Release Notes for
Cisco Cable Diagnostic Manager Release 1.0

Contents

Introduction

These release notes provide caveats for Cisco Cable Diagnostic Manager Release 1.0 (CCDM 1.0), along with a description of each document in the documentation set for this release.

CCDM is a network management tool designed for the customer service representative (CSR) at a multiple system operator (MSO). The CSR uses CCDM to support the MSO's customers who have cable modems for high-speed data or telephony or both. With CCDM, the CSR can provide first-line troubleshooting and support to a customer who is experiencing problems with a cable modem.

This release supports CCDM installed on a server that is running one of the following operating systems:

- Linux
- Solaris
- Windows

Note To see detailed system requirements and installation instructions for each operating system (OS), refer to the *Quick Start Guide for Cisco Cable Diagnostic Manager Release 1.0*.

Caveats

This section contains an explanation of known issues in CCDM. For each issue, the following information is provided:

- **DDTS Number**—Unique identifier assigned to the issue in Cisco's Distributed Defect Tracking System (DDTS)
- **DDTS Headline**—One-line summary that describes the issue
- **Symptom**—Description of what you experience when you encounter the issue
- **Problem Description**—Details of what causes the issue
- **Workaround**—Directions for working so that the issue does not impact you or your work

DDTS Number: CSCea17373
The CD-ROM Does Not Eject When You Use the Eject Command

Symptom

The CD-ROM does not eject from the CD-ROM drive.

Problem Description

After CCDM 1.0 is installed on the Solaris or Linux operation system, you can not eject the CD-ROM using the **eject** command.

Workaround

To eject the CD-ROM when the **eject** command does not work:

Step 1 Check if any other terminal windows have /cdrom or its subdirectories as the current directory. If there are, change that current directory to another directory by entering the following command:

cd *SOME_OTHER_DIRECTORY*

Step 2 Change to a CCDM directory by entering the following command:

cd /opt/CSCOccdm/bin

Step 3 Stop CCDM by entering the following command:

./stop_app

Step 4 Enter:

eject

The CD is ejected.

Step 5 Start CCDM by entering the following command:

./start_app

DDTS Number: CSCdz90331
CCDM Processes and Server Terminate After Exiting from a Terminal Running sh

Symptom

CCDM processes and server terminate after you exit from a terminal or Telnet session that is running the Bourne shell.

Problem Description

CCDM processes and server terminate if the root user does the following:

- Runs the Bourne shell as the default shell (/bin/sh), as defined in the /etc/passwd file.

- Invokes start_app from a terminal or Telnet session.

- Exits from the terminal or Telnet session after start_app is done.

> **Note** You can confirm the status by running the status _pollmgr script. In the situation described here, the output indicates that the pollmgr is no longer available.

Workaround

You can avoid this problem by using either one of the following workarounds:

- The root user must invoke start_app from one of the following shells:

  – csh

  – tcsh

  – bash

  – ksh

  When start_app is invoked from shells other than Bourne shell, this problem does not occur.

- The root user's default shell in the /etc/passwd file can be changed to one of the four shells in the list above.

DDTS Number: CSCdz60551
A Cable Modem's State Can Change After Its Current State Is Displayed

Symptom

The modem state that CCDM displays for a cable modem could be different from the current state of the modem.

Problem Description

For certain tasks, CCDM displays a cable modem's state, which can change rapidly. CCDM displays the modem's state at the time of the query. If the modem state changes after the query, it is possible that the GUI displays one state while the modem has changed to a different state.

Workaround

To capture a cable modem's highest state, from the Using Hotline Tools menu, choose **Test a Cable Modem's State**. This test quickly displays the cable modem state and is a good way to verify the latest state.

Related Documentation

The following documentation deliverables comprise the rest of the CCDM 1.0 documentation set:

- *Quick Start Guide for Cisco Cable Diagnostic Manager Release 1.0*—Detailed system requirements and installation instructions

- *User Guide for Cisco Cable Diagnostic Manager Release 1.0*—Overview of CCDM's features and functionality, along with descriptions of all non-GUI application components

- *Online Help for Cisco Cable Diagnostic Manager Release 1.0*—Step-by-step procedures for all tasks in CCDM

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

http://www.cisco.com/univercd/home/home.htm

You can access the Cisco website at this URL:

http://www.cisco.com

International Cisco web sites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped 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 through an annual subscription.

Registered Cisco.com users can order the Documentation CD-ROM (product number DOC-CONDOCCD=) through the online Subscription Store:

http://www.cisco.com/go/subscription

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

  http://www.cisco.com/en/US/partner/ordering/index.shtml

- Registered Cisco.com users can order the Documentation CD-ROM (Customer Order Number DOC-CONDOCCD=) through the online Subscription Store:

  http://www.cisco.com/go/subscription

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

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

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) Website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

http://www.cisco.com

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The avenue of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.

- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.

- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.

- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Cisco TAC Website

You can use the Cisco TAC website to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC website, go to this URL:

http://www.cisco.com/tac

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

http://tools.cisco.com/RPF/register/register.do

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

http://www.cisco.com/en/US/support/index.html

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website so that you can describe the situation in your own words and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

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

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

  http://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary, Internetworking Technology Handbook, Internetworking Troubleshooting Guide,* and the *Internetworking Design Guide.* For current Cisco Press titles and other information, go to Cisco Press online at this URL:

  http://www.ciscopress.com

- *Packet* magazine is the Cisco monthly periodical that provides industry professionals with the latest information about the field of networking. You can access *Packet* magazine at this URL:

  http://www.cisco.com/en/US/about/ac123/ac114/about_cisco_packet_magazine.html

- *iQ Magazine* is the Cisco monthly periodical that provides business leaders and decision makers with the latest information about the networking industry. You can access *iQ Magazine* at this URL:

  http://business.cisco.com/prod/tree.taf%3fasset_id=44699&public_view=true&kbns=1.html

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in the design, development, and operation of public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:

  http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- Training—Cisco offers world-class networking training, with current offerings in network training listed at this URL:

  http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html

This document is to be used in conjunction with the documents listed in the "Related Documentation" section.