Release Notes for CiscoView Device Manager for the Content Switching Module (CVDM-CSM)

These release notes are for use with the CiscoView Device Manager for the Content Switching Module (CVDM-CSM) running on Windows and Solaris platforms.

These release notes provide:

CISCO SYSTEMS

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Product Documentation

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> **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
ReadMe Document for CSMDM	This document is available if you download CVDM-CSM from the software download site. You can reach the CVDM-CSM download site by clicking the Software Center link from this URL: http://www.cisco.com/go/cvdm **Note** It is important that you read this document before downloading and installing CVDM-CSM from the software download site.
Release Notes for CiscoView Device Manager for the Content Switching Module (CVDM-CSM)	This document is available on Cisco.com at this URL: http://www.cisco.com/go/cvdm
User Guide for CiscoView Device Manager for the Content Switching Module (CVDM-CSM)	This document is available on Cisco.com at this URL: http://www.cisco.com/go/cvdm
Context-sensitive online help	• Click the Help button from any dialog box within the application.

Related Documentation

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> **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.

Table 2   Related Documentation

Document Title	Description and Available Formats
ReadMe Document for CVDM-C6500	This document is available if you download CVDM-C6500 from the software download site. You can reach the CVDM-C6500 download site by clicking the Software Center link from this URL: http://www.cisco.com/go/cvdm **Note** It is important that you read this document before downloading and installing CVDM-C6500 from the software download site.
Release Notes for CVDM-C6500	This document is available on Cisco.com at this URL: http://www.cisco.com/go/cvdm
User Guide for CiscoView Device Manager for the Cisco Catalyst 6500 Series Switch.	This document is available on Cisco.com at this URL: http://www.cisco.com/go/cvdm

Known Problems

Table 3 describes problems known to exist in this release.

Note   To obtain more information about known problems, access the Cisco Software Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. (You will be prompted to log into Cisco.com.)

Table 3   Known Problems in CVDM-CSM 1.0

Bug ID	Summary	Explanation
CSCee48552	Some fields look compressed in Solaris 2.8.	When using Netscape on a Solaris system, some of the dialogs may appear squeezed if the font is set to a small size.
		To work around this problem, go to Tools>Desktop Controls>Font Style Manager. Increase the Font size and restart the Workspace Manager. A medium-sized font should work in most cases.
CSCee57848	Sometimes, when using Netscape and doing a Windows installation, a new browser window does not come to the foreground.	When opening a new browser window, that window does not appear in the foreground.
		To work around this problem, bring the new browser window manually to the foreground by clicking the window's title bar.
		Note The Netscape browser brings a new window only to the foreground within all windows belonging to the same browser process, but not the "absolute" foreground.
CSCsa15992	The CVDM link from the device home page does not work when using a Cisco IOS 12.1(13)E image.	If you are using a Cisco IOS 12.1.(13)E image, use the following URL:
		http://<ip-address>/flash/cv/applet.html?dynarchives=cvdm-csm-1.0.sgz&J-Xmx128m&slotNo=<CSM slot no>
		or
		http://<ip-address>/flash/cv/applet.html?dynarchives=cvdm-csm-1.0_K9.sgz&J-Xmx128m&slotNo=<CSM slot no> (if you installed Cisco IOS Cryptographic software)
		where <ip-address> is the IP address of the switch and <CSM slot no> is the slot number of the CSM module in the switch. It might be useful to bookmark this URL for future use.

Table 3 Known Problems in CVDM-CSM 1.0 (Continued)

Bug ID	Summary	Explanation
CSCsa11679	On Windows, Netscape 7.1 does not prompt you to install the supported Java plug-in version again if you cancelled the installation the first time.	To work around this problem, go to http://java.sun.com/products/archive/j2se/1.4.1_05/index.html and download and install the JRE from J2SE v1.4.1_05.
CSCsa17769	CVDM-CSM link from the device home page is missing.	Insufficient vty lines are available on the supervisor. If you are using Netscape, and want to view all graphics, 6 vty lines should be free in the device. If you are using Internet Explorer, and want to view all graphics, 9 vty lines should be free in the device. Use the **show users** command on the device to verify that amount of lines are available. **Note** You only need a minimum of three vty lines to launch CVDM-CSM.
CSCsa11904	Help is not working when a proxy is configured for the browser.	This problem appears when the user has configured the browser to use an HTTP proxy. To work around this problem, exclude 127.0.0.1 (localhost) from getting proxied.
CSCsa12102	When TACACS+ command authorization is turned on in the device configuration, a NullPointerException is seen.	TACACS authorization is not supported. Turn off the TACACS+ command authorization for users who will be using CVDM-C6500.
CSCsa15820	Sometimes, when using Internet Explorer on a Windows system, CVDM cannot be launched after installing the Java plug-in.	To work around this problem, remove the proxy setting in the browser.

Table 3   Known Problems in CVDM-CSM 1.0 (Continued)

Bug ID	Summary	Explanation
CSCsa15984	CVDM does not launch if a non-default password prompt is configured on a device	CVDM works on devices that have default prompts. If you change the default password prompt for a device using CLI commands, then CVDM cannot launch. Similarly in SSL module if user-prompt / password-prompt are changed to non default, CVDM will not be able to login to the module.
CSCsa20728	Sometimes, during Windows 2000 and Windows XP installations, a new window does not come to the foreground	When a new (browser) window gets opened programmatically, that new window does not appear in the foreground but the corresponding button in the taskbar flashes. To work around this problem, set the Windows registry entry "<CODE>HKEY_CURRENT_USER\Control Panel\Desktop\ForegroundLockTimeout</CODE>" to 0 (zero), and reboot the machine. **Note** Recent versions of Windows do not allow programs to bring themselves to foreground anymore.
CSCsa21805	Same ip with different valid masks are not allowed as a Virtual Server's restricted clients.	If you have a restricted client, say with ip X and with mask M1, and if you try to add the same ip X with another valid mask M2, DM will prompt error message for duplicate ip address.
CSCsa22225	VLAN network clash error not shown in wizards.	In Wizard, the CVDM-CSM will accept client and server VLAN with the same network mask without any error message but no commands will be generated for the same.

Table 3   Known Problems in CVDM-CSM 1.0 (Continued)

Bug ID	Summary	Explanation
CSCsa18704	CVDM-CSM does not function properly for some special characters.	If you give unmatched double quotes or back slash (\) for names, the CVDM-CSM will not function properly. Also the question mark (?) character will not be allowed in the following cases: • Redirect Virtual Server Webhost backup string. • Redirect Virtual Server Webhost relocation string. • Request method in HTTP probes.
CSCee75197	Launcing of CVDM-C6500Chassis and CVDM-CSM fails from within CVDM-C6500 if installed on disk0: disk1:	Install all the three products CVDM-C6500, CVDM-C6500Chassis, CVDM-CSM on other memory devices like slot0: slot1: sup-bootflash bootflash:

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain 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 at this URL:

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

You can access the Cisco website at this URL:

http://www.cisco.com

You can access international Cisco websites at this URL:

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

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 Ordering tool:

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, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can send comments about technical documentation 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

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at this URL:

http://www.cisco.com/techsupport

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

http://www.cisco.com/techsupport/servicerequest

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
EMEA: +32 2 704 55 55
USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

http://www.cisco.com/techsupport/contacts

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your 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.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

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

- 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://cisco.com/univercd/cc/td/doc/pcat/

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

  http://www.ciscopress.com

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

  http://www.cisco.com/packet

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. 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/ipj

- World-class networking training is available from Cisco. You can view current offerings at this URL:

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

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