Release Notes for the Cisco ESSE

Current Release Cisco ESSE SW 1.0

Contents

These release notes are for use with the Cisco ESSE. These release notes provide the following major sections:

Important Notes

When you are using Linux and Netscape 4.72, the Device List screens lack a horizontal scroll bar. You might have to resize or reload the screen to reach the **Help** button in the upper right corner.

Cisco ESSE Caveats

Known problems are unexpected behaviors or defects in the Cisco ESSE. They are graded according to severity level. These release notes contain descriptions of all severity level 1 or 2 bugs and significant severity level 3, 4, and 5 bugs.

You can search for problems using the Cisco bug tracking tool, Bug Navigator II.

To access Bug Navigator:

Step 1 Log in to Cisco.com.

Step 2 Under **Service & Support**, select **Technical Support Help—Cisco TAC** and then click **Tool Index.**

CISCO SYSTEMS

Corporate Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Step 3 In the Jump to: field at the top of the page, click the letter **S**.

Step 4 Click on **Software Bug Toolkit/Bug Watcher** then click **Bug Navigator II**.

You can also access Bug Navigator by entering the following URL in your web browser: http://www.cisco.com/support/bugtools.

Table 1   Cisco Ethernet Subscriber Solution Engine Known Problems

Bug ID	Summary	Explanation
CSCdv79391	Gig link in forced mode	The connection between the Catalyst 4000 hooked up to the network side of the Cisco ONT 1031will not function with the switch port in autonegotiation mode. If this link is not functioning properly, verify that the switch port is set to forced mode (autonegotiation off) before checking physical connections or other potential problems. The command is **set port negotiation m/p disable**.
CSCdv79391	Network topology	The Cisco ESSE might not detect traffic from Cisco ONT 1031s that are configured as part of different VLANs. Configure the Cisco ESSE port connecting to the Catalyst 4000 switch as a VLAN trunk for the VLANS used by your Cisco ONT 1031s.
CSCdv79391	Resizing	Whenever you resize the browser window the Cisco ESSE returns you to the List of Devices screen. The buttons also become unselectable (pressing them has no effect). To recover: **Step 1** Press the browser Refresh button. **Step 2** Return to the screen you were using when you resized the browser.

Documentation Updates

The following are sections where the installation and setup guide for the Cisco ESSE may be inaccurate or incomplete.
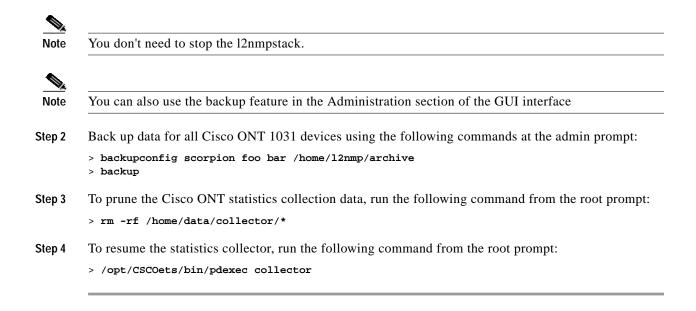
Statistics Pruning

New statistics data collected for each Cisco ONT 1031 is automatically appended to corresponding statistics data files every 15 minutes. As the data file grows, a considerable amount of storage space is used when total number of devices in the system is large, e.g. 2000. Unless statistics data is periodically pruned, the available space will eventually fill up. The Cisco ESSE administrator must periodically back up and prune the statistics data to free up memory used by historical statistics. This leaves space available for new data and for future statistics collection. At full capacity, a Cisco ESSE should be able to hold all needed data for 30 days, and older data should be pruned monthly.

To prune the statistics collection data, perform the following steps at the Cisco ESSE CLI:

Step 1 Suspend the currently running statistics collector process on the Cisco ESSE by entering the following command from the root prompt:

```
>/opt/CSCOets/bin/pdterm collector
```

> **Note** You don't need to stop the l2nmpstack.

> **Note** You can also use the backup feature in the Administration section of the GUI interface

Step 2 Back up data for all Cisco ONT 1031 devices using the following commands at the admin prompt:

```
> backupconfig scorpion foo bar /home/l2nmp/archive
> backup
```

Step 3 To prune the Cisco ONT statistics collection data, run the following command from the root prompt:

```
> rm -rf /home/data/collector/*
```

Step 4 To resume the statistics collector, run the following command from the root prompt:

```
> /opt/CSCOets/bin/pdexec collector
```

Clarifications

Restore CLI Command

Documentation of the **restore** command might have been difficult to understand.

restore

Use the **restore** command to restore a backed up configuration of the Cisco ESSE.

> **restore** {*backup name*}

Syntax Description

backup name	Name of backup file set to be used to restore the Cisco ESSE

Usage Guidelines

To **restore** a configuration, use the **restore** command. The **restore** command will erase all current user, device, log, and configuration data. The backup names of the backup images can be found in the destination BACKUP directory on the destination backup device defined by Hostname/IP and path/directory for each backup image created. For example, dest/BACKUP/Test1_01152002_201732.

> **Note** The system will automatically reboot after you run the **restore** command from either the CLI or the GUI.

Example

The following command will restore a backed up configuration:

```
restore dest/BACKUP/Test1_01152002_201732
```

Related Commands

backup

backupconfig

listbackup

show backupconfig

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

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

http://www.cisco.com

Translated documentation is available at the following 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 is 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.

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 Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Leave Feedback** at the bottom of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

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

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Cisco Systems
Attn: 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 by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- 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

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following 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 types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- 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.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you 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 Web Site, go to the following URL:

http://www.cisco.com/tac

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires 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 the following URL to register:

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

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

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

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; 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 will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following 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). In addition, please have available your service agreement number and your product serial number.