



Text Part Number: 78-4295-05

Release Notes for CiscoView Release 4.2(1)

21 October 1998

This document discusses the CiscoView 4.2(1) release and contains the following information:

- What's New in This Release, page 2
- Cisco IOS Information, page 9
- Documentation Information, page 10
- Incrementally Installing Device Packages, page 10
- Defects Fixed in This Release, page 11
- Troubleshooting, page 13
- CiscoView Notes and Caveats (including installation caveats), page 13
- Cisco Connection Online, page 35

Note For more recent release note information, check Cisco Connection Online (CCO) for possible updates. Refer to the last section of this release note for CCO access information.

Corporate Headquarters

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

Copyright © 1998
Cisco Systems, Inc.
All rights reserved.

What's New in This Release

- Expanded community string management and functionality is provided.
 - You can more conveniently manage all your devices' community strings: You can enter, modify, or delete community strings for all your devices before you manage any of the devices.
 - You can optionally save defined community strings for future CiscoView sessions.
 - You can specify community strings for submodule hosts (for example, for a board within a router).
 - If you attempt to access a submodule device when its community string is not defined, CiscoView uses the parent device's community string instead (if known). If the parent's community string is not known or does not work, CiscoView uses the default community strings, "public" and "private." If these strings fail, you are prompted to enter the correct strings.
 - If you attempt to access any device when its community string is not defined, CiscoView uses the default community strings "public" and "private" instead. If the default strings fail, you are prompted to enter the correct strings.
- Full support for 64-bit counters is provided. If you are running CiscoView over an NMS, contact your NMS vendor to determine if your NMS also supports 64-bit counters.
- User preferences (as defined in the **Options>Properties** dialog) are saved across CiscoView sessions.
- The CVSecurity patch (previously released as a PSMU for CiscoView 4.0) is fully integrated into CiscoView. Now you can easily install CVSecurity as part of the CiscoView installation.

CVSecurity takes effect only when CiscoView and CiscoWorks are installed on the same UNIX machine. (CVSecurity is not available for PC platforms.) When installing CiscoView on a UNIX machine, if CiscoWorks is already present, you are prompted to specify whether or not to install CVSecurity.

CVSecurity allows you to restrict CiscoView functionality for specified groups of users. When a user attempts to launch CiscoView from CiscoWorks, the user must enter a username/password which determines their level of CiscoView access. There are three levels of access:

- The user cannot launch CiscoView.
 - The user can launch CiscoView and use it to view device configuration and to monitor devices, but cannot use CiscoView to configure any device.
 - The user has full CiscoView privileges—the user can launch CiscoView and use it to both monitor and configure devices.
- The CiscoView 4.2(1) release supports:
 - HP OpenView 4.11, 5.0, and 5.01 (on Solaris 2.5.1 and 2.6, and HP-UX 10.20 and 11.0; on HP-UX 11.0, only the CiscoView engine is supported)
 - NetView 4.1, 5.0, and 5.1 (on AIX 4.2.1 and 4.3); on AIX 4.3, NetView 4.1 and 5.0 are supported only with AIX PTF U453944 (CiscoView does not support NetView on Solaris or NT platforms)
 - Solaris Site Manager 2.3/Domain Manager 2.3/Enterprise Manager 2.0 (Solaris 2.5.1, and 2.6)
 - CiscoView 4.2(1) supports the following upgrade paths:
 - Upgrade from CiscoView 3.2, 4.0, and 4.1
 - Coexistence with CiscoWorks 3.2 and 4.0. On AIX, CiscoView coexists with CiscoWorks 3.0.3 and 4.0 (CiscoView/CiscoWorks coexistence requires OS/NMS combinations supported by both CiscoView and CiscoWorks)
 - Upgrade CiscoView within CiscoWorks for Switched Internetworks 1.3 (CWSI 1.3)

CiscoView does not support an upgrade from CWSI 1.1 (on HP-UX and AIX). To upgrade CWSI 1.1 to CiscoView, first upgrade CWSI 1.1 to CWSI 1.3 (or later), and then upgrade CiscoView.

- CiscoView is now also available as part of the WAN Manager 9.1 (formerly StrataView+) bill of materials. WAN Manager 9.1 launches CiscoView as a device management application for the BPX/IGX/MGX devices.

Because WAN Manager currently runs with HP OpenView on the Sun/Solaris and NetView on IBM/AIX platforms, the BPX, IGX, and MGX (formerly AXIS) package files have been tested only on these platforms. Refer to the BPX, IGX, or MGX device package release notes for the most up-to-date information on the operating system versions supported, as versions vary from release to release.

Table 1 shows supported CiscoView devices by product type:

Table 1 Supported CiscoView Devices ¹

Small to Medium Business Products	Mid-Range Enterprise Products²	High-End Enterprise Products
Cisco 761, 762, 765, 766, 771, 772, 775, 776	Catalyst switch models ³ 1200, 1400, 1600, 1601, 1700, 1800, 1900, 2100, 2600, 2800, 2820, 2900, 2900XL, 2926, 3000, 3100, 3200, 3900, 5002, and CPW2200	Catalyst 5000, 5500, 5505, and 5509; and 8510
Cisco 1003, 1004, and 1005	EtherSwitch Pro16, EPS2015, 1200, 1220, 1400, 1420	Cisco 7000, 7010, 7204, 7206, 7505, 7507, 7513 routers
Cisco 1601, 1602, 1603, 1604, 1605	EtherSwitches: Pro16 and CPW16	LS1010
Cisco 2501, 2502, 2503, 2504, 2505, 2507, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2520, 2521, 2522, 2523, 2524, and 2525	Workgroup concentrators 1400	
Cisco 3600 series (includes 3620 and 3640) and 3800 series	Fasthub 216T	
Cisco 4000 series ⁴ (includes 4000, 4000-M, 4500, 4500-M, 4700, and 4700-M)		Cisco uBR7246 and uBR904

Table 1 **Supported CiscoView Devices (Continued)¹**

Small to Medium Business Products	Mid-Range Enterprise Products²	High-End Enterprise Products
AS5200 Access Server	AS2509-RJ AS2511-RJ	AS5300 Access Server AS5800 Access Server
Cisco 1501, 1502, 1503, 1516		
Fasthub 300 and Fasthub 100+ Series		
EPS-500, EPS-1500, EPS2115, CPW-500, CPW-2115, and CPW-16		
MWEB200		

1 CiscoPro devices (not shown in this table) are also supported, where applicable.

2 Adapters WA-C301TA, WA-C303TA, WA-C308TA, WA-C306TA, WA-C321T-PC, WA-C321T-UX, WA-C323T-PC, WA-C323T-UX, WA-C326T-PC, WAC326T-UX, WA-C328T-PC, WA-C328T-UX are no longer supported.

3 Catalyst 1000 and 1100 are no longer supported.

4 Due to a fix made for the BRI port problem, the Cisco 4000 series devices now support Cisco IOS 10.3 or later.

Note Check CCO periodically for download information on the latest device support and upgrades.

- Other supported CiscoView applications are shown in Table 2:

Table 2 **Supported CiscoView Applications**

Application	Description	OS	Cisco IOS	Device Support
Threshold Manager	Monitors the availability and performance of Cisco devices	AIX 4.2.1 and 4.3 Solaris 2.5.1 and 2.6 HP-UX 10.20 and 11.0 NT 4.0 Workstation/Server and WIN-95	Cisco IOS 11.1 or 11.2 with RMON events and alarms group support	Cisco 7000, 7010, 7505, 7507, and 7513; Cisco 4000, 4500, and 4700; Cisco 2501–2505, 2507, 2509–2525; Catalyst 1200 and 5000

Table 2 Supported CiscoView Applications (Continued)

Application	Description	OS	Cisco IOS	Device Support
StackMaker	Manages the device membership in a Cisco stack	Solaris 2.4, 2.5.1, and 2.6 HP-UX 10.10 and 10.20 AIX 4.1.5 Windows '95 and Windows NT	Cisco IOS 10.0 through 11.2	Cisco 1500, 1600, 2600, 3600; Catalyst 1900, Catalyst 2820, Catalyst 2900XL; Fasthub 200 and Fasthub 300; AS5200 and AS5300; HP 10Base-T Hub-16M; MWEB200
Flash File System	Provides file copying and editing features for the 7000 Series routers	Solaris 2.4, 2.5.1, and 2.6 HP-UX 10.10 and 10.20 AIX 4.1.5, 4.2 Windows NT	Cisco IOS 10.0 through 11.2	Cisco 7000, 7010, 7202, 7204, 7206, 7505, 7507, 7513 routers
Cisco TN3270 Monitor	Monitors TN3270 capability embedded in Cisco devices with IBU feature set	Solaris 2.5.1 and 2.6 HP-UX 10.20 and 11.0 AIX 4.2 and 4.3	Cisco IOS 11.0(13)BT, 11.2, or 11.3 with cip22-14	Cisco 7000 and 7500 (with a CIP card) and Cisco 7200 (with ECPA card)

- The CiscoView devices packages included in this release are shown in Table 3 (following).

In particular, device packages for the multi-service switching devices BPX 8600, IGX 8400, and MGX 8220 (formerly AXIS) are available only from CCO.

Refer to the package readme files for details on the supported devices. Readme files are available at the same location on CCO as the device packages. For more information about selecting and downloading device packages, see the section “Incrementally Installing Device Packages” (later in this release note).

Table 3 CiscoView Device Package Versions

Device Package	Version
1000.pkg	4.0(1.2)
1500.pkg	4.0(1.2)
1600.pkg	4.0(5.0)
2500.pkg	4.0(4.0)
2600.pkg	4.0(3.0)

Table 3 CiscoView Device Package Versions (Continued)

Device Package	Version
3600.pkg	4.0(11.0)
3800.pkg	4.0(1.02)
4000.pkg	4.0(3.1)
700.pkg	4.0(1.4)
7000.pkg	4.0(5.0)
AS5200.pkg	4.0(5.0)
AS5300.pkg	4.0(3.1)
AS5800.pkg	4.1(2.0)
CPW10_100.pkg	4.0(1.4)
CPW1200.pkg	4.0(1.4)
CPW1220.pkg	4.0(1.5)
CPW1400.pkg	4.0(1.4)
CPW1420.pkg	4.0(1.5)
CPW16.pkg	4.0(1.1)
CPW2115.pkg	4.0(1.1)
CPW2200.pkg	4.0(2.1)
CPW316.pkg	4.0(1.4)
CPW500.pkg	4.0(1.1)
Cat116.pkg	4.0(1.4)
Cat1200.pkg	4.0(1.4)
Cat1600.pkg	4.0(1.3)
Cat1700.pkg	4.0(1.4)
Cat1800.pkg	4.0(1.1)
Cat1900.pkg	4.0(2.0)
Cat2100.pkg	4.0(1.4)
Cat216.pkg	4.0(1.4)
Cat2600.pkg	4.0(1.3)
Cat2800.pkg	4.0(1.4)

Table 3 CiscoView Device Package Versions (Continued)

Device Package	Version
Cat2820.pkg	4.0(2.1)
Cat2900.pkg	4.0(2.1)
Cat2900XL.pkg	4.0(2.0)
Cat3000.pkg	4.0(1.6)
Cat3900.pkg	4.0(1.5)
Cat5000.pkg	4.1(2.6)
Cat5500.pkg	4.1(2.6)
Cat8510.pkg	4.1(1.1)
Cisco1516.pkg	4.0(1.2)
EPS2015.pkg	4.0(1.1)
LS1010.pkg	4.0(2.3)
MWEB200.pkg	4.0(1.1)
ubr7200.pkg	4.0(1.1)
ubr900.pkg	4.0(1.0)
TD_INTG.pkg	4.1(1.6)
TN3270/TN3270_AIX.pkg	4.1(1.2)
TN3270/TN3270_HPUX.pkg	4.1(1.2)
TN3270/TN3270_SOL.pkg	4.1(1.2)
WG_Concentrator.pkg	4.0(1.3)
stackmkr.pkg	4.0(1.1)
Threshold_AIX.pkg	4.0(1.1.3)
Threshold_HP10.pkg	4.0(1.1.3)
Threshold_WIN.pkg	4.0(1.1.3)
Threshold_SOL.pkg	4.0(1.1.3)

Cisco IOS Information

This section contains the latest Cisco IOS (Internetwork Operating System) software version information at the time of printing.

CiscoView supports Cisco IOS software Releases 10.0 through 11.3, with the following restrictions:

- Access servers require a minimum of Cisco IOS software Release 10.2.
- Cisco 3600 devices require Cisco IOS software Release 11.1 or later.
- Cisco 4000 series devices require Cisco IOS software Release 10.3 or later.
- Cisco AS5800 devices require Cisco IOS software Release 11.3(3)AA.
- Cisco uBR7246 devices require Cisco IOS software Release 11.3(2)XA.
- Not all device packages support all Cisco IOS versions. If you are uncertain which Cisco IOS version is supported, you can check your device package readme file.

Note CiscoView supports the Qualified Logical Link Control (QLLC) feature in Cisco IOS software Release 10.3(7) through 11.x. CiscoView supports the Synchronous Data Link Control (SDLC) feature in Cisco IOS software Release 10.2 through 11.x. CiscoView supports the CIP card in Cisco IOS software Release 10.2 through 11.x.

New devices and further specifics on Cisco IOS support will be updated as devices become supported. For the online release notes, refer to one of the following:

- Cisco Connection Online (CCO) in the Cisco Connection Documentation section (continually updated)
- Cisco Connection Documentation, Enterprise Series CD (formerly called UniverCD)

Documentation Information

Documentation for CiscoView includes this release note, a CD-ROM installation booklet, an overview manual, and online help. The primary documentation for CiscoView is the online help. If you have documentation feedback, please email comments to:

bug-doc@cisco.com

The documents shipped with this release include:

- *Getting Started with CiscoView*
- *CiscoView CD Installation Instructions*
- *Release Notes for CiscoView Release 4.2(1)* (this document)

Customer documentation can also be found on the Cisco Enterprise Customer Documentation CD or on CCO.

Incrementally Installing Device Packages

There are several ways to add (or incrementally install) support for new devices to CiscoView 4.2(1). Direct customers should refer to the section “Cisco Connection Online” at the end of this release note for information about accessing CCO. Partner-initiated customers should refer to the section “Partner Initiated Customer Accounts” (following).

Downloading Device Packages from CCO

You can add new devices to CiscoView from the CiscoView Planner page on CCO at <http://www.cisco.com/cgi-bin/Software/CiscoView/cv5devices.cgi>. For more information, refer to the “Downloading Device Packages” chapter in *Getting Started with CiscoView*. A quick reference version exists in the *CiscoView CD Installation Instructions* booklet.

Determining Which Package to Download

In general, multiple devices within the same product family share a single device package. If you have a specific device in mind, look for the device package for the device’s family. For example, use the 2500 package file for a Cisco 2512.

To determine if your particular device is supported, look at the readme for the device package (available on the same webpage listed in the previous section).

For Solaris

Do not use the **pkgadd** command for installation. Instead, use the **setup.sh** command. See the *CiscoView CD Installation Instructions* booklet for the most up-to-date version of install.

Partner Initiated Customer Accounts

To get more information about the Partner Initiated Customer Accounts (PICA) program before accessing CCO for device package files, use the following URL:

<http://www.cisco.com/acs/info/pica.html>

You can also refer to the “Downloading Device Packages” chapter in *Getting Started with CiscoView*.

Defects Fixed in This Release

Table 4 (following) lists problems in CiscoView 4.1(1) that are fixed in CiscoView 4.2(1). Only the most serious problems resolved in CiscoView 4.2(1) are listed.

Applet and device package problems that have been fixed since the previous release are described in the respective applet and device package readme files.

Table 4 **Defects Fixed in CiscoView 4.2(1)**

CSCdi51665	Users preferences such as timeout are not persistent across CiscoView sessions.
CSCdi62739	When saving new policies for a host, they will not match if IP is in use.
CSCdj13160	Changing from CiscoView 3.1(1) to CiscoView 4.1(1) leaves symbolic links in \$SNMHOME/snm/agent.
CSCdj38584	Sometimes CiscoView cannot be configured due to missing fonts.
CSCdj39055	CiscoView does not support workgroup concentrator WS-X1434.
CSCdj43438	CiscoView does not properly convert the Timeticks SYNTAX.

Table 4 Defects Fixed in CiscoView 4.2(1) (Continued)

CSCdj50382	A wrong instance might be used for subclass discovery.
CSCdj58682	Running CiscoView dumps core when a device package is incrementally installed.
CSCdj59472	Newly created rows might not be added to table.
CSCdj60605	CiscoView might fail to open a device if both the Catalyst 5000 and Yosemite card are set to the same community strings.
CSCdj61077	CiscoView package for the Cisco 7000 has typo for feip-f.
CSCdj62691	You might not be able to start the grapher on CiscoView integrated with EM 2.
CSCdj62693	The symbols patch does not work on Solaris.
CSCdj64545	TCL script interprets address as exponent ex. 1e550.
CSCdj68522	CiscoView port monitor default polling fails.
CSCdj72051	CiscoView is not able to work with AS5300.
CSCdj75454	Cisco 7000 package corrupts the Memory Used graph.
CSCdj75485	Need enhancement in engine for StackView support for AS5300.
CSCdj81850	CiscoView installation fails for Solaris SNM.
CSCdj90331	CV4.1(1) integration with HPOV/SNM fails.
CSCdj92755	CiscoView crashes when going to PVC Configuration menu.
CSCdk03414	Catalyst 5000 always uses default 6 sec snmp timeouts.
CSCdk03853	MIB files for the imported module SNMPV2-SMI are missing.
CSCdk05042	CiscoView installation may fail if \$OV_BIN env. var. is defined on AI.
CSCdk05800	Change in the Wr.Com.Str When Opening a device does not change Op.
CSCdk05801	CV security patch is not invoked in AI.
CSCdk08402	Error message is displayed in em_service.
CSCdk08741	Error message displayed during installation.
CSCdk08745	Grapher is not working on CiscoView with EM 2.0 & SNM 2.2.3.
CSCdk10191	Wrong functionality during installation.
CSCdk10541	Default telephone text box accepting junk values.
CSCdk11370	Cancel option adds entries in phone book.

Troubleshooting

If you cannot open a device in CiscoView 4.2(1), a message is displayed indicating that the device is unmanageable for one of the following reasons:

- The Simple Network Management Protocol (SNMP) agent is not running in the device.

You can still ping the device from the management station.

- You have entered an incorrect community string in the **File>Open Device** window.
- The management station cannot access or successfully ping the device. This could be caused because the request timed out or because there was a noSuchName condition.

If the request timed out, you can try increasing the timeout period, verifying the write community string, or checking that the device is reachable.

If there was a noSuchName condition, verify the write community string.

- You are missing the device package.

If you try to access a device when the device package is not installed in CiscoView, CiscoView displays the following error message:

```
CiscoView is unable to open devicename because you do not have the
appropriate device package installed on your machine. You can
download the latest device package from the CiscoView Upgrade
Planner:
http://www.cisco.com/kobayashi/library/netmanage/cview
```

If you receive this error message, you should access the specified URL, and download and install the correct device package.

- You have an obsolete version of a device package.

Check your device package and compare the date with the version on CCO at <http://www.cisco.com/kobayashi/library/netmanage/cview>. Upgrade your device package to the latest version, if required.

CiscoView Notes and Caveats

This section contains notes and restrictions that apply to the CiscoView 4.2(1) release.

- Installation Notes and Caveats, page 14
- General Notes and Caveats, page 17

Note For your reference, identification numbers follow the description of the caveat, for example, [CSCdj00001]. If you need to contact Technical Support about one of the following caveats, refer to the identification number to speed the resolution of any questions or situations you might encounter.

Installation Notes and Caveats

Installation notes and caveats for CiscoView follow.

CiscoView with HP OpenView 5.0/5.01

When a device package is installed, CiscoView updates HP OpenView with the device symbols and bitmaps.

CiscoView with Solstice Site Manager/Domain Manager

If CiscoView does not appear in the Tools menu in Solstice Site Manager/Domain Manager, perform the following steps:

- Step 1** Copy the file *ciscoview.schema* from the \$NMSROOT/etc/cview/snm/struct directory to \$SNMHOME/snm/struct, where NMSROOT is the CiscoView home directory (typically /opt/CSCOcvc).
- Step 2** Edit the \$SNMHOME/snm/struct/ciscoview.schema file and replace the string “\$NMSROOT” with your CiscoView home directory.

CiscoWorks for Switched Internetworks (for AIX and HP-UX)

CiscoView 4.2(1) does not support an upgrade from CWSI 1.1. To upgrade CWSI to CiscoView 4.2(1), first upgrade CWSI 1.1 to CWSI 1.3 (or later) and then upgrade to CiscoView 4.2(1).

CiscoWorks 2.x and CiscoView Upgrades

CiscoView 4.x is not compatible with CiscoWorks 2.x. To use CiscoView 4.x, remove CiscoWorks 2.x or upgrade to CiscoWorks 3.2.1 or later.

Errors Integrating MIBs into AIX NetView

Some errors will be reported during the installation or incremental installation of device packages when MIBs are loaded into AIX NetView. For more information and workaround suggestions, refer to the following URLs:

http://www.cisco.com/public/mibs/app_notes/mib-compilers

or

ftp://ftp.cisco.com/pub/mibs/app_notes/mib-compilers

Solaris/SNM

Update the path variable to include the path for the Sun Net Manager (SNM) binaries and also set the SNMHOME environment variable.

C Shell:

```
setenv SNMHOME /opt/SUNWconn/snm
set path=( $path /opt/SUNWconn/snm/bin )
```

Bourne Shell:

```
SNMHOME=/opt/SUNWconn/snm
export SNMHOME
PATH=$PATH:/opt/SUNWconn/snm/bin
export PATH
```

The */opt/SUNWconn/snm* directory is the default directory for SNM in Solaris. If SNM is installed elsewhere, please change the SNMHOME and path variables accordingly.

If you install CiscoView with all devices and integrate with SNM 2.2.3, if you start **snm -i**, errors are reported in the console window:

```
line 27: Unknown record name 'component.cisco-c8510'
line 27: Cannot initialize field value component.cisco-c8510
failed in loading /opt/SUNWconn/snm/struct/Cat5500.schema
```

[CSCdk28924]

SNM Grapher Problem

The SNM grapher might fail to display data. This bug requires SNM patches for SNM 2.2.3 and 2.3. You can download the patches from Sun Microsystem's official patch site:

<ftp://zipppy.telcom.arizona.edu/pub/snm/patches/Solaris2.x/SNM2.3/104018-02.tar.Z>

If you still have problems graphing device data even after installing the appropriate patch, the problems might be fixed if you use the CiscoView menu option **Edit>Create** to register the device's IP address into the SNM database; enter the device's IP address into both the **name** field and the **ip address** field. [CSCdj01623]

Solaris 2.5.1 and HP OpenView 4.11 Patch Requirement

The CiscoView installation on Solaris might fail if you do not install a Hewlett-Packard patch. This patch is required to install NNM 4.1 on Solaris 2.5.1 and must be installed before installing NNM 4.1. This patch is required to run a license server on Solaris 2.5.1. If your license server is on a different machine, this patch is not necessary.

Both patches consist of a tar file and a text file describing the patch. To obtain a patch

Step 1 Enter the following URL:

<ftp://ovweb.external.hp.com/pub/cpe/patches/nnm/4.1x>

Step 2 Click the appropriate links to get to your software patch.

Patch numbers are not available because HP consolidates the patches periodically to contain all previous fixes. Select the one related to Network Node Manager 4.1x by viewing the patch text files. If you have difficulty installing the patch, contact HP Service and Support.

Exiting **pkgadd** After Installation Is Complete

CiscoView installation uses the Solaris **pkgadd** utility. When **pkgadd** finishes installing CiscoView, the screen shows that the installation was successful but does not quit. Type **Q** to exit the **pkgadd** utility.

CiscoView Deinstallation

- CiscoView does not remove symbols, bitmaps, fields, and MIBs from HP OpenView/AIX NetView directories during deinstallation.
- When deinstalling CiscoView, if a Catalyst 3900 package was installed, you might see the following errors:

```
line 46: syntax error
line 49: syntax error
failed in loading /opt/SUNWconn/snm/struct/Cat3900.schema
```

To work around this problem, manually remove the referenced Cat3900.schema file. [CSCdk12506]

- CiscoView deinstallation does not stop the “nmcview” process. If you later attempt to reinstall CiscoView, the running nmcview prevents installation from completing. [CSCdk52128]

General Notes and Caveats

General notes and caveats follow. They are divided into five sections:

- Notes and Caveats for Enterprise Network Management Products (including CiscoView and other products), page 17
- Notes and Caveats for Workgroup Products, page 21
- Notes and Caveats for Access Products, page 29
- Notes and Caveats for High-End Business Products (ATM switches and the Cisco 7000, 7200, and 7500 series), page 31
- Notes and Caveats for WanBU/NSMBU Devices, page 34
- Notes and Caveats for Online Help, page 35

Notes and Caveats for Enterprise Network Management Products

CiscoView and Internationalization

CiscoView does not support internationalization.

CiscoView Times Out

In high traffic situations, you might experience timeouts. To increase the timeout period, select **Options>Properties** from the CiscoView menu and change the value for the Timeout field.

You should not reduce the physical view polling interval below (retries*timeout), especially if you experience timeouts; this can exhaust resources on Windows and result in a general error.

Community Strings Displayed

When CiscoView is integrated with EM 2.0, if you start CiscoView from the glyph menu for any device the EM displays a message in the stdout before launching CiscoView. The displayed message shows the public and private community strings for the device. [CSCdk13867]

Dragging Ports

On UNIX platforms, for this release, use the middle mouse button to drag. Only certain devices (such as the CAT1200, CAT1600, CAT5000, CPW16) have defined their ports for dragging across devices.

Erroneous Command Windows

When CiscoView is invoked from an NNM, whenever you open a device, one or more command windows momentarily pop up then disappear. [CSCdk14010]

MGX (Formerly AXIS) Errors

When CiscoView is using an AXIS device package, if the AXIS agent cannot process packets sent by CiscoView (generating tooBig errors), CiscoView core dumps. [CSCdk24025]

HP OpenView

If a switch is configured as two or more domains, HP OpenView discovery might not work properly and might discover only one of the domains. If this occurs, use CiscoView to manage the domain directly rather than launching the switch from the map.

With HP OpenView, the grapher does not graph with v2c agents, especially 64-bit counters values. The HP OpenView bug ID is 4701401398. To work around this problem, use the Data Collector to collect and to then graph the desired data. [CSCdk08824]

SunNet Manager/Enterprise Manager Issues

When you use CiscoView with Enterprise Manager 2.0, sometimes the em_discover application terminates abnormally. To prevent this problem, you must have less than 750 entries in \$EM_HOME/config/discover.conf. [CSCdj56566]

Certain SNMP traps are not integrated into SUN's Enterprise Manager 2.0. Instead, the traps show up as generic traps with names such as "internetTrap" or "enterpriseSpecificTrap." [CSCdk18129]

If you install CiscoView with all devices and integrate with SNM 2.2.3, if you start **snm -i**, errors are reported in the console window:

```
line 27: Unknown record name 'component.cisco-c8510'  
line 27: Cannot initialize field value component.cisco-c8510  
failed in loading /opt/SUNWconn/snm/struct/Cat5500.schema
```

[CSCdk28924]

If you are loading .schema files into SNM, while loading the CISCO-STACK-MIB.schema file, you might see errors such as the following:

```
line yyy: Duplicate attribute name <attrname>  
line xxx: Duplicate error code <errcod>  
failed in loading /opt/SUNWconn/snm/agents/CISCO-STACK-MIB.schema.
```

You can ignore these messages. [CSCdk45034]

SNMPc Autodiscovery

MWEB200 is not detected by SNMPc autodiscovery. [CSCdk26676]

Open Look

Popup menus might be out of focus. To correct the focus, move your pointer out of the window and back into the menu.

Printing to LaserJet III

CiscoView might fail to print to a LaserJet III printer, especially in the “LaserJet” format, because of this printer's limited memory.

StackMaker

Internal Debugging—When the StackMaker Debug option is set to **On**, debug messages print to the StackMaker Debug Log file. The default is **Off**. The StackMaker Debug Log file stores messages that are useful in troubleshooting problems. This log file is */tmp/.smDebugLog*.

Internal Debugging—When the StackMaker Debug SNMP option is set to **On**, SNMP debug messages print to the StackMaker Debug Log file on the UNIX platform. The messages show the SNMP packets that have been sent and received. The default is **Off**. The StackMaker Debug Log file stores messages that are useful in troubleshooting problems. This log file is */tmp/.smDebugLog*.

Log File from Apply Operations—The StackMaker log file stores the results of a saved stack configuration (**Actions>Apply Stack Configuration**). The log file is */tmp/stackmkr/sm.log*. When the log file exceeds 1 MB, it automatically resets to 0 bytes.

When StackMaker runs on Catalyst 1900 devices, some debug output is printed to the console. You can ignore this output.

You might get error messages when invoking StackView for a device, particularly if you just changed the “seed” device or if you previously opened and closed the stack. If you get error messages when invoking StackView, exit the current CiscoView session and launch a new CiscoView session. [CSCdk12100]

If you have an AS5200, AS5300, Catalyst 216, and Cisco 3640 in a stack, and you are using CiscoView in CiscoWorks Windows, LS3 Setup might crash with a Dr. Watson for NT error with the error message “wish.exe exception access violation.” This crash occurs only if you click any item under Connection Info twice and if the Catalyst 216 is the seed device. [CSCdk23763]

Threshold Manager

Some agents, most notably the Catalyst switches, impose a limit on the number of alarm and event entries that can be created. Applying a large number of thresholds to these devices will likely fail. In this case, some alarm entries might be successfully created but their associated event entries are not.

These failed creations are marked as *Failed* in the Current Threshold Settings pane. If you attempt to delete those settings, Threshold Manager reports that the deletion failed (because it cannot delete nonexistent event entries.) In this case, you can ignore the error message and can verify that the deletion occurred by retrieving the threshold settings after the deletion.

Notes and Caveats for Workgroup Products

Catalyst 1200

When you use the Switch Zoom menu (if TrafficDirector is installed) from CiscoView to view multiple switch ports, the default configuration for the Catalyst 1200 is Statistics, Short-Term history, Long-Term history, and Host group. To see the Short-Term or Long-Term history from Traffic Monitor, use the Domain Manager to configure the Short-Term and Long-Term groups manually or use Segment Zoom to view the port first.

When using the Segment Zoom menu from CiscoView to view the port segment, the default configuration for the Catalyst 1200 is the Statistics, Short-Term history, Long-Term history and Host group. For the Catalyst 5000 it is Statistics, Short-Term history, and Long-Term history.

If you get the “Error: Entry or Group not present in Agent” message when starting Segment Zoom, Switch Zoom, or Data Capture, the write community string might not match the device. If the community string matches but the problem still occurs, use the CiscoView Configure Device menu to see whether the RMON capability is enabled.

If you launch Switch/Port Zoom from CiscoView and then delete one of the RMON Agents using TrafficDirector, you must relaunch CiscoView before launching Switch/Port Zoom again.

If you see “IP address is not set in sysIpAddr MIB variable,” the Catalyst 1200 SNMP agent does not store the correct IP address in the sysIpAddr MIB variable. You must use CiscoView to correct this error. Select **Configure>Device**, enter the correct IP address in the corresponding field, and click **Modify**.

TrafficDirector 3.3 cannot be launched for interfaces with ifIndex values greater than 1000.

Catalyst 1700

Version 4.0(1.4) of the Cat1700.pkg device package does not work properly if either of the following device packages are installed: Cat1900.pkg, Version 4.0(2.0); or Cat2820.pkg, Version 4.0(2.1). [CSCdk48245]

Catalyst 1800

The device agent does not update the IP address table of MIB-II properly and does not reflect the correct IP address information of all the device interfaces. You cannot view the correct IP address information of the device by selecting **Device>Configure>IP Address Table**.

You cannot create new static entries for IP Route Table and ARP Table through CiscoView.

In the interface configuration (**Port>Config>Interface**), modifying the IP parameters always displays an error message, but the modification is successful.

You cannot change the bridge type of the FDDI port to sr-only or srt.

You cannot change the bridge type of the Token Ring port to sr-tb or tb-only.

The system time configuration is not included as part of device configuration.

Catalyst 1900, Catalyst 2100, Catalyst 2800, EtherSwitch 1200, and EtherSwitch 1400 Series Devices

CPW1200, CPW1220, CPW1400, CPW1420, Catalyst 1900, Catalyst 2100, Catalyst 2800, and Catalyst 2820—The General Bridge window shows the bridge information for VLAN1 only. Bridge information for other VLANs is not available.

CPW1200, CPW1220, CPW1400, CPW1420, Catalyst 1900, Catalyst 2100, Catalyst 2800, and Catalyst 2820—The Spanning Tree Protocol window for switched ports is available for ports in VLAN1 only. This window does not show valid information for ports that are not in VLAN1.

VLAN colors are not displayed in CiscoView for a Catalyst 1900 with a VLAN is highlighted in VLAN Director. [CSCdk40128]

Catalyst 1924

If you launch a Catalyst 1924 with Firmware V8.00.04(03), you cannot access the Port Zoom or Switch Zoom applications from Rmon Options. [CSCdk24862]

CPW 1420 and Catalyst 2820

On the front panel display of the device, the Connect and Disabled LEDs on FDDI modules do not reflect the appropriate status.

The **Configure>Module** option is supported only for one module type, even though it can be invoked for multiple module types.

There is a dependency between the CPW1420 and Catalyst 2820. The CPW1420 device package will not run unless the Catalyst 2820 package is installed. [CSCdj64496]

Catalyst 1900, Catalyst 2820, CPW 1220, and CPW 1420

To delete an entry from the Set Managers configuration, enter an IP address of 0.0.0.0. The agent on the devices do not accept a blank entry for an IP address. [CSCdj03444]

Catalyst 116 and CPW 316

To delete an entry from the Set Managers configuration, enter a blank field. The IP address of 0.0.0.0 does not remove the entry from the Set Manager Table.

Catalyst 2600

The Catalyst 2600 device package contains two versions of the Enterprise MIBs for the Catalyst 2600 switch:

- *C2600_cisco.my*—This MIB file is installed to support devices with image versions prior to 2.2.1.
- *C2600.my* —This MIB file is installed to support devices with image version 2.2.1 or later.

If you are using a MIB browser tool, you will see the MIB variables defined in each of the above files, under different branches, at the same time, although any particular Catalyst 2600 switch will respond to queries on only one of the MIBs, based upon the release of software in the device. Cisco recommends that you upgrade your Catalyst 2600 switches to version 2.2.1 or later.

CPW 2200 and Catalyst 2900

If the number of the embedded RMON agent is over 50, you cannot create any new embedded RMON agent group for the new port. Use the Domain Manager to uninstall the agent group from the unused port to free the memory resource.

If you launch Switch/Port Zoom (if TrafficDirector is installed) from CiscoView and then delete one of the RMON Agents using TrafficDirector, you must relaunch CiscoView before launching Switch/Port Zoom again.

TrafficDirector 3.3 cannot be launched for interfaces with ifIndex values greater than 1000.

When multiple ports are selected, the **Port>Configure** window does not display the Broadcast Suppression category. This category is available only for single port selection.

When you enable port security administration on a port, there may be timeouts. If this happens, increase the SNMP timeout value to approximately 10 seconds.

The WS-X2901 module shows the speed LED lit only when the speed is configured as 100 Mbps and the port is connected.

The Port Utilization tool has been removed from the Tools menu and is now available only on a per module basis on the **Config>Module** menu.

Catalyst 2900XL

CiscoView is missing the Rmon Option menu for the Catalyst 2900XL, so there is no access to Traffic Director, Switch Zoom, Port Zoom.

[CSCdk15743]

Catalyst 3000 Series

When you access a stack with six or more devices, there might be some significant performance problems. You can improve performance by increasing the SNMP timeout settings.

The Catalyst 3000 software does not support RMON on either a stack or an ATM port.

You might notice timeout messages and SNMP Set Failed messages when using the EtherChannel Configuration tool. If this happens, increase the SNMP timeout values for better performance.

If you are running version 2.0(1) of the Catalyst 3000 software, you will not be able to drag a port to a VLAN that does not already have ports assigned to it. You can fix this problem by upgrading to a later release of Catalyst 3000 software.

If you are running version 2.0(1) of the Catalyst 3000 software, changes to Full/Half Duplex settings will not always be reported correctly. You can fix this problem by upgrading to a later release of Catalyst 3000 software.

If you are running version 2.0(1) of the Catalyst 3000 software, the SAID value entered when creating a new VLAN will be redisplayed as a different value. However, the VLAN will have been created with the SAID value you specified. You can fix this problem by upgrading to a later release of Catalyst 3000 software.

The Domain Configuration and EtherChannel Configuration tools are not supported on Windows 95.

Because of restrictions in the Catalyst 3000 software, the WS-X3006B is displayed in CiscoView as a WS-X3006A.

If you launch Switch/Port Zoom (if TrafficDirector is installed) from CiscoView and then delete one of the RMON Agents using TrafficDirector, you must relaunch CiscoView before attempting to launch Switch/Port Zoom again.

Catalyst 3900

CiscoView does not show the rear view of the Catalyst 3900 box.

When you attempt to drag port(s) to drop into one of the CRFs in the VLAN table, CiscoView might exit with an error. To work around this problem, first select the ports of interest, then bring the focus back to the VLAN Table window. Drag the selected port(s) and drop them into the desired CRF.

The **Configure...** option under the Bridge Configuration category allows you to view a current configuration only. It reports an error when you attempt to configure new values for any parameter.

The Threshold Manager and TrafficDirector applications have not been fully tested with the Catalyst 3900.

If you have a Catalyst 3900 device package installed, you might receive error messages during MIB integration of CiscoWorks Windows with HP Openview NNM 5.02. You might be unable to load certain MIBs.
[CSCdk10109]

Catalyst 5000 Series

When a Catalyst 5500 is open in CiscoView, any changes you make to the device's community strings do not take effect. To work around this problem, run `xnmshmpconf` and set the global default "set" value to "private."
[CSCdk14013]

When a Catalyst 5000 is open in CiscoView, if you change the community strings, the changes will become the default community strings used by CiscoView for devices with unknown community strings. To work around this problem, close and reopen CiscoView, then change the default community strings by selecting **Options>Properties** from the menu.
[CSCdk14111]

ATM, FDDI, and CDDI do not support Broadcast Suppression.

In machines that do not have a `/ftpboot` directory (such as a PC), an error is displayed whenever the Upload/Download feature is invoked on a Catalyst 5000 module.

Do not use the Grapher in the CiscoView Monitor 10BaseT Group Switching Ethernet window. Use the Monitor or TrafficDirector tools (if TrafficDirector is installed) to see graphical views of the selected repeater ports.

When you use the Switch Zoom menu (if TrafficDirector is installed) from CiscoView to view multiple switch ports, the default configuration for the Catalyst 5000 is to configure Statistics only. To see the Short-Term or Long-Term history from Traffic Monitor, use the Domain Manager to configure the Short-Term and Long-Term groups manually or use Segment Zoom to view the port first.

When you use the Segment Zoom menu from CiscoView to view the port segment, the default configuration for the Catalyst 5000 is Statistics, Short-Term history, and Long-Term history.

If you see the message “Error: Entry or Group not present in Agent” when starting Segment Zoom, Switch Zoom, or Data Capture, the write community string may not match the device. If the community string matches but the problem still occurs, use the CiscoView Configure Device menu to see whether the RMON capability is enabled.

When you select the repeater module port on a Catalyst 5000, it always uses the first port of the selected segment to create the RMON agent group.

If all Catalyst 5500 slots are populated with modules and you experience timeouts, increase the SNMP timeout value to 15 seconds.

The WS-X5213 and WS-X5213A modules show the 100 Mbps speed LED lit only if the speed is configured at 100 Mbps and the port is connected.

Opening the FDDI/Ethernet Bridge category under **Configure>Device** can display an “unknown error.” This is because of a problem with the device software.

If a general error (genErr) is displayed when you change vlanPortIslStatus, the selected port might not support ISL.

The values of ifAdminStatus and ifLinkUpDownEnable cannot be changed on an ATM port.

Port duplex settings cannot be changed on ATM and FDDI ports.

The value portSpanTreeFastStart cannot be changed on ATM and FDDI ports.

Configuring ports to unsupported speeds returns a general error (genErr). This is because of a problem in the device software.

If you run CiscoView from CWSI, and CWSI is integrated with SNM 2.3 on Solaris 2.5.1, if you try to disable all ports on different modules at once on a Catalyst 5500, the LANE module resets.

This problem occurs with the ATM LANE module WS-X5158. This problem occurs only on Catalyst 5500s with LECS functions.

To avoid this problem, disable ports individually. [CSCdk40179]

CDP and CGMP Protocols Unsupported

The CPW 1200/1400 and Cat 2100/2800 devices do not support the CDP and CGMP protocols. The CiscoView dialogs for these will return errors.

Community String Mismatching

When the user enters values for the read-only, write-only, and read-writeId with the Command Line Interface (CLI) commands, these values must match. A mismatch results in noSuchName or timeout errors. To avoid these error conditions, use identical community strings in CiscoView and corresponding agents.

Duplicate Categories

When multiple ports of different types are selected, **Port>Config** may show duplicate categories.

Switch Firmware

The following firmware versions must be used in the switches:

Switch	Firmware Version
Catalyst 1700	1.38 or later
Catalyst 1900 and 2820	3.63 or later
Catalyst 2100 and 2800	3.63 or later
EtherSwitch 10/100	1.38 or later
EtherSwitch 1220 and 1400	3.63 or later
Grand Junction FastSwitch 10/100	1.37 or later
Grand Junction FastSwitch 2100 and 2800	3.62 or later
FastHub 300 Series	1.12 or later

TrafficDirector

When launching TrafficDirector 4.1.3 from CiscoView, make sure that `/usr/lib` is included at the start of the `LD_LIBRARY_PATH` environment variable. A segmentation fault may occur if it is not included.

If you launch Switch/Port Zoom from CiscoView and then delete one of the RMON Agents using TrafficDirector, you must relaunch CiscoView before attempting to launch Switch/Port Zoom again.

TrafficDirector 3.3 cannot be launched for interfaces with `ifIndex` values greater than 1000.

Notes and Caveats for Access Products

Status of T1/E1 Channel_ports for Channel-group

In the `channel_modem` view, CiscoView does not properly reflect the status of the T1/E1 `channel_ports` (timeslots) that have been configured for `channel-group`. This is a Cisco IOS software problem.

Hot Swap Does Not Work for Stacked Cisco 3600

The hot swap feature is not available for stacked Cisco 3600 series routers.

Whenever the async/sync port configuration is changed, you must reopen the stack for CiscoView to update the async/sync port status. However, the hot swap feature for the async/sync ports is supported for individual Cisco 3600 series routers.

Also, whenever the async/sync port configuration is changed in a 16/32 port asynchronous network module, you must reopen the stack to obtain the latest state. However, the hot swap feature for the async/sync ports is supported for individual Cisco 3600 series routers.

Logical View and Channel Modem View Not Available in Stack View

The Logical View and Channel Modem Mapping view are not available for stacked Cisco 3600 series routers. This support is scheduled for a future release. However, Logical View is available on individual or stacked Cisco 3600 routers if a digital modem carrier card and a T1/ E1 card is present.

With Cisco IOS Versions Below 11.1(7), Table Misses Interfaces

The fix for defect CSCdi69480 (PRI/E1 interfaces missing in cardIfIndex table) is integrated into Cisco IOS Release 011.001(007) and later. The Cisco 3600 4.0(6.1) device package incorporates the fix and may not work properly with Cisco 3600 series routers running Cisco IOS versions below 011.001(007).

Cisco AS5800 Universal Access Servers

- Hotswap works inconsistently.

After the hotswap, the dsphysical view alone gets redrawn. The work around is to exit CiscoView and re-open the device. [CSCdk11818]

- Cannot monitor PRI channels in CE1/CT1 card of the AS5800.

Monitor of individual channels of trunk ports in CE1/CT1 card is not available. Only the configuration information is displayed. [CSCdk11819]

- Help for compression card is incorrect.
Incorrect help information displayed for sa-compression card.
[CSCdk11820]
- HealthMon Status shows wrong values for ShelfId and ShelfAddress.
In device configuration dialog of the SC3640, the values displayed for ShelfId and ShelfAddress are wrong. [CSCdk11823]
- Pixel and mask of size 38 is shown bigger.
The pixel and mask of size 38 is shown bigger for AS5800 and SC3640.
The relevant files contain size of 48 pixels for width and height.
[CSCdk11854]
- OID and Schema files for certain mibs are not included.
The oid and schema files of the MIBs AAA, CISCO-PAGP-MIB, FASTMOD, FASTSWITCH, RFC1407-MIB, RFC1595-SONET-MIB, RFC1748-MIB, SNMPV2-CONF, ENTITY-MIB, CISCO-ENTITY-VENDORTYPE-OID-MIB, CISCO-5800-HEALTH-MON-MIB are not available in the package. The required oid and schema files are not published at the time of release. Therefore, these MIBs cannot be browsed in SNM and EM platforms.
[CSCdk06905]
- Could not open AS5800 device in NT 4.0 with CWW 3.1(1).
Sometimes CV pops up an error dialog with message such as *“can't read “DD(AS5800dialShelfId)” : no such element in array”* when AS5800 device is opened in NT 4.0. The work around is to increase timeout value and open device again. [CSCdk12752]

Notes and Caveats for High-End Business Products

LightStream1010

To configure an LECS address for LS1010 from CiscoView, ServiceId needs to be the following: 10.1.3.6.1.4.1.353.1.5.1.<Index>, where Index is the row differentiator for configuring multiple LECS addresses. Index is an integer.

Power Supply Display

By default, CiscoView 3.1(1) displays two power supplies for a Cisco 7000 router running Cisco IOS Release 10.2 and earlier. With Cisco IOS Release 10.3 and later, power supplies are displayed based on `ciscoEnvMonSupplyState` values.

Cisco 7000 Series

- View menu for Cisco 7000 series is inconsistent.
The view menu for the 7204, 7206 has front view too but all the other 7000 series routers have just the rear view. [CSCdj86030]
- CiscoView with the Cisco 7000 package 4.0(4.0) fails on Token Ring Modules.
Selecting Category “TokenRing Errors” generates an error: “The MIBs are not supported by the device.” However, launching CiscoView 4.0 with 7000 package 4.0(1.0) on the same router it does not generate any errors. [CSCdk13389]
- Mismatch of formula in help for buffer failure in 7000pkg.
Device monitor shows the wrong help context. [CSCdk08747]
- Ciscoview does not display pa-a8t.
CV fails to display a 7206 with pa-8b-st, pa-a8t-x21, c7200-io1fe and cpu-7200 cards correctly. [CSCdk03826]
- x25CircuitCalledDteAddress in ascii value.
The variables x25CircuitCalledDteAddress and 25CircuitCallingDteAddress are displayed in ascii. It is better to show these in numeric form. [CSCdj40816]
- IOS less than 11.1 cause FSIP dialogs in CV for mip ports.
An invalid port level FSIP configuration category appears for devices with MIP cards running less than 11.1. The dialog just displays N/A for variables displayed in it as these are not applicable to it. [CSCdj23970]
- Delta values appear as absolute values.
When using CV to monitor multiple ports, the delta value does not change relative to the 2 polling points, but is simply a dump of the raw SNMP value. [CSCdj93913]

- CiscoView shows incorrect utilization status on Frame DLCI.

For CiscoView Windows, if you right click on a serial port running frame relay encapsulation, DLCI monitor gives incorrect “Traffic” information: the number you see on this screen does not match with the **show frame pvc** command on the CLI of the router. [CSCdk08121]

Cisco uBR7200 Series

- RFC1595-SONET-MIB support:

The RFC1595-SONET-MIB is not supported in ubr7200 device package version 1.1.

- Downstream Channel MIB Variable Settings:

The downstream channel frequency (docsIfDownChannelFrequency) setting in the rport configuration dialog box accepts only values between 54 and 1000 Mhz (54,000,000 - 1,000,000,000). The standard MIB range for this variable is 0 to 1000 Mhz (0 - 1,000,000,000).

The downstream channel width (docsIfDownChannelWidth) setting in the report configuration dialog box accepts only a value of 6 Mhz (6,000,000). The standard MIB range for this variable is 0 to 16 Mhz (0 - 16,000,000).

The downstream channel modulation (docsIfDownChannelModulation) setting in the rport configuration dialog box accepts only values of 3 or 4. The standard MIB values for this variable are 1,2,3,4. 1 indicates unknown; 2 indicates other.

The administration status of the channel cannot be changed from the Admin Status field in the rport dialog box.

- Upstream Channel MIB Variable Settings:

The upstream channel frequency (docsIfUpChannelFrequency) setting in the rport configuration dialog box accepts only values from 5 to 42 Mhz (5,000,000 - 42,000,000) and the value of 0 Mhz. If 0Mhz is specified, the Administration Status automatically changes to down. The standard MIB range for this variable is 0 to 1000 Mhz (0 - 1,000,000,000).

The upstream channel width (docsIfDownChannelWidth) setting in the report configuration dialog box accepts only 1.6 Mhz (1,600,000). The standard MIB range for this variable is 0 to 16 Mhz (0 - 16,000,000).

The administration status of the channel cannot be changed from the Admin Status field in the rport dialog box.

- Fast Serial MIB Variable Display Values:

The Fast Serial rport configuration dialog box for HSSI interface displays N/A for status of flow control signals (locIfFSIPrts,locIfFSIPcts, locIfFSIPdtr,locIfFSIPdcd,locIfFSIPdsr). The agent returns 0 instead of the acceptable values 1-3. (1 - Not Available, 2- Up, 3-Down).

- OID and Schema files for RF-IF-MIB in SNM and EM platforms:

The oid and schema files for RF-IF-MIB are not included in ubr7200 device package version 1.1. The required oid and schema files are not published at the time of release. Therefore, RF-IF-MIB cannot be browsed in SNM and EM platforms.

Notes and Caveats for WanBU/NSMBU Devices

WanBU/NSMBU device packages are available to be downloaded from CCO; however, these packages are not supported on Windows NT or HP-UX platforms.

If you run CiscoView from HP OpenView and use WAN package files, and you are not using WAN Manager, CiscoView has the following limitations:

- CiscoView will not launch from topology maps or pull-down menus.
- Ciscoview does not support topology discovery with automatic icon identification.
- CiscoView does not support MIB and Trap integration.

These limitations exist because WAN Manager will eventually replace the existing Equipment Manager GUI with CiscoView, and the WAN package files have been designed to integrate with WAN Manager.

For additional information about platform availability and support, see the CiscoView Planner page on CCO at <http://www.cisco.com/cgi-bin/Software/CiscoView/cv5devices.cgi>.

Notes and Caveats for Online Help

Find Tab

Because of the way a master CiscoView contents file is used by the software when multiple CiscoView device package help files are present, the list of files to include when setting up a customized find operation contains multiple items called CiscoView. [CSCdj62089]

Online Help Intermittent Display Problem

There is a problem with the online help viewer, HyperHelp, intermittently displaying the Help topic window when opening **Help>Contents**.

When you first open a help topic using **Help>Contents** and click the **Back** button, the HyperHelp viewer might display a blank window. This is a HyperHelp bug. [CSCdi04758]

Problem Opening Help Topics

While browsing Help pages, you might be unable to open a help topic and you might see an error message such as “cannot open file filename.” If this occurs, it could be that there is a low limit on the number of files that can be opened by a specific process.

To work around this problem, increase the kernel configuration parameter “number of open file descriptors per process” to approximately 90 or more. [CSCdk49538]

Cisco Connection Online

Cisco Connection Online (CCO) is Cisco Systems’ primary, real-time support channel. Maintenance customers and partners can self-register on CCO to obtain additional information and services.

Available 24 hours a day, 7 days a week, CCO provides a wealth of standard and value-added services to Cisco’s customers and business partners. CCO services include product information, product documentation, software updates, release notes, technical tips, the Bug Navigator, configuration notes, brochures, descriptions of service offerings, and download access to public and authorized files.

CCO 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 CCO provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access CCO 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.

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

Note If you are a network administrator and need personal technical assistance with a Cisco product that is under warranty or covered by a maintenance contract, contact Cisco's Technical Assistance Center (TAC) at 800 553-2447, 408 526-7209, or tac@cisco.com. To obtain general information about Cisco Systems, Cisco products, or upgrades, contact 800 553-6387, 408 526-7208, or cs-rep@cisco.com.

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM, a member of the Cisco Connection Family, is updated monthly. Therefore, it might be more current than printed documentation. To order additional copies of the Documentation CD-ROM, contact your local sales representative or call customer service. The CD-ROM package is available as a single package or as an annual subscription. You can also access Cisco documentation on the World Wide Web at <http://www.cisco.com>, <http://www-china.cisco.com>, or <http://www-europe.cisco.com>.

If you are reading Cisco product documentation on the World Wide Web, you can submit comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco. We appreciate your comments.

This document is to be used in conjunction with the *Getting Started with CiscoView* publication.

AccessPath, Any to Any, AtmDirector, the CCIE logo, CD-PAC, Centri, the Cisco Capital logo, *CiscoLink*, the Cisco NetWorks logo, the Cisco Powered Network logo, the Cisco Press logo, ClickStart, ControlStream, DAGAZ, Fast Step, FireRunner, IGX, IOS, JumpStart, Kernel Proxy, LoopRunner, MGX, Natural Network Viewer, NetRanger, NetSonar, *Packet*, PIX, Point and Click Internetworking, Policy Builder, RouteStream, Secure Script, SMARTnet, SpeedRunner, Stratm, StreamView, *The Cell*, TrafficDirector, TransPath, VirtualStream, VlanDirector, Workgroup Director, and Workgroup Stack are trademarks; Changing the Way We Work, Live, Play, and Learn and Empowering the Internet Generation are service marks; and BPX, Catalyst, Cisco, Cisco IOS, the Cisco IOS logo, Cisco Systems, the Cisco Systems logo, Enterprise/Solver, EtherChannel, FastHub, ForeSight, FragmentFree, IP/TV, IPX, LightStream, MICA, Phase/IP, StrataSphere, StrataView Plus, and SwitchProbe are registered trademarks of Cisco Systems, Inc. in the U.S. and certain other countries. All other trademarks mentioned in this document are the property of their respective owners. (9808R)

Copyright © 1998, Cisco Systems, Inc.
All rights reserved. Printed in USA.

