



Text Part Number: 78-10180-03

Release Notes for CiscoWorks for Windows, Version 5.0

These release notes contain the following information for CiscoWorks for Windows, Version 5.0:

- Documentation Roadmap, page 2
- CiscoWorks for Windows Notes and Known Problems, page 2
- Cisco Connection Online, page 8
- Documentation CD-ROM, page 9

Supported platforms are:

- Windows 95 (OSR 2)
- Windows 98 (second edition)
- Windows NT 4.0 server with Service Pack 5
- Windows NT 4.0 workstation with Service Pack 5
- Windows 2000 Professional
- Windows 2000 Server
- Windows 2000 Advanced Server

Corporate Headquarters

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

Copyright © 2000
Cisco Systems, Inc.
All rights reserved.

For online help, supported browsers are:

- Netscape Navigator 4.61
- Microsoft Internet Explorer 5.0

Documentation Roadmap

- *Using CiscoWorks for Windows, Version 5.0*—Provides information about the use and operation of CiscoWorks for Windows (CWW), and answers to frequently asked questions.
- *CiscoWorks for Windows, Version 5.0 Installation Instructions*—Provides instructions on installing and uninstalling CiscoWorks for Windows, Version 5.0.
- *WhatsUp Gold User's Guide: The Network Monitoring Tool for Windows*—Provides information about use and operation of the network management system (NMS) software WhatsUp Gold.
- Online help for CiscoView—Contains detailed information about CiscoView.
- Online help for Show Commands—Contains information about using Show Commands application.
- Online help for Threshold Manager—Contains detailed information about using Threshold Manager application.
- Device Package Readme Files—Provide information about device, card, and platform support.

CiscoWorks for Windows Notes and Known Problems

Known problems are unexpected behaviors or defects in CiscoWorks for Windows, Version 5.0. They are graded according to severity level. These release notes contain information for severity levels 1 and 2 only.

You can search for known problems on the Cisco bug tracking system tool, called Bug Navigator II. To access Bug Navigator II, do one of the following:

- Enter <http://www.cisco.com/support/bugtools> in your web browser.
- Log in to CCO and select **Services & Support > Online Technical Support > Software Bug Toolkit > Bug Navigator II**.

CiscoWorks for Windows Installation Known Problems

Caution It is recommended that only those with administrative privileges install CiscoWorks for Windows, Version 5.0 on Windows NT systems.

Table 1 Installation Known Problems

Bug ID	Summary	Explanation
CSCdp08926	Dialog boxes appear behind the setup screen.	When integrating CiscoWorks for Windows, Version 5.0 with WhatsUp Gold or SNMPc, after minimizing the setup screen, the following dialog boxes continue to appear: <ul style="list-style-type: none"> Integrating Cisco devices with WhatsUp Gold or SNMPc Adding MIBS to WhatsUp Gold or SNMPc
CSCdp47503	NMS integration fails when directory has contiguous spaces.	When NMIDB is downloaded to a directory that has two or more contiguous blank spaces, for example, <i>dataXXfile</i> where <i>XX</i> represents blank spaces, NMS integration fails. To work around this problem, rename directory to eliminate spaces.

CiscoView Engine Known Problems

Table 2 CiscoView Engine Known Problems

Bug ID	Summary	Explanation
CSCdm93875	Configuration dialog box does not print on some PCs.	Printing a Configuration dialog box on some PCs produces a blank page. To work around this problem, use Print Screen key to capture screen, copy it to another graphics program, and print it from there.
CSCdp42583	CiscoView does not respond to the print command if printer not configured.	If printer is not configured in machine, no information is available when Print is selected from Chassis view or any Configure or Monitor dialog box.

Table 2 CiscoView Engine Known Problems (continued)

Bug ID	Summary	Explanation
CSCdp49224 CSCdp49870	CiscoView transfers to a nonresponsive state.	<p>This happens intermittently in two instances:</p> <ul style="list-style-type: none">• When you invoke CiscoView for any device from NMS (WhatsUp Gold or SNMPC) and click Cancel from community string dialog box.• When you invoke CiscoView for any device from NMS (WhatsUp Gold or SNMPC) whose device package is not installed. <p>To work around this problem, close and reopen CiscoView.</p>
CSCdp50915	Unable to deactivate device package(s). CiscoView is probably still running error message appears.	<p>This happens in these two instances:</p> <ul style="list-style-type: none">• CiscoView is already open.• Add/Delete device package installation utility was left open and invoked after a previous device package installation was aborted. <p>To work around this problem, close CiscoView or Add/Delete device package utility before performing subsequent installations.</p>
CSCdp53428	Cannot create preferences error message appears when CiscoView is invoked.	<p>This could occur when HOMEPATH environment variable points to a nonexistent directory. To work around this problem, set HOMEPATH to an existing directory.</p>

Device Package Known Problems

Note Before installing or uninstalling device packages, it is recommended that you close any open CiscoView sessions.

Table 3 Catalyst (2900XL, 3500XL, 5500, 6000, 8500) Known Problems

Bug ID	Summary	Explanation
CSCdr17332	"Problem with shortcut" dialog may appear when launching config menu from Cat2900XL or Cat3500XL devices. "Problem with shortcut" dialog can also appear when clicking online help.	The default browser is not properly registered with Windows. You can check this by selecting the Run command from the Start Menu on Windows; then typing a http URL, for example, "http://www.cisco.com." This will fail and will not launch the default browser. To fix the problem, reinstall the browser software on the machine.
CSCdp43363	For the LS1010 (Catalyst 8500 device), the device monitor does not show cpu/memory utilization.	If you select Monitor from the popup menu after launching CiscoView for LS1010 device and right-click device chassis, you receive two choices: Summary and SNMP Traffic. CPU/Memory Utilization category is missing.
CSCdp43480	Format option is missing from PCMCIA pull down menu in the Catalyst 6000 device.	Format functionality missing in CiscoView 5.0. Will be fixed in subsequent release.
CSCdp43213	LS1010 (Catalyst 8500) shows unsupported card in device chassis.	Cpuswitch card shows as unsupported in CiscoView 5.0. Will be fixed in subsequent release.
CSCdp16037	No such instance error is received when Configure is selected from the popup menu in the chassis view. Unable to launch config applet for the Catalyst 5500.	This error occurs if slot 1 is empty. To work around this problem: <ul style="list-style-type: none"> • Move the card to Slot 1. • Download the latest device package for this device from CCO.

Table 4 Cisco uBR7200 Known Problems

Bug ID	Summary	Explanation
CSCdm71801	Cable Modem Details dialog box lacks the functionality of its counterpart in CiscoView 4.2.	The following functionality is not available in CiscoView uBR7200 device package: <ul style="list-style-type: none"> • Launching cable modem from Cable Modem Details dialog box on upstream port. • Reloading cable modem from Cable Modem Details dialog box on downstream port.

Help Module Known Problems

Table 5 Help Known Problems

Bug ID	Summary	Explanation
CSCdp14335	Left frame of online help does not appear using Netscape version 4.x on Windows 95 platform.	The Contents and Index tabs do not appear in the left frame. Status bar displays: <code>Applet WebHelp class WebHelp could not be loaded</code> . To work around this problem, press Shift+Reload in the browser.
CSCdp81659	A "Problem with shortcut" dialog box might appear when displaying a Help page. This problem appears only with Netscape 4.61 running on Windows 2000 platform.	This is a Netscape 4.61 problem when running on Windows 2000. It happens if Netscape is not properly registered as the default browser. Click OK to remove the dialog box and retain the Help page.
CSCdp82417	It is not possible to launch a different Help page if an existing Help page is already displayed. Problem appears with Internet Explorer 5.0, and sometimes with Netscape 4.61, running on Windows 2000 platform.	In the case of Internet Explorer 5.0, additional browser instances will be invoked for different applications (CiscoView, Show Commands, and Threshold). If another help page is invoked within the same application, however, the existing browser window does not get refreshed. In the case of Netscape 4.61, the problem occurs only when Netscape is not properly registered as the default browser. To work around this problem, close all instances of browser before launching Help.

Show Commands Known Problems

Table 6 Show Commands Known Problems

Bug ID	Summary	Explanation
CSCdp00095	Unable to stop Show Commands from fetching data.	You cannot interrupt command once it is executed within Show Commands.
CSCdp00097	Unable to connect to the device, reason: Irrecoverable Error message received and application terminates.	Occurs when you launch Show Commands for device whose enable password is set, but whose Telnet password is not set. To work around this problem, set Telnet password.
CSCdp22115	Does not support TACACAS or RADIUS User Authentication in enable mode.	None.

Table 6 Show Commands Known Problems (continued)

Bug ID	Summary	Explanation
CSCdp42571	Show commands does not react if printer not configured for a given machine.	If printer is not configured in machine, no information is available when File > Print is selected from the menu or Print is selected from the toolbar.

SNMPc Known Problems

Note If SNMPc was installed with CiscoWorks Windows 3.2, subsequent integration of CiscoWorks for Windows, Version 5.0 overrides the previous integration.

Table 7 SNMPc Known Problems

Bug ID	Summary	Explanation
CSCdp53434	While performing integration, SNMPc should not be running.	Close SNMPc before performing integration.

WhatsUp Gold Known Problems

Table 8 WhatsUp Gold Known Problems

Bug ID	Summary	Explanation
CSCdp22200	CiscoWorks for Windows, Version 5.0 does not integrate correctly with versions of WhatsUp Gold less than 4.05.	Upgrade WhatsUp Gold to version 4.05 and reinstall CiscoWorks for Windows.
CSCdp23520	You cannot exceed more than five attachment lines with the line attaching tool.	To work around this problem, draw manual lines from existing devices to current devices.
CSCdp53433	WhatsUp Gold (WUG) saved map should not be used if CiscoWorks Windows is reinstalled in a different directory.	None.

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](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 CD-ROM package. 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.

Access Registrar, AccessPath, Any to Any, Are You Ready, AtmDirector, Browse with Me, CCDA, CCDE, CCDP, CCIE, CCNA, CCNP, CCSI, CD-PAC, the Cisco logo, Cisco Certified Internetwork Expert logo, *CiscoLink*, the Cisco Management Connection logo, the Cisco NetWorks logo, the Cisco Powered Network logo, Cisco Systems Capital, the Cisco Systems Capital logo, Cisco Systems Networking Academy, the Cisco Systems Networking Academy logo, the Cisco Technologies logo, Fast Step, FireRunner, Follow Me Browsing, FormShare, GigaStack, IGX, Intelligence in the Optical Core, Internet Quotient, IP/VC, IQ Breakthrough, IQ Expertise, IQ FastTrack, IQ Readiness Scorecard, The IQ Logo, Kernel Proxy, MGX, Natural Network Viewer, NetSonar, Network Registrar, the Networkers logo, *Packet*, PIX, Point and Click Internetworking, Policy Builder, Precept, RateMUX, ReyMaster, ReyView, ScriptShare, Secure Script, Shop with Me, SlideCast, SMARTnet, SVX, *The Cell*, TrafficDirector, TransPath, VlanDirector, Voice LAN, Wavelength Router, Workgroup Director, and Workgroup Stack are trademarks; Changing the Way We Work, Live, Play, and Learn, Empowering the Internet Generation, The Internet Economy, and The New Internet Economy are service marks; and Aironet, ASIST, BPX, Catalyst, Cisco, Cisco IOS, the Cisco IOS logo, Cisco Systems, the Cisco Systems logo, the Cisco Systems Cisco Press logo, CollisionFree, Enterprise/Solver, EtherChannel, EtherSwitch, FastHub, FastLink, FastPAD, FastSwitch, GeoTel, IOS, IP/TV, IPX, LightStream, LightSwitch, MICA, NetRanger, Post-Routing, Pre-Routing, Registrar, StrataView Plus, Stratm, TeleRouter, and VCO are registered trademarks of Cisco Systems, Inc. or its affiliates in the U.S. and certain other countries. All other trademarks mentioned in this document 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. (0005R)

