



Release Notes for CiscoWorks for Windows, V 6.0

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Overview

CiscoWorks for Windows is a web-based comprehensive network management solution for small to medium business networks.

CiscoWorks for Windows contains the following components:

- CiscoView 5.3
- WhatsUp Gold 6
- Threshold Manager
- Show Commands
- Package Support Updater

New Features

CiscoWorks for Windows Version 6 provides the following new features:

- Web interface for all applications
- Improved, unified security with single logon
- Desktop launch point for all applications
- Autodiscovery of devices using SNMP
- Hierarchical maps available on both console and client
- Improved user interface for Show Commands and Threshold Manager
- Web based Package Support Updater
- Added animated demonstrations to the online help

Supported Platforms and Browsers

CiscoWorks for Windows supports the following platforms:

- Windows 2000 Professional
- Windows 2000 Server
- Windows 2000 Advanced Server

- Windows 98 (second edition)
- Windows NT 4.0 server with Service Pack 5 and higher
- Windows NT 4.0 workstation with Service Pack 5 and higher

CiscoWorks for Windows supports the following browsers:

- Netscape Navigator 4.61, 4.7 and 4.76
- Microsoft Internet Explorer 5.0, 5.0.1 and 5.5 with Service Pack 1



Note

For CiscoWorks for Windows to work properly; Java, Javascript and Cookies must be enabled in the browser.

Device Support List

Table 1 Supported and Unsupported Device OIDs

Device Name	Show Commands ¹	Trap Receiver ²	Threshold Manager ³	CiscoView 5.3	WhatsUp Gold 6
AP340	Unsupported	Unsupported	Supported	Supported	Supported
AS5200	Supported	Supported	Supported	Supported	Supported
AS5300	Supported	Supported	Supported	Supported	Supported
AS5350	Supported	Supported	Supported	Supported	Supported
AS5400	Supported	Supported	Supported	Supported	Supported
AS5800	Supported	Supported	Supported	Supported	Supported
AS5850	Supported	Supported	Supported	Supported	Supported
Cat1900	Supported	Unsupported	Supported	Supported	Supported
Cat2820	Supported	Unsupported	Supported	Supported	Supported
Cat2900	Supported	Supported	Supported	Supported	Supported
Cat2900XL	Supported	Supported	Supported	Supported	Supported
Cat2948GL3	Unsupported	Unsupported	Supported	Supported	Supported
Cat3500XL	Supported	Supported	Supported	Supported	Supported

Device Name	Show Commands¹	Trap Receiver²	Threshold Manager³	CiscoView 5.3	WhatsUp Gold 6
Cat4000	Supported	Supported	Supported	Supported	Supported
Cat5000	Supported	Supported	Supported	Supported	Supported
Cat5500	Supported	Supported	Supported	Supported	Supported
Cat6000	Supported	Supported	Supported	Supported	Supported
Cat6000IOS	Supported	Supported	Supported	Supported	Supported
Cat8500	Supported	Supported	Supported	Supported	Supported
CatGL3	Unsupported	Unsupported	Supported	Supported	Supported
CICS7700	Unsupported	Unsupported	Supported	Supported	Supported
FastHub300	Unsupported	Unsupported	Supported	Supported	Supported
FastHub400	Unsupported	Unsupported	Supported	Supported	Supported
IAD2400	Supported	Unsupported	Supported	Supported	Supported
MC3810	Supported	Supported	Supported	Supported	Supported
Metro1500	Unsupported	Unsupported	Supported	Supported	Supported
MicroHub1516	Unsupported	Unsupported	Supported	Supported	Supported
MicroHub1538	Unsupported	Unsupported	Supported	Supported	Supported
MicroSwitch1548	Unsupported	Unsupported	Supported	Supported	Supported
Rtr12000	Supported	Supported	Supported	Supported	Supported
Rtr1400	Supported	Supported	Supported	Supported	Supported
Rtr1600	Supported	Supported	Supported	Supported	Supported
Rtr1700	Supported	Supported	Supported	Supported	Supported
Rtr2500	Supported	Supported	Supported	Supported	Supported
Rtr2600	Supported	Supported	Supported	Supported	Supported
Rtr3600	Supported	Supported	Supported	Supported	Supported
Rtr4000	Supported	Supported	Supported	Supported	Supported
Rtr700	Supported	Supported	Supported	Supported	Supported
Rtr7000	Supported	Supported	Supported	Supported	Supported
Rtr800	Supported	Supported	Supported	Supported	Supported

Device Name	Show Commands ¹	Trap Receiver ²	Threshold Manager ³	CiscoView 5.3	WhatsUp Gold 6
StackMaker				Supported	
SwitchAddlets				Supported	
ubr7200	Supported	Supported	Supported	Supported	Supported
ubr900	Supported	Supported	Supported	Supported	Supported
URM	Unsupported	Unsupported	Supported	Supported	Supported
VPN3000	Unsupported	Unsupported	Supported	Supported	Supported

1. ShowCommands depends on standard IOS CLI and Switch CLI. So, ShowCommands does not support devices which do not support standard CLI, for example AP340.
2. Trap Receiver uses SNMP to set/get Trap Receivers for Switches. For Routers it uses the CLI, Trap Receivers require specific command syntax to set/get trap receivers in/from the devices. This is why there is a lesser number of devices supported by Trap Receiver compared to Show Commands.
3. Threshold Manager internally checks if RMON is enabled on the devices. If a device does not support RMON, you will receive an error message.

Documentation Roadmap

The following documents are provided in PDF format on your product CD:

- *Using CiscoWorks for Windows 6.0*—Provides information about the use and operation of CiscoWorks for Windows, V. 6.0, and answers to frequently asked questions.
- *WhatsUp Gold User's Guide*—Provides information about use and operation of the network management system (NMS) software WhatsUp Gold.



Note Adobe Acrobat Reader 4.0 is required.

Detailed online help is also provided for the following components:

- CiscoView
- Show Commands
- Threshold Manager

- Package Support Updater
- WhatsUp Gold

Additional Release-Specific Information Online

For information about devices supported by CiscoView, refer to:

- Device Package Readme Files—Contain information about device, card, and platform support.
- Device Package Installation Instructions—
<http://www.cisco.com/kobayashi/sw-center/netmgmt/ciscoview/cvcww-download.shtml>.

Installation Notes

Note the following before installing CiscoWorks for Windows, V 6.0:

- The server where CiscoWorks for Windows, V 6.0 is installed should have its host name registered in DNS or WINS. This is necessary for the remote clients to connect to it through the Web server.
- When launching the browser, it is recommended that there are no Java classpath environment variables configured on the machine. This may cause the application to operate incorrectly.
- Windows 2000 users may experience a delay when the virus scan software is set to scan all files.
- Do not install CiscoWorks for Windows, V 6.0 on a system (Windows NT server, Windows 2000 Server and Windows 2000 Advanced Server) configured as a terminal server. CiscoWorks for Windows will not function properly.

Known Problems

Known problems are unexpected behaviors or defects in CiscoWorks for Windows, V 6.0. They are graded according to severity level.

Known problems are located in the following sections:

- [Desktop Known Problems, page 8](#)
- [CiscoView 5.3 Known Problems, page 8](#)
- [Package Support Updater \(PSU\) Known Problems, page 12](#)
- [Show Commands Known Problems, page 13](#)
- [Threshold Manager Known Problems, page 13](#)
- [WhatsUp Gold 6 Known Problems, page 15](#)
- [WebServer Known Problems, page 15](#)
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Desktop Known Problems

Table 2 *CiscoWorks for Windows Desktop Known Problems*

Bug ID	Summary	Explanation
CSCdt73753	Some screen graphics are not positioned correctly.	When a system's font size is set to Large Fonts, some screen graphics are not positioned correctly. Workaround: Change the font size to Small Fonts.

CiscoView 5.3 Known Problems

Table 3 *CiscoView Known Problems*

Bug ID	Summary	Explanation
CSCdr33955	Multipoint monitor graphs for device running CiscoView display incorrect values.	To avoid problem, generate monitor graphs for individual ports.
CSCdr34879	All ports on lennon (mod 7) are shown as green on a Catalyst 6000 device running CiscoView.	Only ports that are configured and connected should be shown as green. Problem caused by lack of mapping between MIB elements in agent and colors of ports on the board. Workaround: None.
CSCdr39315	2524 device running Cisco IOS 12.05T and CiscoView 5.x does not display SM25-T1 card. A blank slot is shown instead.	No solution is available at this time.
CSCdr94291	In CiscoView, NEMI configuration dialog box for Metro 1500 device displays N/A as Subnet mask value.	NEMI configuration dialog box should display 255.255.255.0 as Subnet mask value. Workaround: None.

Table 3 *CiscoView Known Problems (continued)*

Bug ID	Summary	Explanation
CSCds29859 CSCdt16730	When invoking CiscoView, all CiscoWorks for Windows browser windows close.	<p>This occurs because the Java 1.3 plugin is not installed properly.</p> <p>Workaround: Uninstall the plugin, reboot and then reinstall the plugin.</p> <p>Note If you do not reboot after uninstallation, the problem persists.</p>
CSCds41560	Cannot print from the browser selecting, File > Print.	<p>This problem occurs if you print a chassis view using the following steps.</p> <ol style="list-style-type: none"> 1. Open a device and bring up the chassis view. 2. Select File > Print from the browser, to print the chassis view. An error message is returned. <p>Workaround: Click the Print icon to print the chassis view.</p>
CSCds55193	Incorrect formula used to calculate interface error percentage is listed in CiscoView online help.	<p>CiscoView online help lists following as formula used to calculate interface error percentage: $[\text{ifInErrors} / (\text{ifInUcastPkts} + \text{IfInNUcastPkts})] * 100.$</p> <p>Correct formula is: $[\text{ifInError} / (\text{ifInUcastPkts} + \text{IfInNUcastPkts} + \text{ifInError} + \text{ifInUnknownProtos})] * 100.$</p>
CSCds72290	Running CiscoView 5.x on device with Cisco IOS 12.1(2)E installed returns error.	<p>Problem observed on Catalyst 2612 and Catalyst 6509 devices with Cisco IOS 12.1(2)E installed running CiscoView 5.0/5.1.</p> <p>Following error is displayed: Failed to refresh chassis. Refer to error log for details.</p> <p>Workaround: None.</p>
CSCds86109	CiscoView 5.x, running on Cisco 1600 and 4000 series devices, displays a high number of collisions.	No solution is available at this time.

Table 3 *CiscoView Known Problems (continued)*

Bug ID	Summary	Explanation
CSCds89813	<p>User is prompted to install JRE on CV invocation.</p> <p>User is prompted to install Java Plugin when CiscoView is invoked on the CiscoWorks for Windows server even though it's already installed during the main install.</p>	<p>If you have a browser running prior to installing CiscoWorks for Windows, the running browser is not aware of the Java plugin until it is restarted.</p> <p>Workaround:</p> <p>Before installation: close all browser instances before installing CiscoWorks for Windows.</p> <p>Or</p> <p>After installation: close all browser instances and open a new browser instance for CiscoWorks for Windows.</p>
CSCdt02050	Flash (PCMCIA) card is not displayed on Cisco 7000 series device running CiscoView.	No solution is available at this time.
CSCdt04355	CiscoView console buttons cannot be selected with Enter key.	<p>Problem observed in CiscoWorks for Windows.</p> <p>Workaround: Use mouse or spacebar to activate selection instead of Enter key.</p>
CSCdt11838	When launching application, user not prompted to install Java Plug-in.	<p>If RealJukeBox NS Plug-in is installed before Java Plug-in is installed, users will not be prompted to install Java Plug-in software when attempting to launch application. Blank screen is displayed.</p> <p>Workaround: Uninstall RealJukeBox Plug-in.</p>

Table 3 *CiscoView Known Problems (continued)*

Bug ID	Summary	Explanation
CSCdt22462	Delay when downloading Java applets on Windows 2000 systems.	<p>On some Windows 2000 systems, the initial download of large Java applets (or subsequent downloads of the same applets that are not cached locally) might take longer than expected. After the applet has been loaded and cached locally, the problem no longer occurs.</p> <p>The delay is caused by client side filtering mechanisms such as virus scanning. Some virus scanners are configured to automatically scan content downloaded by browsers. Scanning consumes a lot of memory and results in disk paging on most systems.</p> <p>Because of this, downloading is significantly slower than expected. (The effect is less on systems with large amounts of RAM and virtual memory.)</p> <p>Note It is not recommended that you disable or alter the configuration of your virus scan software. But testing has shown, if you disable the automatic scanning of all download files, and instead enable the scanning of program files only (specified by file extension) that download times are significantly reduced.</p> <p>For more information, see the following article: http://support.microsoft.com/support/kb/articles/q240/3/09.asp</p>

Package Support Updater (PSU) Known Problems

Table 4 *Package Support Updater (PSU) Known Problems*

ID	Summary	Explanation
CSCdt04070	No error message is displayed when network connection is lost during the download of device packages from CCO.	No solution is available at this time.
CSCdt24701	No error message is displayed after an unsuccessful attempt to uninstall nmidb packages.	After unsuccessful attempt to uninstall nmidb packages, no error message is displayed stating that process failed. Also, in View History window, <code>completed successfully</code> is displayed under status tab when <code>failed</code> should be displayed instead. Workaround: None.
CSCdt73771	Error message displayed when multiple PSU web clients install/uninstall device packages at the same time.	When multiple PSU web clients install/uninstall device packages at the same time, following error message is displayed: <code>Could not connect to JRun Connector Proxy. Please contact the system administrator for this web site.</code> Workaround: None.
CSCdt83908	PSU scheduled download occurs one hour earlier than scheduled time.	When using GMT timezone on the PSU server machine, scheduled downloads occur one hour early. Workaround: None.

Show Commands Known Problems

Table 5 *Show Commands Known Problems*

Bug ID	Summary	Explanation
CSCdp00095	Unable to stop Show Commands from fetching data.	You cannot interrupt a command after it is executed within Show Commands. Workaround: None.
CSCdp04159	Command tree does not indicate which commands contain subcommands.	Only after selecting a command will its corresponding subcommands be displayed. Workaround: None.
CSCds41687	Current command state (collapsed or expanded) is not maintained when switching back to the Show Commands main screen from another screen.	Current command will be in collapsed state. Workaround: None.
CSCdt77384	When the Terminal Monitor option is set, Show Commands does not work properly for the device.	The additional output created by Terminal Monitor causes a failure in Show Commands. Workaround: Disable terminal monitor for all lines in the device.

Threshold Manager Known Problems

Table 6 *Threshold Manager Known Problems*

Bug ID	Summary	Explanation
CSCdt13888	Unable to use system type of threshold templates for Catalyst OS switches.	System MIB objects are not available on older Catalyst OS switches. Workaround: None.

Table 6 *Threshold Manager Known Problems (continued)*

Bug ID	Summary	Explanation
CSCdt48756	On Catalyst 1900 devices, a Device not supported error message appears when Trap Receiver is launched.	<p>CiscoWorks for Windows Trap Receiver does not support the Catalyst 1900 device family. Catalyst 1900 devices do not support the MIB used by CiscoWorks for Windows to set trap receivers.</p> <p>Workaround: None</p>
CSCdu06789	New devices are not visible in Threshold Manager, if integrated from standalone Package Support Updater.	<p>This problem occurs due to a bug in the standalone version of Package Support Updater (CSCdt68504) when users add new device support. The order of integration and Web server restart causes this problem to occur.</p> <p>Workaround: Restart the Web server by right clicking the CWW Webserver icon in the toolbar.</p> <p>Note This problem does not occur if you integrate new device packages/device support through the Web based Package Support Updater.</p>

WhatsUp Gold 6 Known Problems

Table 7 *WhatsUp Gold Known Problems*

Bug ID	Summary	Explanation
None	Cisco icons do not appear in the WhatsUp Gold map. Also, cannot invoke CiscoWorks for Windows applications (CiscoView, ShowCommands and Threshold Manager) on a device in a WhatsUp Gold map.	<p>If you have created and saved maps in WhatsUp Gold before integrating with CiscoWorks for Windows, Cisco icons will not appear in the saved map and you cannot invoke Cisco Applications from the map. This problem will exist when WhatsUp Gold is integrated with CiscoWorks for Windows 5.0 before installing CiscoWorks for Windows, V 6.0.</p> <p>Workaround: Recreate old maps after integrating with CiscoWorks for Windows.</p>

WebServer Known Problems

Table 8 *WebServer Known Problems*

Bug ID	Summary	Explanation
CSCdt64663	On Windows 2000 machines, the CiscoWorks for Windows JRun Engine does not restart.	<p>When restarting the CiscoWorks for Windows JRun Engine from the Windows desktop using: Start -> Settings -> Control Panel -> Administrative Tools -> Services panel and right clicking on the CiscoWorks for Windows JRun Engine and selecting Restart, the CiscoWorks for Windows JRun Engine stops and restarts. But after a few seconds the service stops.</p> <p>Workaround: When using the Services panel to restart the service: use Stop to stop the service and Start to restart the service. Do not use Restart.</p>
None	<p>The following message may appear in your browser:</p> <p>“Could not connect to JRUN Connector Proxy. Please contact the System Administrator for this website.”</p>	<p>The JRUN Servlet Engine takes a few minutes to initialize.</p> <p>Workaround: Wait a few minutes and Refresh or Reload.</p> <p>If the problem persists, log out of the Windows machine (server), then log back in.</p>

Installation Known Problems

Table 9 *Installation Known Problems*

Bug ID	Summary	Explanation
CSCdt48783	The “cannot open log file” message box appears repeatedly during installation.	There are too many files in the root directory (Windows installed drive, usually c:\). Workaround: Remove some files in the root directory then proceed with the installation.

Integration Known Problems

Table 10 *Integration Known Problems*

Bug ID	Summary	Explanation
CSCdp47503	NMS integration fails.	NMS integration fails if the directory name, where the nmldb.jar file is stored, contains multiple spaces. Workaround: Rename the directory using a single space or no spaces.

Uninstallation Known Problems

Table 11 *Uninstallation Known Problems*

Bug ID	Summary	Explanation
CSCdt07478	Unable to uninstall when CiscoView is running.	CiscoWorks for Windows will not uninstall if CiscoView is running on the server. Workaround: Close CiscoView before uninstalling.

Browser Known Problems

Table 12 Browser Known Problems

Bug ID	Summary	Explanation
CSCds33701	Clicking the Reload/Refresh button on the browser menu bar causes CiscoWorks for Windows to go back to the home page.	<p>This occurs in Netscape and Internet Explorer.</p> <p>Workaround: Right click in the bottom frame and select Reload/Refresh from the pulldown menu. Do not use the Reload/Refresh button on the browser menu bar.</p>
CSCds92550	When using the Netscape browser, the application (CiscoView, ShowCommands and Threshold Manager) links will not be context sensitive when the WhatsUp Gold map is open in the right frame.	<p>On a remote client an administrator can select from the Home page: Tasks > User Administration and click the Top View button, to display the network map. From the map, the administrator can navigate to a device and click on an application (CiscoView, Show Commands or Threshold Manager) in the toolbar. The application does not launch for the device, but asks for the device information.</p> <p>Workaround: Click on WhatsUp Gold from the desktop toolbar and navigate to a device, rather than from the User Administration Top View link.</p>
CSCdt74736	Show Commands tree does not appear after resizing the browser window.	<p>This occurs only in the Netscape browser.</p> <p>If Show Commands is launched using Netscape from a WhatsUp Gold console map and the window is resized, the Show Commands tree does not appear.</p> <p>Workaround: Click Reload/Refresh button on the browser menu bar.</p>
None	Resizing the browser causes CiscoWorks for Windows to go back to the home page.	<p>This occurs only in Netscape.</p> <p>Workaround: Do not resize the Netscape browser.</p> <p>Note It is recommended you maximize your browser window when you first open CiscoWorks for Windows.</p>

General Known Problems

Table 13 General Known Problems

Bug ID	Summary	Explanation
CSCdt16691	Java fails to run on Micron laptop (Transport NX model) running Windows 98.	The result is a page fault in the Java.dll. Workaround: None.

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- <http://www.cisco.com>
- <http://www-china.cisco.com>
- <http://www-europe.cisco.com>

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

Ordering Documentation

The Using CiscoWorks for Windows and WhatsUp Gold user guides can be ordered using the part number CWW-Doc.

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products Marketplace:
http://www.cisco.com/cgi-bin/order/order_root.pl
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San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

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To access Cisco.com, go to the following website:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

<http://www.cisco.com/tac>

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

<http://www.cisco.com/register/>

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

<http://www.cisco.com/tac/caseopen>

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

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