuration. To simplify configuration, Configuration Builder supports the most common configuration options and uses defaults when possible. You are encouraged to view configurations before sending them to a router to ensure that the generated configuration commands and defaults meet your expectations.

If you receive a banner command timeout error message when sending a configuration file, remove the banner command from the configuration file and resend the file. If you receive other command timeout error messages when sending files, select **File>Communication Timeouts**. In the Communication Timeouts dialog box, increase the long and short timeout values and try sending the file again. [CSCdi20708]

Spreadsheet Control

- If you use the **F1** key often while the input focus is within a dialog box, Configuration Builder spreadsheet controls can lose track of certain pointers. To release memory and refresh the pointers, log out of Windows and log in again. [CSCdi34671]

- When you use the keyboard to navigate spreadsheet style controls, you must press the space bar twice to modify a check box. [CSCdi15204]

- The **Esc** key does not close the window when the input focus is in the spreadsheet style controls. Use the window menu or move the input focus out of the spreadsheet controls to close the window. [CSCdi15891]

Health Monitor

- The **F1** key context-sensitive help feature is not supported for Health Monitor menu items. Context-sensitive help is supported for all Health Monitor dialog boxes. [CSCdi32448]

- To see the most recently polled data, click the right scroll bar. [CSCdi70842]

Show Commands

Show Commands features are not supported by all device types. However, Show Commands' unsupported features can still be selected.

If you select an unsupported feature, you see an error message. For example, if you select the show controllers CxBus feature for a Cisco CPA2509, you see the following error message:

```
This command is not supported by this IOS image.
```

[CSCdi30902]

StackMaker

Internal Debugging

When the StackMaker Debug option is set to **On**, debug messages print to the StackMaker Debug Log file. The default is **Off**. The StackMaker Debug Log file stores messages that are useful in troubleshooting problems. This log file is *smDebugLog* in *c:\CWW* or the install directory.

When the StackMaker Debug SNMP option is set to **On**, SNMP debug messages print to the console on the PC. The messages show the SNMP packets that have been sent and received. The default is **Off**.

Log File from Apply Operations

The StackMaker log file stores the results of a saved stack configuration (Actions>Apply Stack Configuration). The log file is *$NMSROOT\etc\cview\devices\stackmkr\sm.log*. When the log file exceeds 1 MB, it automatically resets to 0 bytes.

Threshold Manager

Threshold Settings

Some agents, most notably the Catalyst switches, impose a limit on the number of alarm and event entries that can be created. Applying a large number of thresholds to these devices will likely fail. In this case, some alarm

entries might be successfully created but their associated event entries are not. These failed creations are marked as *Failed* in the Current Threshold Settings pane. If you attempt to delete those settings, Threshold Manager reports that the deletion failed (because it cannot delete nonexistent event entries). In this case, you can ignore the error message, and can verify that the deletion occurred by retrieving the threshold settings after the deletion.

Policies

New policies are always added to the display list.To view the new policies, exit the Configure Thresholds window, then reopen it. [CSCdi62741]

Policy filenames do not match if the IP address is used. To correct this, use the host name instead of the IP address when saving host-specific policies. [CSCdi62739]

Duplicate global/device/host policies may be allowed, depending on which window is used. When creating a custom policy, you can save it only once, either as global, device, or host. But after saving the policy, you can use the Modify Threshold Policy window to modify the saved custom policy and save it as all three. [CSCdi68329]

Notes and Caveats for Workgroup Products

Catalyst 1900, Catalyst 2820, CPW 1220, and CPW 1420

To delete an entry from the Set Managers configuration, enter an IP address of 0.0.0.0. The agent on the devices do not accept a blank entry for an IP address. [CSCdj03444]

Catalyst 116 and CPW 316

To delete an entry from the Set Managers configuration, enter a blank field. The IP address of 0.0.0.0 does not remove the entry from the Set Manager Table.

Catalyst 216

The Cat216 4.0(1.1) device package will not work in HP OpenView
Professional Suite 7.2 (C.02.17) and 7.3 (D.01.00 and D.01.02) because of an
invalid HP OpenView device ID.

Catalyst 1200

When you use the Switch Zoom menu (if TrafficDirector is installed) from
CiscoView to view multiple switch ports, the default configuration for the
Catalyst 1200 is to configure Statistics, Short-Term history, Long-Term
history, and Host group. To see the Short-Term or Long-Term history from
Traffic Monitor, use the Domain Manager to configure the Short-Term and
Long-Term groups manually or use Segment Zoom to view the port first.

When you use the Segment Zoom menu from CiscoView to view the port
segment, the default configuration for the Catalyst 1200 is to configure the
Statistics, Short-Term history, Long-Term history and Host group. For the
Catalyst 5000 it is Statistics, Short-Term history, and Long-Term history.

If you see the message "Error: Entry or Group not present in Agent" when
invoking Segment Zoom, Switch Zoom, or Data Capture, the write
community string might not be matched with the device. If the community
string is matched and the problem still occurs, use the CiscoView Configure
Device menu to see whether the RMON capability is enabled.

If you launch Switch/Port Zoom from CiscoView and then delete one of the
RMON agents using TrafficDirector, you must relaunch CiscoView before
launching Switch/Port Zoom again.

If you see the message "IP address is not set in sysIpAddr Mib variable," it is
because the Catalyst 1200 SNMP agent did not store the correct IP address in
the sysIpAddr MIB variable. You must use CiscoView to correct it. Select
Configure>Device, enter the correct IP address in the corresponding field,
and click **Modify**.

TrafficDirector 3.3 cannot be launched for interfaces with ifIndex values
greater than 1000.

Catalyst 1800

The device agent does not update the IP address table of MIB-II properly and does not reflect the correct IP address information of all the device interfaces. You cannot view the correct IP Address information of the device by selecting **Device>Configure>IP Address Table**.

You cannot create new static entries for IP Route Table and ARP Table through CiscoView.

In the interface configuration (**Port>Config>Interface**), modifying the IP parameters always displays ian error message, but the modification is successful.

You cannot change the bridge type of the FDDI port to sr-only or srt.

You cannot change the bridge type of the Token Ring port to srtb or tb-only.

The system time configuration is not included as part of device configuration.

Catalyst 1900, Catalyst 2100, Catalyst 2800, EtherSwitch 1200, and EtherSwitch 1400 Series Devices

CPW1200, CPW1220, CPW1400, CPW1420, Catalyst 1900, Catalyst 2100, Catalyst 2800, and Catalyst 2820—The General Bridge window shows the bridge information for VLAN1 only. Bridge information for other VLANs is not available.

CPW1220, CPW1420, Catalyst 1900, and Catalyst 2820—In the CDP Configuration Dialog, changing the transmission time of one port changes the transmission time of all ports. This is a feature of the implementation of the corresponding MIB objects in the device firmware. [CSCdi83959]

CPW1200, CPW1220, CPW1400, CPW1420, Catalyst 1900, Catalyst 2100, Catalyst 2800, and Catalyst 2820—The Spanning Tree Protocol Window for switched ports is available for ports in VLAN1 only. This window does not show valid information for ports not in VLAN1.

CPW 1420 and Catalyst 2820

On the front panel display of the device, the Connect and Disabled LEDs on FDDI modules do not reflect the appropriate status.

Although a Monitor menu option is available for both FDDI and repeater ports, this feature is not supported on these modules. [CSCdj57452]

The **Configure>Module** option is supported for only one module type, even though it can be invoked for multiple module types.

There is a dependency between the CPW1420 and Cat2820. The CPW1420 device package will not run unless the Cat2820 package is installed. [CSCdj64496].

Catalyst 2600

The Catalyst 2600 device package contains two versions of the enterprise MIBs for the Catalyst 2600 switch:

- *C2600_cisco.my*—This MIB file is installed to support devices with image versions prior to 2.2.1.

- *C2600.my* —This MIB file is installed to support devices with image version 2.2.1 or later.

If you are using a MIB browser tool, you will see the MIB variables defined in each of the files above, under different branches, at the same time, although any particular Catalyst 2600 switch will respond to queries on only one of the MIBs, based upon the release of software in the device. Cisco recommends that you upgrade your Catalyst 2600 switches to version 2.2.1 or later.

CPW 2200 and Catalyst 2900

Under a heavy load condition, SNMP responses are slow. You might see an "error, no response since...." message in the CiscoView status window. Select **Options>Properties** and increase the Polling Frequency and Timeout values. [CSCdi57962]

If the number of the embedded RMON agent is over 50, you cannot create any new embedded RMON agent groups for the new port. Use the Domain Manager to uninstall the agent group from the unused port to free the memory resource.

If you launch Switch/Port Zoom (if TrafficDirector is installed) from CiscoView and then delete one of the RMON Agents using TrafficDirector, you must relaunch CiscoView before launching Switch/Port Zoom again.

TrafficDirector 3.3 cannot be launched for interfaces with ifIndex values greater than 1000.

When multiple ports are selected, the Port>Configure window does not display the Broadcast Suppression category. This category is available only for single port selection.

When you enable port security administration on a port, there might be timeouts. If this happens, increase the SNMP timeout value to approximately 10 seconds.

The WS-X2901 module shows the speed LED lit only when the speed is configured as 100 Mbps and the port is connected.

The Port Utilization tool has been removed from the Tools menu and is now available only on a per module basis on the Config>Module menu.

Catalyst 3000 Series

When you install CiscoView 4.1 and integrate it with HP OpenView 4.1.1, you will see an error relating to the *C3_2_0.my* MIB file display. This error is because of duplicate definitions in the Catalyst 3000 MIB files. To correct this problem, download a new copy of the *C3_2_0.my* MIB and *README* files from CCO at the following location:
ftp://www.cisco.com/cisco/netmgmt/ciscoview/temp-smu/
CSCdj03981.README and *CSCdj03981.tar.Z* [CSCdi03981]

When you access a stack with six or more devices, there might be some significant performance problems. You can improve the performance by increasing the SNMP timeout settings.

The Catalyst 3000 software does not support RMON on either a stack or an ATM port.

You might notice timeout messages and SNMP Set Failed messages when using the EtherChannel Configuration tool. If this happens, increase the SNMP timeout values for better performance.

If you are running version 2.0(1) of the Catalyst 3000 software, you will not be able to drag a port to a VLAN that does not already have ports assigned to it. You can fix this problem by upgrading to a later release of Catalyst 3000 software.

If you are running version 2.0(1) of the Catalyst 3000 software, changes to Full/Half Duplex settings will not always be reported correctly. You can fix this problem by upgrading to a later release of Catalyst 3000 software.

If you are running version 2.0(1) of the Catalyst 3000 software, the SAID value entered when creating a new VLAN will be redisplayed as a different value. However, the VLAN will have been created with the SAID value you specified. You can fix this problem by upgrading to a later release of Catalyst 3000 software.

The Domain Configuration and EtherChannel Configuration tools are not supported on Windows 95.

Because of to restrictions in the Catalyst 3000 software, the WS-X3006B is displayed in CiscoView as a WS-X3006A.

If you launch Switch/Port Zoom from CiscoView (if TrafficDirector is installed) and then delete one of the RMON Agents using TrafficDirector, you must relaunch CiscoView before attempting to launch Switch/Port Zoom again. TrafficDirector works only if CWSI is installed.

Catalyst 3900

CiscoView does not show the rear view of the Catalyst 3900 box.

When you attempt to drag port(s) to drop into one of the CRFs in the VLAN table, CiscoView might exit with an error. To work around this problem, first select the ports of interest, then bring the focus back to the VLAN Table window, and then drag the selected port(s) and drop them into the desired CRF.

The **Configure...** option under the Bridge Configuration category allows you to view a current configuration only. It reports an error when you attempt to configure new values for any parameter.

The Threshold Manager and TrafficDirector applications have not been fully tested with the Catalyst 3900.

Catalyst 5000 Series

While integrating some device packages with HP OpenView Network Node Manager, some Catalyst 5000 device-specific traps are not integrated into HP OpenView. [CSCdj63184]

After an online insertion/removal (OIR) event (also called a "hot-swap"), CiscoView does not show the correct module or port status. The only way to display the correct status is to reopen the device or relaunch CiscoView. [CSCdj39860]

ATM, FDDI, and CDDI do not support Broadcast Suppression.

In machines that do not have a */tftpboot* directory (such as a PC), an error is displayed whenever the Upload/Download feature is invoked on a Catalyst 5000 module.

Do not use the Grapher in the CiscoView Monitor 10BaseT Group Switching Ethernet window. Use the Monitor or TrafficDirector tools (if TrafficDirector is installed) to see graphical views of the selected repeater ports.

When you use the Switch Zoom menu (if TrafficDirector is installed) from CiscoView to view multiple switch ports, the default configuration for the Catalyst 5000 is to configure Statistics only. To see the Short-Term or Long-Term history from Traffic Monitor, use the Domain Manager to configure the Short-Term and Long-Term groups manually or use Segment Zoom to view the port first.

When you use the Segment Zoom menu from CiscoView to view the port segment, the default configuration for the Catalyst 5000 is Statistics, Short-Term history, and Long-Term history.

If you see the "Error: Entry or Group not present in Agent" message when invoking Segment Zoom, Switch Zoom, or Data Capture, the write community string might not be matched with the device. If the community string is matched and the problem still occurs, use the CiscoView Configure Device menu to see whether the RMON capability is enabled.

When you select the repeater module port on a Catalyst 5000, it always uses the first port of the selected segment to create the RMON agent group.

If all Catalyst 5500 slots are populated with modules and you experience timeouts, increase the SNMP timeout value to 15 seconds.

The WS-X5213 and WS-X5213A modules show the 100 Mbps speed LED lit only if the speed is configured at 100 Mbps and the port is connected.

Opening the FDDI/Ethernet Bridge category under Configure>Device can display "unknown error." This is because of a problem with the device software.

If a general error (genErr) is displayed when you change vlanPortIslStatus, the selected port might not support ISL.

The values of ifAdminStatus and ifLinkUpDownTrapEnable cannot be changed on an ATM port.

Port duplex settings cannot be changed on ATM and FDDI ports.

The value of portSpanTreeFastStart cannot be changed on ATM and FDDI ports.

Configuring ports to unsupported speeds returns a general error (genErr). This is because of a problem in the device software.

The following list details the availability of Broadcast Suppression in terms of pps (packets per second) or % (percentage) for modules on Catalyst 5000 series switches. A plus sign (+) means available, while a minus sign (-) means not. Modules not on this list do not have Broadcast Suppression. The Broadcast Suppression feature is not available on ATM and FDDI. [CSCdi90909]

Module	Packets per Second (pps)	Percentage	Note
WS-X5013	+	+	
WS-X5011	+	-	
WS-X5010	+	+	% available with newer hardware only
WS-X5113	+	-	
WS-X5111	+	-	
WS-X5213	+	-	
WS-X5020	+	-	
WS-X5114	+	-	
WS-X5223	+	+	
WS-X5224	+	+	
WS-X5213A	+	-	

Fasthub 100+ and 300 Series

For devices that have an expansion module, the port numbering is not consistent with the management console. Ports 17 through 32 are listed in CiscoView as Repeater 2: Port 1 through 16. [CSCdi77159]

After the first reset of the device, you must set the rptrReset MIB variable to noReset (default value) before the next reset can be performed. This is because of to a problem on the device software and will be fixed in a later release. [CSCdi77452]

CDP and CGMP Protocols Unsupported

The CPW 1200/1400 and Cat 2100/2800 devices do not support the CDP and CGMP protocols. The CiscoView dialogs for these return errors.

Community String Mismatching

When you enter values for the read-only, write-only, and read-writeId with the Command Line Interface (CLI) commands, these values must match. A mismatch results in noSuchName or timeout errors. To avoid these errors, use identical community strings in CiscoView and corresponding agents.

Dragging Ports

For this release, use the middle mouse button to drag on a PC. Only Catalyst devices (such as the CAT1200, CAT1600, CAT5000, CPW16) have defined their ports for dragging across devices.

Duplicate Categories

When multiple ports of different types are selected, Port>Config might show duplicate categories.

Switch Firmware

The following firmware versions must be used in the switches:

- Catalyst 2100 and 2800—v. 3.63 or higher

- EtherSwitch 1200 and 2800—v. 3.63 or higher

- EtherSwitch 10/100—v. 1.38 or higher

- Catalyst 1700—v. 1.38 or higher

- Grand Junction FastSwitch 10/100—v. 1.37 or higher

- Grand Junction FastSwitch 2100 and 2800—v. 3.62 or higher

Note   The Grand Junction FastSwitch 2100 and 2800 are managed the same as the Catalyst 2100 and 2800, respectively.

Switches

If you configure EtherChannel or Virtual Domains in Kalpana switch models EPS2015RS, EPS2115RSM, and Pro16 while running version 9.0 firmware with STP active, the map icons become red, and you receive the following error message:

```
No response from the device
```

After restarting the system, deactivate STP before you reconfigure. This problem is fixed in version 9.1 of the device firmware. [CSCdi41317]

Notes and Caveats for Access Products

Card Support for Cisco AS5300 Universal Access Servers

The following network processor modules are supported:

- as5300-4ct1

- as5300-4ce1

- pm-as5200-12m

- pm-dtd-6m

Card Support for Cisco AS5200 Universal Access Servers

The following network processor modules are supported:

- as5200-carrier(290)

- as5200-2ctl(291)

- as5200-2ce1(292)

- pm-as5200-12m(310)

- pm-as5200-12m-56k(311)

- pm-as5200-12m-v110(312)

DS1 Line Channelized Info Not Displayed

A Cisco IOS defect causes CiscoView to not display the DS1 Line Channelized info when a T1/E1 port is configured for cas-group. This is applicable when the option is selected from the global menu item Connection Info or if it is selected through the Line_ds1 config dialog box. [CSCdj44707]

Status of T1/E1 Channel_ports for Channel-group

In the channel_modem view, CiscoView does not properly reflect the status of the T1/E1 channel_ports (timeslots) that have been configured for channel-group. This is a Cisco IOS software problem.

Card Support for Cisco 1600 Series Routers

The following WAN interface cards are supported:

- wic-csu-dsu-4

- wic-serial-1t

- wic-s-t-2186

- wic-s-t-2186-leased

- wic-u-2091

Card Support for 3600 Series Routers

The following WAN interface cards are supported:

- wic-1t
- wic-1dsu-56k4
- wic-1b-s/t
- wic-1b-s/t-ll
- wic-1b-u

The following network modules are supporrted:

- nm-4t
- nm-compr
- nm-1e2w
- nm-2e2w
- nm-1e1r2w
- nm-1ct1-csu
- nm-2ct1-csu
- nm-1ct1
- nm-2ct1
- nm-1ce1b
- nm-2ce1b
- nm-1ce1u
- nm-2ce1u
- nm-4b-u
- nm-4b-s/t
- nm-8b-u
- nm-8b-s/t
- nm-4a/s
- nm-8a/s

- nm-4e
- nm-1e
- nm-4e
- nm-16a
- nm-32a
- nm-1fe-tx
- nm-1fe-fx
- nm-2v
- nm-1v
- vic-2em
- vic-2fxs
- vic-2fxo
- nm-6dm
- nm-12dm
- nm-18dm
- nm-24dm
- nm-30dm

BRI Interface Information is not Correct

For the BRI interface in 8-port BRI cards or 4-port BRI card, the configure and monitor information shown in CiscoView is not correct. The information does not correspond to the correct BRI interface. This problem is present only if you use Cisco IOS Release 11.2 and above. This is a Cisco IOS software defect, CSCdj50307.

Hot Swap Does Not Work for Stacked Cisco 3600

The hot swap feature is not available for stacked Cisco 3600 series routers.

Whenever the async/sync port configuration is changed, you must reopen the stack for CiscoView to update the async/sync port status. However, the hot swap feature for the async/sync ports is supported for individual Cisco 3600 series routers.

Also, whenever the async/sync port configuration is changed in a 16/32 port asynchronous network module, you must reopen the stack to obtain the latest state. However, the hot swap feature for the async/sync ports is supported for individual Cisco 3600 series routers.

Logical View and Channel Modem View Not Available in Stack View

The Logical view and Channel Modem Mapping view are not available for stacked Cisco 3600 series routers. This support is scheduled for a future release. However, for individual Cisco 3600 routers, Logical View is available if a digital modem carrier card is present, and Channel Modem View is available if a CT1/CE1 card is present.

Fix for CSCdi69480 Invalid for Cisco IOS Versions Below 11.1(7)

The fix for defect CSCdi69480 (PRI/E1 interfaces missing in cardIfIndex table) is integrated into Cisco IOS Release 011.001(007) and above. The Cisco 3600 4.0(6.1) device package incorporates the fix and may not work properly with Cisco 3600 series routers running Cisco IOS versions below 011.001(007).

Card Support for Cisco 4000, 4500, and 4700 Series

The following network processor modules (npm) are supported:

- npm-4000-fddi-sas
- npm-4000-fddi-das
- npm-4000-1e
- npm-4000-1r
- npm-4000-2s
- npm-4000-2e1

- npm-4000-2e
- npm-4000-2r1
- npm-4000-2r
- npm-4000-4t
- npm-4000-2t16s (for 4500 and 4700 routers only)
- npm-4000-4b
- npm-4000-8b
- npm-4000-ct1
- npm-4000-ce1
- npm-4000-1a
- npm-4000-6e
- npm-4000-1fe
- npm-4000-1hssi (for 4500 and 4700 routers only)

FDDI Port Status Functionality

For 4000 series routers running Cisco IOS Release 10.2 or earlier, the displayed status color is determined from the port's administrative status (ifAdminStatus) and operational status (ifOperStatus) values. This status color will be the same on each connector. For devices running Cisco IOS Release 10.3 or later, the displayed status color is determined from the Port Connect State (fddimibPORTConnectState) for each connector. The possible values for this status and the corresponding status colors follow: [CSCdi28566]

Status	Status Color
disabled	brown
standby	brown
connecting	blue
active	green

Notes and Caveats for High-End Business Products

Card Support for Cisco 7000 Series

The following interface processors and port adaptors are supported:

- cpu-7200-npe200
- vip2-50
- ct3ip - Phase II
- feip2 - tx/fx
- sa-encryption
- pa-oc3sm-mux-cbrt1
- pa-oc3sm-mux-cbr120e1
- pa-oc3sm-mux-cbr75e1
- pa-oc3mm-mux-cbrt1
- pa-oc3mm-mux-cbr120e1
- pa-oc3mm-mux-cbr75e1
- pa-ds3-mux-cbrt1
- pa-e3-mux-cbr120e1
- pa-jt2
- pa-4me1-bal
- pa-4me1-unbal
- pa-1e3
- pa-2e3
- pa-1t3
- pa-14e-switch

Can't Read DD(port-23.port-26.pos) for Fast Ethernet PA

When you try to open a horizontal-chassis device such as the Cisco 7204, 7206, or 7505 with a Fast Ethernet port adapter installed, the error message "can't read 'DD(port-23.port-26.pos)': no such element in array" is displayed. To fix this, upgrade to the latest Cisco 7000 CiscoView package at http://www.cisco.com/cgi-bin/tablebuild.pl/cview40. [CSCdj16247]

CT3IP Interface Processor Card

No MIB object is associated with the test port on a CT3IP card. [CSCdj18638]

Displayed ATM Connector Type

CiscoView always displays the multimode fiber SC type of ATM connector on AIPs, even when the media interface is of another type. [CSCdi53420]

DS3 Config-Monitor Items Missing from Dialog Boxes

For pa-1e3 and pa-1t3 cards, DS3 Configuration does not appear in the config rport dialog box. Also, DS3 Current Statistics and DS3 Total Statistics do not appear in the monitor rport dialog box. [CSCdj60001]

FDDI Port Status Functionality

For 7000/7500 series routers running Cisco IOS Release 10.2 or earlier, the displayed status color is determined from the port's administrative status (ifAdminStatus) and operational status (ifOperStatus) values. This status color will be the same on each connector. For devices running Cisco IOS Release 10.3 or later, the displayed status color is determined from the Port Connect State (fddimibPORTConnectState) for each connector. The possible values for this status and the corresponding status colors follow. [CSCdi28566]

Status	Status Color
disabled	brown
standby	brown
connecting	blue
active	green

FEIP2 Interface Processors

CiscoView displays an FEIP2-FX interface processor as an FEIP2-TX for all
Cisco IOS versions before Release 11.1(11)CA. [CSCdj15831]

FEIP-FX Card Not Displayed

The feip-fx card does not appear in CiscoView. When the Cisco 7000 series
device comes up, you might see the error message "no such element in array."
[CSCdj61077]

LEDs Not Shown for FDDI Interface

For devices running Cisco IOS Release 10.2, a FIP card's PhyA and PhyB
LEDs do not appear lit in CiscoView. [CSCdj23023]

Flash File System

When performing the Squeeze operation on a Flash card, the error message
"Failed to Squeeze. Try increasing the timeout property under Options in the
Main window" might be observed even though the operation succeeds.
[CSCdj03172]

High System Availability (HSA)

On the Cisco 7513 and Cisco 7507 chassis, when the master RSP (Route
Switch Processor) is in use, the console port changes color on the CiscoView
display. However, when a slave RSP is installed, its console port mirrors that
of the master, regardless of whether it is in use. [CSCdi49049]

Invalid Port Level FSIP Config Category

An invalid port level FSIP Config category will appear for devices with MIP
cards running Cisco IOS software earlier than Release 11.1. The dialog box
shows N/A for variables displayed in it, as these do not apply. [CSCdj23970]

Misidentified FastSerial Port Adapter

CiscoView might display a 4-port FastSerial port adapter (pa-4t) as a HSSI
adapter (pa-ah1t). [CSCdj17487, CSCdj17516]

Wrong Polling Results After Hot Swap

After an online insertion/removal (OIR) event (also called a "hot-swap"), CiscoView does not show the correct module or port status. The only way to display the correct status is to reopen the device or relaunch CiscoView. [CSCdj39860]

Unknown Enumeration

In the DS1 Configuration dialog, dsx1LoopbackConfig is reported with an unknown enumeration. [CSCdj17466]

LightStream1010

Ensure you are using the latest LS1010 device package (version 1.8). You can download this package from CCO. [CSCdj59465]

To configure an LECS address for LS1010 from CiscoView, ServiceId needs to be the following: 10.1.3.6.1.4.1.353.1.5.1.*<Index>*, where Index is the row differentiator for configuring multiple LECS addresses. Index is an integer.

From CiscoView for LS1010, the ATM Traffic Descriptor table does not show any rows. This is an agent bug. [CSCdj00685]

Power Supply Display

By default, CiscoView displays two power supplies for a Cisco 7000 router running Cisco IOS Release 10.2 or earlier. With Cisco IOS Release10.3 or later, power supplies are displayed based on ciscoEnvMonSupplyState values.

Notes and Caveats for Online Help

Find Tab

The creation of the full-text search database (Find option) in online help might take several minutes, depending on the number of devices you have installed.

Because of the way a master CiscoView contents file is used by the software when multiple CiscoView device package help files are present, the list of files to include when setting up a customized find operation contains multiple items, called CiscoView. [CSCdj62089]

Cisco 4000 Series Help Error

The Cisco 4000 Series help incorrectly states that they are stack devices. There is also a link to the StackMaker help that does not work. To reach StackMaker help, ensure the StackMaker help package is installed and select **Help>Contents** to locate the StackMaker help topics. [CSCdj01872]

Obtaining Service and Support

For service and support for a product purchased from a reseller, contact the reseller. Resellers offer a wide variety of Cisco service and support programs, which are described in the section "Service and Support" in the information packet that shipped with your chassis.

Note If you purchased your product from a reseller, you can access Cisco Connection Online (CCO) as a guest. CCO is Cisco Systems' primary, real-time support channel. Your reseller offers programs that include direct access to CCO's services.

For service and support for a product purchased directly from Cisco, use CCO.

Cisco Connection Online

Cisco Connection Online (CCO) is Cisco Systems' primary, real-time support channel. Maintenance customers and partners can self-register on CCO to obtain additional information and services.

Available 24 hours a day, 7 days a week, CCO provides a wealth of standard and value-added services to Cisco's customers and business partners. CCO services include product information, product documentation, software

updates, release notes, technical tips, the Bug Navigator, configuration notes, brochures, descriptions of service offerings, and download access to public and authorized files.

CCO serves a wide variety of users through two interfaces that are updated and enhanced simultaneously: a character-based version and a multimedia version that resides on the World Wide Web (WWW). The character-based CCO supports Zmodem, Kermit, Xmodem, FTP, and Internet e-mail, and it is excellent for quick access to information over lower bandwidths. The WWW version of CCO provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access CCO in the following ways:

- WWW: http://www.cisco.com

- WWW: http://www-europe.cisco.com

- WWW: http://www-china.cisco.com

- Telnet: cco.cisco.com

- Modem: From North America, 408 526-8070; from Europe, 33 1 64 46 40 82. Use the following terminal settings: VT100 emulation; databits: 8; parity: none; stop bits: 1; and connection rates up to 28.8 kbps.

For a copy of CCO's Frequently Asked Questions (FAQ), contact cco-help@cisco.com. For additional information, contact cco-team@cisco.com.

Note   If you are a network administrator and need personal technical assistance with a Cisco product that is under warranty or covered by a maintenance contract, contact Cisco's Technical Assistance Center (TAC) at 800 553-2447, 408 526-7209, or tac@cisco.com. To obtain general information about Cisco Systems, Cisco products, or upgrades, contact 800 553-6387, 408 526-7208, or cs-rep@cisco.com.

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM, a member of the Cisco Connection Family, is updated monthly. Therefore, it might be more up to date than printed documentation. To order additional copies of the Documentation CD-ROM, contact your local sales

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