



Cisco Active Network Abstraction 4.0 Release Notes

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These release notes support Cisco Active Network Abstraction 4.0 (ANA 4.0) and include the following topics:

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Caveats

The following sections list the caveats in ANA 4.0.

Administration

- CSCsj28845—No method to change the ANA database password after installation
ANA does not provide a method for changing the ANA password for the database after the gateway is installed. There is no workaround.
- CSCsj80830—When GUI client is first installed, users must log in twice
After installing the GUI client for the first time, users must log in to the client twice. There is no workaround.
- CSCsj92393—Administration perspective displays private IP address for gateway behind NAT
If a gateway is behind a Network Address Translation (NAT), the Administration perspective displays the private IP address instead of the public IP address. This is only visible to users with Administrator privileges. There is no workaround; ignore the private address.



- CSCsk06507—Administration perspective displays gateways behind NATs as units
The Administration perspective displays gateways as units when the gateways are configured as follows:
 - The gateway is behind a router using NAT
 - The gateway is configured with more than one IP address, but the ANA client is logged into the IP address to which the gateway is not bound.
 There is no workaround.
- CSCsk15391—Changing the gateway time causes the client to display blank GUI
If the gateway time is changed, ANA may display blank GUI screens. ANA will become responsive after about three minutes. The workaround is to wait for ANA to become responsive.
- CSCsk19161—Gateway and units may have problems if gateway IP address changed
The ANA installation software should generate a warning message if a Solaris machine is in a DHCP environment. This is because the Solaris machine's IP address may change. There is no workaround.
- CSCsj20901—Must stop VNE before moving it from Managed to Maintenance state
Users cannot change the state of a VNE from Managed to Maintenance. The workaround is to stop the VNE (select the VNE and right-click Stop), and then move it to Maintenance mode.
- CSCsk00369—Devices remain in Managed state after unit is shut down
If a unit is shut down (administratively or for other reasons), the unit's devices are displayed as "Managed." Device states are reflected correctly only when units are up. Although the device is displayed as "Managed," operations performed on the device fail. The workaround is to use the Servers drawer (in the Administration perspective) to verify that all units are up. If a unit is down, right-click the unit and choose **Start**.
- CSCsk18435—Erroneous "Resource deleted" message is generated for device
ANA may generate a "Resource deleted" message if a device's state is changed and the device is moved to another group. Ignore the message.
- CSCsk21100—After moving element from Unsupported state, cannot change a different element's state
In the device selector, if a user changes a device's state, the device is moved to the proper state group. However, if a user tries to change the state of another device, ANA performs the operation on the first device. The workaround is to double-click the next selection before changing its state.
- CSCsi80376—When adding VNEs, VNE Telnet sequence behaves like a table
The Prompt/Run table under the Telnet tab (in the Create/Edit VNE dialog box) does not allow the user to easily edit the information. Users cannot move rows up and down to change the order of the sequence. In addition, users can sort columns, which should not be allowed. The workaround is to delete the entries that are in the wrong order, and reenter them.
- CSCsj81559—For gateway server with dual NIC, adding a unit may fail
If a gateway server has two interface cards, and each of the cards has its own IP address, adding the unit to the gateway fails, and the user will see an error message. The workaround is to add the unit using the instructions provided in the installation guide, which addresses this scenario (see [Product Documentation, page 14](#)).
- CSCsi83598—Newly created scopes are not displayed in the GUI
When a user creates a new scope in the Administration perspective, the scope is not displayed in the navigation area. The workaround is to close and reopen the Object tab to refresh the navigation area.

Backup and Restore

- CSCsj36644—Backup/restore does not remind user to back up or restore database
The ANA `anarest.sh` and `anabackup.sh` scripts do not remind users to restore the Oracle database. (The database is not backed up or restored by the ANA scripts.) There is no workaround.
- CSCsj62025—User credentials are ignored when backup script is invoked
When a user performs an ANA backup using the `anabackup.sh` script, the script queries the user for their username and password. However, the backup will proceed regardless of the credentials entered by the user. There is no workaround.
- CSCsk00069—`anarest.sh` should abort when run on a unit
If a user tries to run `anarest.sh` on a unit, the script should abort, because this script is only applicable to gateways. There is no workaround.
- CSCsk08232—Restore script should prompt for backup file
When a user performs an ANA restore using the `anarest.sh` script, the script should query the user for a filename. By default the script will attempt to read files from the default backup location. There is no workaround. Use the `-f filename` option to specify a backup file.
- CSCsk08217—License error message after permanent license restored from backup
If a user restores an ANA backup file containing a permanent license, when the user starts the gateway (using `cmpctl start`), ANA displays a license server error and aborts. The workaround is to restart the gateway a second time.
- CSCsk19451—Restoring from backup not in default location is not documented
The online help does not contain information on the `-f` option to the `anarest.sh` script. The `-f` option allows the user to specify a backup that is not in the default location. This information is not in the online help, although it is in the *Cisco Active Network Abstraction 4.0 User and Administration Guide* (in the `/Documentation` directory on the product DVD and on Cisco.com; see [Product Documentation, page 14](#)). The information will be added to the online help in the next release.

Inventory

- CSCsh90710—Confusing slot numbers displayed in physical inventory GUI
The slot numbers displayed in the physical inventory GUI for Cisco IOS-XR devices (and some IOS devices) is confusing. This is observed on devices that support the concept of daughter cards. Even though the physical chassis has 8 or 10 slots, the inventory may display more slot numbers, representing the daughter cards. There is no workaround.
- CSCsj85847—`NullPointerException` thrown for VPN search with no VPNs in network
If there are no VPNs in a network, ANA displays a `NullPointerException` when searching for VPNs. There is no workaround.
- CSCsj89587—IOS-XR inventory reports are not complete
IOS-XR inventory reports do not contain complete information on images. The workaround is to use the Inventory perspective for IOS-XR information.
- CSCsk00448—GUI does not display standby file system details
The Inventory perspective does not display details about standby file systems. The file system is displayed, but information (such as stored images) is missing. There is no workaround.

- CSCsk00715—NEIM does not list standby card storage options
Standby card storage inventory information is not available in NEIM. If a user tries to download an image to the device, only the active card storage options are shown. This was observed on flash devices having a standby card storage option. There is no workaround.
- CSCsk04499—IP address pool changes not updated in logical inventory
Changes made to a device's IP address pool should be displayed in the Inventory perspective's logical inventory view after the next polling cycle, but the changes are not displayed. There is no workaround.
- CSCsk10036—Routing Tables missing some next hop information
If a user double-clicks the Routing Table entity (in the logical inventory view), some routes may not display the next hop IP route information. This was observed in BGP and static routes. There is no workaround.
- CSCsk12696—Inventory reports not created for 500+ network elements
If an inventory report is generated against more than 500 network elements, the report is not created. The workaround is to create several reports for a smaller number of network elements.
- CSCsk15662—NEIM does not display subpartitions on storage devices
Subpartition inventory information is not available in NEIM. The problem occurs on storage devices that have partitions. The workaround is to use the device's main partition for distribution flow.
- CSCsk26931—Physical index appended with data that is meaningless to user
To avoid database persistence issues, ANA appends information to the physical index name. The workaround is to ignore the appended information.

Business Tags

- CSCsj03658—Cannot view, edit, or detach a business tag using physical inventory
Users cannot view, edit, or detach business tags by right-clicking a network element in the Inventory perspective. The workaround is to perform these functions in the Monitoring perspective, from a map's network elements view.
- CSCsj34239—Cannot view, edit, or detach business tags using device selector in navigation pane
Users cannot view, edit, or detach business tags using the device selector in the navigation pane. The workaround is to perform these functions in the Monitoring perspective, from a map's network elements view.

Discovery

- CSCsi51729—No seed file generated for cluster discovery
If only the cluster discovery method is used for network auto discovery, no devices are discovered. The workaround is to select additional discovery methods.

- CSCsi35730—Devices are not discovered when using System Locations criteria
- CSCsi45151—Devices are not discovered when using System OIDs criteria
- CSCsi45203—Devices are not discovered when using IP Address Excluded criteria

Users can create a network auto discovery configuration file that discovers devices if the devices include (or, conversely, do not include) a certain system location, system OID, or IP address. After the discovery process, all devices that are present in the network and meet the criteria should be listed. However, if a device does not meet the criteria, ANA discards the device. The discarded device may cause other valid devices to not be discovered (for example, through neighbor discovery). There is no workaround.

- CSCsj34344—Devices matching IP address criteria are not discovered

Users can create a network auto discovery configuration file that discovers devices if the devices include (or, conversely, do not include) a certain IP address. After the discovery process, all devices that are present in the network and meet the criteria should be listed. However, if a device does not meet the criteria, ANA discards the device. The discarded device may cause other valid devices to not be discovered (for example, through neighbor discovery). There is no workaround.

- CSCsj48634—Cannot run multiple discovery jobs at the same time

If multiple discovery jobs are running at the same time, the devices discovered may not match the configuration files that were guiding the process. This is because the different configuration files may not be using the same criteria. The workaround is to run only one discovery process at a time.

- CSCsj40147—Redback devices are not fully discovered

Redback devices are not completely discovered. Contact ask-ana@cisco.com for assistance.

- CSCsj49018—Discovery associates usernames with devices, though name is not configured

Network auto discovery associates usernames with devices, even though the usernames are not configured on the devices. The names are obtained from other credential information provided for the discovery process, and the usernames appear in the seed file. There is no workaround.

- CSCsj72101—VNE Import should generate error if AVMs not created

If a user has not created any AVMs and tries to perform a VNE Import, ANA should display an error rather than attempt to import the new elements. Instead, an error is only written to *ANAHOME*/Main/logs/SeedFile.log (where *ANAHOME* is the installation directory). The workaround is to always create AVMs before performing the VNE Import. If this problem occurs, check the SeedFile.log file to find out what went wrong.

- CSCsk04764—Devices are unreachable if loopback IP address configured on device

If a loopback IP address is configured on a device, ANA will use that address for the network element's management IP address, and the elements will be unreachable. If any elements are unreachable, the workaround is to edit the *ANAHOME*/Main/sfresources/deviceOut.xml file (where *ANAHOME* is the installation directory), and replace the unreachable element's loopback IP address with the correct IP address.

- CSCsk11496—VNE import using SSH erroneously requires Telnet credentials

If a user uses a seed file to import devices, and is using SSHv1 or SSHv2, the import will fail because the Telnet sequence is empty (even though a Telnet sequence is not required). The workaround is to edit the device properties from the Administration perspective and enter any Telnet sequence (it does not have to be valid).

- CSCsk26576—Auto discovery fails if SNMPv3 selected
If a user creates a network auto discovery configuration file that discovers devices based on SNMPv3 credentials, the discovery process will hang indefinitely. The workaround is to disable the SNMPv3 check box when creating the discovery configuration file, stop and restart the gateway, and run the discovery process again.

Command Builder

- CSCsj89332—Cannot specify serial ordering of devices for Command Builder jobs
Users cannot specify serial ordering of devices for Command Builder jobs. Command Builder follows the order of devices as given by the device selector. There is no workaround.
- CSCsi80080—Command Browser table not updated after command is added or deleted
When a new Command Builder command is added to or removed from the Command Browser, the browser table does not automatically refresh. To refresh the browser, close and reopen the Command Browser window.

Soft Properties

- CSCsk21383—Editing the event name of a soft property create a new soft property
If a user edits the event name for an existing soft property, a new soft property is created. The event name should not be editable. There is no workaround.

Workflow Editor

- CSCsj36198—Workflow does not generate provisioning event in Troubleshooting perspective
Workflows are not generating provisioning events, even though the workflows run successfully. This is due to a change in the ANA script language. There is no workaround.
- CSCsj98799—Workflow Editor does not display all executed tasks
When a workflow is created and executed, all of the workflow tasks should be displayed in the Workflow Editor. Instead, only the final task is visible, because each task is overwritten by the task that follows. There is no workaround for viewing preceding tasks; however, workflow generation is not impacted.
- CSCsk07668—Workflow does not execute rollback script when task aborted
When a workflow task is aborted and rollback is enabled, the rollback script should run, but it does not. There is no workaround.

Job Management

- CSCsj60180—Discovery jobs cannot be managed using Job Management GUI
If a user pauses a discovery job using System Settings > Job Management, ANA does not pause the job. A discovery job can only be managed (paused, resumed, started, stopped, and so forth) from Other > Network Auto Discovery.

- CSCsj64097—If gateway restarted, running job does not complete until next run
If a job is running and the gateway server goes down, after restarting the gateway, the job does not complete. In addition, the Job Management GUI shows the job as running, because its status is not updated. Jobs that run repeatedly are completed on the next run. However, jobs that run only once remain in the Running state. The workaround is for the administrator to check all jobs after the server is restarted, and change their status manually.
- CSCsj89686—Cannot delete multiple jobs if a selected job is in running state
If you select multiple jobs for deletion, but one of the jobs is in the Running state, ANA will not delete any of the jobs. To delete jobs, do not select any that are in the Running state.
- CSCsj92459—Job Management GUI has incomplete information
The Job Management GUI may contain incomplete information in its table. This happens when the notification for the newly created job contains incomplete job data. The workaround is to close and relaunch the Job Manager GUI to refresh the data.
- CSCsk23240—Job Management does not display total of successful/failed device rollbacks
After a rollback job, the Job Management GUI should display the total number of both successful and failed rollback devices. There is no workaround.

Configuration Archive

- CSCsj30556—Configuration deployment in Overwrite mode is not working
Configuration Archive does not provide an option for deploying a configuration in Overwrite mode. The Configuration Deploy job is supported only in Merge mode. There is no workaround.
- CSCsj50447—Sync Device does not update Out-of-Sync Summary until next polling cycle
If a user clicks Sync Device to immediately fix an out-of-sync device, the Out-of-Sync Summary is not updated until the next polling cycle (every 24 hours). Instead, the Out-of-Sync summary should be updated as soon as the job completes. There is no workaround.
- CSCsk17634—Archived configurations are lost when VNE is moved
When a VNE is moved from one AVM to another, the VNE's archived configurations are not displayed in the GUI. This is because ANA considers the VNE as deleted, and deletes its corresponding information. The workaround is to do the following:
 - a. Back up your data.
 - b. Perform a force configuration fetch to retrieve the information.
- CSCsk21230—Configs are not visible in Processed/XML mode for 7300/7500 families
For the Cisco 7300 and 7500 family of devices, the running and startup configurations are not visible in Processed and XML mode. Processed mode displays a blank window, and the XML tab is completely missing. This is because of some missing mapping that affects the conversion. However, this does not affect the archiving functionality. There is no workaround.
- CSCsk21465—Syslog-triggered configuration fetch is not working
If a device configuration is changed and syslog is enabled on the device, syslog should trigger a retrieval for the new configuration information, but it does not. The workaround is to perform a Sync Archive job from the GUI.

- CSCsk22483—Multiple versions of VLAN.DAT files in configuration archive
IOS switches that contain a VLAN.DAT file have multiple versions of this file in the configuration archive. This is not required because they are binary files. There is no workaround.

NEIM

- CSCsj98570—NEIM not working properly on dual NIC machine
If a gateway server has two interface cards, and each of the cards has its own IP address, an NEIM job may fail if a device is not pinging the primary (flash) interface. The workaround is to make sure the device is reachable through both interfaces.
- CSCsk05013—Major .pie packages not shown under Add from Vendor site
After using NEIM to download an IOX image from a vendor site, none of the major .pie packages are listed. This is specific to certain platforms and versions. The workaround is to go to Cisco.com and download the major release .pie files contained inside the .tar files, extract them to the configured image import directory, and use Add Image from File System to add the images to the repository. To download the files, log in to Cisco.com and point your browser to:
<http://www.cisco.com/cgi-bin/Software/IOXPlanner/planner-tool/ioxplanner.cgi>
- CSCsk09453—NEIM operations on some IOS-XR routers are delayed up to 20 minutes
If a user performs a Network Element Image Management (NEIM) operation (such as package activation, deactivation, rollback, or commit) on certain IOS-XR devices, there may be a delay of up to 20 minutes until the correct data is displayed in the ANA GUI. ANA may display an error message saying the data could not be retrieved from the server. This has been observed on CRS-1 routers, and may also occur on XR-12000 routers. This problem occurs because a time-consuming message is being processed internally by ANA. The workaround is to wait for up to 20 minutes until the data is displayed.
- CSCsk13862—Distribution using tar images does not work on LAN switches
Distribution using tar images does not work correctly on LAN switches. Both the 3550 and 2950 switch families support upgrade using tar and bin. The workaround is to use bin.
- CSCsk15635—No method to specify proxy server settings for vendor website access
ANA should have a method to specify proxy server settings for vendor website access. Users without a direct connection to Cisco.com will need this so they can use NEIM to add images and perform upgrade analysis. The workaround is to use a web browser to download images to a repository, and then do the analysis from the repository.
- CSCsk15812—Cannot right-click multiple elements and distribute image
If a user wants to perform an image distribution by selecting an element in the Objects tab and right-clicking the distribution function, only one device can be selected. If more than one device is selected, only the first device has a successful distribution. The workaround is to select elements one at a time.
- CSCsk15897—“No parser found” error for cat4500 image on CAT4500-SUP5-10GE
NEIM displays a “No parser found” error for a cat4500 image on the CAT4500-SUP5-10GE, even though the cat4500 image is supported on that element. There is no workaround.
- CSCsk23880—Parser Error when trying add specific images from file system
NEIM may generate a parser error when a user is trying to add images from a file system, even though the images are supported for the specified devices. There is no workaround.

- CSCsk29862—NEIM may display incorrect Package Management information for nonowner SDR partitions

For routers running IOS-XR (such as the CRS-1 and XR 12000 series routers), NEIM may display incorrect information in the Package Management window for nonowner SDR partitions. The package status (active or inactive) and list of packages may not exactly match what is on the device. This was observed when a change was made on the owner SDR partition, and the change impacted the nonowner partitions. The workaround is to make a change on the nonowner SDR partition, which triggers a fresh data collection (for example, activate or deactivate a package). These problems can be avoided if you follow this procedure:

- a. Add Owner as managed device.
- b. Configure Owner with required .pie files.
- c. Add nonowners as managed devices.
- d. Make subsequent changes on the nonowners, not the Owner.

Report Management

- CSCsi99788—Immediate report purging is not working

Reports are not purged immediately after a new report is created. This is due to a lag between when a report is created and when a purge job is started (normally one hour after job creation). There is no workaround.

- CSCsj39821—Reports with identical report names can be created by different users

Users can create reports with identical names. There is no workaround.

- CSCsj88158—F1 (context-sensitive) help is not displayed for generated reports

After using the report browser, ANA sometimes fails to display context-sensitive help. This is because the internet browser window occasionally fails to return control to ANA. The workaround is to launch the online help by selecting **Help > Help Contents** from the main menu. The context-sensitive help should also work after the user selects an ANA feature other than the report browser.

- CSCsk02263—Report browser contains reports created by deleted users

The report browser will return an error if a user tries to launch a report that was created by a user who was deleted from the system. The workaround is to delete any reports created by users who no longer exist in the system (this must be performed by a user with Administrator privileges).

Trap Forwarding

- CSCsi74571—GUI clients not updated with new/changed trap forwarding service

If a user adds a new trap forwarding service using the Trap Forwarding window, other GUI clients are not updated to show the new service information. This is also true for changes or deletions. The workaround is to close the Trap Forwarding GUI and reopen it.

- CSCsj65760—No error message if trap receiver goes down

If a user has created a trap forwarding service that uses TCP connection type (using the Trap Forwarding GUI), and the TCP trap receiver is closed or becomes inoperative, events are still forwarded and no error message is logged. There is no workaround.

- CSCsj86928—Duplicate service alarm traps forwarded to client
The trap forwarding service occasionally forwards duplicate service alarms to a client. There is no workaround.
- CSCsk05342—Gateway IP address for security and system events should not be localhost
Security and system events displayed in the Troubleshooting perspective show a gateway IP address of 127.0.0.1 (localhost). It should be the real IP address of the gateway server. There is no workaround.
- CSCsk06433—Trap forwarding service Info filter does not work
When creating a trap forwarding service, users can filter for Informational traps by checking the Info check box in the New Trap Forwarding Service dialog box, but it does not work. There is no workaround.
- CSCsk23607—Trap forwarding using TCP stops working
If a user configures a trap forwarding service to a destination using TCP, the trap forwarder stops forwarding traps after some time (from a few hours to a few days). The workaround is to use the Trap Forwarding GUI to delete and readd the destination.

Northbound Interface

- CSCsj38437—WsEnumeration pull returns too many elements
The pull operation returns more items than are requested. This is the current behavior for all pull operations. In a named query, the number of items (with root = true) returned is equal to the number of items requested in the pull operation. The default behavior of named queries is to return graphed objects flattened at level 1. So, when a user does a pull (10) for NetworkElements, ten network elements are returned in the result set, along with their child objects. The behavior is designed this way because notifications are sent on graphed objects as a whole, and the graphed objects contain a set of fine-grained objects. If partial objects are sent, the usability is compromised and notifications could be received on fine-grained objects that have not yet been retrieved by users.
- CSCsj62476—Enumerate call on alarms/events named queries times out
The following named queries are timing out and generating alarms: getAlarms, getEvents, and getUnacknowledgedAlarms. This is observed when alarm tables have large number of records (30,000 and above). The calls to retrieve them time out. The workaround is to granularize the query by adding filter parameters.
- CSCsj80548—WSDM getAlarm with AlarmTicket doesn't return ticket EventHistory
ANA is erroneously associating an AlarmTicket with the history of the AlarmEvent that caused the ticket. This was observed for the getAlarms named query with type "Alarm_Ticket," when the AlarmTicket has any history. There is no workaround. To get the correct history information, look at the EventHistory associated with the AlarmEvent that caused the ticket.
- CSCsj84150—NBI: Deploy template should throw an error for viewer user
Users with Viewer and Network Operator privileges should not be allowed to use NBI services such as TemplateConfigurationService and ConfigurationArchivalService. There is no workaround.
- CSCsj95357—NBI getAllNetworkElements query returns two objectWrappers with same InstanceId
The NBI getAllNetworkElements(NetworkOid) returns root and nonroot objects with the same ID. The workaround is for the NBI consumer to check the value of root (true or false) and the object type (network element type or network element identification properties type) to traverse the result.

- CSCsk10704—Notifications are not sent after release of enumeration

After an enumeration is done or released, notifications are no longer being received. The workarounds are as follows:

- Call `getResourcePropertyDocument` instead of enumerating, or
- Subscribe, wait for more than 15 seconds (or more than the `SubscribeQueryDelay` value in the `wsdmgateway.xml` registry file), and then enumerate. After this delay, the query is automatically executed for notifications only, and the execution is maintained separately from the subsequent enumeration calls. When the enumeration is done, the notifications generated from the `Subscribe` execution will still be sent. But the user may get duplicate notifications because notifications are now coming from both the `Subscribe` and `Enumerate` executions.

- CSCsk10736—`getRPDoc` and `enumerate` calls on same NQ result in duplicate notifications

If a client calls both `getResourcePropertyDocument` and `Enumerate` on the same query resource, the query is executed twice and maintained separately by the resource. This results in duplicate notifications. There is no workaround. Do not perform both calls on the same resource at the same time.

- CSCsk10772—`Enumerate` results in duplicate `objectWrappers`

Users may occasionally see duplicate `objectWrappers` in two consecutive pulls of `enumerate` calls, if notification subscriptions occur at the same time. The workaround is to filter out the duplicate objects while enumerating.

- CSCsk21937—`SoapFault` code should not contain ANA-specific error code

When the NBI throws a `SoapFault` to the client, the fault `<code>` element contains the ANA error code. This occurs for all `SoapFaults` containing ANA error codes. For now, clients can get the ANA error code in the fault `<code>` element and respond appropriately. Once this problem is fixed, clients will be able to get the ANA error code from the `<subcode>` element.

- CSCsk26175—Timer tasks do not catch exceptions in `run()`

When the NBI is under heavy usage, a `NamedQueryResult.setTerminationTime()` call may result in a `SoapFault` indicating `IllegalAccess`. Users may see the error message “Timer thread already cancelled.” This is observed when the NBI is under heavy usage and it receives two of the following calls at the same time: `Subscribe/Subscribe`, `Subscribe/getResourcePropertyDocument`, or `Subscribe/Enumerate`. This may result in a race condition to cancel the task. The workaround is to restart JBoss on the gateway server (or stop and restart the gateway, which will restart all gateway processes).

- CSCsk29930—NBI `getAllNetworkElements(*)` NQ subscription generates many notifications

If a subscription to a `getAllNetworkElements` query is executed through the NBI, many notifications are generated. This is because notifications are being generated for all the elements associated to the network element. This impacts performance of the system and other system query notifications. The workaround to enable you to receive physical and logical inventory notifications is to use subscriptions on individual inventory named queries, and perform only a query (not a subscription) on `getAllNetworkElements`.

- CSCsk31793—WSDM notification error for Traps and `AlarmTicket`

When a consumer has a subscription for both trap alarms and `SNMPv2` trap notifications, the WSDM generates error notifications containing the message “Error in result translation.” Ignore the messages.

- CSCsk35450—Soft properties are not retrieved as part of inventory using NBI

Retrieving soft properties using the NBI is not supported. There is no workaround.

GUI Client

- CSCsj27775—Device selector GUI for adding elements to scope is too small
If a user chooses the device selector’s search function to add devices to a scope, ANA displays a device selector window that is very small. Users cannot see all of the device selector fields. The workaround is to expand the device selector window by selecting a window corner and dragging it.
- CSCsj47035—Filter operation on certain columns not supported
Some table columns (for example, the Location column in the Tickets table) are stored as OIDs in the database. The GUI client translates these OIDs into meaningful names for the user. However, sorting or filtering the columns is based on the internally stored values. There is no workaround.
- CSCsj82592—User selections not retained across table page boundaries
Users cannot make selections in tables that extend across multiple pages. If a user moves to another page to make an additional selection, the previous selections are lost. The workaround is to perform selections on a per-page basis.
- CSCsj92724—GUI client occasionally crashes when using Inventory perspective
The GUI client occasionally crashes when a user is performing tasks in the Inventory perspective. This was observed when a user pressed the Ctrl key and clicked a table header, and when a user selected multiple table rows. This is due to an Eclipse problem that causes JVM to crash. The workaround is to restart the GUI client.
- CSCsj94578—User search results do not list all user information
If a search on a user is performed, the following information is not displayed in the search results: Full User Name, Allowed Connection Number, Last Login, User State, and User Type. The workaround is to double-click the user row in the search results. This switches the user to the Administration perspective, which displays the user properties.
- CSCsj96152—Event table may show blank line with “?” as severity icon
The event table occasionally displays blank lines with a question mark (?) as the severity icon. This is due to a backend problem that occasionally occurs when new rows are added to a table. The workaround is to close and reopen the view.
- CSCsj97661—Search on IP address returns incorrect results
When inappropriate search operators are used, an IP address search may return too many results. Users should confine their searches to these operators: Contains = (Equal), Not Contains, Starts With, and Ends With.
- CSCsk06591—Simple filter returns more data for enumerated types higher than 9
“Contains” is the default operator for simple filters based on enumerated type. Because of this, ANA returns results for multiple enumerated types when the values are higher than 9. The workaround is to use advanced filters with the “Equals” operator.

Documentation

- CSCsj95365—Fast View for Object tab overwrites everything in navigation area
If a user creates a Fast View for the Object tab, and then launches it from the Fast View area, it overwrites all other tabs in the navigation area. The other tab views do not adjust. The workaround is to instead launch the Fast View by choosing **Window > Show View** from the main menu. This information will be added to the user documentation for a future release.

Scale and Performance

- CSCsk22950—CRS-1: AVMs occasionally crash due to out-of-memory error 137

CRS-1 AVMs occasionally crash after an out-of-memory error. If you experience this problem, it is likely a result of not having enough memory on the AVMs. The following configuration is supported on the CRS-1:

IGP/BGP Routes	200
VRFs	400
VRF Routes	40,000
Physical/subinterfaces	2,400 (includes VLAN interfaces)
VLAN Interfaces	2,400
TE Tunnels	500
Layer 2 VPNs	200

- CSCsg94924—AVM and unit alarm counters not working in diagnostic framework

The diagnostic framework does not populate the alarm counters for units and AVMs. (This information is displayed in the framework under the Machines tab.) There is no workaround.

- CSCsk09524—Timeout when adding network elements to existing map

If a user tries to add network elements to an existing map, the command sometimes times out. This was observed when the gateway was very busy processing other requests (for example, when a burst of alarms occurs). The workaround is to add a smaller number of devices, or wait until the gateway load is reduced.

- CSCsk12532—Duplicate Jboss instances under AVM status in diagnostic framework

The diagnostic framework displays duplicate Jboss instances under AVM status for the gateway server (127.0.0.1). If a user clicks the links, one of the links will report that Jboss is down and not configured. (This information is displayed in the framework under the Machines tab.) There is no workaround.

- CSCsk14907—Client becomes unusable if too many users logged in as root

GUI clients occasionally become unusable if too many users are logged in as root. This was observed when multiple users were logged in as root, and the logging level was set to DEBUG or INFO. The system recovered after 1-2 hours. It is not recommended to have more than one or two root users utilizing the GUI client at the same time.

- CSCsk16186—Inventory not updated if gateway is too busy

The gateway may ignore updates to its inventory if it is too busy processing events. This was observed on a gateway that was managing over 500 devices and running for several days. If you see this problem, contact ask-ana@cisco.com for assistance.

Product Documentation


Note

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

Table 1 describes the product documentation that is available.

Table 1 *Product Documentation*

Document Title	Available Formats
<i>Cisco Active Network Abstraction 4.0 User and Administration Guide</i>	<ul style="list-style-type: none"> • PDF on the product DVD • On Cisco.com at http://www.cisco.com/en/US/products/ps6776/products_user_guide_list.html • In online help
<i>Cisco Active Network Abstraction 4.0 Installation and Setup Guide</i>	<ul style="list-style-type: none"> • PDF on the product DVD • On Cisco.com at http://www.cisco.com/en/US/products/ps6776/prod_installation_guides_list.html
<i>Cisco Active Network Abstraction 4.0 Release Notes (This document)</i>	<ul style="list-style-type: none"> • PDF on the product DVD • On Cisco.com at http://www.cisco.com/en/US/products/ps6776/prod_release_notes_list.html
<i>Cisco Active Network Abstraction 4.0 Documentation Roadmap and Getting Started Guide</i>	<ul style="list-style-type: none"> • Hardcopy in the product kit (orderable part number DOC-7817891=) • PDF on the product DVD • On Cisco.com at http://www.cisco.com/en/US/products/ps6776/products_documentation_roadmaps_list.html
<i>Cisco Active Network Abstraction VNE Reference</i> <i>Cisco Active Network Abstraction VNE Reference—Addendum</i>	<ul style="list-style-type: none"> • PDF and HTML on the product DVD • On Cisco.com at http://www.cisco.com/en/US/products/ps6776/tsd_products_support_series_home.html
<i>Cisco Active Network Abstraction 4.0 Third Party and Open Source Copyrights</i>	<ul style="list-style-type: none"> • PDF on the product DVD • On Cisco.com at http://www.cisco.com/en/US/products/ps6776/tsd_products_support_series_home.html
Online help	<ul style="list-style-type: none"> • Choose Help > Help Contents in the main menu to view the entire help contents • Press F1 to open a context-sensitive help window that contains links to related topics

Related Documentation


Note

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

[Table 2](#) describes the additional documentation that is available. These documents were not shipped with your product, but you can access them from the Cisco Technology Developer Program for ANA website on Cisco.com:

http://www.cisco.com/cgi-bin/dev_support/access_level/product_support?pcgi=1&product=ana_isdk

Table 2 *Related Documentation*

Document Title	Available Formats
<i>Cisco Active Network Abstraction Integration Developer Guide</i>	On Cisco.com at http://www.cisco.com/cgi-bin/dev_support/access_level/product_support?pcgi=1&product=ana_isdk
<i>Cisco Active Network Abstraction Integration Developer Reference</i>	On Cisco.com at http://www.cisco.com/cgi-bin/dev_support/access_level/product_support?pcgi=1&product=ana_isdk
<i>Cisco Active Network Abstraction Integration Developer Troubleshooting Guide</i>	On Cisco.com at http://www.cisco.com/cgi-bin/dev_support/access_level/product_support?pcgi=1&product=ana_isdk
<i>Cisco Active Network Abstraction Information Model Primer</i>	On Cisco.com at http://www.cisco.com/cgi-bin/dev_support/access_level/product_support?pcgi=1&product=ana_isdk
<i>Cisco Active Network Abstraction Integration Developer Java Client API Reference</i>	On Cisco.com at http://www.cisco.com/cgi-bin/dev_support/access_level/product_support?pcgi=1&product=ana_isdk

To determine which ANA version is installed on your system, choose **Help > About**.

You can also obtain any published minor releases, updates, and patches from the download site on Cisco.com at: <http://www.cisco.com/en/US/products/ps6776/index.html>

Accessibility Support

For accessibility support in ANA, see the 508 Voluntary Product Accessibility Template (VPAT), which you can get by sending an e-mail to accessibility@cisco.com.

The following details from 508 VPATs are applicable to ANA:

Template	Description	Supports
1194.41(a)	Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Accessible documentation is available through Cisco Technical Assistance Center (TAC) upon request.
1194.41(b)	End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Accessible documentation is available through Cisco Technical Assistance Center (TAC) upon request.

Keyboard Shortcuts

ANA supports the following Windows-specific keyboard shortcuts:

Action	Keyboard Shortcut
Show System Menu	Alt+ - (minus)
Show View Menu	Ctrl+F10
Activate Editor	F12
Next Editor	Ctrl+F6
Previous Editor	Ctrl+Shift+F6
Next View	Ctrl+F7
Previous View	Ctrl+Shift+F7
Next Perspective	Ctrl+F8
Previous Perspective	Ctrl+Shift+F8
Opens a shortcut menu for the selected item (this is the same as right-clicking an object) and invokes contextual menus.	Shift+F10

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

This document is to be used in conjunction with the documents listed in the “[Product Documentation](#)” section.

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