Release Notes for Internetwork Status Monitor, Version 2, Release 2

These release notes describe changes for CiscoWorks Blue Internetwork Status Monitor (ISM), Version 2, Release 2 (V2R2).

New and Changed Information in CiscoWorks Blue ISM V2R2.

The CiscoWorks Blue Internetwork Status Monitor V2R2 is only available by downloading it from Cisco.com. See the CiscoWorks Blue ISM Installation Guide V2R2 for detailed instructions.

You can download the ISM V2R2 software from the following URL:

http://www.cisco.com/cgi-bin/tablebuild.pl/ism-v2r2

The documentation is available at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/ism/ism-v2r2/data/index.htm

CISCO SYSTEMS

New Software Features in CiscoWorks Blue Internetwork Status Monitor V2R2

SNA Switch Support

Support for Cisco SNA Switching Service (SNASw) has been added to ISM. With this support, you can monitor the status of SNA Switch servers running on Cisco routers. ISM monitors SNA Switch CPU and memory resource consumption on the router. ISM can also monitor the status of SNA Switch uplinks and record statistics on the amount of traffic on the links. ISM displays the status of SNA Switch nodes, links, and PUs.

Frame Relay Enhancements

Support for Frame Relay router interfaces has been enhanced. ISM now captures and records Frame Relay PVC and DLCI statistics.

Interface Monitoring Enhancements

Router interface monitoring now allows router subinterfaces to either be unmonitored or to have only their status monitored. In unmonitored mode, subinterfaces are ignored. In status-only mode, ISM monitors only whether the subinterfaces are up or down. In full monitor mode, ISM also captures performance data for subinterfaces. Subinterface monitoring may be configured separately by interface type.

ISM has a new option to monitor the reliability of the interfaces on the router. When the interface reliability threshold is not met, a message is logged. The reliability thresholds are configurable by interface type.

Mainframe Installation and Configuration Changes

There is a new VSAM data base, "W", used by ISM to store SNA Switch status and performance data.

The mainframe dataset name defaults are xxxx.NSPI202.NSPNyyyy.

Mainframe Software Requirements

The following operating system and application software is required to install the ISM program on the mainframe:

- OS/390-MVS mainframe running MVS/ESA Version 4.1 or later or OS/390 or z/OS

- SMP/E Release 7 or later (required for SMP/E installation method only)

- TME/10 NetView for OS/390 (Version 1.2 or later)

- VTAM Version 4.1 or later for support of ISM's SNA Session Monitoring application

- Any version of VTAM for support of the other ISM applications

Mainframe Hardware Requirements

The following hardware is required to install the ISM program on the mainframe:

Direct access storage in the following amounts, according to the ISM installation method that you select:

For the direct installation method, approximately 50 megabytes. For the SMP/E installation method, approximately 70 megabytes.

Direct access storage for the VSAM databases that ISM uses to record configuration information and status and statistics information for routers, interfaces, tn3270 servers, Switch servers.and SNA Switch links. A minimum of 40 megabytes is suggested to start. The total depends on the number of routers, interfaces, etc.that ISM is configured to monitor and how much historical data ISM is configured to keep. For more information, see the Preparing to Install ISM chapter of the CiscoWorks Blue Internetwork Status Monitor Installation Guide.

Cisco IOS Software Requirements

Your routers must meet the following Cisco IOS software levels for the type of router management that you want to support in ISM:

- For Remote Source-Router Bridging (RSRB) support, Cisco IOS Release 11.0 or later

- For data-link switching (DLSw+) support, Cisco IOS Release 11.1 or later

- For Cisco mainframe channel connection (CMCC) routing information field (RIF) support, Cisco IOS Release 11.3 or later

Upgrading to a New Software Release

If you are upgrading to the new release, it is important to preserve the license key from the current version you are running. The license key is the same for ISM Version 2 and ISM Version 2 Release 2.:

Related Documentation

For more information about CiscoWorks Blue Internetwork Status Monitor, refer to the following publications:

- *CiscoWorks Blue Internetwork Status Monitor Installation Guide*

- *CiscoWorks Blue Internetwork Status Monitor Data Areas*

- *CiscoWorks Blue Internetwork Status Monitor User Guide*

- CiscoWorks Blue Internetwork Status Monitor Online Help

For additional information, refer to the following Cisco Systems publications:

- Configuration guides and command references for Cisco router products used at your site

- *Cisco IOS Bridging and IBM Networking Configuration Guide*

- *Cisco IOS Bridging and IBM Networking Command Reference, Volume I and Volume II*

- *Cisco IOS Command Summary*
- *Cisco IOS System Error Messages*
- *Internetworking Terms and Acronyms*

For more information about using IBM's NetView, you can refer to the following IBM NetView publications:

- *NetView Operation*
- *Learning About NetView Operation*
- *NetView Command Summary*

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

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

http://www.cisco.com

Translated documentation is available at the following URL:

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

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped 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 through an annual subscription.

Ordering Documentation

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

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

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

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Leave Feedback** at the bottom of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
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 by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

http://www.cisco.com

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.

- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.

- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.

- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

http://www.cisco.com/tac

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

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

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

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

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

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

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.