



Release Notes for CiscoWorks Blue Maps and SNAView Software for Release 3.0.1

Contents

- “Introduction” section on page 1
- “New and Changed Information in CiscoWorks Blue Software Release 3.0.1” section on page 1
- “Software Compatibility” section on page 4
- “Troubleshooting” section on page 4
- “Related Documentation” section on page 5
- “Obtaining Documentation” section on page 5
- “Obtaining Technical Assistance” section on page 7
- “Obtaining Additional Publications and Information” section on page 9

Introduction

These release notes describe changes for CiscoWorks Blue Maps and SNA View Release 3.0.1. They also list any known problems with Release 3.0.1.

The most current release notes for this product are available on the World Wide Web (WWW) version of the Cisco.com. See the “[Obtaining Documentation](#)” section on page 5 for information on accessing and using the web version of Cisco.com.

New and Changed Information in CiscoWorks Blue Software Release 3.0.1

The following sections describe the major changes that have been made in CiscoWorks Blue Maps and SNA View Release 3.0.1.

Updated Product Information

The CiscoWorks Blue Maps and SNA View mainframe code is shipped entirely on the CiscoWorks Blue Maps and SNA View Release 3.0.1 CD-ROM. See the /mainframe/readme file on the CD-ROM for information about how to install the mainframe code from the CD-ROM.

The CiscoWorks Blue Maps and SNA View web page contains links to marketing and technical documentation and includes the latest downloadable CiscoWorks Blue files. Maintenance releases for the CiscoWorks Blue products will be made available on Cisco.com as problems are found and fixed. To find the latest product information, perform the following steps:

-
- Step 1** Point your web browser to the following location:
<http://www.cisco.com/cgi-bin/tablebuild.pl?topic=268439652>
 - Step 2** Select the **CiscoWorks Blue Software Module Updates** link.
 - Step 3** Follow the links to the desired product, version, and operating system.
 - Step 4** For more information about CiscoWorks Blue products, point your web browser to the following location:
<http://www.cisco.com/go/cwblue>
-

New Software Features in CiscoWorks Blue Software Release 3.0.1

SNA Switch Support

Support for Cisco SNA Switching Service (SNASw) has been enhanced. Because SNASw uses the APPN protocol and Cisco supports SNASw through APPN management, the APPN labels and references to APPN have been changed to SNASw/APPN. The motif application remains unchanged.

Because of the number of changes throughout the product, all such changes are not identified here.

Database Checks

A new command, **cwb check db**, checks the integrity of the database and offers alternatives if the database is found to be suspect. The database can be synchronized with the log file, restored from a backup taken the last time router discover was performed or the **cwb maintenance** command was run, or cleared completely, at which point discovery must be rerun to restore the data.

The **cwb check db** command is also run automatically whenever the CiscoWorks Blue process manager is restarted with the **cwb start servers** command. The same options are available for correcting any errors found.

SNMP Traps

CiscoWorks Blue now receives Cisco IOS traps for DLSw encapsulation and SNASw (APPN), converts them to a more human-readable format to be able to identify the affected resource, and sends them back to OpenView, NetView, or SunSolstice. To take advantage of this feature, you must configure SNASw and DLSw routers to send Cisco IOS traps to the CiscoWorks Blue workstation.

HPR/IP

HPR/IP, also known as Enterprise Extender, is supported by identifying SNASw HPR/IP links and ports with IP addresses rather than with MAC addresses.

The Solaris version of the SNA View software includes the mainframe as a path tool target for diagnosing IP connectivity problems on HPR/IP links from an SNASw router to an HPR/IP mainframe. SNAVView allows you to monitor the IP network between the router and the mainframe. An SNA Host running HPR/IP can be a path tool target. This feature is available only with the Solaris version.

Audit Trail of CiscoWorks Blue Commands

A new log file for logging CiscoWorks Blue commands is available. An audit trail of CiscoWorks Blue commands issued is saved in the /opt/CSCOcb/logs/cwbcmd.log. This audit trail feature might help the Cisco TAC to diagnose problems.

New Command for Maintenance

New commands are provided to perform maintenance on the database and assorted log files, schedule, and unschedule automatic maintenance (a cron job)

A new command, **cwb maintenance**, is available to run various maintenance actions on CiscoWorks Blue.

The **cwb maintenance** command performs the following:

- Stops CiscoWorks Blue processes. This is necessary to safely backup the database.
- Backs up the database file and database log. The backed up database may be used later if problems are found with the current database.
- Backs up the apache and **cwb** command log files and clears the current logs. This controls the growth of this log file.
- Starts CiscoWorks Blue processes. The **cwb maintenance start** command schedules a cron job to perform the maintenance processing. The schedule is set according to the **HOUR**, **MINUTE**, **DATE**, **MONTH**, and **DAY** parameters in the cwbinit file. Note that CiscoWorks Blue processes will be stopped while maintenance is in process, and restarted once the maintenance is completed.
- The **cwb maintenance stop** command removes the cron job and the CiscoWorks Blue maintenance will no longer run as scheduled previously with the **cwb maintenance start** command.

CW2000 and CiscoView Integration Changes

CiscoView software is no longer searched during installation as a standalone product. It is accessed over the web as part of the CiscoWorks 2000 packaging, with the following URL

<http://<CiscoWorks URL or IP Address>:<CiscoWorks Port>/CSCOnm/servlet/com.cisco.nm.cvwservlet.CvServlet?csUser=autoLogin&Device=<device name or IP Address>>

CiscoWorksBlue software fully qualifies device domain names to CiscoWorks 2000 (including the CiscoView feature) to ensure that the resource is correctly identified in CiscoWorks 2000.

Mainframe Installation and Configuration Changes

All mainframe dataset member names are changed from the format NSP300*.* and NSPS300*.* to NSP301*.* and NSPS301*.* respectively.

Security

The apache httpd code has been upgraded to Version 1.3.26. This enhancement alleviates possible risks associated with apache security exposure.

Software Compatibility

Supported Releases of Third-Party Software

Supported releases for CiscoWorks Blue Maps and SNA View Release 3.0.1 include the following:

- Solaris Version 2.6, optionally with HP OpenView Version 6.1 or SunSolstice Version 2.3.
- HP-UX 11.0, optionally with HP OpenView Version 6.1.
- AIX 4.3.3, optionally with Tivoli NetView Version 7.1

Windows NT

Support for Windows NT has been removed. CiscoWorks Blue is no longer shipped on the Windows NT platform. Only AIX, HP-UX, and Solaris versions are supported.

Solaris Version 2.5.1 and AIX 4.2

Support for Solaris Version 2.5.1 and AIX Version 4.2 has been removed.

Solaris Versions 7 and 8, and AIX Version 5

CiscoWorks Blue Maps and SNA View Release 3.0.1 have been tested successfully on Solaris versions 7 and 8 and on AIX Version 5, but these versions of Solaris are not officially supported.

Cisco cannot guarantee support, but will provide "best effort" support; however, problems related to these operating system levels might not be able to be resolved.

Upgrading to a New Software Release

If you are upgrading to the new release, it is important to preserve the license key from the current version you are running. To upgrade, run the uninstall process from the CD. The uninstall script preserves the appropriate license key for you. Enter the following command:

/cdrom/uninstall.sh

Follow the instructions for installing the product as described in the *CiscoWorks Blue Maps and SNA View Mainframe Installation Guide*.

Troubleshooting

If you are required to open a case with the TAC, use these guidelines to collect data and provide some basic diagnostics:

-
- Step 1** Run the `/opt/CSCOcb/bin/cwb verify` command to verify that all CiscoWorks Blue components are running correctly; the output will include tips for correcting any problems that might be found.
- Step 2** Run the `/opt/CSCOcb/bin/cwb start MsgLogClient` to display relevant messages related to the product operation. Past messages were logged to the files `/opt/CSCOcb/bin/cwblogger.log.0` and `cwblogger.log.1`.
- Step 3** If you need to open a case with the Cisco TAC, provide a description of your problem to the TAC and run the `/opt/CSCOcb/bin/cwb tac` command to collect diagnostic information, logs, configuration, and environment information that the TAC might need to diagnose your problem. This command will create a single tarred and compressed file that you can send to the TAC for diagnostics.
- Make sure to include any diagnostic information you have collected.
-

Related Documentation

Printed documentation is no longer provided. All CiscoWorks Blue documentation is available online from Cisco.com. See the “[Obtaining Documentation](#)” section on page 5 for instructions and locations.

You can access the CiscoWorks Blue web page directly using the following URL:

<http://www.cisco.com/go/cwblue>

Software Documentation for CiscoWorks Blue

The following online publications are updated for Release 3.0.1:

- Quick Start Guide for CiscoWorks Blue SNA View
- Installation Checklist for CiscoWorks Blue Maps and SNA View for UNIX
- *CiscoWorks Blue Maps and SNA View Mainframe Installation Guide*
- *CiscoWorks Blue Maps and SNA View Workstation Installation and Administration Guide*
- *CiscoWorks Blue Maps and SNA View User Guide*
- CiscoWorks Blue Maps Online Help System

You can find CiscoWorks Blue Maps and SNAView documentation at the following URL:

<http://cio.cisco.com/univercd/cc/td/doc/product/rtrmgmt/bluelist/cwblue31/index.htm>

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 websites can be accessed from this URL:

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

Maintenance customers and partners can self-register on CCO to obtain additional information and services. Cisco.com 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 Cisco.com provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access Cisco.com 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.

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 regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order monthly or quarterly subscriptions through the online Subscription Store:

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

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

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>

- 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 comments by using the response card (if present) 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://tools.cisco.com/RPF/register/register.do>

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: the Cisco TAC website and the Cisco TAC Escalation Center. The type 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. There is little or no impact to your business operations.
- Priority level 3 (P3)—Operational performance of the network is impaired, but most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- Priority level 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.
- Priority level 1 (P1)—An existing network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Cisco TAC Website

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. 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/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation 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 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 quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access *Packet* magazine at this URL:
<http://www.cisco.com/go/packet>
- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating 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. Current offerings in network training are 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.

CCIP, CCSP, the Cisco Arrow logo, the Cisco *Powered* Network mark, Cisco Unity, Follow Me Browsing, FormShare, and StackWise are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and iQuick Study are service marks of Cisco Systems, Inc.; and Aironet, ASIST, BPX, Catalyst, CCDA, CCDP, CCIE, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, the Cisco IOS logo, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Empowering the Internet Generation, Enterprise/Solver, EtherChannel, EtherSwitch, Fast Step, GigaStack, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, MGX, MICA, the Networkers logo, Networking Academy, Network Registrar, *Packet*, PIX, Post-Routing, Pre-Routing, RateMUX, Registrar, ScriptShare, SlideCast, SMARTnet, StrataView Plus, Stratm, SwitchProbe, TeleRouter, The Fastest Way to Increase Your Internet Quotient, TransPath, and VCO are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries.

All other trademarks mentioned in this document or Web site are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0304R)

Copyright © 2003 Cisco Systems, Inc. All rights reserved.